



DUN & BRADSTREET

D&B360 Batch for SAP CRM

Informatica Upgrade Guide

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About this Guide

Audience and Purpose

This guide is for D&B360 Batch for SAP CRM customers who are preparing for the Informatica upgrade.

Conventions

NOTE: Notes mean *reader take note* and provide helpful suggestions.

IMPORTANT: Important Notes mean *reader be careful*. In this situation, you might do something that could result in loss of data.

In sections that include instructions for using the graphical user interface (GUI):

- Text in **bold** indicates the name of a window, tab, field, area, or button that you click or interact with.
- Text in `monospace` indicates a directory path or a command that you need to type in the command-line interface.

Navigating in the PDF

NOTE: To download the free, latest version of Adobe Reader, go to this web site:

<http://get.adobe.com/reader/>.

1. To return to the page you were on after you click a cross reference link, press **Alt + Left Arrow**.
2. To return to the first page of the document, press the **Shift + Home**.
3. To navigate in the PDF file or change the Adobe Reader settings, on the Adobe Reader menu, select **View > Page Navigation, Page Display, and Zoom**.

Introduction

We are very excited to announce that we are upgrading our Batch infrastructure to meet your requirements in a better way. That's why, in the upcoming days, we are going to be upgrading the Informatica Platform to the latest release.

This step-by-step guide will walk you through the required set of steps to prepare for the Informatica Upgrade. You should follow these steps if you are using D&B360 Batch functionality. Not doing so may result in the malfunctioning of the D&B360 Batch Match and Refresh process.

If you need help or have any questions, contact the D&B360 Support Team by opening a support ticket using the following link:

<http://dnbus.force.com/support?prod=DNB360>

Pre-Upgrade Steps

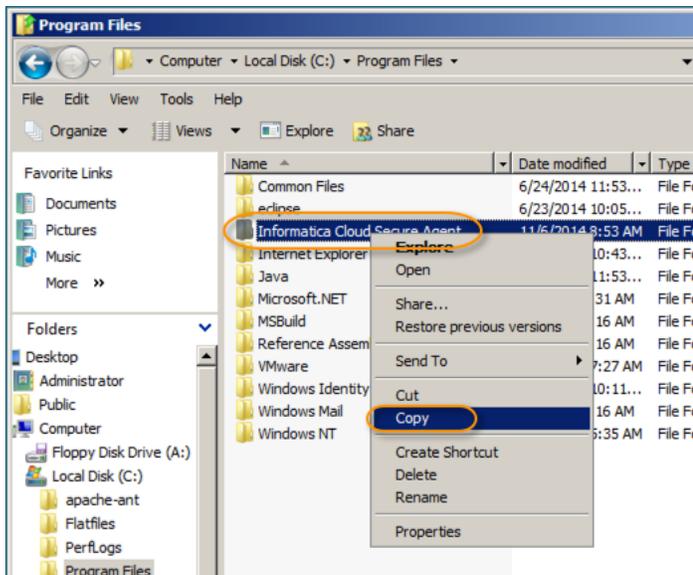
Pre-upgrade steps should be completed before May 1, 2015, prior to the Informatica platform upgrade.

These steps are required to ensure a successful Informatica Secure Agent upgrade.

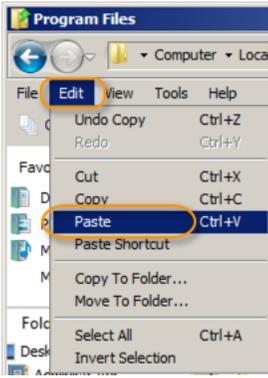
Step 1: Back Up the Configuration Files

Backup the entire Informatica Cloud Secure Agent folder before. Locate this folder on Program Files (x86) \Informatica Cloud Secure Agent if your Secure Agent is installed on a 64 bit machine.

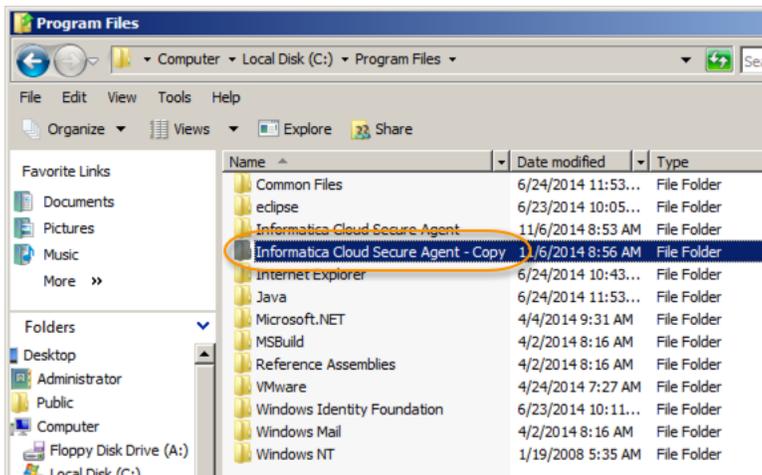
1. Select the folder, right click on it and select Copy.



2. From the Menu, choose Edit and Paste or right-click and Paste on the Windows Explorer window.



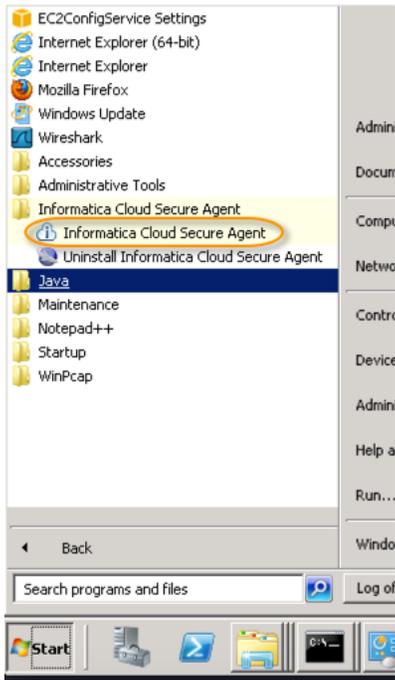
You should now have a new folder, Informatica Cloud Secure Agent – Copy.



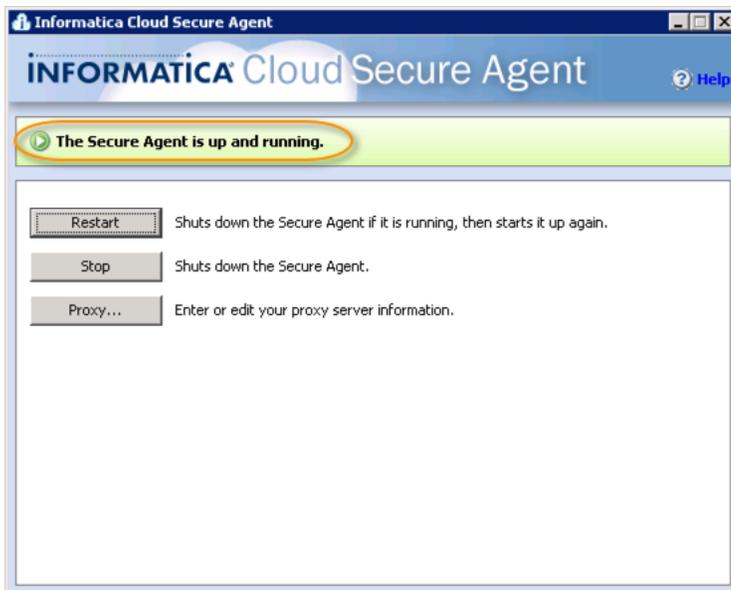
Step 2: Ensure the Informatica Secure Agent is Up and Running

During the upgrade process, it is important that the Secure Agent is up and running to receive the upgrade instructions sent by the Informatica Cloud infrastructure.

1. On your Secure Agent machine, open the Informatica Cloud Secure Agent by opening Start > All Programs > Informatica Cloud Secure Agent > Informatica Cloud Secure Agent. The Informatica Cloud Secure Agent Console opens.



2. Verify that the agent is up and running.



3. If you do not see the message, The Secure Agent is up and running, click Restart.

NOTE: Sometimes the Agent console is not visible depending upon who installed agent. If this is the case, view the status in Windows Services.

Step 3: Ensure the Latest Support Package is Installed In Your System

If you have the D&B360 2.3 version installed in your system, it is mandatory that you have the latest Support Package installed in your system - Support Package 17.

Check the Support Package version that is installed in your system by using transaction, SPAM.

NOTE: For steps on installing the latest Support Package, please refer to the D&B360 Installation Guide.

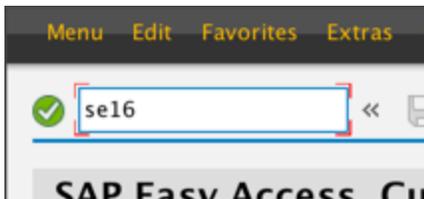
Post Upgrade Steps

The following steps may be performed beginning, May 4, 2015, once the Informatica platform is upgraded.

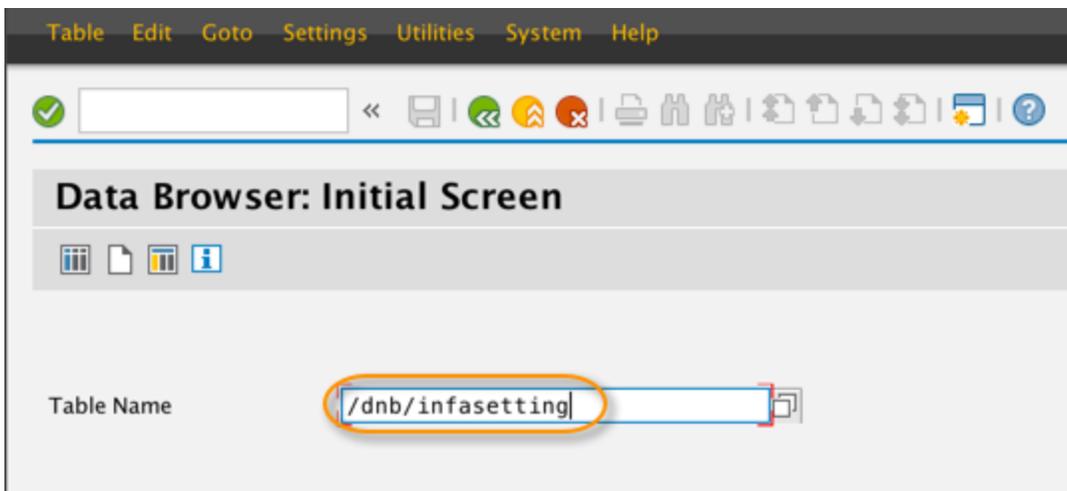
Not following these steps will result in the malfunctioning of the D&B360 Batch feature.

Step 1: Obtain the Organization ID

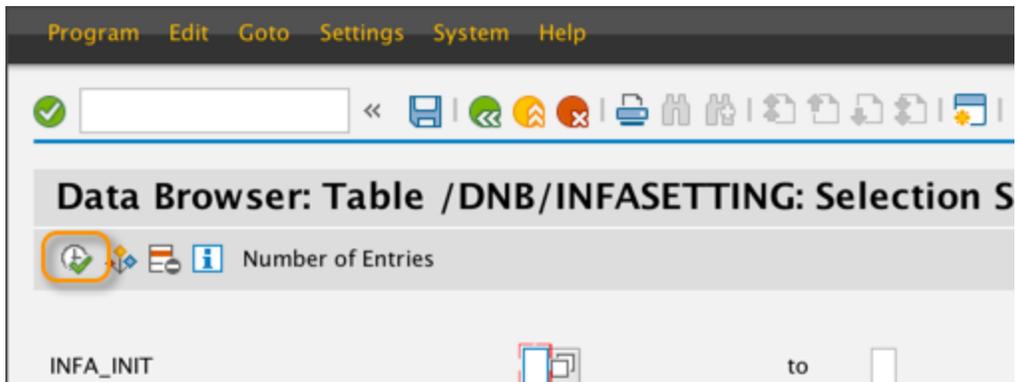
1. Execute transaction SE16.



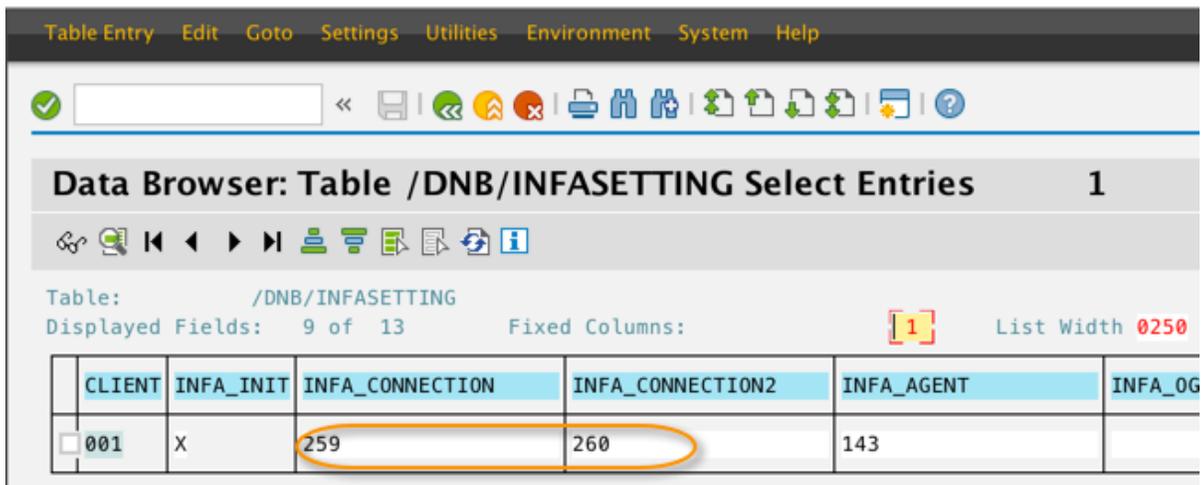
2. Enter table name, /dnb/infasettings, and press Enter.



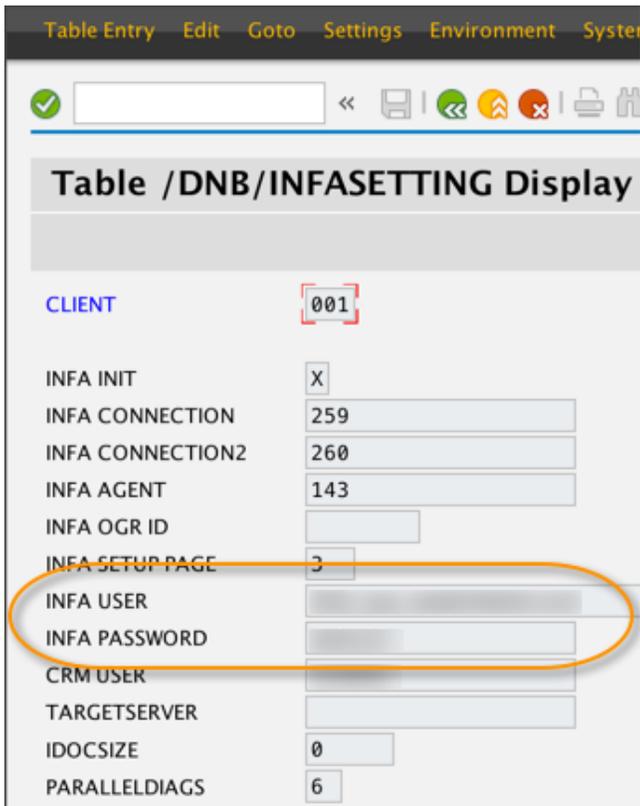
3. Execute the query.



4. Access the details by double-clicking the first entry.

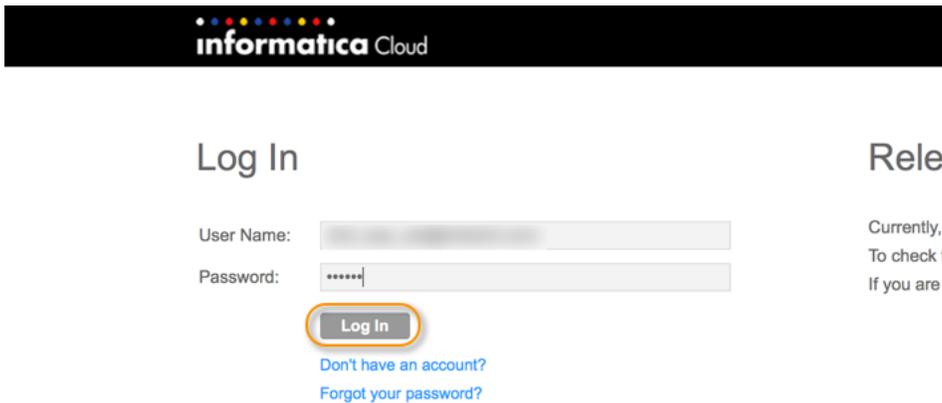


5. The INFA User and INFA Password display on the detail screen.

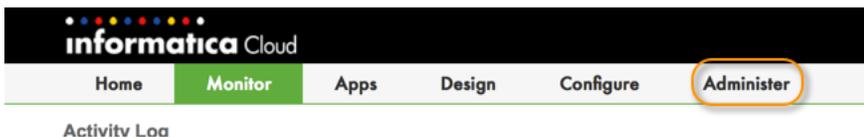


Step 2: Adapt Your Organization Folder

1. Log into the new Informatica Cloud with your old User Name and Password. using the following link:
<https://icosp2.informaticacloud.com/ma/login>.



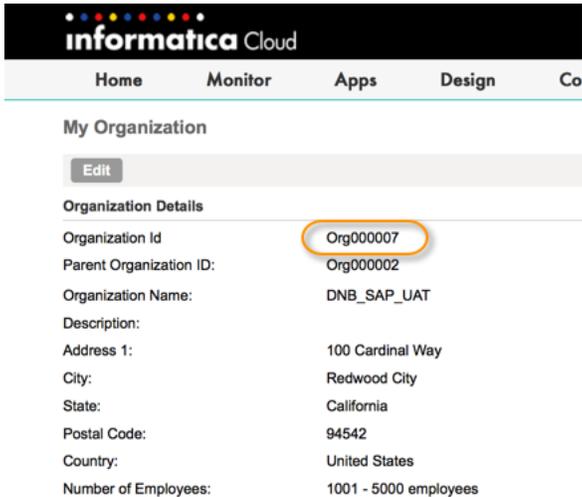
2. Click the Administer tab.



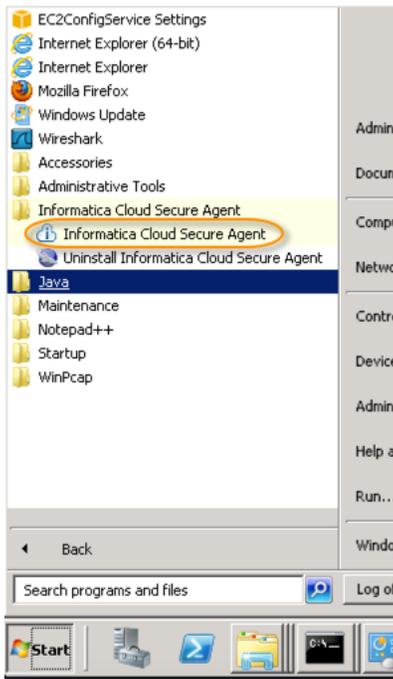
3. Click on the Organization menu option.



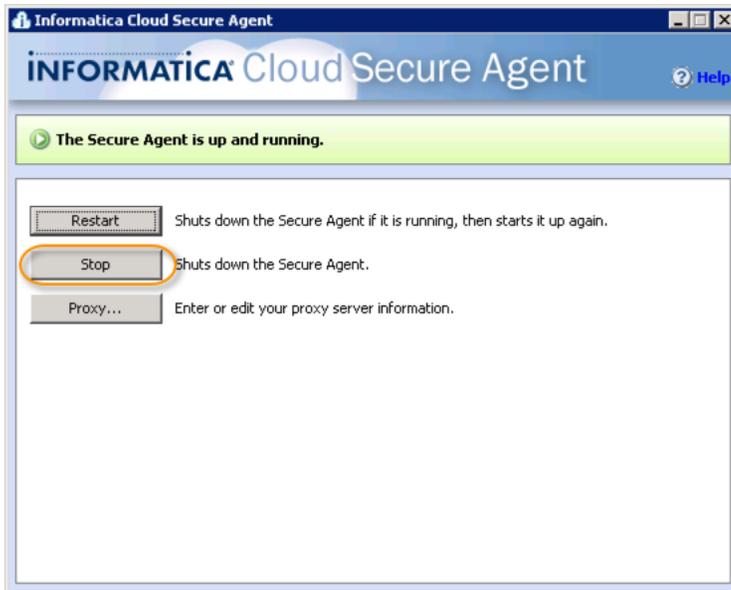
4. Locate and note the new Organization ID (Org000007).



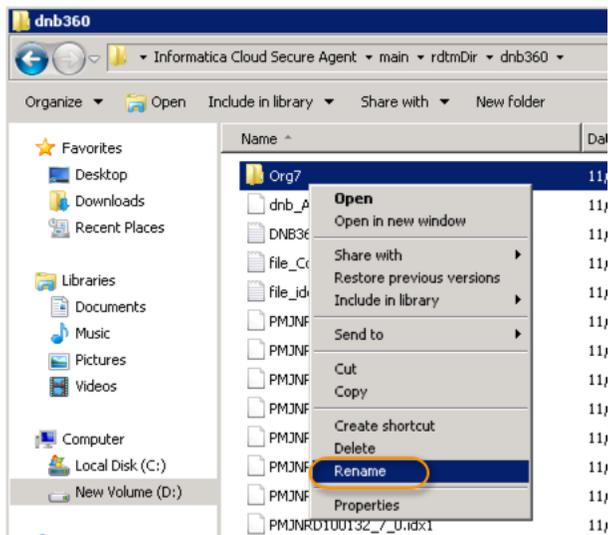
5. On your Secure Agent machine, navigate to the Informatica Cloud Secure Agent by opening Start > All Programs > Informatica Cloud Secure Agent > Informatica Cloud Secure Agent. This will open the Informatica Cloud Secure Agent Console.



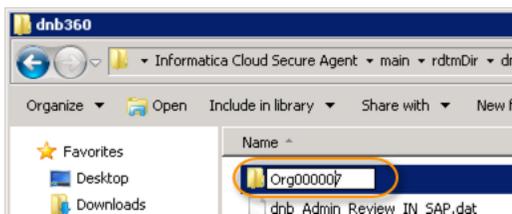
6. Click Stop.



7. Navigate to Program Files (x86)\Informatica Cloud Secure Agent\main\rdtmDir\dnb360 and Rename your Organization folder.



8. Enter the Organization from Step 4 above (Org000007).



Step 3: Install Microsoft Visual C++ 2008 Redistributable Package (x86)

1. On your Secure Agent machine, please open <http://www.microsoft.com/en-us/download/details.aspx?id=29> and click Download.



Download Center

Shop ▾ Products ▾ Categories ▾ Support ▾ Security ▾



Microsoft Visual C++ 2008 Redistributable Package (x86)

Select Language:

English

Download

The Microsoft Visual C++ 2008 Redistributable Package (x86) installs runtime components of Visual C++ Libraries required to run applications developed with Visual C++ on a computer that does not have Visual C++ 2008 installed.

2. Click Run.

Do you want to run or save **vc redistrib_x86.exe** (1.73 MB) from **download.microsoft.com**?

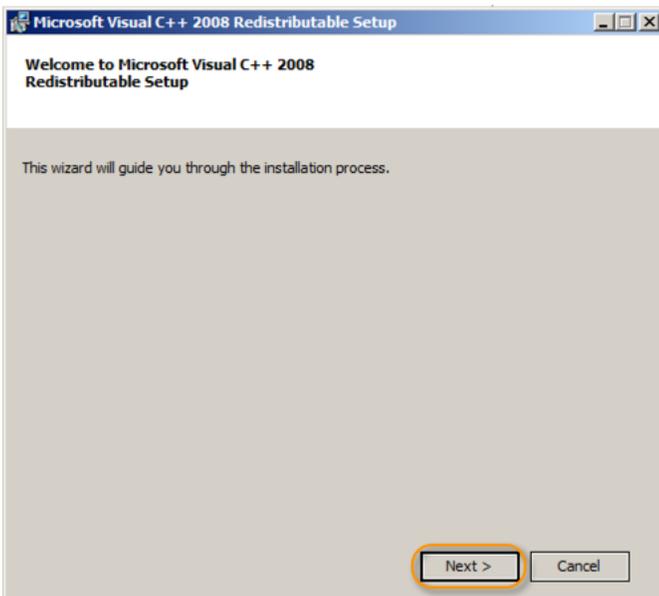
Run

Save

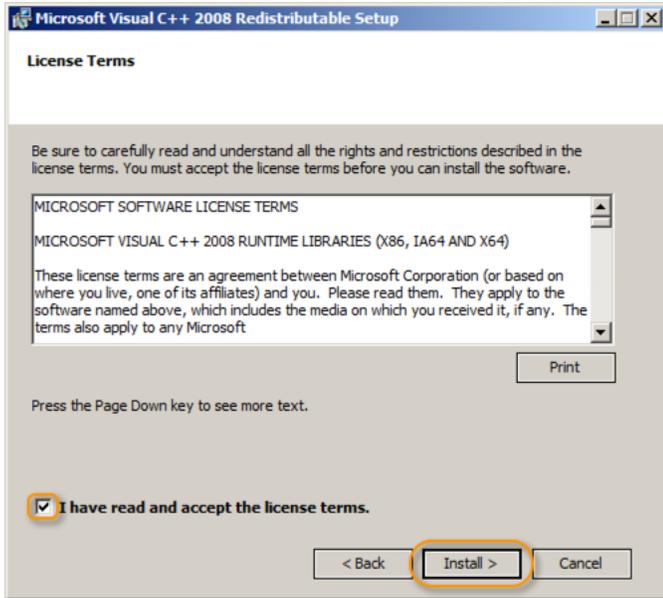
Cancel



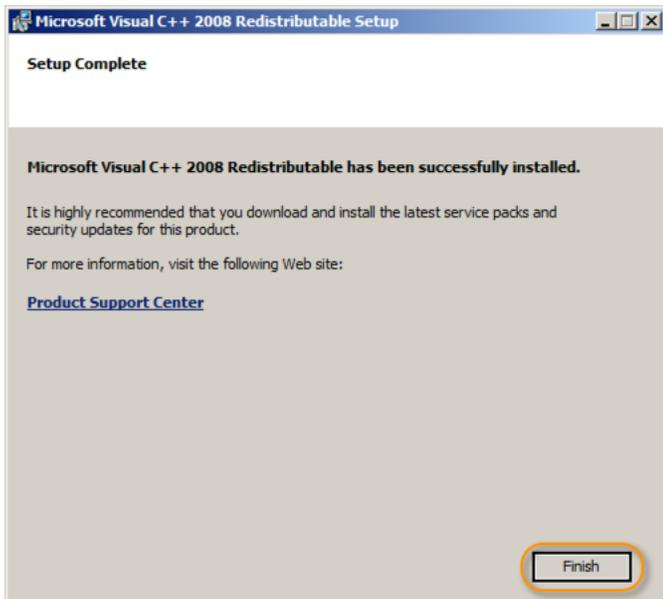
3. Click on Next.



4. Read and accept the license terms by selecting "I have read and accept the license terms". Click Install.



5. When the installer finishes, a summary window displays. Click Finish.



Step 4: Install Microsoft Visual C++ 2010 Redistributable Package (x86)

1. On your Secure Agent machine, open <http://www.microsoft.com/en-us/download/details.aspx?id=5555> and click Download.

Microsoft Visual C++ 2010 Redistributable Package (x86)

Select Language: ▾ Download

The Microsoft Visual C++ 2010 Redistributable Package installs runtime components of Visual C++ Libraries required to run applications developed with Visual C++ on a computer that does not have Visual C++ 2010 installed.

2. You may be presented with promotional software to download. Click No thanks and continue.

Microsoft recommends

Select the check box next to any downloads you'd like to add to your queue. After clicking Next, You'll be guided through a simple download process.

- MSN default homepage & Bing default search engine** i
Set MSN as your default homepage and Bing as your default search engine
Size: 2.1 MB
- Microsoft .NET Framework 4 Client Profile (Web Installer)** i
The Microsoft .NET Framework 4 web installer package downloads and installs the .NET Framework components required to run on the target machine architecture and OS. An Internet connection is required during the installation. The Client Profile is used to run most client applications that target the .NET Framework 4.
Size: 868 KB

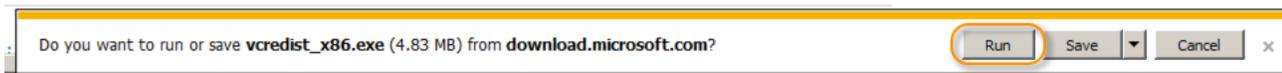
Download Summary:

1. Microsoft Visual C++ 2010 Redistributable Package (x86)

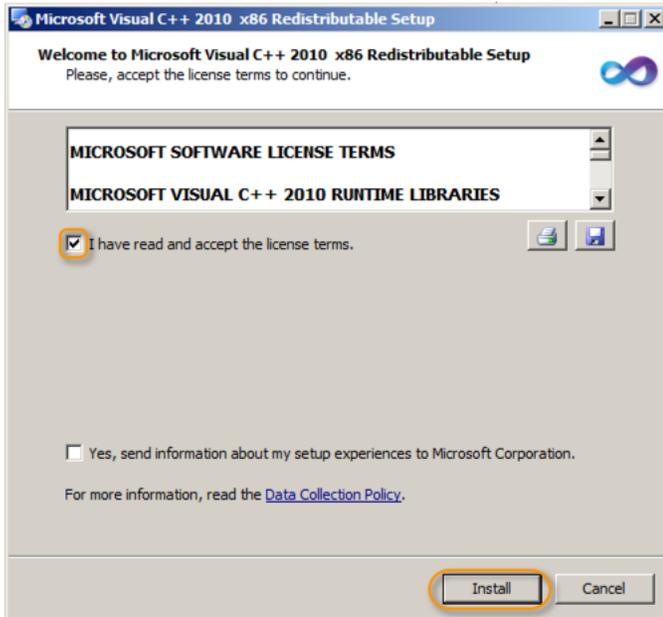
Total Size: 4.8 MB

No thanks and continue

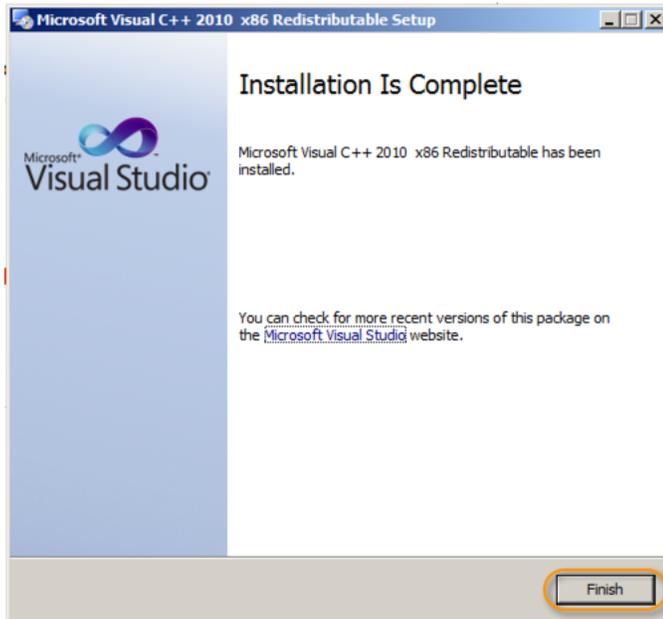
3. Click Run.



4. Read and accept the license terms by selecting "I have read and accept the license terms". Click Install.



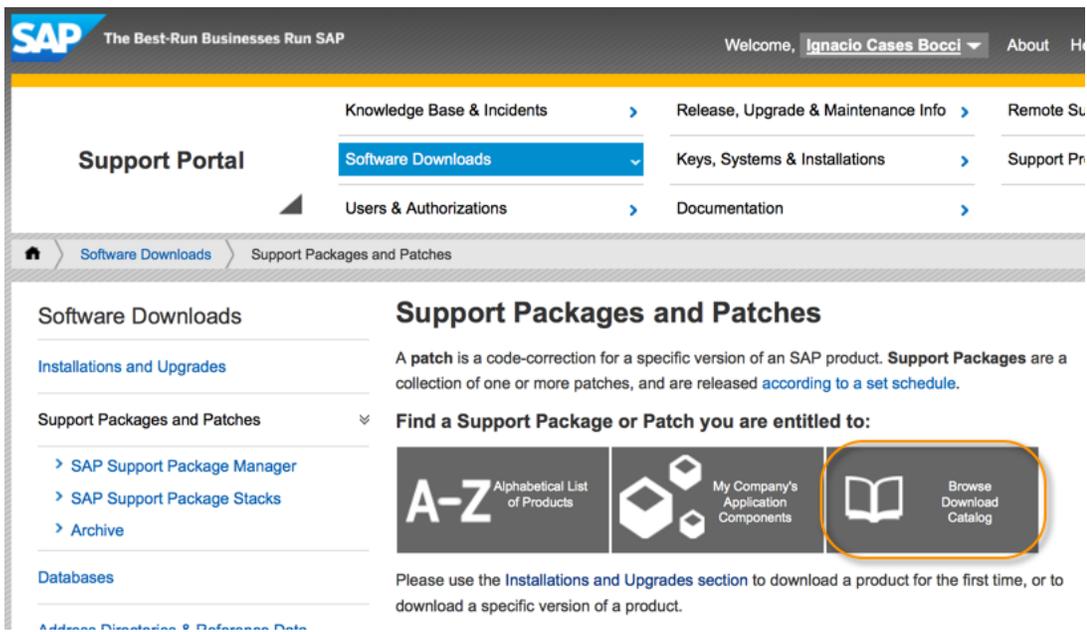
5. At the Installation summary window, click Finish.



Step 5: RFC SDK 7.2 Installation

Please follow OSS note 413708 to download the latest RFC SDK 7.20 libraries to your installation.

1. Open <https://support.sap.com/swdc> and access the Software Download Center using your S-User.
2. Navigate to SAP Support Packages and Patches. Then click Browse Download Catalog.



3. Select Support Packages and Patches > Additional Components > SAP RFC SDK UNICODE > SAP RFC SDK 7.20 UNICODE > <your platform>.

NOTE: If you are using Windows, download the IA32 version (even if that is not the version of your Operating System). Informatica works on 32 bits on the windows platform; therefore, this library is required.

The file, RFC_XX-YYYYYYYY.SAR, contains the RFC-Library.

4. Use the SAPCAR to decompress the files. This can be downloaded from the same Area SAP Support Packages and Patches > Additional Components > SAPCAR.
5. To decompress the files, execute the following command: `sapcar -xvf RFC_XX-YYYYYYYY.SAR`

```

Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Administrator\Downloads\tnj> sapcar -xvf RFC_12-10009744.SAR_

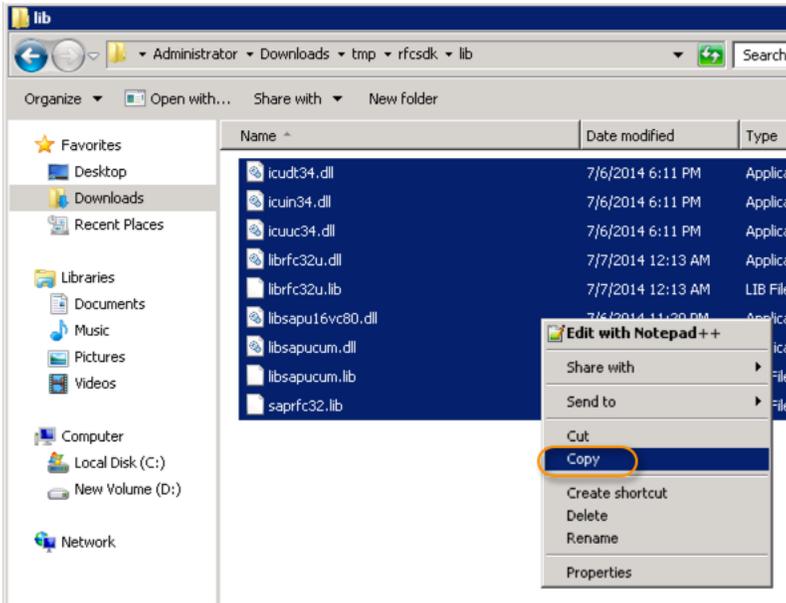
```

```

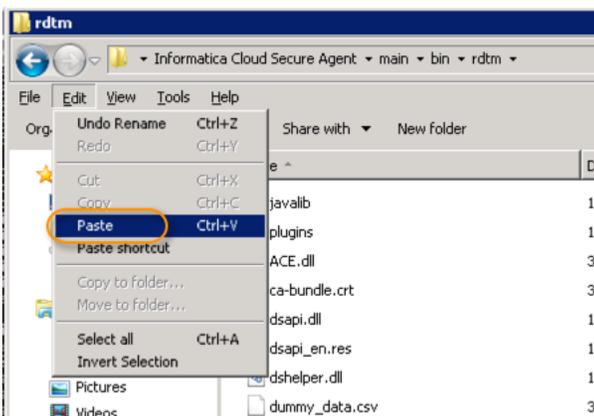
Administrator: C:\Windows\System32\cmd.exe
x rfcsdk/include
x rfcsdk/include/sapitab.h
x rfcsdk/include/saprfc.h
x rfcsdk/include/sapuc.h
x rfcsdk/include/sapucx.h
x rfcsdk/lib
x rfcsdk/lib/icudt34.dll
x rfcsdk/lib/icuin34.dll
x rfcsdk/lib/icuuc34.dll
x rfcsdk/lib/librfc32u.dll
x rfcsdk/lib/librfc32u.lib
x rfcsdk/lib/libsapu16vc80.dll
x rfcsdk/lib/libsapucum.dll
x rfcsdk/lib/libsapucum.lib
x rfcsdk/lib/saprfc32.lib
x rfcsdk/text
x rfcsdk/text/icu_license.txt
x rfcsdk/text/rfc_library_guide.pdf
x rfcsdk/text/SAPRFC.HLP
x rfcsdk/text/saprfc.ini
x rfcsdk/text/sapu16doc.htm
x rfcsdk/text/sapucdoc.htm
SAPCAR: 25 file(s) extracted
C:\Users\Administrator\Downloads\tnj>

```

6. The previous command will create a rfcsdk folder. Using Windows Explorer, navigate to the rfcsdk\lib folder. Select all the files, right-click, and then select Copy.

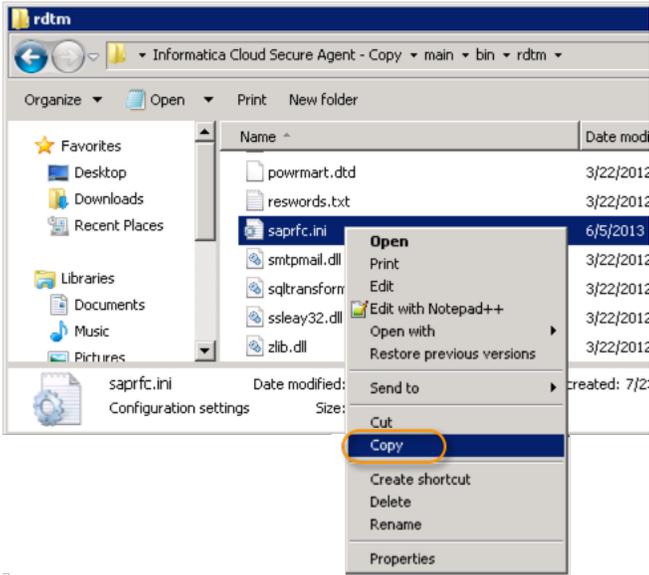


7. Navigate to the Program Files (x86)\Informatica Cloud Secure Agent\main\bin\rdtm, and select menu Edit > Paste or right-click and select Paste.

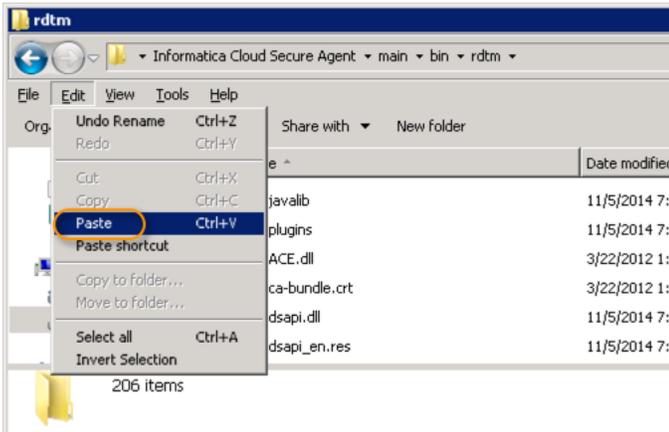


Step 6: Copy SAPRFC.ini

1. Navigate to the backup folder created during the Pre-Upgrade steps (Program Files (x86)\Informatica Cloud Secure Agent – Copy\main\bin\rdtm). Copy the saprfc.ini file.

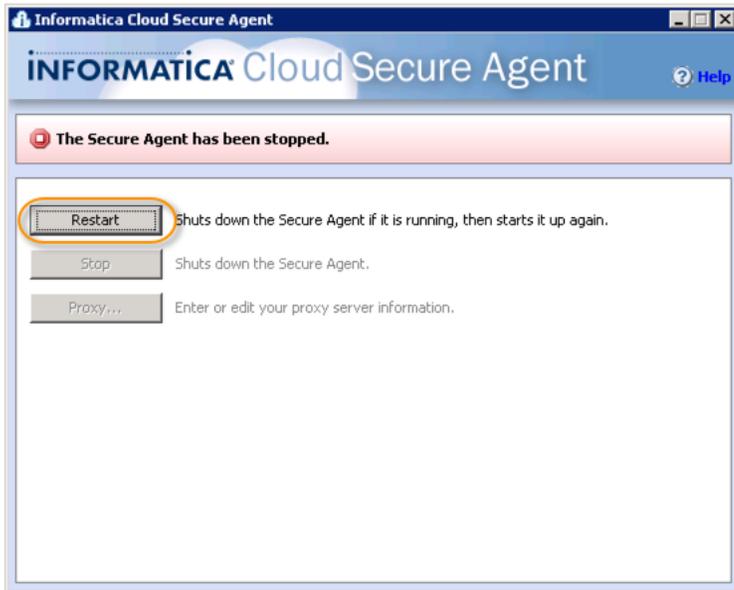


2. Navigate to Program Files (x86)\Informatica Cloud Secure Agent\main\bin\rdtm and Paste the file:



Step 7: Restart the Secure Agent

Once all the required prep steps have been performed, open the Informatica Cloud Secure Agent console and click on Restart.



Congratulations! You have successfully upgraded your secure agent.



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