SAP Fiori Client User Guide

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Introduction

SAP Fiori is a collection of Web applications that are designed to be multichannel: both desktop and mobile browser. This means a single instance of the application supports end users regardless of the device they are using. This is critical in a world where mobile devices, like smartphones and tablets, outnumber laptop and desktop computers.

Running business applications in browsers on mobile devices presents challenges in performance, security, and the consistency of end-user experience: you do not have the same control over the network, device, or the browser application that you have with assets deployed within the company firewall.

For example, Fiori application assets, like the Web content files that comprise the application, are cached by the mobile browser; but they may be quickly purged (within several hours or sooner) by the mobile device without the user's knowledge. Subsequent loads of SAP Fiori (after the browser cache has been purged by the device) cause the full application assets to be retrieved again. Because mobile device browsers manage their own performance and memory footprints, any performance benefit a user obtains from the browser caching application resources between sessions is lost when the browser arbitrarily purges its cache.

To help address these problems, SAP created the SAP Fiori Client, a native application runtime for SAP Fiori on Android and iOS devices. The app acts as an enterprise enhancement to the mobile browser when SAP Fiori applications are running. It uses the same multi-channel SAP Fiori Web application, but users get more consistent performance through the enhanced cache management features in the SAP Fiori Client. The application, a native mobile app built using the open source Apache Cordova framework, renders SAP Fiori application content, and provides more reliable asset caching (HTML, CSS, JavaScript files, and more) plus, on iOS, an enhanced attachment viewing process.

SAP Fiori Client implements a cache management strategy that allows the native application to maintain its own cache of SAP Fiori application assets. Therefore, the application is not affected by browser cache issues. When the application runs for the first time, it retrieves the SAP Fiori application assets from the server just as the mobile browser does. On subsequent loads, however, the application uses local cached assets for the application. During operation, the application detects when updates are available to SAP Fiori applications and, when an update is detected, purges its existing cache of SAP Fiori application assets and pulls the updated content from the server.

What this means is that SAP Fiori Client performance is comparable to the mobile browser on initial application load, and after an update has been made to the application; but at all other times it operates using the cached SAP Fiori assets. The benefit for SAP Fiori application users is increased overall performance for application loads, as the periodic purge of browser content no longer affects SAP Fiori.

The application currently supports devices running Android 4.1.3 through 4.3, iOS 6, and 7.

This guide shows you how to configure and use the SAP Fiori Client on your device.

Prerequisites

The SAP Fiori Client requires the following components to be installed on the servers:

- SP05 of the SAP UI Add-On Ver. 1.0 (software component UI_INFRA)
- SAP NetWeaver 7.40 SP04 (SAP_UI)

You can reduce the server load level using SAP Note 1942086 "SAPUI5 Cache Buster for Applications – Update via Scheduled Report," which is available with UI_INFRA 100 SP07 and SAP_UI 740 SP07.

Installing the Application

The SAP Fiori Client is a native application that must be installed on your device. The installation may be performed automatically by a system administrator, or you can download the application directly from your device manufacturer's app store. The application installs the following icon on your device's home screen:

Figure 1 – SAP Fiori Client Application Icon

Launching the Application

Launch the application by tapping the application icon shown in Figure 1.

Initial Configuration

The first time you launch the application, you are prompted to enter a URL for your organization's SAP Fiori server, as shown in Figure 2. Enter the URL and click **OK**.
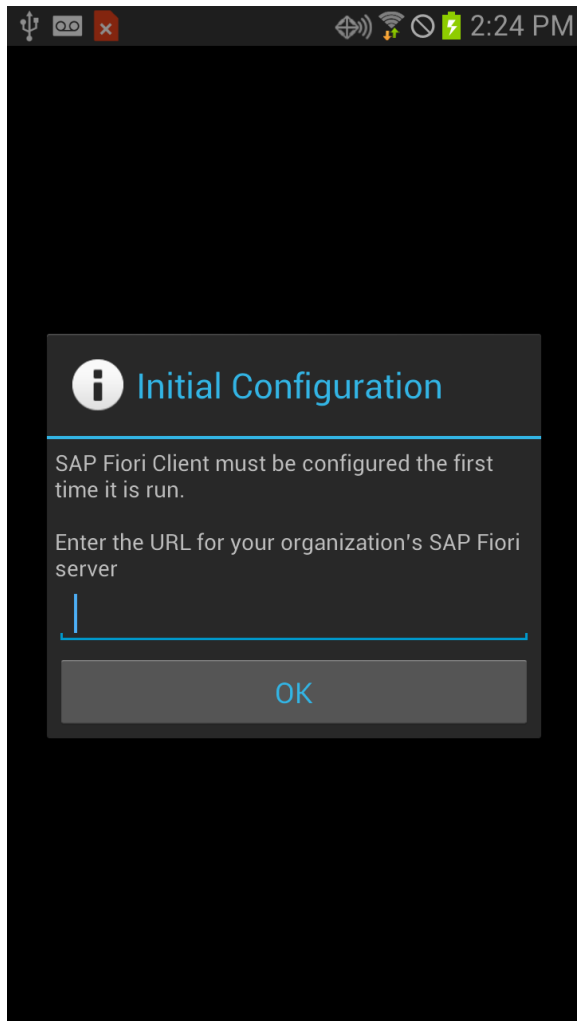
SAP Fiori Logon

After configuring the application for your Fiori environment, when you start the application, you see the Fiori logon screen shown in Figure 3. At this point, you can type your user name and password then tap **Log On** to access your SAP Fiori applications.
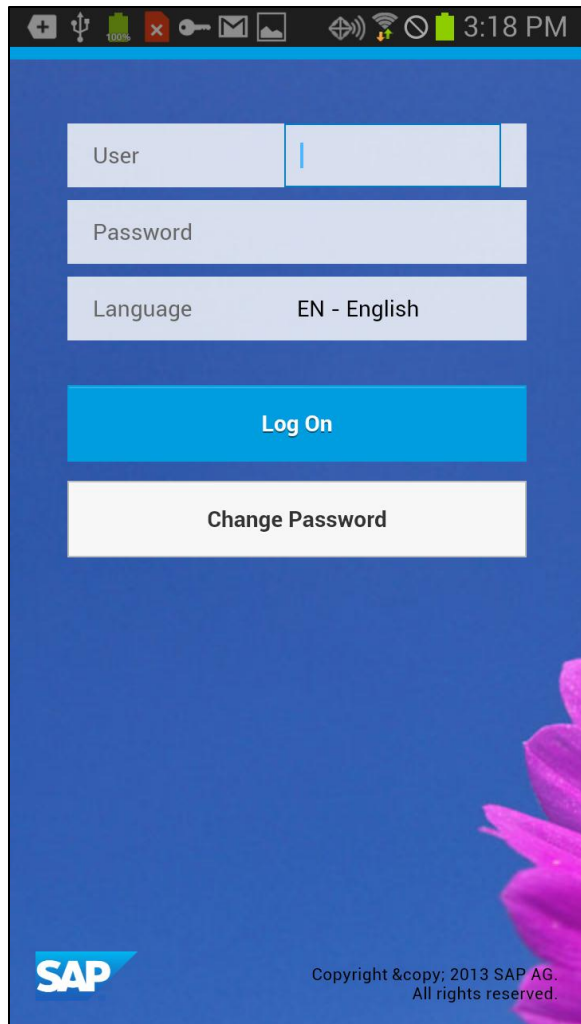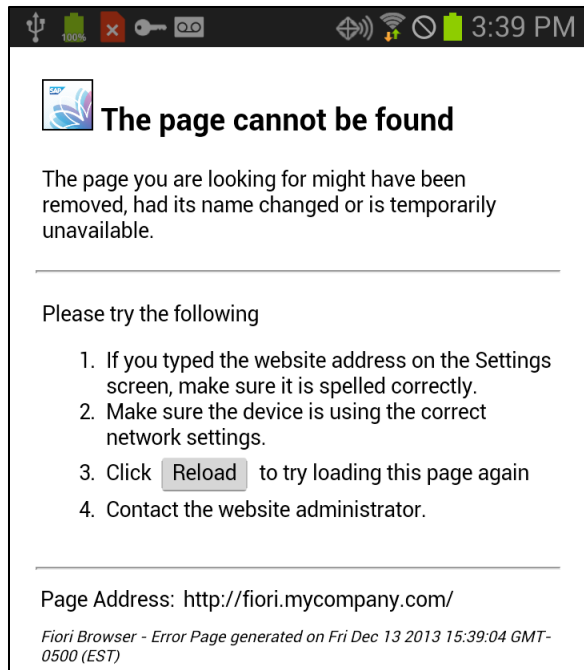
Figure 3 – SAP Fiori Logon Screen

If your company's implementation of SAP Fiori can be accessed only while your device is connected to a virtual private network (VPN) and you are not connected to the VPN, the application shows the screen in Figure 4. Connect to the VPN, then tap the **Reload** button to reload the Logon page from the SAP Fiori server.

Figure 4 – SAP Fiori Client Error Page

If the application is not properly configured, you see the page shown in Figure 4 when you launch it. Configure the SAP Fiori URL in the application's settings as described in the following section.

When an update to the SAP Fiori application has been detected on the server, the SAP Fiori Client application will notify the user before downloading the update as shown in Figure 5.
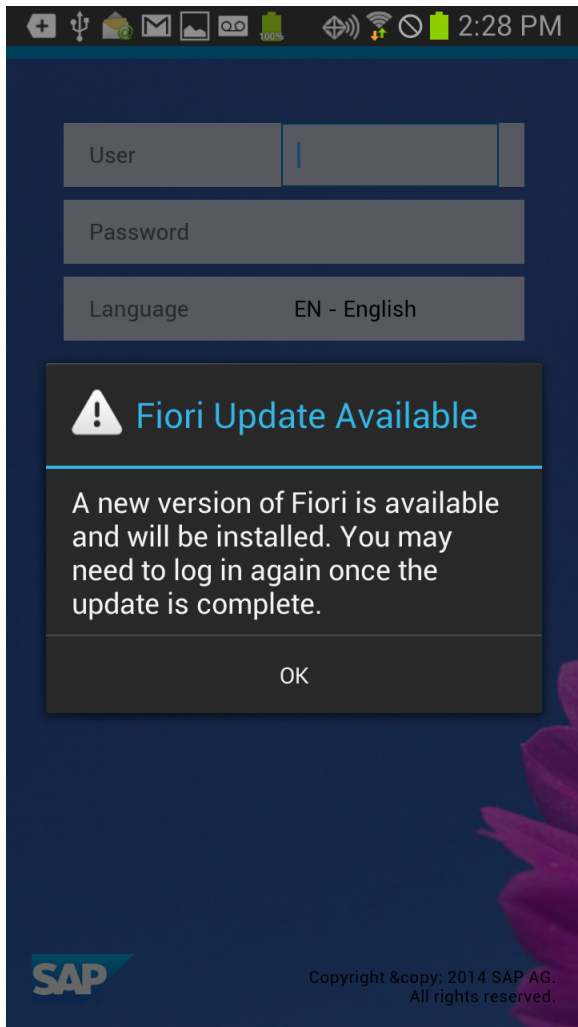
Figure 5 – SAP Fiori Update Notification

Configuring the Application

To configure the SAP Fiori Client, you must access the application's settings screen. Use the instructions in the following sections to configure the application.

Android

Newer Android devices do not expose a menu button, so on these devices, double-tap on a blank area of the SAP Fiori Client application screen to open the toolbar shown in Figure 6.

Figure 6 – SAP Fiori Client Toolbar

Tap the three dots aligned in a vertical bar at the right side of the toolbar; the application opens a pop-up menu. Tap the Settings menu; you see the settings screen shown in Figure 7.

Older Android devices expose a menu button a user can tap to display application options. On these devices, when you tap the menu button the device opens a pop-up menu above the button. Tap the Settings menu that appears, to see the settings screen shown in Figure 7.
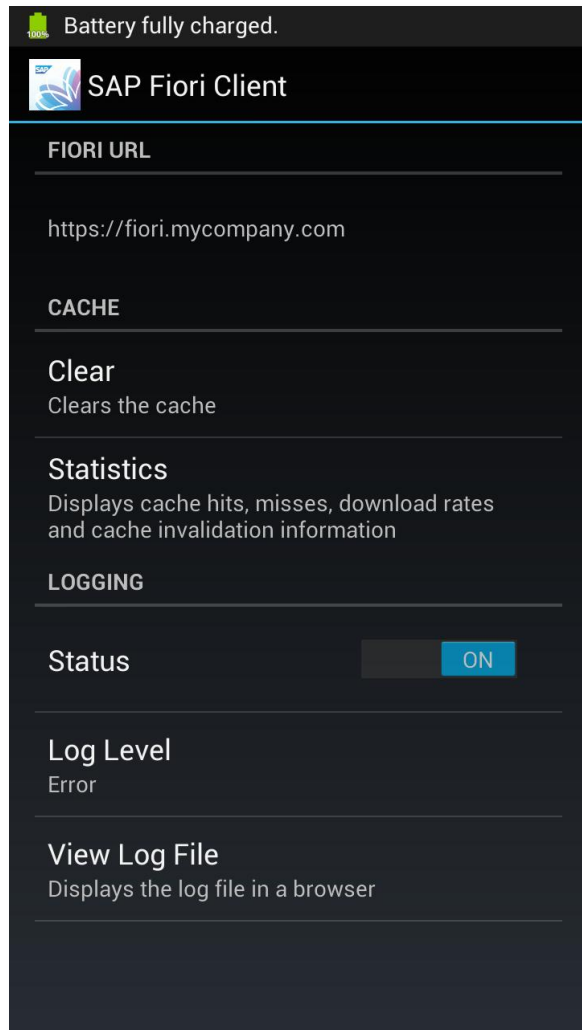

Figure 7 – SAP Fiori Client Settings Screen on Android

The Fiori URL field points to the SAP Fiori Client application to your organization's Fiori implementation. Tap the Fiori URL field, and the application shows the Fiori URL input field shown in Figure 8. Type or paste the Fiori URL into the field and tap the **OK** button to continue.
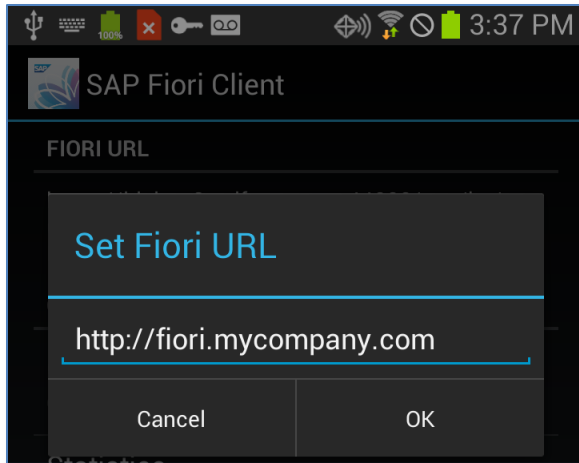
Figure 8 – SAP Fiori Client URL Entry on Android

The remaining fields on the Settings screen are for testing and debugging purposes and are described in the following sections.

Cache Settings

One of the benefits SAP Fiori Client provides is an improved cache manager for Fiori Web assets. As part of the application troubleshooting process, you may be instructed to open the Settings screen and tap the **Clear** button to force the application to clean out its cache of Fiori application assets.
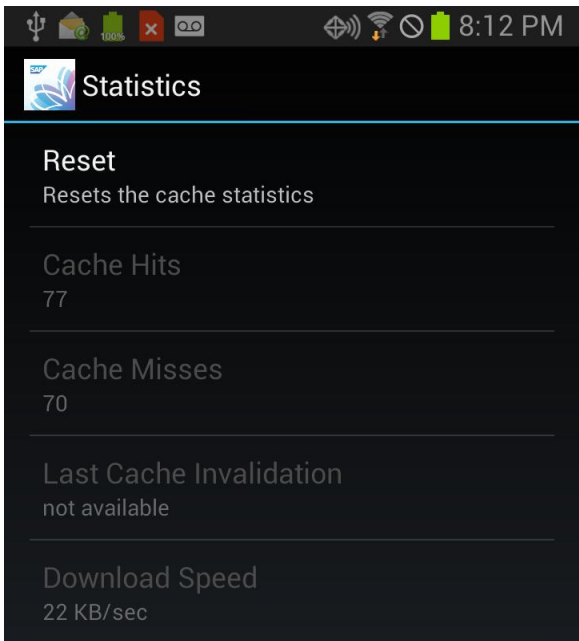

Figure 9 – SAP Fiori Client Cache Statistics

Tap the **Statistics** button to display the Cache Statistics screen shown in Figure 9. The screen shows how often the SAP Fiori Client can serve a request from its local cache versus how often it must connect to the Fiori server for application assets. To reset the application's statistics, tap the **Reset** button.

Logging Settings

The SAP Fiori Client application can log detailed information about its operation, then display the information to the user. By default, logging is disabled; to enable it, set the Status switch to On as shown in Figure 7. With logging enabled, you can set the application's log level by tapping the current log level (shown as 'Error' in Figure 7) then selecting from one of the following options:

- Error – instructs the application to write only error messages to the log.
- Info – instructs the application to write errors and some additional information to the log.
- Debug – instructs the application to write detailed information (including errors) to the log. This option generates the most information about the application's operation and may slow application performance more than the other options.

Once logging is enabled, and after the application has been used for a while, you can tap the **View Log File** item shown in Figure 7 to display the current contents of the log.

iOS

On iOS, the SAP Fiori Client Settings screen is not available from within the application. Instead, you must navigate to the iOS Settings application, then scroll through the list of applications and open the entry for the SAP Fiori Client. The Settings application opens a screen similar to the one shown in Figure 10.
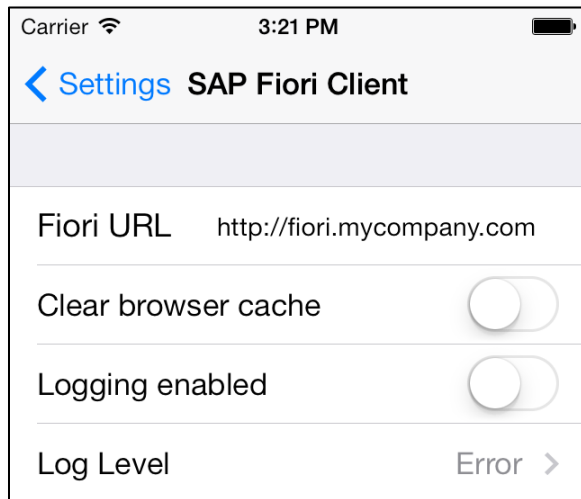

Figure 10 – SAP Fiori Client Settings Screen on iOS 7

The settings screen options are very similar to the ones supported on Android. Refer to the previous section for information about the different options.

There's no option for viewing the log file from the settings application. To view the log file after enabling it, hold two fingertips against the screen for a few seconds; the activity menu shown in Figure 11 will appear at the bottom of the screen. Tap the 'Log' button to open the log file.
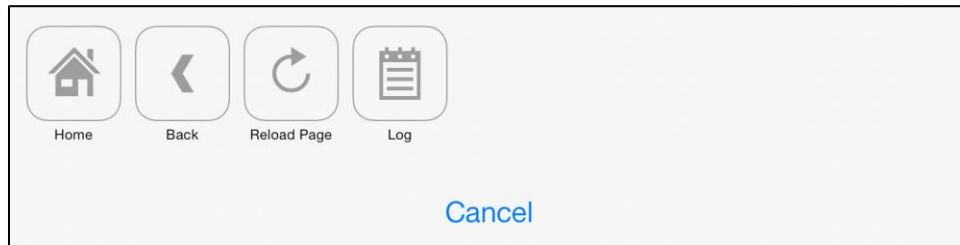
Using the SAP Fiori Client

Once configured to connect to the appropriate Fiori instance, the application renders the Fiori application content just as it does within the mobile browser. Navigation between Fiori apps and other aspects of Fiori is handled by Fiori, so there is limited need for the standard URL input field and navigation buttons provided by the mobile browser. There are, however, some navigational capabilities provided by the SAP Fiori Client, which are described in the following sections.

Navigation

If you get stuck in the SAP Fiori Launchpad or one of the SAP Fiori apps, double-tap on the application screen to open the SAP Fiori Client toolbar shown in Figure 12.

Figure 12 – SAP Fiori Client Toolbar on Android

Tap the **Home** icon (Figure 13) to open the SAP Fiori Launchpad, and the **Reload** icon (Figure 15) to reload the current page.

| Figure 13 – Home Icon | Figure 14 – Back Button | Figure 15 – Reload Icon |

On iOS, to open the toolbar, hold two fingertips against the screen for a few seconds; the pop-up toolbar shown in Figure 11 will appear at the bottom of the screen. Tap the **Home** icon (Figure 13) to open the SAP Fiori Launchpad. Tap the **Back** icon (Figure 14) to navigate to the previous page within the SAP Fiori application. Tap the **Reload Page** icon (Figure 15) to reload the current page.

File Attachment Handling (iOS only)

When a Web application user opens an attachment embedded in a page, the browser opens an external application to render the attachment, and the user is taken away from the Web application context to work with the attachment. The user must then perform a cumbersome set of steps to return to the original application.

In the SAP Fiori Client, attachments are launched in a window within the application. On dismissing the attachment window, the user returns directly to his or her original context in the Fiori application. This provides a more seamless integration of attachments into the application and gives users a quicker and easier way to return to SAP Fiori.

Security Configuration

Due to the nature of the SAP Fiori Client application, there are no settings a user or administrator can set to configure the security of the application. The SAP Fiori Launchpad and associated Web applications manage the logon process as well as access to data.

Authentication and Certificate Requirements

SAP Fiori Client supports the standard Fiori SSO configuration. The application does not support basic authentication and will not operate in an environment where a self-signed certificate is used.