Application Operations Guide
SAP Dealer Business Management
Release 8.1 SP01

CUSTOMER

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1 Getting Started

Caution

This guide does not replace the daily operations handbook that we recommend customers create for their specific production operations.

Designing, implementing, and running your SAP applications at peak performance 24 hours a day has never been more vital for your business success than now. This guide provides a starting point for managing your SAP applications and maintaining and running them optimally. It contains specific information for various tasks and lists the tools that you can use to implement them. This guide also provides references to the documentation required for these tasks, so you will sometimes also need other Guides such as the Master Guide, Technical Infrastructure Guide, and SAP Library.

Target Groups:

- Technical Consultants
- System Administrators
- Solution Consultants
- Business Process Owners
- Support Specialists

1.1 Global Definitions

**SAP Application:** An SAP application is a SAP software solution that serves a specific business area such as ERP, CRM, PLM, SRM, and SCM.

**Business Scenario:** From a microeconomic perspective, a business scenario is a cycle, which consists of several different interconnected logical processes in time. Typically, a business scenario includes several company departments and involves with other business partners. From a technical point of view, a business scenario needs at least one SAP application (SAP ERP, SAP SCM, or others) for each cycle and possibly other third-party systems. A business scenario is a unit which can be implemented separately and reflects the customer’s prospective course of business.

**Component:** A component is the smallest individual unit considered within the Solution Development Lifecycle; components are separately produced, delivered, installed, and maintained.

1.2 History of Changes

Caution

Make sure you use the current version of the Application Operations Guide.

The current version of the Application Operations Guide is available at service.sap.com/instguides on SAP Support Portal.

The following table provides an overview of the most important changes in prior versions:

<table>
<thead>
<tr>
<th>Version</th>
<th>Important Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 - February 5, 2016</td>
<td>Initial Version</td>
</tr>
</tbody>
</table>
2 Technical System Landscape

2.1 Scenario/Component Matrix

The figures below show overviews of the technical system landscapes for SAP Dealer Business Management.

System Landscape for Databases Other Than SAP HANA:

System Landscape for SAP HANA:
2.2 Related Documentation
The following table lists where you can find more information about the technical system landscape.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Guide/Tool</th>
<th>Quick Link to the SAP Service Marketplace</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SAP for Automotive</td>
<td></td>
</tr>
<tr>
<td>Technical description of the underlying technological</td>
<td>Master Guide for SAP NetWeaver</td>
<td>service.sap.com/instguides</td>
</tr>
<tr>
<td>component SAP NetWeaver</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td>service.sap.com/security</td>
</tr>
</tbody>
</table>
3 Monitoring of Dealer Business Management

Within the management of SAP Technology, monitoring is an essential task. A section has therefore been devoted solely to this subject. You can find more information about the underlying technology in the SAP Netweaver Administrator's Guide - Technical Operations Manual in the SAP Library under SAP Netweaver Library.

3.1 Alert Monitoring with CCMS

Proactive, automated monitoring is the basis for ensuring reliable operations for your SAP system environment. SAP provides you with the infrastructure and recommendations needed to set up your alert monitoring to recognize critical situations for SAP Dealer Business Management as quickly as possible.

3.1.1 CCMS Monitoring Installation and Setup

SAP Dealer Business Management is technically based on enhancement package 7 of SAP NetWeaver 7.4 and thus reuses monitoring tools from NetWeaver such as the Computing Center Management System (CCMS). Therefore, we recommend that you set up the Monitoring Infrastructure as described in the Monitoring Setup Guide for SAP NetWeaver 7.4 located on SAP Service Marketplace at http://service.sap.com/instguides --> SAP NetWeaver → SAP NetWeaver 7.4 → Operations. In order to enable the auto-alert mechanism of CCMS, see SAP Note 617547. For more information about monitoring, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at http://help.sap.com → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 →Technical Operations for SAP NetWeaver → Administration of Application Server ABAP → Tools for Monitoring, Administration and Configuration.

3.1.2 Component specific Monitoring

SAP Dealer Business Management does not have its own monitorable data and hence standard CCMS Monitor templates are used for the purpose of monitoring the component. The following monitor tree elements, which can be viewed with transaction RZ20 (CCMS Monitor Sets), are provided:

- SAP DBM Monitor Templates

This Monitor Template consists of following monitors and monitor elements:

<table>
<thead>
<tr>
<th>Monitor</th>
<th>Monitor Element</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBM ABAP Application Server</td>
<td>Operating System</td>
</tr>
<tr>
<td></td>
<td>Database Client</td>
</tr>
<tr>
<td></td>
<td>R3Services</td>
</tr>
<tr>
<td></td>
<td>R3BasisSystem</td>
</tr>
<tr>
<td></td>
<td>R3Abap</td>
</tr>
<tr>
<td></td>
<td>R3Syclog</td>
</tr>
<tr>
<td></td>
<td>Security</td>
</tr>
<tr>
<td></td>
<td>Server Configuration</td>
</tr>
<tr>
<td></td>
<td>Web Dynpro ABAP</td>
</tr>
<tr>
<td>DBM Monitoring TREX</td>
<td>Heartbeat</td>
</tr>
<tr>
<td></td>
<td>Version</td>
</tr>
<tr>
<td></td>
<td>Configuration</td>
</tr>
<tr>
<td></td>
<td>Performance and Activity</td>
</tr>
</tbody>
</table>
Use transaction RZ20 to create your own monitors based on this DBM Monitor template and monitor elements.

3.2 Detailed Monitoring and Tools for Problem and Performance Analysis

SAP Dealer Business Management is technically based on SAP enhancement package 7 for SAP NetWeaver 7.4. SAP Dealer Business Management does not provide additional tools for Monitoring. For information about technical problem analysis (such as for database, operating system, or workload analysis), see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at http://help.sap.com → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 → System Administration and Maintenance Information.
3.2.1 Trace and Log Files
Log objects and corresponding subobjects used by Dealer Business Management:

<table>
<thead>
<tr>
<th>Log Object</th>
<th>Subobject</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBM</td>
<td>ORDER</td>
<td>Order</td>
</tr>
<tr>
<td></td>
<td>TILL</td>
<td>Cashdesk</td>
</tr>
<tr>
<td></td>
<td>VEHICLE</td>
<td>Vehicle</td>
</tr>
</tbody>
</table>

3.2.2 Workload Monitors

3.2.3 Other Important Problem Analysis and Monitoring Tools
This section is not relevant for SAP Dealer Business Management.

3.2.4 Interface Monitors
Interface monitors are essential for analyzing problems with interfaces such as RFC, IDoc, and HTTP. For information about interface monitoring, see the SAP Help Portal at http://help.sap.com → SAP Solution Manager → SAP Solution Manager 7.0 SP15 → English → Solution Monitoring → Using Business Process Monitoring → Business Process Monitoring → Set-Up Interface Monitoring.
3.2.5 Data Growth and Data Archiving Monitors

SAP DBM uses the standard tools for archiving and monitoring data archiving available in SAP NetWeaver and does not require an application specific tool. For more information, see the following source:


3.3 Data Consistency

If related or identical data is stored in multiple places there may be the possibility of inconsistencies (for example after a restore of a single component). The following table describes how consistency can be verified and how inconsistencies may be repaired.

For SAP Dealer Business Management, data is not stored in different components, so no data inconsistencies occur.
4 Management of SAP Dealer Business Management

SAP provides you with an infrastructure to help your technical support consultants and system administrators effectively manage all SAP components and complete all tasks related to technical administration and operation. For more information about the underlying technology, see in the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at http://help.sap.com → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 → System Administration and Maintenance Information.

4.1 Starting and Stopping
SAP DBM does not provide tools for starting and stopping. For more information, see the SAP Help Portal at http://help.sap.com → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 → Technical Operations for SAP NetWeaver.

4.2 Software Configuration
SAP DBM requires no special component-specific technical configuration.

4.3 Administration Tools
4.4 Backup and Restore
You need to back up your system landscape regularly to ensure that you can restore and recover it in case of failure.

The backup and restore strategy for Dealer Business Management consists of two parts:
- Backup and restore coverage for each component (see table below)
- Cross-system data dependencies and handling

The backup and restore strategy for your system landscape should not only consider SAP systems but should also be embedded in overall business requirements and incorporate your company’s entire process flow.

In addition, the backup and restore strategy must cover disaster recovery processes, such as the loss of a data center through fire. It is most important in this context that you ensure that backup devices are not lost together with normal data storage (separation of storage locations).

Frequency of the Backup

**SAP DBM**

**SAP ERP**
SAP ERP recommends that you back up your individual components in the SAP ERP 6.0 landscape regularly to ensure that you can restore and recover them if there is a system failure. For more information about backup and recovery for SAP ERP 6.0, see SAP Service Marketplace at [http://service.sap.com/instguides](http://service.sap.com/instguides) → SAP Business Suite Applications → SAP ERP → SAP ERP 6.0 → Operations.

Backup Procedures
SAP DBM is based on SAP NetWeaver (Web Application Server ABAP) technology. All backup procedures for ABAP-based components also work for SAP DBM. For more information about backup and recovery, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at [http://help.sap.com](http://help.sap.com) → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 → Technical Operations for SAP NetWeaver → Administration of Application Server ABAP.
Online Backup
The data contained in the database can be backed up online; however, it is not possible to do the same for the runtime infrastructure. An online backup refers to the system landscape and not the databases that contain the business-critical application, or the infrastructure components. If you perform a backup while the server is running, open files may not be backed up.

Backup and Recovery of SAP NetWeaver Components
For more information about backup and restore for the usage type Application Server for ABAP and the usage type Business Intelligence (BI), see SAP Help Portal at http://help.sap.com → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 → Technical Operations for SAP NetWeaver → Administration of Application Server ABAP.


4.5 Application Copy

4.6 Periodic Tasks

4.6.1 Scheduled Periodic Tasks
This chapter describes all automatable tasks required to run periodically in order to keep the application running smoothly over time. Such tasks may be required on component level and are therefore relevant in each scenario that uses the component. You can find the mapping in the chapter Scenario / Component Matrix above. Other tasks may be relevant for certain business scenarios only. It is important that you monitor the successful execution of these tasks on a regular basis. Periodic Tasks to be scheduled can be found in the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at http://help.sap.com → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 → Technical Operations for SAP NetWeaver → Administration of Application Server ABAP → Background Processing.

4.6.2 Required Manual Periodic Tasks
This chapter describes all manual tasks required to run periodically in order to keep the application running smoothly over time. A person must execute a manual task; the scheduled tasks listed above can be automated using a task scheduler program. Such tasks may be required on component level and are therefore relevant in each scenario that uses the component. You can find the mapping in the chapter Scenario / Component Matrix above. Other tasks may be relevant for certain business scenarios only. It is important that you monitor the successful execution of these tasks on a regular basis. For more information please see standard jobs mentioned in the Technical Operations Manual for SAP NetWeaver (in SAP Library under SAP NetWeaver) at the SAP Portal at http://help.sap.com → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 → Technical Operations for SAP NetWeaver → Administration of Application Server ABAP → Background Processing.

SAP Dealer Business Management does not require manual tasks to be performed.

4.7 Load Balancing
4.8 User Management
SAP Dealer Business Management uses the standard functionality of NetWeaver for the user management, such as creating users with transaction SU01 and creating and using roles with transaction PFCG. For more information, see SAP Help Portal at http://help.sap.com → Technology Platform → SAP NetWeaver → SAP NetWeaver 7.4 → Security Guide → User Administration and Authentication.

4.9 Printing
5 High Availability
For high availability of Dealer Business Management, see the information on SAP Service
Marketplace at http://service.sap.com/ha → Media Library → Documentation → HA Documentation or
see the documentation on SAP Help Portal at http://help.sap.com → Technology Platform → SAP
NetWeaver → SAP NetWeaver 7.4 → Technical Operations for SAP NetWeaver.
6 Software Change Management

Software Change Management standardizes and automates software distribution, maintenance, and testing procedures for complex software landscapes and multiple software development platforms. These functions support your project teams, development teams, and application support teams. The goal of Software Change Management is to establish consistent, solution-wide change management that allows for specific maintenance procedures, global rollouts (including localizations), and open integration with third-party products.

This section provides additional information about the most important software components.

6.1 Transport and Change Management

All components of SAP Dealer Business Management are client-enabled. For transport and change management issues, the procedures of SAP NetWeaver apply. For more information, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at http://help.sap.com ➔ Technology Platform ➔ SAP NetWeaver ➔ SAP NetWeaver 7.4 ➔ Technical Operations for SAP NetWeaver ➔ Administration of Application Server ABAP.

6.2 Requests and Development Release Management

The standard procedures of SAP NetWeaver apply. See the Technical Operations Manual for SAP NetWeaver on SAP Help Portal under SAP NetWeaver.

6.3 Quality Management and Test Management

You can use the SAP NetWeaver Development Infrastructure to learn about the various possibilities to test your software changes.

6.4 Support Packages and Patch Implementation

We recommend that you implement the latest Dealer Business Management Support Packages. You can find detailed information, and the support packages for download for SAP DBM 8.1, in the SAP Service Market Place at http://service.sap.com/support.
7 Troubleshooting

8 Support Desk Management
Support Desk Management enables you to set up an efficient internal support desk for your support organization that seamlessly integrates your end users, internal support employees, partners, and SAP Active Global Support specialists with an efficient problem resolution procedure. For support desk management, you need the methodology, management procedures, and tools infrastructure to run your internal support organization efficiently.

8.1 Remote Support
For information about Remote Support Setup, see SAP Service Marketplace at http://service.sap.com/access-support.

8.2 Component Hierarchy Relevant for This Application
For information about processing of internal support messages and forwarding them to SAP, see SAP Help Portal at http://help.sap.com → SAP Solution Manager → SAP Solution Manager 7.0 SP15 → English → Service Desk.

8.3 Remote Support Setup
For information about Remote Support Setup, see SAP Service Marketplace at http://service.sap.com/access-support.

8.4 Problem Message Handover
For information about processing of internal support messages and forwarding them to SAP, see SAP Help Portal at http://help.sap.com → SAP Solution Manager → SAP Solution Manager 7.0 → English → Service Desk.
For sending problem messages/tickets to SAP, choose the appropriate component (or subcomponent) name from the SAP component hierarchy:

<table>
<thead>
<tr>
<th>IS-A-DBM</th>
<th>Dealer Business Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>IS-A-DBM-ACC Accounting</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-MD Master Data</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-MD-STG Storage Goods Manager</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-MD-VEH Vehicle</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-NTF Notification</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD Order</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD-CTL Order Control</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD-PRT Parts</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD-SCH Resource Scheduling</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD-SER Service</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD-SPL Split and Pricing</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD-UI User Interface</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD-VEH Vehicle</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ORD-WTY Warranty Processing</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-FW</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-MD-CM</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-ACC-CD</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-WEB</td>
</tr>
<tr>
<td>+</td>
<td>IS-A-DBM-VSA</td>
</tr>
</tbody>
</table>
9 Appendix

9.1 Related Guides
You can find more information about installation and configuration in the Master Guide.

9.2 Related Information
The following table contains links to information relating to the Solution Operation Guide:

<table>
<thead>
<tr>
<th>Content</th>
<th>Quick Link to the SAP Service Marketplace (service.sap.com)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related SAP Notes</td>
<td>notes</td>
</tr>
<tr>
<td>Released Platforms</td>
<td>platforms</td>
</tr>
<tr>
<td>Network Security</td>
<td>securityguide/network</td>
</tr>
<tr>
<td>Technical Infrastructure</td>
<td>ti</td>
</tr>
<tr>
<td>SAP Solution Manager</td>
<td>solutionmanager</td>
</tr>
</tbody>
</table>