

SAP Event Management 9.2



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Documentation on the SAP Service Marketplace

You can find this document at the following address: service.sap.com/instguides

Typographic Conventions

Table 1

Example	Description
<Example>	Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, "Enter your <User Name>".
▶ Example ▶ Example ▸	Arrows separating the parts of a navigation path, for example, menu options
Example	Emphasized words or expressions
Example	Words or characters that you enter in the system exactly as they appear in the documentation
www.sap.com	Textual cross-references to an internet address
/example	Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web
123456	Hyperlink to an SAP Note, for example, SAP Note 123456
<i>Example</i>	<ul style="list-style-type: none"> Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options. Cross-references to other documentation or published works
Example	<ul style="list-style-type: none"> Output on the screen following a user action, for example, messages Source code or syntax quoted directly from a program File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, database table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE
EXAMPLE	Keys on the keyboard

Document History

Caution

Before you start the implementation, make sure you have the latest version of this document. You can find the latest version at the following location: service.sap.com/instguides.

The following table provides an overview of the most important document changes.

Table 2

Version	Date	Description
1.4	2015-04-30	Formal revision for general availability
1.3	2014-11-11	Revision for SAP Event Management 9.2
1.1	2013-05-09	Formal revision for general availability
1.0	2012-09-27	Initial version

Content

1	Getting Started	9
1.1	Global Definitions	9
1.2	Important SAP Notes	9
2	Technical System Landscape	11
2.1	Scenario/Component Matrix	11
2.2	Related Documentation	11
3	Monitoring of SAP Event Management	13
3.1	Alert Monitoring with CCMS	13
	CCMS Monitoring Installation and Setup	13
3.2	Detailed Monitoring and Tools for Problem and Performance Analysis	14
	SAP Event Management Analysis Tools	14
4	Management of SAP Event Management Technology	19
4.1	Administration Tools for Software Components	19
4.2	Software Configuration	19
4.3	Backup, Restore, and Recovery	20
	Backup and Recovery of SAP NetWeaver Components	20
4.4	System Copy	21
4.5	Periodic Tasks	21
	Scheduled Periodic Tasks	21
4.6	Logging On and Load Balancing	22
4.7	User Management	22
4.8	Printing	23
5	High Availability	24
6	Software Change Management	25
6.1	Transport and Change Management	25
6.2	Development Requests and Development Release Management	25
6.3	Template Management	25
6.4	Quality Management and Test Management	25
6.5	Support Packages and Patch Implementation	26
6.6	Release and Upgrade Management	26
7	Troubleshooting	27
8	Services for SAP Event Management	28
9	Support Desk Management	29
9.1	Remote Support Setup	29
9.2	Problem Message Handover	29

A	Appendix	31
A.1	Categories of System Components for Backup and Restore	31
A.2	Related Guides	33
A.3	Related Information	33



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 need other guides such as the Master Guide, Technical Infrastructure Guide, and SAP Library.

1.1 Global Definitions

SAP Application:

An SAP application is an 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 that consists of several different interconnected logical processes in time. Typically, a business scenario includes several company departments and involves 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 that can be implemented separately and reflects the customer's prospective course of business.

Component:

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

1.2 Important SAP Notes

Caution

Check regularly to see which SAP Notes are available for the Application Operations Guide.

Table 3: Important SAP Notes

SAP Note Number	Title	Comment
617547	RZ20: Sending alerts as mail and SMS	None
2050605	Installation	Only relevant when installing SAP Event Management 9.2 as an add-on

2 Technical System Landscape

2.1 Scenario/Component Matrix

For information about the software components required for specific processes and scenarios, see the Master Guide for SAP Event Management on SAP Service Marketplace at [▶ service.sap.com/instguides](https://service.sap.com/instguides) **▶**. Check also possible corrections to the Master Guide in SAP Notes.

2.2 Related Documentation

For more information about the technical system landscape, see the following table:

Table 4

Topic	Guide/Tool	Location
Application- and Industry-specific Components such as SAP Financials and SAP Retail	Master Guide	service.sap.com/instguides
Technology Components such as SAP NetWeaver Application Server	Master Guide	service.sap.com/instguides
Sizing	Quick Sizing Document	▶ service.sap.com/sizing ▶ <i>Solution Life-Cycle Management</i> ▶ <i>Hardware Sizing</i> ▶ <i>Sizing Guidelines</i> ▶ <i>Solutions & Platforms</i> ▶ <i>SAP Business Suite</i> ▶ <i>SAP SCM</i> ▶ <i>Sizing SAP Event Management</i> ▶ You must consider the sizing requirements for SAP Event Management in addition to the sizing requirements for the underlying application system, for example, SAP Supply Chain Management (SAP SCM) or SAP ERP.
Technical Configuration		help.sap.com/netweaver , select the version of SAP NetWeaver, and choose Security Information.

Topic	Guide/Tool	Location
High Availability		help.sap.com/netweaver , select the version of SAP NetWeaver, and choose Security Information. ▶ <i>SAP NetWeaver Library: Function-Oriented View</i> ▶ <i>Solution Life Cycle Management</i> ▶ <i>SAP High Availability</i> ▶
Security	Technical Infrastructure	service.sap.com/security

3 Monitoring of SAP Event Management

In the management of SAP Technology, monitoring is an essential task. A section has therefore been devoted solely to this subject.

For more information about the underlying technology, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► *Administration Information* ► *Technical Operations for SAP NetWeaver* ▾.

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 you need to set up alert monitoring, to recognize critical situations for SAP Event Management as quickly as possible.

3.1.1 CCMS Monitoring Installation and Setup

Procedure

The SAP Event Management monitor is an SAP Event Management-specific collection of functions, which displays all the SAP Event Management messages on an overview screen, for example.

i Note

We recommend that you connect SAP Event Management to the Computing Center Management System (CCMS) only if you have appropriate knowledge of Computing Center Management.

To use the specific SAP Event Management monitor in the Computing Center Management System (CCMS) you must fulfill the following prerequisites:

You have executed reports ► */SAPTRX/SLG1_LINK* ▾ and ► */SAPTRX/SCHEDULE_EM_JOBS_NODE* ▾ once before calling the SAP Event Management monitor. This is to ensure that the functions for evaluating the application log and scheduling background jobs relevant to Supply Chain Event Management (SCEM) appear in the choice of functions for the SAP Event Management monitor.

i Note

If you restart the system, you must run these two reports again.

You have scheduled the respective background jobs for each client in which you want to set the monitoring functions specific to SAP Event Management in the CCMS. The system displays the background jobs in the dialog structure of the SAP Event Management monitor.

Table 5

Background Job	Description
/SAPTRX/COLLECT_LOCKED_EH	Number of locked event handlers in the desired client
/SAPTRX/COLLECT_LOCKED_EHSETS	Number of locked event handler sets in the desired client
/SAPTRX/COLLECT_UNPROC_EVMSG	Number of unprocessed event messages in the desired client

i Note

If you restart the system, schedule these background jobs again.

For more information, see SAP Library for SAP Event Management on SAP Help Portal at help.sap.com/em92. In SAP Library, choose [SAP Event Management Infrastructure](#) > [Monitoring and Evaluation Processes](#) > [Connection to the Computing Center Management System](#).

3.2 Detailed Monitoring and Tools for Problem and Performance Analysis

3.2.1 SAP Event Management Analysis Tools

The technology of SAP Event Management is based on SAP NW AS. For information about technical problem analysis (such as with a database, the operating system, or workload analysis), refer to the Application Operations Guide for SAP NW AS. This guide covers only the differences and additional information specific to this solution.

The following monitors are available for analyzing SAP Event Management:

Table 6

Monitor	Detailed Description	Menu Path
/SAPTRX/EH_LIST	The event handler list provides details about an event handler. The status of events, event and error messages, and status details are all contained in the event handler list.	On the <i>SAP Easy Access</i> screen, choose Event Management > Monitoring and Lists > Event Handler List .
/SAPTRX/EVM_STATUS	The event message processing status list shows system-generated messages and points out if objects are processed correctly in SAP Event Management. The list reflects only data errors, not business process issues.	On the <i>SAP Easy Access</i> screen, choose Event Management > Monitoring and Lists > Event Message Processing Status List .
/SAPTRX/EE_MON	The expected event monitor is a report that the system starts as a background process. It checks if expected events that should be reported within a specific period of time have become overdue. If the monitor discovers an overdue event,	On the <i>SAP Easy Access</i> screen, choose Event Management > Administration > Processing Control > Expected Event Monitor .

Monitor	Detailed Description	Menu Path
	<p>SAP Event Management reacts according to the defined rules, for example, by sending an e-mail in response to the overdue events.</p> <p>SAP delivers activities for the expected event monitor, for example, comparing two fields or activating an event handler set.</p>	
/SAPTRX/LOCKED_PROC	This report triggers the subsequent processing of event messages that arrive for an event handler at a time when SAP Event Management is locking it.	On the <i>SAP Easy Access</i> screen, choose ▶ <i>Event Management</i> ▶ <i>Administration</i> ▶ <i>Processing Control</i> ▶ <i>Process Message for Locked Event Handler</i> ▶.
/SAPTRX/LOCKED_PSET	This report reassigns an event handler to an event handler set that SAP Event Management is locking.	On the <i>SAP Easy Access</i> screen, choose ▶ <i>Event Management</i> ▶ <i>Administration</i> ▶ <i>Processing Control</i> ▶ <i>Process Locked Event Handler Sets</i> ▶.
/SAPTRX/EMJOBS	<p>This report resends application object data for event handlers.</p> <p>When you update event handler data by sending application objects to SAP Event Management, it can be the case that the event handler is locked by other processing activities (for example, momentary processing of an event message).</p> <p>To ensure that the event handler is updated with the data when the locks are released, the system temporarily stores the data in a database table (buffer).</p> <p>This background job checks at regular intervals if the database table contains data. When the table contains data, it tries to process it. If necessary, it updates the event handler that was previously locked with this data.</p>	On the <i>SAP Easy Access</i> screen, choose ▶ <i>Event Management</i> ▶ <i>Administration</i> ▶ <i>Processing Control</i> ▶ <i>Schedule Background Jobs for Event Management</i> ▶.

3.2.1.1 Trace and Log Files

Trace files and log files are essential for analyzing problems.

An application log is available for both the application system and SAP Event Management.

The application log documents messages, exceptions, and errors on both the application side and the SAP Event Management side. This provides information about communication operations and problems that occur when event handlers are created, event messages are processed, or information is queried.

You can analyze the logs or the corresponding messages according to different thematic areas and gain more detailed information on the messages.

The application log in the application system provides you with an overview of all the activities relevant to an application object as well as the appropriate event messages. You can reduce the memory space for the application log by deactivating it per business object.

The SAP Event Management application log provides you with an overview of all activities for an event handler, and for its corresponding event messages, that are issued during event handler processing.

If you have appropriate authorizations, you can define the following when creating an event handler:

- The objects that are logged:
 - Event handler creation
 - Event message processing
 - Updating data from an external source
- The level of detail the system should use when creating logs from high-level processes only, to individual processes.

You can call the application log from both the event handler overview and the event handler detail overview.

For the application log in the SAP system, call transaction /SAPTRX/ASAPLOG.

For the SAP Event Management application log, on the *SAP Easy Access* screen, choose ► [Event Management Administration](#) ► [Logging](#) ► [Application Log: Display Logs \(SLG1\)](#) .

Use the following log object and subobjects for SAP Event Management in SLG1:

Table 7

Log Object	Log Subobject	Description
SAPTRX	APPSYS	Application system
	CONSCHECK	Customizing consistency check
	EVTMSG	Event message processing
	SUBSCRIPT	Logs for EPCIS subscriptions
	TRKOBJ	Event handler creation/update/deletion

If you want to deactivate the application log in the application system, in Customizing for the SAP Basis Plug-In, choose ► [Integration with Other SAP Components](#) ► [Event Management Interface](#) ► [Define Application Interface](#) ► [Define Used Business Process Types, Application Object Types, and Event Types](#) .

For more information about application logs, see SAP Library for SAP NetWeaver on SAP Help Portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► [SAP NetWeaver Library: Function-Oriented View](#) ► [Solution Life Cycle Management](#) ► [Application Log \(BC-SRV-BAL\)](#) .

The logging categories and tracing locations are available in the J2EE Engine and are valid for the SAP framework for Java. Since SAP Event Management does not have a Java component, the logging categories and tracing locations do not apply for it.

3.2.1.2 Overview of Regularly-Used Jobs, Transactions, and Monitoring Tasks

Table 8

Monitoring Object	Monitoring Transaction/Tool	Monitor Frequency	Monitoring Activity or Error Handling Procedure	Responsible	Escalation Procedure
Set up of monitoring	/SAPTRX/ SLG1_LINK	Once, before working with SAP Event Management (not with CCMS) for the first time	Schedule background job for each client to be monitored in the CCMS	Program scheduling management	Contact application support
Set up of monitoring	/SAPTRX/ SCHEDULE_EM _JOBS_NODE	Once, before working with SAP Event Management (not with CCMS) for the first time	Schedule background job for each client to be monitored in the CCMS	Program scheduling management	Contact application support
Display application log in SAP Event Management	/SAPTRX/ ASAPLOG	Daily	Display the application log in SAP Event Management	Program scheduling management	Contact application support
Evaluation of application log	Transaction SLG1	Daily	Evaluate the application log in SAP Event Management	Program scheduling management	Contact application support
Status of events and error messages shown	/SAPTRX/ EH_LIST	n.a.	Display functionality	Application management	Contact application support
List to see if objects are processed correctly. The list reflects data errors only, not business process issues.	/SAPTRY/ EVM_STATUS	n.a.	Display functionality	Program scheduling management	Contact application support
Inbound and outbound queue monitoring	Transaction SMQ1 / SMQ2	Daily	Status of the inbound and outbound queues	Program scheduling management	Contact software monitoring team

3.2.1.3 Interfaces

Interface monitors are essential for analyzing problems with interfaces such as RFC, IDoc, and HTTP.

SAP Event Management uses the standard tools available in SAP NW AS and does not require an application-specific tool. For more information, see SAP Library for SAP NetWeaver on SAP Help Portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► *Administration Information* ► *Technical Operations for SAP NetWeaver* ↗.

3.2.1.4 Data-Archiving Monitors

For the latest documentation about archiving and deleting objects in SAP Event Management, see SAP Library for SAP Event Management on SAP Help Portal at ► help.sap.com/em92 ↗. In SAP Library, choose ► *Administration* ► *Archiving and Deleting* ↗.

If you no longer need event handlers, event messages, or event handler sets, you can either archive and delete them, or delete them without previously archiving them. When you delete event handlers, event messages, or event handler sets, SAP Event Management also deletes any existing change documents.

3.2.1.5 Fast-Growing Tables for SAP Event Management

The fastest growing tables depend on the number of parameters, rules, and expected events you have.

For event handlers, pay special attention to all tables beginning with prefix /SAPTRX/EH_*, for example:

- /SAPTRX/EH_INFO
- /SAPTRX/EH_EXPEV
- /SAPTRX/EH_EVMSG

If you use customer-specific extension tables, pay special attention to these tables.

For event messages it also depends on how the customer uses SAP Event Management.

If you use file attachments, pay special attention to all tables beginning with prefix /SAPTRX/EVM_*, for example:

- /SAPTRX/EVM_AFB
- /SAPTRX/EVM_AFC

On the application system side, pay special attention to the table /SAPTRX/AOTREF.

4 Management of SAP Event Management Technology

4.1 Administration Tools for Software Components

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 SAP Library for SAP NetWeaver on SAP Help Portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► *Administration Information* ► *Technical Operations for SAP NetWeaver* ▾.

4.2 Software Configuration

This section explains which components or scenarios used by this application are configurable, and which tools are available for adjustments.

Component Configuration Tools

Table 9

Component	Configuration Tool(s)	Detailed Description
SAP Event Management	Implementation Guide (IMG)	The Implementation Guide is the standard SAP tool for component Customizing. To display the implementation Guide (IMG) on the SAP Easy Access screen choose ► <i>Tools</i> ► <i>Customizing</i> ► <i>IMG</i> ► <i>Execute Project (transaction SPRO)</i> ▾.
	ABAP transaction SM59	To configure RFC connections on the SAP Easy Access screen choose ► <i>Tools</i> ► <i>Administration</i> ► <i>Administration</i> ► <i>Network</i> ► <i>RFC Destinations (transaction SM59)</i> ▾.
	ABAP transaction BD54	To define a unique identification for a system in a network to distribute data, start transaction BD54.
	ABAP transaction SICF	To maintain and activate the HTTP service hierarchy on the SAP Easy Access screen choose ► <i>Tools</i> ► <i>Administration</i> ► <i>Administration</i> ►

Component	Configuration Tool(s)	Detailed Description
		Network ► HTTP Service Hierarchy Maintenance (transaction SICF) ►.

No technical configuration data is necessary. All technical configuration data that is required for running SAP Event Management is part of SAP NetWeaver.

4.3 Backup, Restore, and Recovery

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 an SAP application consists of two parts:

- Backup and restore coverage for each component
- Cross-system data dependencies and handling

The backup and restore strategy for your system landscape should not only take into account SAP systems, but should be embedded in the overall business requirements and cover the entire process flow within your company.

In addition, the backup concept must cover disaster recovery processes such as loss of the data center due to fire. The most important issue to consider in this context is ensuring that you do not lose backup devices with normal data storage devices. You should separate storage locations.

Based on the type of application data that a component holds, SAP introduces a categorization scheme for system components. This can be used to analyze the backup requirements of any system component, and to easily determine an appropriate backup method for this component. The following table contains a component list for your solution and the appropriate categories of system components for backup and recovery.

Table 10

Component	Category	Application Data Type	Backup Method for Application Data
SAP Event Management	XI	Orig./Repl.	Database and log backup; file system backup (full and/or incremental)

4.3.1 Backup and Recovery of SAP NetWeaver Components

Procedure

For the backup and recovery concept for all other SAP NetWeaver components mentioned in this guide, such as SAP XI and SAP BI, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► [Administration Information](#) ► [Technical Operations for SAP NetWeaver](#) ►.

4.4 System Copy

Homogeneous System Copy

For a homogeneous system copy for SAP Event Management, the standard procedures of SAP NetWeaver apply.

4.5 Periodic Tasks

4.5.1 Scheduled Periodic Tasks

In addition to the standard jobs mentioned in the Technical Operations for SAP NetWeaver in the SAP Library for SAP NetWeaver, you need to schedule SCM-specific jobs in your SCM system and, where specified, in all connected SAP systems.

Unless otherwise specified, you should run all jobs at times of minimal system activity, so as not to affect performance or otherwise disrupt your daily operations.

Table 11: Standard, Housekeeping Jobs

Program Name/Task	Recommended Frequency	Detailed Description
Report /SAPTRX/EE_MONITOR	Every 2–5 minutes	<p><i>Expected Events Monitor</i> is a scheduled background job that continuously identifies expected events that are overdue. If an event has exceeded the expected date, the system</p> <ul style="list-style-type: none"> • Updates the event status to Overdue. • Creates an expected event monitor procedure, for example, alert notification is executed. <p>To schedule the background job, use transaction /SAPTRX/EMJOBS, or on the <i>SAP Easy Access</i> screen for SAP Event Management, choose Event Management > Administration > Processing Control > Schedule Background Jobs for Event Management.</p> <p>For more information, see SAP Library for SAP Event Management on SAP Help Portal at help.sap.com/em92. In SAP Library, choose SAP Event Management Infrastructure > Event > Expected Event Monitor.</p>
Report /SAPTRX/PROCESS_LOCKED_EHS	6 times a day	<p><i>Processor of locked event handlers</i> is a scheduled regular job in transaction /</p>

Program Name/Task	Recommended Frequency	Detailed Description
		saptrx/emjobs. For more information, see SAP Note 656990 .
Report /SAPTRX/ PROCESS_LOCKED_SETS	6 times a day (when working with EH Sets)	<i>Processor of locked event handler sets</i> is a scheduled regular job in transaction /saptrx/emjobs. For more information, see SAP Note 656990 .
Report /SAPTRX/R_REPORT_AI_LOGS	6 times a day	<i>Resend Application Object Data for Event Handlers</i> is a scheduled regular job in transaction /saptrx/emjobs. For more information, see SAP Note 656990 .
Report /SAPTRX/ COLLECT_LOCKED_EH	6 times a day	<i>Number of locked event handlers in the desired client</i> is a scheduled regular job in transaction /saptrx/emjobs. For more information, see SAP Note 656990 .
Report /SAPTRX/ COLLECT_LOCKED_EHSETS	6 times a day (when working with EH sets)	<i>Number of locked event handler sets in the desired client</i> is a scheduled regular job in transaction /saptrx/emjobs. For more information, see SAP Note 656990 .

4.6 Logging On and Load Balancing


SAP Event Management uses the standard functionality of SAP NetWeaver for logon and load balancing. For more information, see SAP Developer Network (SDN) Community at www.sdn.sap.com/irj/sdn/netweaver.

For more information, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► *Administration Information* ► *Technical Operations for SAP NetWeaver* ►.


4.7 User Management

SAP Event Management uses the standard function of SAP NetWeaver for user management. For more information, see SAP NetWeaver Security Guide on SAP Help Portal at help.sap.com/netweaver, select the version of SAP NetWeaver, and choose Security Information. In the guide, ► *User Administration and Authentication* ►.

For more information about user management in SAP Event Management, see SAP Event Management Security Guide on SAP Service Marketplace at ► service.sap.com/securityguide ► *SAP Business Suite Applications* ► *SAP SCM* ► *SAP Event Management* ►.

For an overview of the information necessary to operate SAP NetWeaver Identity Management, see the Solution Operations Guide for SAP enhancement pack 2 for SAP NetWeaver Identity Management 7.0 on SAP Help Portal at [▶ help.sap.com/nwidm](http://help.sap.com/nwidm) .

4.8 Printing

SAP Event Management uses the standard SAP NetWeaver printing function. For more information, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose [▶ SAP NetWeaver Library: Function-Oriented View](#) [▶ Application Server](#) [▶ Application Server ABAP](#) [▶ Administration of Application Server ABAP](#) [▶ SAP Printing Guide \(BC-CCM-PRN\)](#) .

5 High Availability

SAP Event Management is based on SAP NW AS. For high availability options, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ▶ *SAP NetWeaver Library: Function-Oriented View* ▶ *Solution Lifecycle Management* ▶ *High Availability* 📄.

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.

6.1 Transport and Change Management

For transport and change management issues, SAP Event Management uses the SAP NetWeaver procedures. For more information about the transport and change system, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► *SAP NetWeaver Library: Function-Oriented View* ► *Solution Lifecycle Management* ► *Software Logistics* ▾.

6.2 Development Requests and Development Release Management

SAP Event Management uses the standard SAP NetWeaver procedures. For more information, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► *Administration Information* ► *Technical Operations for SAP NetWeaver* ▾.

6.3 Template Management

You can deploy Customizing settings by using Business Configuration Sets (BC Sets).

For more information, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► *SAP NetWeaver Library: Function-Oriented View* ► *Solution Lifecycle Management* ► *Customizing* ▾.

6.4 Quality Management and Test Management

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

6.5 Support Packages and Patch Implementation

We recommend implementing Support Package (SP) Stacks, which are sets of support packages and patches for the respective product version that must be used in the given combination. The technology for applying support packages and patches has not changed.

You can find detailed information about the availability of SP Stacks on SAP Service Marketplace at service.sap.com/sp-stacks.

Read the corresponding Release and Information Notes (RIN) before you apply any support packages or patches from the selected SP Stack.

For more information about the implementation of support packages and possible side effects, see SAP Service Marketplace at ► service.sap.com/patches ► *SAP Support Packages in Detail* 🔗.

For information about the tools necessary to implement patches, see SAP Library for SAP NetWeaver on SAP Help portal at help.sap.com/netweaver, and select the version of SAP NetWeaver. In SAP Library, choose ► *SAP NetWeaver Library: Function-Oriented View* ► *Solution Lifecycle Management* ► *Software Logistics* 🔗.

6.6 Release and Upgrade Management

For release and upgrade information for SAP Event Management, see the Master Guide and the Upgrade Master Guide for SAP Event Management on SAP Service Marketplace at service.sap.com/instguides under ► *SAP Business Suite Applications* ► *SAP Event Management* ► *Using SAP Event Management <version number>* 🔗.

7 Troubleshooting

SAP Event Management has no solution-specific troubleshooting tools.

8 Services for SAP Event Management

You can find an overview of all services provided for SAP Event Management and its related components on SAP Service Marketplace at www.sap.com/services and at service.sap.com/safeguarding.

The SCM Focus Group offers technical consulting services such as Administration, Monitoring, and Backup and Recovery concepts for SAP SCM systems. You can find a detailed list of the services, as well as all contact persons, in the SCM Focus Group Fact Sheet at ► service.sap.com/scm ► *SAP SCM in Detail* ► *Technology* ► *Technical Consulting* ►.

9 Support Desk Management

Support Desk Management enables you to set up an efficient internal support desk for your support organization. It 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.

Support desk management covers the following topics:

- Remote Support Setup
- Problem Message Handover

9.1 Remote Support Setup

SAP support needs to work remotely for the highest levels of efficiency and availability. Therefore all required support tools must be remotely accessible for SAP support. For SAP Event Management, the standard SAP procedures for setting up remote support apply.

SAP Notes for Special Remote Connection Types

Table 12

SAP Note Number	Title
812732	R/3 Support Service Connection
592085	Installing the HTTP Connect service
605795	Windows Terminal Server connection in remote support
100740	Setting up a PCanywhere connection in the SAP front end
37001	Telnet link to customer systems

i Note

With the exception of SAP Note [812732](#), you can use these connection types for issues relating to the user interface.

For information about how to set up a SAProuter connection to SAP (SAPserv X), see SAP Note [35010](#).

9.2 Problem Message Handover

To send problem messages to SAP, use the following application components in the SAP application component hierarchy.

- SCM-EM* - for general Event Management problems

-
- BW-BCT-EM - for BW-related Event Management problems

i Note

In the case of messages related to the user interface, attach screenshots that clearly explain the issue.

A Appendix

A.1 Categories of System Components for Backup and Restore

Table 13

Categories of System Components	Category Properties	Suggested Methods for Backup and Restore	Examples
I	Only software, no configuration or application data	<ul style="list-style-type: none"> • No backup, new installation in case of a recovery • Initial software backup after installation and upgrade • Backup of log files 	BDOC modeler
II	Only software and configuration information, no application data	<ul style="list-style-type: none"> • Backup after changes • No backup, new installation, and configuration in case of a recovery • Backup of log files 	SAP Gateway Comm. Station SAP Business Connector SAP IPC (2.0C)
III	Only replicated application data, replication time is sufficiently small for a recovery	Data: <ul style="list-style-type: none"> • No data backup needed • Backup of software, configuration, and log files 	SAP IMS/Search Engine SAP IPC (2.0B) Webserver SAP ITS
IV	Only replicated application data, backup recommended because replication time is too long, data not managed by a DBMS	Data: <ul style="list-style-type: none"> • Application-specific file system backup • Multiple instances • Backup of software, configuration, and log files 	SAP IMS/Search Engine Webserver
V	Only replicated application data, backup recommended because replication time is too long, data managed by a DBMS	Data: <ul style="list-style-type: none"> • Database and log backup • Multiple instances 	SAP IPC (2.0B) Catalog Server

Categories of System Components	Category Properties	Suggested Methods for Backup and Restore	Examples
		<ul style="list-style-type: none"> Backup of software, configuration, and log files 	
VI	Original application data, standalone system, data not managed by a DBMS	Data: <ul style="list-style-type: none"> Application-specific file system backup Backup of software, configuration, and log files 	Webserver
VII	Original application data, standalone system, data managed by a DBMS, not based on SAP NW AS	Data: <ul style="list-style-type: none"> Database and log backup Backup of software, configuration, and log files 	Not Available
VIII	Original application data, standalone system, based on SAP NW AS	Data: <ul style="list-style-type: none"> Database and log backup, application log backup (such as job logs in file system) Backup of software, configuration, and log files 	Standalone SAP ERP
IX	Original application data, data exchange with other systems, data not managed by a DBMS	Data: <ul style="list-style-type: none"> Application-specific file system backup, You must consider data consistency with other systems. Backup of software, configuration, and log files 	Not Available
X	Original application data, data exchange with other systems, data managed by a DBMS, not based on SAP NW AS	Data: <ul style="list-style-type: none"> Database and log backup, You must consider data consistency with other systems. Backup of software, configuration, and log files 	SAP liveCache SAP Mobile Workbench

Categories of System Components	Category Properties	Suggested Methods for Backup and Restore	Examples
XI	Original application data, data exchange with other systems, based on SAP NW AS	Data: <ul style="list-style-type: none"> Database and log backup, application log backup (such as job logs in file system) You must consider data consistency with other systems. <ul style="list-style-type: none"> Backup of software, configuration, and log files 	SAP ERP SAP CRM SAP APO SAP BI

A.2 Related Guides

For more information about installation and configuration, see the *Master Guide*.

A.3 Related Information

The following table contains links to information related to the Application Operations Guide:

Table 14

Content	Link on SAP Service Marketplace
Master Guide, Installation Guide and Upgrade Guide	▶ service.sap.com/instguides ▶
Related SAP Notes	▶ service.sap.com/notes ▶
Released Platforms	▶ service.sap.com/platforms ▶
Network Security	▶ service.sap.com/securityguide ▶
Technical Infrastructure	help.sap.com/netweaver Select the version of SAP NetWeaver, and choose Security Information.
SAP Solution Manager	▶ service.sap.com/solutionmanager ▶



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