SAP Portfolio and Project Management 1.0 for SAP S/4HANA
Using SAP S/4HANA 1610
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: help.sap.com/ppms4.

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

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>2016-10-31</td>
<td>Initial Version</td>
</tr>
</tbody>
</table>
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1 Getting Started

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

About this Guide
Designing, implementing, and running your SAP solution 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 solutions 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.

1.1 Global Definitions

SAP Application
An SAP application represents a market view of groups of related business scenarios. The delivery of an application contains SAP components which are essential for implementing all solution-related business scenarios, processes, and functions. Implementation knowledge is included with each solution.

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 component (SAP S/4HANA, SAP PPM, 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 Application Development Lifecycle; components are separately produced, delivered, installed and maintained.

1.2 Important SAP Notes

You must read the following SAP Notes before you start the installation and during operating the system. These SAP Notes contain the most recent information on the installation, as well as corrections to the installation documentation.
Make sure that you have the up-to-date version of each SAP Note, which you can find on SAP Service Marketplace at [support.sap.com/notes](http://support.sap.com/notes).

Table 2

<table>
<thead>
<tr>
<th>SAP Note Number</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2340075</td>
<td>FAQs – SAP Portfolio and Project Management 1.0 for SAP S/4HANA</td>
<td>This note contains general information about SAP Portfolio and Project Management 1.0 for SAP S/4HANA.</td>
</tr>
<tr>
<td>2340065</td>
<td>PPM 1.0 for S4H: Support package information, notes, and schedule</td>
<td>This note contains information and references to other notes about importing support packages for SAP Portfolio and Project Management 1.0 for SAP S/4HANA.</td>
</tr>
<tr>
<td>2340092</td>
<td>PPM 1.0 for S4H: Performance</td>
<td>This note contains information about performance notes.</td>
</tr>
<tr>
<td>2341122</td>
<td>Support Packages for EPPM 100</td>
<td>This note contains information about support packages for the component EPPM.</td>
</tr>
<tr>
<td>2341111</td>
<td>Release strategy for ABAP add-on EPPM</td>
<td>This note describes how to install/upgrade the ABAP add-on component EPPM 100 on S4CORE 101.</td>
</tr>
<tr>
<td>894009</td>
<td>Adobe Document Services – Configuration Guide</td>
<td>This note contains information about how to access the latest configuration documentation for ADS.</td>
</tr>
<tr>
<td>2340078</td>
<td>PPM 1.0 for S4H: Supported Browsers, Java versions, etc.</td>
<td>This note contains information about the browsers supported by SAP Portfolio and Project Management 1.0 for SAP S/4HANA.</td>
</tr>
<tr>
<td>2340116</td>
<td>PPM 1.0 for S4H: Restrictions</td>
<td>This note lists restrictions for SAP Portfolio and Project Management 1.0 for SAP S/4HANA.</td>
</tr>
<tr>
<td>2340108</td>
<td>PPM 1.0 for S4H: Configuration Content</td>
<td>This note contains information about how to find the Configuration Guide for SAP Portfolio and Project Management 1.0 for SAP S/4HANA.</td>
</tr>
<tr>
<td>1808669</td>
<td>Error during installation of PPM (CPRXRPM) with ERP/SRM/CRM/SCM</td>
<td>This note describes the solution in case the installation results in error “Multiple active implementations for definition HRALEO00INBOUND_IDOC” and “Errors occurred during post-handling AFTER_IMP_SXCI for SXCI L “.</td>
</tr>
<tr>
<td>2289424</td>
<td>S4TWL - SAP S/4HANA and SAP Business Warehouse Content - BI_CONT</td>
<td></td>
</tr>
</tbody>
</table>
2 Technical System Landscape

2.1 Scenario/Component Matrix

SAP Portfolio and Project Management for SAP S/4HANA comprises the software component SAP Portfolio and Project Management for SAP S/4HANA (EPPM) and the software component UI for EPPM (UIS4EPPM).

For information about the software components required for specific processes and scenarios and about which application uses which components, see the Master Guide for SAP Portfolio and Project Management for SAP S/4HANA.

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 on SAP Service Marketplace</th>
</tr>
</thead>
</table>
| Application- and industry-specific components | Master Guides, Installation Guides | service.sap.com/instguides
| technology components       | Master Guides, Installation Guides  | help.sap.com/s4hana                   |
| Technology components       | Master Guides, Installation Guides  | service.sap.com/instguides             |
| Sizing                      | Quick Sizer Tool                    | service.sap.com/sizing                 |
| Security                    | Technical Infrastructure Guide      | service.sap.com/security               |
3 Monitoring of SAP Portfolio and Project Management for SAP S/4HANA

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 Portfolio and Project Management for SAP S/4HANA as quickly as possible.

3.1.1 CCMS Monitoring Installation and Setup

SAP Portfolio and Project Management for SAP S/4HANA is technically based on SAP NetWeaver 7.51 for SAP S/4HANA and thus re-uses monitoring tools from SAP NetWeaver. In order to enable the auto-alert mechanism of CCMS, see SAP Note 617547.

For more information about monitoring SAP NetWeaver Application Server ABAP, see help.sap.com/s4hana
SAP S/4HANA 1610 SAP NetWeaver for SAP S/4HANA Technical Operations for SAP NetWeaver Administration of Application Server ABAP.


3.1.2 Alert Monitoring of Components

SAP NetWeaver

SAP NetWeaver is the integration and application platform for SAP Portfolio and Project Management for SAP S/4HANA, therefore the following SAP NetWeaver components must be integrated into the monitoring infrastructure:

- SAP NetWeaver 7.51 for SAP S/4HANA (AS ABAP)
- SAP NetWeaver Application Server (Java) ADS 7.50 (only required if Adobe is used in Portfolio and Project Management)
- SAP NetWeaver Business Information Warehouse 7.51 (BI) or higher (only if BI is used)

Portfolio and Project Management

To set up the monitoring for Project Management follow the following procedure. Via this monitoring not all components which can be used by Project Management are covered but the most important ones.
Procedure

1. Go to transaction RZ20 and create a new monitor: Portfolio and Project Management monitor.
2. On the top level, create a virtual node for each of the following areas:
   ○ Adobe Availability
   ○ Database
   ○ ABAP WebDynpro
3. On the second level, create rule-based monitors for each area as described in the following table:

<table>
<thead>
<tr>
<th>Node</th>
<th>Type</th>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Availability</td>
<td>Virtual</td>
<td>R3System</td>
<td>&lt;CURRENT&gt;</td>
</tr>
<tr>
<td></td>
<td>Rule</td>
<td>MTEClass</td>
<td>GRMG_ADS</td>
</tr>
<tr>
<td>CCMS_GET_MTE_BY_CLASSSS</td>
<td></td>
<td>R3System</td>
<td>&lt;CURRENT&gt;</td>
</tr>
<tr>
<td></td>
<td>Rule</td>
<td>MTEClass</td>
<td>CCMS_DB_mcmtc</td>
</tr>
<tr>
<td>Database</td>
<td>Virtual</td>
<td>R3System</td>
<td>&lt;CURRENT&gt;</td>
</tr>
<tr>
<td></td>
<td>Rule</td>
<td>MTEClass</td>
<td>WDAClass</td>
</tr>
<tr>
<td>ABAP WebDynpro</td>
<td>Virtual</td>
<td>R3System</td>
<td>&lt;CURRENT&gt;</td>
</tr>
<tr>
<td></td>
<td>Rule</td>
<td>MTEClass</td>
<td>WDAClass</td>
</tr>
<tr>
<td>CCMS_GET_MTE_BY_CLASSSS</td>
<td></td>
<td>R3System</td>
<td>&lt;CURRENT&gt;</td>
</tr>
</tbody>
</table>

With SAP Portfolio and Project Management for SAP S/4HANA, a monitor template is delivered which you can find in transaction RZ20 under SAP Portfolio and Project Monitor Templates SAP Portfolio and Project Management.

There is no specific alert monitoring functionality for the EPPM component.

For more information about monitoring the additional components used by SAP Portfolio and Project Management for SAP S/4HANA, see below:

Monitoring SAP NetWeaver Usage Types AS ABAP

For more information about monitoring SAP NetWeaver Application Server ABAP, see help.sap.com/s4hana SAP S/4HANA 1610 SAP NetWeaver for SAP S/4HANA Technical Operations for SAP NetWeaver Administration of Application Server ABAP.

Monitoring SAP Content Server


Monitoring the SAP Internet Graphics Server (IGS)

For more information see help.sap.com/s4hana SAP S/4HANA 1610 SAP NetWeaver for SAP S/4HANA Function-Oriented View Application Server Application Server ABAP Other Services SAP Graphics Internet Graphics Service Administering the Internet Graphics Server (IGS).
Monitoring Adobe Document Services


Usage Type Business Intelligence (BI)

For more information about monitoring the usage type Business Intelligence, see help.sap.com/bicontent SAP Business Warehouse.

SAP S/4HANA


3.1.3 Alert Monitoring of Scenarios

There is no special monitoring for the SAP Portfolio and Project Management for SAP S/4HANA scenarios. There are no critical scenario-specific situations that need to be monitored.

3.2 Detailed Monitoring and Tools for Problem and Performance Analysis

3.2.1 EPPM Analysis Tools

The technology of the EPPM 100 component is based on SAP NetWeaver 7.51 for SAP S/4HANA. For information about technical problem analysis (such as with a database, an operating system, or workload analysis), refer to the Technical Operations Guide for SAP NetWeaver for SAP S/4HANA. This Application Operations Guide is for SAP Portfolio and Project Management for SAP S/4HANA and covers only the differences and additional information specific to this solution.

Trace Files and Log Files

Trace files and log files are essential for analyzing problems.

- To call the back-end system from a Web browser, the Hypertext Transfer Protocol (HTTP) and Hypertext Transfer Protocol Secure (HTTPS) is used. For more information about the monitoring of these functions, see help.sap.com/s/4hana SAP S/4HANA 1610 SAP NetWeaver for SAP S/4HANA Technical Operations for SAP NetWeaver Administration of Application Server ABAP Monitoring and Administration Tools for Application Server ABAP Monitoring and Administration of the SAP Message Server Message Server Monitor.

Note

To display the Diagnosis tab page, on the General tab page, select the Diagnosis Settings Active checkbox.
The ABAP Debugger for Remote Function Calls (RFC) contains a log. In this log, you can see the list of RFCs and also the information about how they are made.

The Web Dynpro ABAP UI of SAP Portfolio and Project Management for SAP S/4HANA uses the Floor Plan Manager (FPM). The FPM Message Manager has a connection to the ABAP application log and offers the option to write error messages occurring in the FPM Message Manager also to the application log in the backend. To activate this feature, go to transaction SAAB and activate the check point group FPM_RUNTIME_MESSAGES for your user or for all users in the server.

For more information about FPM, see help.sap.com/s4hana

SAP Portfolio and Project Management for SAP S/4HANA logs application errors for background reports to transaction SLG1. Background reports are executed in the areas of financial integration, migration, import from Microsoft Excel, and versioning. You can display these application logs via the objects RPM_DOCUMENT, RPM_DX, RPM_INTEGRATION, RPM_MIGRATION, RPM_PLANNING, RPM_UC, RPM_VERSIONING, DPR_DX.

**Project Management**

Project Management: To exchange data, for example the Cross-Application Time Sheet (CATS), Application Link Enabling (ALE) is used. For more information, see help.sap.com/s4hana

This means that all the data that is sent from SAP S/4HANA to Project Management is always transferred via an ALE connection. Therefore, the logs for the outbound IDocs are located in the SAP S/4HANA system and can be viewed there using the transaction WE02. You can also view the logs for the inbound IDocs in Project Management using transaction WE02. Here you can view all IDocs located under ALE. You can check the status of inbound and outbound IDocs and edit incorrect IDocs. You do not have to switch this logging on. You can archive the entries to control the size of the database.

Accounting Integration: You can view all the messages that are issued when you transfer your projects to Controlling in the Controlling Cockpit. For more information, see SAP Library for SAP Portfolio and Project Management for SAP S/4HANA under Project Management Accounting Integration Controlling Controlling Cockpit.

**Portfolio Management**

All reports that are used to transfer data to other systems, for example to the SAP S/4HANA system, contain logs. You can access these logs directly from the individual reports.

### 3.2.2 Scenario-Specific Problem Analysis Tools

**Invalid Characters in the Project ID**

For security reasons, the system does not permit certain characters in the project ID. To avoid these invalid characters, the system checks the project ID entered by the user.

You can start the DPR_CHECK_CHAR_OF_PROJECT_ID program to check for existing projects that contain invalid characters. The result list displays all projects whose IDs you need to change.
Comparing Field Controls
You can use the program DPR_COMPARE_HC to compare two local Project Management field controls, to export a local field control as Comma Separated Value (CSV) file or to compare a local field control with an external field control that was imported as a CSV file. For more information about the program DPR_COMPARE_HC, see the program documentation.

Changing User Settings
You can use the DPR_CHANGE_USER_SETTINGS program to update the Project-Management-specific user settings for one user or for all users. The changeable user settings are the same as on the Personalization tab in the personalization object key column, entry DPR_USER_SETTINGS (transaction SU01).
For more information about the DPR_CHANGE_USER_SETTINGS program, see the program documentation.

Where-Used List for GUIDs
With the program DPR_GUID_ANALYZE, you can search all database tables, relevant to SAP Portfolio and Project Management for SAP S/4HANA, for entries containing the GUID of a SAP Portfolio and Project Management for SAP S/4HANA application object, for example, a project or portfolio element. The program can be used by system administrators, consultants, or developers during problem analysis.
4 Management of SAP Portfolio and Project Management for SAP S/4HANA

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 middleware technology.

For more information about the underlying technology, see help.sap.com/s4hana SAP S/4HANA 1610 SAP NetWeaver for SAP S/4HANA Technical Operations for SAP NetWeaver.

4.1 Administration Tools of Software Components

No specific tools are available for SAP Portfolio and Project Management for SAP S/4HANA.

4.2 Starting and Stopping

For SAP Portfolio and Project Management for SAP S/4HANA, no specific start or stop issues are applicable. You can start and stop the components in any order.

4.3 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 SAP Portfolio and Project Management for SAP S/4HANA 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 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).

Based on the type of application data contained in a component, we have introduced a categorization scheme for system components that 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 Restore [external document].
Table 5: Component list with categories of system components for backup and restore

<table>
<thead>
<tr>
<th>Component</th>
<th>Category</th>
<th>Application Data Type</th>
<th>Backup Method for Application Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPPM</td>
<td>XI</td>
<td>• Original application data in database</td>
<td>• Database and log backup</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Data exchange with other systems, based on SAP NetWeaver AS</td>
<td>• Backup of software</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Configuration Data consistency with other systems must be considered</td>
</tr>
</tbody>
</table>

**EPPM**

**Classification**

This component contains original application data. It is not copied from any other system.

**Backup and Restore**

SAP Portfolio and Project Management for SAP S/4HANA is based on the SAP NetWeaver Application Server ABAP technology. All backup and restore procedures for ABAP-based components also work for SAP Portfolio and Project Management for SAP S/4HANA. For more information about backup and recovery, see help.sap.com/s4hana

**4.4 System Copy**

You can use standard SAP NetWeaver technology to copy the system. No specific administration tools are required. For more information about administration with SAP NetWeaver, see help.sap.com/s4hana

**4.5 Periodic Tasks**

⚠️ **Caution**

The following tasks must be carried out by an administrator.
### 4.5.1 Scheduled Periodic Tasks

#### Project Management

Table 6: Standard/Housekeeping Jobs

<table>
<thead>
<tr>
<th>Program Name/Task</th>
<th>Recommended Frequency</th>
<th>Detailed Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPR_REPLICATE_RATES_TO_R3</td>
<td>When you use the accounting integration functions and create new cost or revenue rates within a project for costing</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Project Management: You can use this report if you have an accounting system connected to Project Management. The report replicates cost and revenue rates to the accounting system so that they are recognized there.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This replication of cost and revenue rates and accounting relevant characteristics has to start for each destination assigned to the corresponding object link for the accounting integration.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>After replication of cost and revenue rates, maintain the replicated data. You can add valid cost element, activity type and revenue element to the corresponding cost/revenue rates.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For more information, see SAP Library for SAP Portfolio and Project Management for SAP S/4HANA under Project Management &gt; Accounting Integration &gt; Controlling &gt; Controlling Cockpit.</td>
</tr>
<tr>
<td>DPR_FIN_GECCO_R3_REPLICATION</td>
<td>When you create new project types or project reasons</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Project Management: Replicates project types and project reasons.</td>
</tr>
<tr>
<td>DPR_EVE_BATCH_DPO</td>
<td>As needed</td>
<td>Project Management: Allows you to extract data from your projects and display the evaluations in Project Management. You can either plan the extraction of the data or trigger it manually.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For more information, see the Extracting Evaluations for a Project section of the Basic Settings for Project Management in SAP Solution Manager.</td>
</tr>
<tr>
<td>HR_SYNC_PERSON</td>
<td>Daily</td>
<td>Project Management:</td>
</tr>
</tbody>
</table>
You use this report only if SAP HR is installed on the same system as Project Management. For more information, see the From SAP HR to Project Management section of the Configuration Guide for SAP Portfolio and Project Management for SAP S/4HANA.

DPR_QUALI_PERSON_TRANSFER  As needed  Project Management:

You use this report only if SAP HR is installed on the same system as Project Management. This program replicates qualifications to the business partner objects. For more information, see SAP Note 1058953.

DPR_CATS_CPR_TRANSF  As needed  Project Management:

Integration to the Cross-Application Time Sheet (CATS) You can use this report for transferring the recorded data from CATS to Project Management.

<table>
<thead>
<tr>
<th>Program Name/Task</th>
<th>Recommended Frequency</th>
<th>Detailed Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RPM_FIN02</td>
<td>Daily</td>
<td>Only when RPM_FICO_DATA_TRANSFER is not available in SAP S/4HANA</td>
</tr>
<tr>
<td>/RPM/PLAN_INT_PREP</td>
<td>As Needed</td>
<td>FI/CO Integration to SAP S/4HANA</td>
</tr>
<tr>
<td>RPM_FICO_DATA_TRANSFER</td>
<td>Daily</td>
<td>FI/CO Integration to SAP S/4HANA (improved version). To be executed in the ERP system. Alternatively, /RPM/FICO_INT_PLANNING can be used (see below).</td>
</tr>
<tr>
<td>/RPM/FICO_INT_PLANNING</td>
<td>Daily</td>
<td>FI/CO Integration to SAP S/4HANA (improved version). To be executed in the PPM system. Alternatively, RPM_FICO_DATA_TRANSFER can be used (see above).</td>
</tr>
</tbody>
</table>
### 4.5.2 Required Manual Periodic Tasks

**Table 8**

<table>
<thead>
<tr>
<th>Task or Transaction</th>
<th>Description</th>
<th>Recommended Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP Load Generator</td>
<td>Use transaction SGEN to start the SAP Load Generator.</td>
<td>Project Management: When you call the individual WebDynpro pages that make up Portfolio and Project Management for the first time, you may experience delays. This is because the individual pages are generated at runtime. To avoid this, we recommend that you centrally generate each page once.</td>
</tr>
<tr>
<td>Activate Internet Communication Framework (ICF) services</td>
<td>If you upgrade or implement a Support Package, the ICF may be deactivated and needs to be activated again. For more information, see the Data Replication section of the Basic Settings for Project Management in SAP Solution Manager.</td>
<td>After you have upgraded or implemented a Support Package.</td>
</tr>
<tr>
<td>Standard Business Intelligence (BI) reports</td>
<td>To analyze your application data, you can use the standard reports and analysis tools of the SAP NetWeaver BI system.</td>
<td>As needed</td>
</tr>
</tbody>
</table>

**Project Management**

**Table 9**

<table>
<thead>
<tr>
<th>Task or Transaction</th>
<th>Description</th>
<th>Recommended Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPR_EVE_BATCH_DPO</td>
<td>Project Management: You can use this report to extract data from your projects and display the evaluations in Project Management. You can either plan the extraction of the data or trigger it manually.</td>
<td>As needed</td>
</tr>
<tr>
<td>RPM_FES_AVAILABILITY</td>
<td>To maintain the availability of resources over a period of time for better performance.</td>
<td>Whenever the availability of a resource changes</td>
</tr>
<tr>
<td>SHMM</td>
<td>Refresh Shared Memory: Start the transaction and mark the corresponding entry of area CL_DPR_FC_MAP_AREA and choose Delete all Instances to delete this shared memory area.</td>
<td>After you have changed the field control Customizing.</td>
</tr>
<tr>
<td>Task or Transaction</td>
<td>Description</td>
<td>Recommended Frequency</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>SARA</td>
<td>To archive a project, specify the archiving object CPROJECTS and process the first step (Write).</td>
<td>As needed</td>
</tr>
<tr>
<td>RSIR_CONTENT_UNMARK_PRELIM</td>
<td>You can use this report to delete the temporary document content.</td>
<td>As needed</td>
</tr>
<tr>
<td>In the front-end system:</td>
<td>You can replace users and resources in multiple objects, relevant subobjects, and in role-task assignments. For more information, see SAP Library on SAP Help Portal at help.sap.com.</td>
<td>As needed</td>
</tr>
</tbody>
</table>

### Portfolio Management

Table 10

<table>
<thead>
<tr>
<th>Task or Transaction</th>
<th>Description</th>
<th>Recommended Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>/RPM/PLANNING_DATA_DELETION</td>
<td>You can use this report to delete financial and capacity data.</td>
<td>As needed</td>
</tr>
<tr>
<td>RSIR_CONTENT_UNMARK_PRELIM</td>
<td>You can use this report to delete the temporary document content.</td>
<td>As needed</td>
</tr>
<tr>
<td>SARA</td>
<td>To archive Portfolio Management data, specify the respective archiving object RPM* and process the first step (Write).</td>
<td>As needed</td>
</tr>
</tbody>
</table>

### 4.6 Logging On and Load Balancing

SAP Portfolio and Project Management for SAP S/4HANA uses the standard functionality of SAP NetWeaver for logon and load balancing. For more information on network load balancing, see www.sdn.sap.com/irj/sdn/ha.

### 4.7 User Management

For more information about User Management tools, see the section User Management in the Security Guide for SAP Portfolio and Project Management for SAP S/4HANA.

#### Authorization Concepts and Roles

For more information about authorization concepts and roles in SAP Portfolio and Project Management for SAP S/4HANA, see the Authorizations section in the Security Guide for SAP Portfolio and Project Management for SAP S/4HANA.
4.8 Printing

SAP Portfolio and Project Management for SAP S/4HANA uses Adobe PDF-based forms for printing which is a standard functionality of SAP NetWeaver.

For more information about printing in general, see help.sap.com/s4hana SAP S/4HANA 1610 SAP NetWeaver for SAP S/4HANA Function-Oriented View Adobe Document Services Configuration Guide.

4.9 MS Project Integration

For supported browsers, see SAP Note 2340078.
5 High Availability

For more information about high availability, see www.sdn.sap.com/irj/sdn/ha.

The use of SAP NetWeaver Application Server JAVA is optional.
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.

The following topics are covered:

- Transport and Change Management – Enables and secures the distribution of software changes from the development environment to the quality assurance and production environment.
- Template Management – Enables and secures the rollout of global templates, including localizations.
- Quality Management and Test Management – Reduces the time, cost, and risk associated with software changes.
- Support Packages and SAP Notes Implementation – Provides standardized software distribution and maintenance procedures.
- Release and Upgrade Management – Reduces the time, cost, and risk associated with upgrades.

6.1 Transport and Change Management

SAP NetWeaver transport and change management procedures apply to SAP Portfolio and Project Management for SAP S/4HANA, which uses the components EPPM and UIS4EPPM. For more information, see help.sap.com/s4hana SAP S/4HANA 1610 SAP NetWeaver for SAP S/4HANA Technical Operations for SAP NetWeaver Administration of Application Server ABAP Change and Transport System.

6.2 Development Requests and Development Release Management


In the ABAP parts, customer-specific modifications and development are possible.
6.3 Template Management

SAP Portfolio and Project Management for SAP S/4HANA does not use any template management.

6.4 Quality Management and Test Management


6.5 Support Packages and Patch Implementation

SAP recommends implementing Support Package Stacks (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 will not change.

You can find detailed information about the availability of SP stacks for SAP Portfolio and Project Management for SAP S/4HANA at support.sap.com/sp-stacks and in the following SAP Notes:

Table 11

<table>
<thead>
<tr>
<th>SAP Note Number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>2340065</td>
<td>PPM 1.0 for S4H: Support package information, notes, and schedule</td>
</tr>
<tr>
<td>2341111</td>
<td>Release strategy for ABAP Add-On EPPM</td>
</tr>
</tbody>
</table>

Read the corresponding Release and Information Notes (RIN) SAP Note 2340065 before you apply any Support Packages or patches of the selected SP stack.

To find out about RIN and currently available Support Packages for the components of the SAP Portfolio and Project Management for SAP S/4HANA solution package refer to support.sap.com/patches.

For more information about the implementation of Support Packages as well as possible side effects, see support.sap.com/patches > SAP Support Packages Stacks.

For more information, see help.sap.com/s4hana > SAP S/4HANA 1610 > SAP NetWeaver for SAP S/4HANA > Technical Operations for SAP NetWeaver.
7 Troubleshooting

For frequently asked questions, see SAP Note 2340075. For more information about performance, see SAP Note 2340092.

For more information about trace files and logs, see section EPPM Analysis Tools [page 10].
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 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.

The following topics are covered:

- Remote Support
- Component hierarchy relevant for this application

8.1  Remote Support Setup

SAP Support needs to be able to work remotely for highest efficiency and availability. Therefore, all required support tools must be remotely accessible for SAP support. For SAP Portfolio and Project Management for SAP S/4HANA, the standard SAP procedures for setting up remote support apply.


8.2  Problem Message Handover

For information about processing of internal support messages and forwarding them to SAP, see help.sap.com/solutionmanager.

For sending problem messages/tickets to SAP, choose the appropriate component (or subcomponent) name from the SAP component hierarchy:

Table 12

<table>
<thead>
<tr>
<th>Component</th>
<th>Component Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPM</td>
<td>Portfolio and Project Management</td>
</tr>
<tr>
<td>+ PPM-PFM</td>
<td>Portfolio Management</td>
</tr>
<tr>
<td>+ PPM-PRO</td>
<td>Project Management</td>
</tr>
<tr>
<td>+ PPM-CF</td>
<td>Common Functions</td>
</tr>
<tr>
<td>+ PPM-FIO</td>
<td>Fiori UI for Portfolio and Project Management</td>
</tr>
</tbody>
</table>
## 9 Appendix

### 9.1 Categories of System Components for Backup and Restore

<table>
<thead>
<tr>
<th>Categories of System Components</th>
<th>Category Properties</th>
<th>Suggested Methods for Backup and Restore</th>
<th>Examples</th>
</tr>
</thead>
</table>
| I                               | Only software, no configuration or application data | • No backup, new installation in case of a recovery or  
• Initial software backup after installation and upgrade  
• Backup of log files | BDOC modeler |
| II                              | Only software and configuration information, no application data | • Backup after changes have been applied or  
• 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:  
• No data backup needed  
• Backup of software, configuration, 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:  
• Application specific file system backup or  
• Multiple instances  
• Backup of software, configuration, log files | SAP IMS/Search Engine *  
Webserver * |
<table>
<thead>
<tr>
<th>Categories of System Components</th>
<th>Category Properties</th>
<th>Suggested Methods for Backup and Restore</th>
<th>Examples</th>
</tr>
</thead>
</table>
| V                              | Only replicated application data, backup recommended because replication time is too long, data managed by a DBMS | Data:  
  - Database and log backup or  
  - Multiple instances  
  - Backup of software, configuration, log files | SAP IPC (2.0B) *  
Catalog Server |
| VI                             | Original application data, standalone system, data not managed by a DBMS | Data:  
  - Application specific file system backup  
  - Backup of software, configuration, log files | Webserver * |
| VII                            | Original application data, standalone system, data managed by a DBMS, not based on SAP WebAS | Data:  
  - Database and log backup  
  - Backup of software, configuration, log files | Standalone SAP  
SAP S/4HANA |
| VIII                           | Original application data, standalone system, based on SAP WebAS | Data:  
  - Database and log backup, application log backup (such as job logs in file system)  
  - Backup of software, configuration, log files | Standalone SAP  
SAP S/4HANA |
| IX                             | Original application data, data exchange with other systems, data not managed by a DBMS | Data:  
  - Application specific file system backup, data consistency with other systems must be considered  
  - Backup of software, configuration, log files | Standalone SAP  
SAP S/4HANA |
| X                              | Original application data, data exchange with other systems, data managed by a DBMS, not based on SAP WebAS | Data:  
  - Database and log backup, data consistency with other systems must be considered  
  - Backup of software, configuration, log files | SAP liveCache  
SAP Mobile Workbench |
<table>
<thead>
<tr>
<th>Categories of System Components</th>
<th>Category Properties</th>
<th>Suggested Methods for Backup and Restore</th>
<th>Examples</th>
</tr>
</thead>
</table>
| XI                             | Original application data, data exchange with other systems, based on SAP WebAS | Data:  
  - Database and log backup, application log backup (such as job logs in file system), data consistency with other systems must be considered  
  - Backup of software, configuration, log files | SAP S/4HANA  
SAP CRM  
SAP APO  
SAP BI |

### 9.2 Related Guides

You can find more information about installation and configuration in the Master Guide and in the Conversion Guide.

### 9.3 Related Information

The following table contains links to information relating to the Application Operations Guide.

<table>
<thead>
<tr>
<th>Content</th>
<th>Quick Link to the SAP Service Marketplace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master Guide, Conversion Guide and others</td>
<td>service.sap.com/instguides</td>
</tr>
<tr>
<td>Related SAP Notes</td>
<td>support.sap.com/notes</td>
</tr>
<tr>
<td>Released Platforms</td>
<td>service.sap.com/platforms</td>
</tr>
<tr>
<td>Network Security</td>
<td>service.sap.com/securityguide</td>
</tr>
<tr>
<td></td>
<td>service.sap.com/network</td>
</tr>
<tr>
<td>SAP Solution Manager</td>
<td>support.sap.com/solutionmanager</td>
</tr>
</tbody>
</table>
## Typographic Conventions

<table>
<thead>
<tr>
<th>Example</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;Example&gt;</code></td>
<td>Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, “Enter your <code>&lt;User Name&gt;</code>”.</td>
</tr>
<tr>
<td>Example ➤ Example ➤</td>
<td>Arrows separating the parts of a navigation path, for example, menu options</td>
</tr>
<tr>
<td>Example</td>
<td>Emphasized words or expressions</td>
</tr>
<tr>
<td><code>www.sap.com</code></td>
<td>Textual cross-references to an internet address</td>
</tr>
<tr>
<td><code>/example</code></td>
<td>Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web</td>
</tr>
<tr>
<td><code>123456</code></td>
<td>Hyperlink to an SAP Note, for example, SAP Note <code>123456</code></td>
</tr>
</tbody>
</table>
| Example | • 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 | • 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 |