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What's New in SAP Solution Manager 7.2

Content

1 What's New in SAP Solution Manager 7.2

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2.1   Configuration

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 4.

The information provided here covers changes in SAP Solution Manager Configuration (transaction SOLMAN_SETUP).

Requirements Management

Table 1:

Function	Type of Change	Description	More Information
▐▶ *Define Requirement Process* ❭ *Copy Transaction Types* ❭ *Specify Used Transaction Types* ❭	Deleted	Manual activity *Specify Used Transaction Types* has been removed.	
▐▶ *Define Requirement Process* ❭ *Define Copy Control* ❭ *Specify Mapping Rules* ❭	Deleted	Manual activity *Specify Mapping Rules* has been removed.	
▐▶ *Define Requirement Process* ❭ *Define PPF Actions* ❭	Changed	The following activities have become optional: • Define Action Profiles and Actions • Define Conditions • Assign Action Profile to Transaction Type • Define Actions in WebClient UI	

Function	Type of Change	Description	More Information
▶ *Define Requirement Process* ❯ *Maintain Multilevel Categorization* ❯	Changed	Sequence of activities has changed: • Define Categorization Schemas • Assign Transaction Types to Catalog Categories • Define RFC Destinations for Schema Import • Define Proposals for Related Transactions	
▶ *Configure User Interface* ❯ *Copy and Adapt Business Role* ❯ *Adapt Business Roles* ❯	Changed	The *Navigation* link of the activity (guides you to the SAP Community WIKI *IT Service Management Roles and Authorizations*.	SAP Community WIKI at https://wiki.scn.sap.com/wiki/display/SAPITSM/ 📂 . Search for *IT Service Management Roles and Authorizations*.
▶ *Configure User Interface* ❯ *Configure WebClient UI* ❯	Changed	The following activities have become optional: • Configure WebClient UI • Define Auto Processor Assignment Settings • Define Enhancements for WebClient UI • Reduce Number of Outbound Plug Mappings • Prepare Search "With My Involvement" • Define My Messages Widgets • Configure Status-Dependent UI Element Control • Display Tech. Keys for Partner Functions	
▶ *Configure User Interface* ❯ *Implement Dialogs in WebClient UI* ❯	Changed	The following activities have become optional: • BAdI: Implement BAdI Methods for Dialog Box • Start Dialog Box in WebClient UI in a PPF Action • Implement UI Component • Assign Dialog Box to PPF Action	

Function	Type of Change	Description	More Information
▶ *Set Up My Business Requirements App* ❯ *Define Priority Colors for Fiori Apps* ❯	New	Manual activity *Define Priority Colors for Fiori Apps* added to prioritize the object status for each transaction type and set the priority by using different colors.	
▶ *Configure Search Infrastructure* ❯ *Enhance Standard Search* ❯	New	Step *Enhance Standard Search* added to enhance the standard search and its result list with customer-specific fields using Business Add-Ins (BAdIs).	See step help text
▶ *Configure Search Infrastructure* ❯ *Set Up TREX* ❯	New	Four manual activities have been added: • Configure Software Agent Framework • Activate ICF Services • Compile Initial Index • Activate Delta Compilation	

Change Control Management

Table 2:

Function	Type of Change	Description	More Information
Change Request Management			
▶ *Perform Basic Setup* ❯ *Check Prerequisites* ❯ *Check Customizing* ❯	New	Automatic activity added to check the Customizing for correctness of transaction type Z2HF in various views.	See *Display* activity text
▶ *Define Change Process* ❯ *Copy Transaction Types* ❯ *Check Transport-Related Customizing Auto-Fix* ❯	New	Manual activity added to fix missing transport-related checks Customizing for customer transaction types.	See *Display* activity text
▶ *Define Change Process* ❯ *Define Copy Control* ❯ *Specify Mapping Rules* ❯	Deleted	Manual activity *Specify Mapping Rules* has been removed.	

Function	Type of Change	Description	More Information
▌*Define Change Process* ❯ *Maintain Multilevel Categorization* ❯	Changed	Sequence of activities has changed: 1. Define Categorization Schemas 2. Assign Transaction Types to Catalog Categories 3. Define RFC Destinations for Schema Import 4. Define Proposals for Related Transactions	
Configure Search Infrastructure step	New	Step added to configure the infrastructure to be able to search in the Change Request Management objects.	See step help text
▌*Configure Search Infrastructure* ❯ *Enhance Standard Search* ❯	New	Step *Enhance Standard Search* added to enhance the standard search and its result list with customer-specific fields using Business Add-Ins (BAdIs).	See step help text
Managed System Setup			
▌*Configure Extended Function (Local)* ❯ *Configure CSOL and DGP* ❯ *Configure Track-Specific CSOL* ❯	New	Activity added to specify cross-system object lock (CSOL) configuration for each managed development system. These settings override the general settings made when activating CSOL globally.	See *Display* activity text
▌*Configure Extended Function (Local)* ❯ *Configure Retrofit* ❯ *BAdI: Activate BAdI in Managed System* ❯	New	Manual activity added to activate the BAdI implementation RETRO_STANDALONE, which is required for using the standalone retrofit.	See *Display* activity text

IT Service Management

Table 3:

Function	Type of Change	Description	More Information
▷ *Configure Search Infrastructure* ❯ *Enhance Standard Search* ❯	New	Step *Enhance Standard Search* added to enhance the standard search and its result list with customer-specific fields using Business Add-Ins (BAdIs).	See step *Help Text*
▷ *Configure Search Infrastructure* ❯ *Enhance Standard Search* ❯ *BAdI: Enhance Standard Search* ❯	New	Manual activity added to create or implement customer-specific fields by using Business Add-In (BAdI) `AI_CRM_BADI_RF_Q10_SEARCH`	See *Display* activity text
▷ *Configure Search Infrastructure* ❯ *Enhance Standard Search* ❯ *BAdI: Enhance Standard Search Result List* ❯	New	Manual activity added to create or implement customer-specific result lists by using Business Add-In (BAdI) `AI_CRM_BADI_RF_Q10_READ`	See *Display* activity text
▷ *Configure Transaction Types* ❯ *Define SLA Escalation* ❯ *Define Service and Response Profile* ❯	Changed	Activity name *Edit Availability and Response Times* (old) has been changed to *Define Service and Response Profile*	
▷ *Maintain SAP Partner* ❯ *Configure for Service Provider* ❯	Deleted	Step *Configure for Service Provider* has been removed. The activities have moved to step *Set up Customer Numbers*	

Function	Type of Change	Description	More Information
▶ *Maintain SAP Partner* ❯ *Configure Substitutes* ❯	Deleted	Step *Configure Substitutes* has been removed Activity *Set up Substitute Relationship* has moved to step ▶ *Set Up Business Partners* ❯ *Create Users and Business Partners* ❯ Activity *Set up Automatic Confirmation of Message* has moved to step ▶ *Maintain SAP Partner* ❯ *Set up SAP Customer Numbers* ❯	

2.2 Application Operations

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 4.

Exception Monitoring and Integration Monitoring

Table 4:

Function	Type of Change	Description
Exception Monitoring and Integration Monitoring	New	Exception Monitoring and Integration Monitoring are now supporting the following cloud services: • SAP HANA Cloud Integration for Data Services • SAP HANA Cloud Platform • SAP Integrated Business Planning
SAP Sales and Operations Planning	Deleted	The cloud service SAP Sales and Operations Planning is no longer available in Exception Monitoring and Integration Monitoring.

3 Support Package Stack 3

3.1 Configuration

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

The information provided here covers changes in *SAP Solution Manager Configuration* (transaction `SOLMAN_SETUP`).

General

A new window has been introduced: If you have the editing rights for a setup scenario, but specific rights for a certain activity are missing, the window opens to inform you about this. In the window, you can use the *Update User Roles* action to create a list with the missing authorizations. You can send this list to your system administrator to enhance your user rights.

Requirements Management

Table 5:

Function	Type of Change	Description	More Information
▶ *Configure User Interface* ▶ *Define UI Configuration* ▶ step	New	Step added to define the WebClient UI configuration	See step help text
▶ *Configure User Interface* ▶ *Adapt Translation of UI Texts* ▶ step	New	Step added to adapt the translation of user interface texts in the SAP system	See step help text
▶ *Configure Search Infrastructure* ▶ step	New	Step added to configure the search according to Requirements Management needs and its transaction types	See step help text

Function	Type of Change	Description	More Information
▶ *Configure Search Infrastructure* ▶ *Configure Embedded Search* ▶ *Check Status General Configuration Embedded Search* ❯ activity	New	Automatic activity added to check whether the status of the Embedded Search scenario is finished	See *Display* activity text
▶ *Configure Search Infrastructure* ▶ *Configure Embedded Search* ▶ *Define Settings for Parallel Extraction* ❯ activity	New	Manual activity added to define the settings that are necessary to extract the data of CRM templates for SAP Net-Weaver Enterprise Search	See *Display* activity text
▶ *Integrate Additional Functions* ▶ *Integrate Project Management* ▶ *Integrate Project Management* ❯ activity	Changed	Link to SAP PPM scenario added to enable you to configure the settings for integrating SAP Portfolio and Project Management with your scenario	See *Display* activity text
▶ *Integrate Additional Functions* ▶ *Integrate SAP PPM* ❯ step Activities: • Map Transaction Types to Task Types • Map Task Status to Transaction Status • Map Object Types to Roadmap Node Types • Connect PPM Project Types to Sol. Doc. • Restrict Status Values in Trans. Assgmnt • Map SAP Best Practice Package Node Types to Object	Deleted	*Integrate SAP PPM* step and corresponding activities have been removed.	
▶ *Employ Additional Use Cases* ❯ step	New	Step added to react to additional use cases and system upgrades	See step help text

Function	Type of Change	Description	More Information
▶ *Employ Additional Use Cases* ❯ *Enable Optional Scope Items* ❯ step	New	Step added to enable you to use the IT requirement without maintaining scope items	See step help text
▶ *Employ Additional Use Cases* ❯ *Assign Flexible Change Cycle* ❯ step	New	Step added to specify how flexibly you want to manage the change cycle assignment in your IT requirement	See step help text
▶ *Employ Additional Use Cases* ❯ *Enable Solution Document Integration* ❯ step	New	Step added to enable the integration of solution documentation	See step help text

Project Management

Table 6:

Function	Type of Change	Description	More Information
▶ *Configure Project Management* ❯ *Update Customizing for Project Management* ❯	New	When the default customizing predefined by SAP has been changed in the meantime, or if your previous copy of it was incomplete, you can use this activity to update and complete your own customizing.	See *Display* activity text
▶ *Configure Project Management* ❯ *Display Customizing Log for Project Management* ❯	New	This activity allows you to read the log for the copying and updating of the customizing at any time.	See *Display* activity text

Custom Code Management

Table 7:

Function	Type of Change	Description	More Information
Custom Code Management	Changed	Improved user experience in the guided procedure.	

Test Suite

Table 8:

Function	Type of Change	Description	More Information
Test Suite	Changed	The "test management" and "test repository" in SAP Solution Manager was renamed to "test suite", in the UIs and in the documentation.	
Partner Test Management	New	A new guided procedure has been introduced for Partner Test Management.	

Change Control Management

Table 9:

Function	Type of Change	Description	More Information
Quality Gate Management			
▶ *Change Control Management* ❯ *Quality Gate Management* ❯	New	Introducing a guided procedure for Quality Gate Management	
Change Request Management			
▶ *Set up Downgrade Protection and Retrofit* ❯ *Configure CSOL and DGP* ❯ *BAdI: Implement CSOL BAdI activity* ❯	New	BAdI added to allow you to define your own methods for plugging into the processing logic of CSOL and thus customize its behavior. Enhancement `/TMWFLOW/ CSOL_ENHANCEMENT`; BAdI definition is `/TMWFLOW/ PROJECT_LOCK`	See *Display* activity text

Function	Type of Change	Description	More Information
▌▶ *Define Change Process* ❯ *Maintain Multilevel Categorization* ❯ Activities: • Activate Categorization Scheme • Assign Transaction Types to Catalog Categories • Assign Transaction Types to Catalog Categories • Define Categorization Schemas • Define Proposals for Related Transactions • Define RFC Destinations for Schema Import	Changed	Converted into optional activities	
▌▶ *Configure User Interface* ❯ *Define UI Configuration Option* ❯ *Copy UI Config Option Into Customer Namespace* ❯ activity	Changed	Converted into optional activities	
▌▶ *Configure User Interface* ❯ *Configure WebClient UI* ❯ *Configure Status-Dependent UI Element Control* ❯ activity	Changed	Change of activity name; old name: *Adjust UI Objects by User Status*	
▌▶ *Set up Embedded Search* ❯ *Check Status General Configuration Embedded Search* ❯ activity	New	Automatic activity added to check whether the status of the Embedded Search scenario is finished	See *Display* activity text
▌▶ *Set up Embedded Search* ❯ *Define Settings for Parallel Extraction* ❯ activity	New	Manual activity added to define the settings that are necessary to extract the data of CRM templates for SAP NetWeaver Enterprise Search.	See *Display* activity text

Function	Type of Change	Description	More Information
▶ *Integrate Additional Functions* ❯ *Integrate Project Management* ❯ activity	New	Link to SAP PPM scenario added to enable you to configure the settings for integrating SAP Portfolio and Project Management with your scenario	See *Display* activity text
▶ *Integrate Additional Functions* ❯ *Integrate Project Management* ❯ Activities: • Map Transaction Types to Task Types • Map Task Status to Transaction Status • Map Object Types to Roadmap Node Types • Connect PPM Project Types to Sol. Documentation Restrict Transaction Assignment to Status Values • Map SAP Best Practice Package Node Types to Object	Deleted	Activities have been removed.	
▶ *Employ Additional Use Cases* ❯ *Enable Optional Scope Items* ❯ step	New	Step added to enable you to use the request for change without maintaining scope items	See step help text
▶ *Employ Additional Use Cases* ❯ *Assign Flexible Change Cycle* ❯ step	New	Step added to specify how flexibly you want to manage the change cycle assignment in your request for change	See step help text
▶ *Employ Additional Use Cases* ❯ *Enable Solution Document Integration* ❯ step	New	Step added to enable the integration of solution documentation	See step help text

Function	Type of Change	Description	More Information
▶ *Employ Additional Use Cases* ❯ *Enable Mandatory Transports* ❯ step	New	Step added to make the assignment of transport requests to change documents mandatory for urgent changes, normal changes, and defect corrections	See step help text
▶ *Employ Additional Use Cases* ❯ *Improve Normal Change Process* ❯ step	New	Step added to configure the settings for assigning and maintaining consistency checks to improve the process of a normal change	See step help text
Managed System Setup			
▶ *Configure Change and Transport System (CTS)* ❯ step	Changed	Change of step name; old name: *Configure Transport Management System*	
▶ *Configure Change and Transport System (CTS)* ❯ *Configure Transport Management System* ❯ *Copy System for Pre-Production System* ❯ activity	New	Manual activity added to copy the system for the pre-production system	See *Display* activity text
▶ *Create User Master Data* ❯ step	Changed	Change of step name; old name: Create User and Roles	
▶ *Configure Extended Function (Local)* ❯ step	Changed	Change of step name; old name: *Configure Essential Transport Management Functions*	
▶ *Configure Extended Function (Local)* ❯ *Configure CSOL and DGP* ❯ *BAdI: Implement CSOL BAdI* ❯ activity	New	BAdI added to allow you to define your own methods for plugging into the processing logic of CSOL and thus customize its behavior. Enhancement `/TMWFLOW/ CSOL_ENHANCEMENT`; BAdI definition is `/TMWFLOW/ PROJECT_LOCK`	See *Display* activity text

Function	Type of Change	Description	More Information
▶ *Configure Extended Function (Local)* ❯ *Set up Transport-Related Checks* ❯ step	New	Step added to make the required settings to configure the transport-related checks: • ABAP test cockpit (ATC) • Code inspector • Use "BAdI: Custom Check" (/TMWFLOW/ TRANS_DEFINED_) with different methods	See *Display* activity text

Application Operations

Table 10:

Function	Type of Change	Description	More Information
Exception Management			
Exception Management scenario	New	This scenario has been added. The configuration of single-step exceptions has been moved from the application to *SAP Solution Manager Configuration*.	See help texts
EarlyWatch Alert Management			
Define Scope step	Changed	In the *Saved Searches* list, you can also choose a global search that has been created for all users. You can maintain these global searches in the *Technical System Searches* application.	See step help text
Display Diagnosis step	New	You can check the status of the self-diagnosis function *SAP EarlyWatch Alert* and the SDCCN status of ABAP technical systems.	See step help text
▶ *Configure EWA Content* ❯ *Business Process Analysis* ❯ step	Changed	You can change the data collection settings and transfer them to the managed system.	See step help text

Function	Type of Change	Description	More Information
Maintain Recipients step	Changed	You can adapt the subject and body text of the e-mail template to your needs.	See step help text
Interfaces and Connection			
▶ *Configure Infrastructure* ▶ *Housekeeping* ▶ step	Changed	In the *Housekeeping* step, you configure how long data is stored in the alert store and the event store for Interface and Connection Monitoring. What you configure in this step is now specific to Interface and Connection Monitoring. This configuration has no impact on other applications.	See step help text
Job Monitoring			
▶ *Job Monitoring* ▶ *Configure Jobs*	New	If you have added a lot of monitored objects and you want to monitor them, you can generate and activate them together by selecting all of the required objects and clicking on *Mass Generate & Activate*.	See step help text
Business Intelligence			
▶ *HANA and BI Monitoring* ▶ *Business Intelligence* ▶ *Monitoring and Alerting* ▶ *Configure Jobs* ▶	New	If you have added a lot of monitored objects and you want to monitor them, you can generate and activate them together by selecting all of the required objects and clicking on *Mass Generate & Activate*.	See step help text
Data Readiness			
▶ *HANA and BI Monitoring* ▶ *Data Readiness* ▶	New	A new guided procedure is introduced for Data Readiness Monitoring	
Process Integration			

Function	Type of Change	Description	More Information
▶ *Integration Monitoring* ▶ *Process Integration* ▶	New	You can disable monitoring and alerting or maintain specific settings for a Process Integration (PI) domain or a PI technical system during specific work modes such as planned downtime or regular system maintenance.	

IT Service Management

Table 11:

Function	Type of Change	Description	More Information
▶ *Check Status General Configuration Embedded Search* ▶ *Configure Embedded Search* ▶ *Check Status General Configuration Embedded Search* ▶ activity	New	Automatic activity added to check whether the status of the Embedded Search scenario is finished	See *Display* activity text

Business Process Operations

Table 12:

Function	Type of Change	Description	More Information
▶ *Business Process Operations* ▶ *Basic BPO Configuration* ▶ *Configure Infrastructure* ▶ step	New	The *Configure Infrastructure* step has been added to the *Basic BPO Configuration* scenario. In this step, you configure the E2E monitoring and alerting infrastructure for the Business Process Operations tools.	See step help texts
▶ *Business Process Operations* ▶ *Basic BPO Configuration* ▶ *Configure Solution Manager* ▶ *Downtime Activities* ▶ step	New	The *Downtime Activities* step has been added to the *Basic BPO Configuration* scenario. In this step, you can execute activities in case of a system downtime, for example, you can activate or deactivate monitoring for the solution.	See step help texts

Functions under "Related Links"

Table 13:

Function	Type of Change	Description	More Information
Project Management Enablement	New	This function was previously included in the guided procedures for the solution documentation content activation. It now is a separate activity to be executed after the content activation, in SAP Solution Manager 7.2.	Guide for Solution Documentation Content Activation, at http://service.sap.com/instguides 🔁 ▶ *SAP Components* ❯ *SAP Solution Manager 7.2* ❯ *Upgrade* ❯
Business Process Operations Migration	New	After an upgrade from SAP Solution Manager 7.1 to SAP Solution Manager 7.2, this guided procedure leads you through steps that are necessary for the migration of business process operations data created in the SAP Solution Manager 7.1 versions of Business Process Analytics, Business Process Operations dashboards, or dependency diagrams to the new version of SAP Solution Manager.	See step help texts

3.2 SAP Solution Manager Operations

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

SAP Solution Manager Administration

Table 14:

Function	Type of change	Description	More information
Landscape Management in the SAP Solution Manager launchpad	Changed	In previous releases, you navigated to the landscape management database (LMDB) using the transaction *LMDB* or the *SAP Solution Manager Administration* work center. Now you can use the *Landscape Management* tile in the launchpad.	
Landscape Charts	Changed	The LMDB dashboard has been replaced by new landscape charts, which provide similar functions.	
Technical System Search Variants - Maintenance in the SAP Solution Manager launchpad	New	You can use this new function to create search variants for technical systems, hosts, databases, and technical scenarios. These variants are automatically provided in some SAP Solution Manager applications, for example, in the *EarlyWatch Alert Management* scenario of *SAP Solution Manager Configuration*.	
Rapid Content Delivery	Changed	The prerequisites for importing content packages using rapid content delivery are changed.	

3.3 Project Management

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Table 15:

Function	Type of Change	Description	More Information
Issues tab in the *Project Management* view	New	For projects and phases, you can manage the related issues and top issues.	

3.4 Process Management

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Table 16:

Function	Type of Change	Description	More Information
Additional Features in *Solution Administration*	New	The *Solution Administration* provides the following new features: • Sites This function is relevant for companies that run one SAP product on separate productive systems, e.g. in different branch offices, countries or regions and where those productive systems have a lot in common regarding software logistics and Solution Documentation but are also used to support local features. • *Operations Branch* for *Business Process Monitoring* The operations branch is a dedicated editable branch used for monitoring purposes which refers directly to the production landscape. This branch is not subject to release and change management.	

Function	Type of Change	Description	More Information
Additional Features in *Solution Documentation*	New	The *Solution Documentation* provides the following new features: • Reporting You can define and execute your own reports in Solution Documentation based on reports that are delivered by SAP. • Process document You can generate a process document that is a Word document containing the complete content of a solution. • Scoping With scopes you can narrow down the Solution Documentation content to a view definition plus additional filter criteria for structure filtering. • Multi language handling You can display and edit texts of a solution not only in the primary content language but also in secondary content languages. You can also translate texts from any language to any other. • Import and export of content With the export function, you can export the branch content of a solution to a file and store it locally. With the import function, you can import content from a file into a branch of another solution in the same or different SAP Solution Manager system. • Interface for third party integration (APIs) SAP provides a 3rd party interface to Solution-Documentation-capability for tool integration. Go to the SAP Gateway client UI, using the transaction `/n/IWFND/ GW_CLIENT`. Enter `/sap/opu/ odata/SAP/ProcessManagement` to access the root resource of the service.	

Function	Type of Change	Description	More Information
Executable Analysis Dashboard	New	The *Executable Analysis Dashboard* can provide development manager and process responsible with an overview about their developments and processes for which they are responsible.	

3.5   Test Suite

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Test Suite

Table 17:

Function	Type of Change	Description	More Information
Terminology *test suite*	Changed	In the user interfaces of SAP Solution Manager and in the documentation, the terms *test management* and *test repository* have been replaced by the term *test suite*.	
Test Case Sequence	Changed	In test packages, you can define the sequence of test cases.	
E-Mail Notification	Changed	For test workflows, you can now define e-mail form to inform testers about the test status and that they can start their tasks.	

Partner Test Management

Table 18:

Function	Type of Change	Description	More Information
Partner Test Manage-ment	New	This application integrates SAP Solution Manager and the partner's test manage-ment application. This allows the transfer of business blueprints, related documents, specifications, business requirements, links, and test objects such as transactions and custom programs. It can help you to plan an efficient testing phase.	

Business Process Change Analyzer

Table 19:

Function	Type of Change	Description	More Information
Business Process Change Analyzer (BPCA)	Changed	Site handling in dynamic TBOM recording and in BPCA analysis: You can now select one site, as defined in the solution docu-mentation, for which the analysis is to be made.	
BPCA Analysis	Changed	Additional option to exclude used originals (originals that are references in the solution documentation) from the BPCA analysis.	
Test scope optimiza-tion	Changed	Additional options to give preference to no-des with dynamic TBOMs and nodes with test cases in the test scope optimization.	
SCMON TBOMs	Changed	Semi-dynamic TBOMs can now also be based on the ABAP Call Monitor (transac-tion SCMON), which is more exact than TBOMs based on the Usage and Procedure Logging (UPL).	
Self-checks with SCMON	Changed	The self-check, which is accessible from the *Administration - Change Impact Analysis* application, checks whether the prerequisite settings have been made.	

3.6 Application Operations

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Table 20: System and Application Monitoring

Function	Type of Change	Description	More Information
Monitor User Experience SAP Fiori App	New	You can use this app to monitor availability and response times of systems in your IT landscape anywhere and anytime.	SAP Library for SAP Solution Manager at http://help.sap.com/solman_fiori ▌▶ *Application Help* ▶ *Monitor User Experience* ❯
SAP EarlyWatch Alert Reports SAP Fiori App	New	You can use this app to get an overview on the status of all critical systems in your system landscape. You can easily monitor the alerts and find out how to improve the system stability, performance or security.	SAP Library for SAP Solution Manager at http://help.sap.com/solman_fiori ▌▶ *Application Help* ▶ *SAP EarlyWatch Alert Reports* ❯
Monitor Message Flows SAP Fiori App	New	You can use this app to monitor the status of business-critical message-based transactions in an SAP Process Integration (PI) landscape, centrally.	SAP Library for SAP Solution Manager at http://help.sap.com/solman_fiori ▌▶ *Application Help* ▶ *Monitor Message Flows* ❯
Workflow Monitoring	Changed	Workflow monitoring (WF Mon) has been renamed to Business Process Management Monitoring (BPM Mon).	
Process Integration Monitoring	Changed	The monitoring function is now an integrated part of process integration monitoring. You can manually display the business process management monitoring views that were used in workflow monitoring.	

Function	Type of Change	Description	More Information
Process Integration Monitoring	New	The application is enhanced by the following new features: • Scope selection • Personalization • Hierarchy view for the selected domain	
User experience monitoring	Changed	The *Robot History* view is available for custom tabs.	

Function	Type of Change	Description	More Information

Interface and connection monitoring	New	The support for exception monitoring of solutions integrated in hybrid scenarios has been improved by introducing External Services as a new entity for monitoring the data exchange between on-premise solutions and cloud services. Cloud services are now modeled as External Services.
		
		SAP Solution Manager now also supports the exception monitoring of the following solutions in hybrid scenarios:
		
		• On-premise solutions:
		  ○ SAP ERP HCM Employee, Compensation, Recruiting, OnBoarding and Variable Pay scenarios
		  ○ SAP CONCUR integration add-on
		  ○ SAP Ariba Network integration add-on
		• Cloud services:
		  ○ SAP Business ByDesign integration scenarios
		  ○ SAP HANA Cloud Integration for data services
		  ○ SAP HANA Cloud Platform
		• SAP Manufacturing Intelligence and Integration: In this solution, not only exceptions but also availability and performance can be monitored.	

Function	Type of Change	Description	More Information
Interface and connection monitoring	New	Interface and connection monitoring is now a standalone application that can be started directly from the SAP Solution Manager launchpad. The user interface has a new design and is enhanced by new and changed features, such as the following: • You can select several scenarios (landscapes) that you want to monitor and you can see the overall status and most recent alerts for the selected scenarios in an *Overview* tap page. • The *Topology* view displays a graphical presentation of the selected scenario. • Web services monitoring has been integrated into the interface and connection monitoring application.	
Interface and connection monitoring	New	Interface and connection monitoring has been enhanced by new features for filtering and personalization. You can now do the following: • Set filter for channel attributes and channel types • Set filters for individual detail views • Save personalized view settings	
Web services monitoring	Changed	Web services monitoring is now integrated as a tap page in the new *Interface and Connection Monitoring* application.	
Message Flow Monitoring	Changed	This application is now based on SAPUI5 technology. The user interface is simplified.	

Function	Type of Change	Description	More Information
Job Monitoring	Changed	This application is now based on SAPUI5 technology. The user interface is simplified.	
Data Readiness Monitoring	New	This new application enables you to determine whether the data from different objects in a technical scenario is up to date at a specific point in time.	
System and Application Monitoring	New	The application is enhanced by new features. The features are as follows: • Scope Selection • Personalization	
System and Application Monitoring	New	You can view the details of metrics that contribute to the status of the summarization event in a tabular format.	

Table 21: Technical Administration and Guided Procedures -> Technical Administration Work Center-> Guided Procedure Authoring

Function	Type of Change	Description
Guided Procedure Authoring Document Editor	Changed	This new extension allows you to copy and paste images from your clipboard and store them to your guided procedure as step or activity documentation. Afterwards, your image will be included in the final HTML report.
Simplification of the guided procedure wizard	Changed	Based on end user experience, the creation process of a new guided procedure has been simplified. You can copy existing guided procedures or copy by reference.
Housekeeping and periodic deletion	Changed	You can archive guided procedure instance logs by using standard SAP NetWeaver archiving functions. This function is available in the guided procedure log book. Moreover, you can delete guided procedure instances and logs immediately or periodically. This helps reduce the volume of those guided procedures for IT administrative tasks that are executed automatically in the back end.
Mass transport of guided procedures	Changed	Thanks to the mass transport of guided procedures, you can transport several active guided procedures to your production system.

Table 22: Technical Administration -> Service Availability Management

Function	Type of Change	Description	More Information
UI of service availability management	New	New design of the overall function. Service availability management is now a standalone application that you can start directly from the SAP Solution Manager launchpad.	
Creating service availability definitions	Changed	You can define service availability patterns for technical systems including contractual maintenance patterns.	
Entering service outages	Changed	You can create, edit and confirm outages with a new look and feel.	

Table 23: Technical Administration -> Technical Administration Work Center->Event Planning: IT Calendar

Function	Type of Change	Description	More Information
Event Planning: IT Calendar	Changed	IT Calendar has been renamed to Event Planning: IT Calendar.	
Event Planning: IT Calendar	New	The application has been enhanced by the following new features: • Scope selection • Context switch event	

Table 24: Technical Administration -> Technical Administration Work Center->Workmode Reporting

Function	Type of Change	Description	More Information
Workmode Reporting	New	You use this application to view the details of the planned and unplanned downtime of a number of technical systems.	

Table 25: Technical Administration -> Technical Administration Work Center->Templates and Schedules

Function	Type of Change	Description	More Information
Templates and Schedules	New	In this repository, you can maintain notification elements such as templates and schedules and reuse them for multiple configurations depending on your requirements.	

Table 26: Technical Administration -> Technical Administration Work Center->Auto-Notification Settings

Function	Type of Change	Description	More Information
Auto-Notification Settings	New	This application is used to create automatic e-mail or SMS notifications that can be sent to the selected recipient lists defined in the templates and schedules that are assigned as part of the auto-notification settings.	

Table 27: Root Cause Analysis and Exception Management

Function	Type of Change	Description	More Information
Permissions of configuration users	Changed	By default, newly created configuration users, such as SOLMAN_ADMIN, no longer have the permission to run the root cause analysis. But you can assign the authorizations in the *User Administration* application: With the *Maintain List of Users* function , assign the use case ID SAPSUPPORT to the configuration users.	*Application-Specific Security Guide* at http://service.sap.com/instguides ▶ *SAP Components* ❭ *SAP Solution Manager 7.2* ❭ *Operation* ❭
Exception management	Changed	The configuration of single-step exceptions has been moved to SAP Solution Manager Configuration (*Exception Management* scenario).	See help texts in SAP Solution Manager Configuration

Function	Type of Change	Description	More Information

Exception management	New	The support for exception monitoring of solutions integrated in hybrid scenarios has been improved by introducing Cloud Services as a new entity for monitoring the data exchange between on-premise solutions and cloud services. SAP Solution Manager now also supports the exception monitoring of the following solutions in hybrid scenarios:
		
		• On-premise solutions:
		  ○ SAP ERP HCM Employee, Compensation, Recruiting, On-Boarding and Variable Pay scenarios
		  ○ SAP CONCUR integration Add-on
		  ○ SAP CONCUR integration Add-on
		  ○ SAP Ariba Network integration Add-on
		• Cloud services:
		  ○ SAP Business ByDesign integration scenarios
		  ○ SAP SuccessFactors errors
		  ○ SAP HANA Cloud Integration
		  ○ SAP Cloud for Customers
		  ○ SAP Integrated Business Planning	

3.7 Business Process Operations

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Business Process Monitoring

Table 28:

Function	Type of Change	Description	More Information
Business Process Monitoring data sources for dashboards	New	In the Dashboard Builder framework, you can now use the data source type *Business Process Monitoring* to create dashboards for displaying Business Process Monitoring key figures.	
Business Process Monitoring application	Changed	The selected solution context is displayed as a text on the user interface. The context selection has been changed.	

Business Process Improvement

Table 29:

Function	Type of Change	Description	More Information
Progress Management Board	New	With the progress management board, you can combine all selected key figures of your current business process improvement project in a central, tabular view. In the board, you can see the key figures' actual phase according to the business process improvement procedure. You can also compare actual measured values with baseline measures or target values, as well as with those values from last month. In addition, you can assign or maintain responsibilities and priorities according to the alignment with your stakeholders to support the management activities in your project.	
Business Process Analytics mobile app (ad-hoc analysis)	New	The *Business Process Analytics* app, which runs on any mobile device, is a new version of our standard Business Process Analytics ad-hoc Web Dynpro application.	

Function	Type of Change	Description	More Information
Geospatial data functionality in the *Business Process Analytics* mobile app (ad-hoc analysis)	New	With the geospatial data functionality, you can visualize geodata, on a world map directly in the app. You can visualize locations, routes, and so on, for key figures that support location information.	

Alert Inbox

Table 30:

Function	Type of Change	Description	More Information
Alert Inbox	Changed	The selected solution context is displayed as a text on the user interface. The context selection has been changed.	

Data Consistency Management

Table 31:

Function	Type of Change	Description	More Information
Cross-database comparison	Changed	You can use aggregates for cross-database comparisons.	

Job Scheduling Management

Table 32:

Function	Type of Change	Description	More Information
Report for managing job documents according to validity	New	You can use the report (`RAGS_MANAGE_EXPIRED_JO BDOC`) to send email reminders automatically to the job owner to remind them that the review date maintained in the job documents is coming up.	

3.8 SAP Engagement and Service Delivery

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Table 33:

Function	Type of Change	Description	More Information
SAP Enterprise Support reports and SAP Product Support for Large Enterprises reports	Changed	The self-service function of SAP Solution Manager 7.1 for generating these reports has been replaced; now you can request this type of report for on-premise solutions directly in SAP Support Portal.	

3.9 Custom Code Management

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Table 34: Custom Code Lifecycle Management

Function	Type of Change	Description	More Information
SAP Solution Manager Configuration for Custom Code Management	Changed	Improved user experience for the setup of custom code management in the guided procedure.	

Function	Type of Change	Description	More Information
Decommissioning Cockpit	Changed	Improved user experience, for example, more filter criteria for object selection, capability to save a search. The following Business Add-Ins are available for enhancements: • `AGS_DECOM_SYSTEMS` to restrict the systems to be displayed as development systems • `AGS_DECOM_PROJECT_LIST` to restrict the project list • `AGS_DECOM_EMAIL_TEXT` to customize email text to the retirement package owner to inform that the selected object is assigned for decommissioning Quality data from ATC (ABAP Test Cockpit) runs have been integrated in the decommissioning UI. The *Deletion Transport* button has been removed.	

3.10 Change Control Management

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Change Control Management

Table 35:

Function	Type of Change	Description	More Information

Transport-related checks	New	You can integrate Downgrade Protection (DGP), ABAP Text Cockpit (ATC), Code Inspector, critical objects, and custom checks. Transport-related checks are performed in a unified way, which means that the system centrally performs all checks and displays the check results on a unified UI. Take notice of SAP Note 2332357 .	
Overview of scheduled import jobs	New	It enables you to view all the scheduled import jobs triggered by Change Control Management.	

Change Request Management

Table 36:

Function	Type of Change	Description	More Information
Defect correction	New	You can create a defect correction as a follow-up document from a defect in a test system.	
WebClient UI configuration	Changed	For a request for change, the CL_AIC_UI_CONTROL_CHANGE_CYCLE UI control class replaces CL_AIC_UI_CONTROL_CYCLE_SP01.	SAP Solution Manager Configuration (transaction SOLMAN_SETUP) ▶ *Change Control Management* ❭ *Change Request Management* ❭ *Configure User Interface* ❭ *Configure WebClient UI* ❭ *Configure Status-Dependent UI Element Control* ❭

Change cycle assignment	New	In a request for change, you can assign a change cycle in a more flexible way. You specify at what point in your request for change process you want to assign a change cycle or if you want to assign one at all. Standard configuration is the status of "To Be Approved". It requires the assignment of a change cycle.	SAP Solution Manager Configuration (transaction `SOLMAN_SETUP`) ▌ *Change Control Management* ❯ *Change Request Management* ❯ *Employ Additional Use Cases* ❯ *Assign Flexible Change Cycle* ❯
Change Request Management actions	Deleted	**Maintenance Optimizer**: `ADJUST_XML` `CALC_DELTA` **Job Request Management**: `COPY_CHECK` `COPY_JOB_PM` **Change Request Management** `APPRV_CO_WEB` `APPRV_CRTCLS` `ASSIGN_TRA` `CALL_SE09` `CREATE_REQ` `CREATE_TASK` `DECOUPLE_TRA` `DELETE_EMPTY` `NAVIGATE_DEV` `NAVIGATE_PRO` `NAVIGATE_SYS` `NAVIGATE_TES` `NAVIGATE_SYS_WEB` `NAVIGATE_TASK_LIS` `RETROFIT_WEB` `TR_SANDBOX` `TR_SBOX_WEB`	

| Change Request Management actions | New | `APP_PROC_INI`

`APP_PROC_TBA`

`COPY_ALL_ENH`

`SET_CYC_CMPL`

`SET_SUCCDOC`

`SOL_DOC_ACT`

`SOL_DOC_CREA` | SAP Solution Manager Configuration (transaction: `SOLMAN_SETUP`) *Change Control Management* > *Change Request Management* > *Define Change Process* *Define Change Request Management Actions* > *Define Actions* > |

Change Request Management consistency checks	Deleted	Maintenance Optimizer:	
		`ADJUST_STACK_FAILURE`	
		`ADJUST_STACK_WARNING`	
		`CONFIRM_READY`	
		`EMPTY_CONTAINER`	
		`EXP_STK2EPS_FAILURE`	
		`FREED_FROM_LOCKING`	
		`IMPORT_SP_STARTED`	
		`IMPORT_TRACK_PRE_OK`	
		`IMPORT_TRACK_PROD_OK`	
		`IMPORT_TRACK_SRC_OK`	
		`IMPORT_TRACK_TEST_OK`	
		`LOAD_STACK_FAILURE`	
		`MOPZ_LU_FAILURE`	
		`MOPZ_LU_NO_LP`	
		`MOPZ_LU_NO_WS`	
		`MOPZ_LU_PREFERRED`	
		`MOPZ_LU_REQ_MA`	
		`MOPZ_LU_WITHDRAWN`	
		`REQUEST_IN_PROCESS`	
		`SELF_UPDATE_OK`	
		`SLM_DEL_PLAN_OK`	
		`SLM_DOWNLOAD_OK`	
		`SLM_FINISHING_OK`	
		`SLM_PREPARE_OK`	
		`SPLIT_STACK_FAILURE`	
		`SYSTEM_ASSIGNMENT`	
		`TP_BUFFER_OK`	
		Change Request Management:	
		`CHECK_IN_AND_OUT`	
		`CHECK_IN_PROCESS`	
		`GUID_IS_PERSISTENT`	

		`OIMPORT_TEST_OK` `PREPARE_QUEUE_OK` `SOLUTION_ASSIGNMENT` `SYSTEM_STATUS_OK` `S_USER_CHECK` **Job Request Management:** `TEST_END`	
Change Request Management consistency checks	New	**Change Request Management:** `CHECKLIST_DONE` `CHECK_SOLDOC_EXISTS` `CYCLE_CLOSE_CHECK` `NC_INDEV_OK` `NC_INTEST_OK` `REL_PHASE_TEST_CHECK` `SOL_DOC_ACT_CHECK` `SOL_DOC_ACT_PRECHECK` `SUCCDOC_CAN_BE_SET` `TASKLIST_CREATE_TR` `TASK_TOC_EQ_TR`	SAP Solution Manager Configuration (transaction: `SOLMAN_SETUP`) ▶ *Change Control Management* ❯ *Change Request Management* ❯ *Define Change Process* ❯ *Request Management Actions* ❯ *Define Consistency Checks* ❯
Integration of solution documentation	New	You can change and release solution documentation with the control of change documents. It enables you to perform and release changes in the software as well as in the solution documentation synchronously.	SAP Solution Manager Configuration (transaction: `SOLMAN_SETUP`) ▶ *Change Control Management* ❯ *Change Request Management* ❯ *Employ Additional Use Cases* ❯ *Enable Solution Document Integration* ❯

Mandatory transports	New	The assignment of transport requests to change documents for urgent changes, normal changes, and defect corrections is optional and delivered as an out-of-the-box function. If needed, you can enable the function of mandatory transports in *SAP Solution Manager Configuration*.	SAP Solution Manager Configuration (transaction: SOL-MAN_SETUP) ▶ *Change Control Management* ❯ *Change Request Management* ❯ *Employ Additional Use Cases* ❯ *Enable Mandatory Transports* ❯
Phase cycle status	New	Phase cycles created for test purposes can be withdrawn if no transports are created and all assigned change documents are withdrawn or canceled.	
Release management	New	The release management function enables you to plan releases before changes are executed. The release planning must be completed before the particular change cycles can be created.	
Release planning tool UI	New	The usability of the release planning tool has been improved. The Gantt chart can react more precisely to your actions in the release planning table.	
Request for change w/o scope	New	You can use the request for change without maintaining scope items in the *Scope* assignment block. As the scope items define which change documents are created, using the request for change without scope items means that no change documents are generated. Only the request for change exists.	SAP Solution Manager Configuration (transaction: `SOLMAN_SETUP`) ▶ *Change Control Management* ❯ *Change Request Management* ❯ *Employ Additional Use Cases* ❯ *Enable Optional Scope Items* ❯

| Software change | Deleted | Transaction /TMWFLOW/ MAINT has been replaced by the *Task List* tab page in the Administration Cockpit. | |

Quality Gate Management

Table 37:

Function	Type of Change	Description	More Information
Disable segregation of duties	New	When you create a new QGM scenario, you can select the *Disable Segregation of Duties* checkbox. By selecting it, you don't need to involve two different business partners for your quality member (QM) and quality advisory board (QAB) member. Instead, you specify one business partner for both. The business partner needs to have both QM and QAB authorizations.	Open the *Quality Gate Management* application on the SAP Solution Manager launchpad (transaction: sm_workcenter)
Disable quality gates	New	When you create a new QGM scenario, you can select the *Disable Quality Gates* checkbox. By selecting it, you disable the control of the Q-gates. This allows you to directly move to the *Deploy* phase after setting up the scenario. You can immediately start deploying and transporting.	Open the *Quality Gate Management* application on the SAP Solution Manager launchpad (transaction: sm_workcenter)
Transport analysis	New	You can perform a transport analysis in a specific QGM scenario to view open transport requests, released transport requests, waiting for import transport requests, and imported transport requests for each system in your system landscape.	Open the *Quality Gate Management* application on the SAP Solution Manager launchpad (transaction: sm_workcenter)

3.11 Requirements Management

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Table 38:

Function	Type of Change	Description	More Information
Change cycle	New	You can specify how flexibly you want to manage the change cycle assignment in your IT requirement. You decide at what point in your IT requirement process you want to assign a change cycle or whether you intend to assign a change cycle at all.	SAP Solution Manager Configuration (SOLMAN_SETUP) ▷ *Requirements Management* ❯ *Employ Additional Use Cases* ❯ *Assign Flexible Change Cycles* ❯
Integration of solution documentation and business requirement / IT requirement	New	You can change and release solution documentation with the control of change documents. It enables you to perform and release changes in the software as well as in the solution documentation synchronously.	SAP Solution Manager Configuration (SOLMAN_SETUP) ▷ *Requirements Management* ❯ *Employ Additional Use Cases* ❯ *Enable Solution Document Integration* ❯
IT requirement w/o scope	New	You can use the IT requirement without maintaining scope items in the *Scope* assignment block. You can use the IT requirement independently of maintaining entries in the *Scope* assignment block. As the scope items define which change documents are created, using the IT requirement without scope means that no change documents are generated. Only the IT requirement exists.	SAP Solution Manager Configuration (SOLMAN_SETUP) ▷ *Requirements Management* ❯ *Employ Additional Use Cases* ❯ *Enable Optional Scope Items* ❯

3.12 IT Service Management

Use

This document provides information about new, changed, and deleted functions in SAP Solution Manager 7.2 SPS 3.

Table 39:

Function	Type of Change	Description	More Information
Create Incident SAP Fiori App	New	You can create incidents. The app provides additional fields in comparison to the standard function in the *My Incidents* app: • *Additional Contact* • *Category* • *Configuration Item* • *Attachment*	SAP Library for SAP Solution Manager at http://help.sap.com/solman_fiori ▶ *Application Help* ❭ *<language and support package stack>* ❭ *My Incidents* ❭ *Create Incident* ❭
Visibility of assigned incidents in Solution Documentation	New	You can see which incidents are assigned to a Solution Documentation element from the attribute pane on the Solution Documentation UI. You can activate/deactivate this function through a BAdI implementation. You find this activity in SAP Solution Manager Configuration (transaction `SOLMAN_SETUP`) under *Process Management*.	SAP Solution Manager Configuration (SOLMAN_SETUP) ▶ *Process Management* ❭ *Configure Solution Documentation Model* ❭ *Define Related Documents Visible at Attribute Pane* ❭ activity
Test management data in *Related Test Case* assignment block	Changed	You can view the solution description and branch description in two added columns. The column *Actions* has been removed. Template types and template IDs are still displayed for SAP Solution Manager 7.1 test cases.	Select the *IT Service Management - Professional* tile on the SAP Solution Manager launchpad.

4 Support Package Stack 2

4.1 Landscape Management

This document provides information about new, changed, and deleted functions in the landscape management in SAP Solution Manager 7.2 SPS 2.

Table 40:

Function	Type of Change	Description	More Information
Download service	New	With the download service, you can download archives with XML files for new installations, updates, and upgrades, which were calculated in the maintenance planner.	

5 Support Package Stack 1

5.1 Configuration

This document provides information about new, changed, and deleted functions in the configuration of SAP Solution Manager 7.2 SPS 1.

SAP Solution Manager Configuration

Table 41:

Function	Type of Change	Description	More Information
Architecture	Changed	SAP Solution Manager now consists of an ABAP system and a Java system and is no longer a dual-stack system.	http://wiki.scn.sap.com/wiki/display/SMSETUP
Post-installation activities	New	Functions for post-installation activities are available under ▌ *Related Links* ❯ *Post-Installation Activities* ▌, for example, data migration. These activities are required after a system upgrade and after completing SAP Solution Manager Configuration.	http://wiki.scn.sap.com/wiki/display/SMSETUP
Post-processing and pre-processing SAP Solution Manager software mainte-nance	Changed	Post-processing and pre-processing SAP Solution Manager software mainte-nance functions are available under ▌ *Related Links* ❯ *Maintenance* ▌	http://wiki.scn.sap.com/wiki/display/SMSETUP

Function	Type of Change	Description	More Information
Authorizations	Changed	The authorization concept for scenarios has changed: when you enter a scenario, the system checks whether your dialog user has authorization to access or change the scenario. It notifies you if the required roles are missing. User administrators can assign or copy roles, or integrate changes applied to SAP roles. This means, you no longer create anonymous (initial) configuration users (as in the former ▸ *Basic Configuration* ▸ *Create Configuration Users* ⟩).	Security Guide Help texts on the UI http://wiki.scn.sap.com/wiki/display/SMSETUP
Guided tour	New	The guided tour shows up to three configuration activities that you need to address next. It notifies you if technical users are locked.	http://wiki.scn.sap.com/wiki/display/SMSETUP

Mandatory Configuration (in 7.1: System Preparation and Basic Configuration)

The guided procedures from the previous views *System Preparation*, and *Basic Configuration* were moved as sub-views to the new *Mandatory Configuration* view. In addition, the *Infrastructure Preparation* sub-view was created. The sequence and locations of the individual guided procedures and steps were improved.

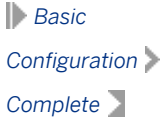The following table shows the steps that were moved and new steps that were added.

Table 42:

Function	Type of Change	Description	More Information
User maintenance (technical users, basic dialog users)	Changed	The *Maintain Users* step (from *System Preparation* and *Basic Configuration*) has been rearranged into different steps: *Maintain Technical Users* (*System Preparation*), *Maintain Users* (▸ *Infrastructure Preparation* ▸ *Set Up BW* ⟩), *Create Basic Dialog Users* (*Basic Configuration*).	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP

Function	Type of Change	Description	More Information
▶ *System Preparation* ❯ *Define System Role* ❯	Changed	The *Set Up SAP Solution Manager in LMDB* step was split up into *Define System Role*(*System Preparation*) and *LMDB Content Check*(▶ *Infrastructure Preparation* ❯ *Set Up Landscape Management* ❯).	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔗
▶ *System Preparation* ❯ *Check Prerequisites* ❯	Changed	The *Check Installations* step was changed and the included activities have partially been renamed, rearranged, and extended. The *Schedule NW Jobs* activity (from the *Configure Automatically* step) has been integrated into the *Check Post-Installation on ABAP* activity.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔗
▶ *System Preparation* ❯ *Set Up Connections to SAP* ❯	Changed	The *Specify Connectivity Data* step was renamed and split up into two substeps: *RFC Connectivity* and *Support Hub Connectivity*.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔗
▶ *System Preparation* ❯ *Apply Recent Corrections* ❯	Changed	The *Implement SAP Note* step was included in the new substep *Essential ABAP Corrections*. In addition, further substeps are included to apply corrections: *Corrections for SNOTE* and *Java Corrections*.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔗
Infrastructure Preparation	Changed	Various steps under *System Preparation* and *Configure Connectivity* have been rearranged into logical units.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔗
▶ *Infrastructure Preparation* ❯ *Set Up Landscape Management* ❯	Changed	The steps under *System Preparation* *Prepare Landscape Description* have been moved. The activities in the substeps were rearranged. The *Migrate SMSY Data into LMDB* step was deleted.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔗

Function	Type of Change	Description	More Information
▶ *Infrastructure Preparation* ❯ *Set Up Java Connectivity* ❯		The Outside discovery that was mentioned in old substep *Prepare Outside Discovery* (from ▶ *System Preparation* ❯ *Prepare Landscape Description* ❯) is enabled once *Set Up Java Connectivity* is completed and the relevant Diagnostics Agents have been installed and connected. The *Connect Diagnostics Agents* step has been removed. Diagnostics Agents can no longer be connected to an SAP Solution Manager system by using an SLD. Agents must now be connected directly to SAP Solution Manager (Java system), during installation or with OS command smdsetup.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔖
▶ *Infrastructure Preparation* ❯ *Set Up Java Connectivity* ❯ *Diagnostics Agents Authentication* ❯	Changed	The authentication of Diagnostics Agents has changed. Basic authentication is no longer supported. The trusted P4S setting in the ▶ *System Preparation* ❯ *Set Authentication Policy for Agents* ❯ step was removed. These properties should remain set in SAP NetWeaver Administrator, until the SAP Solution Manager upgrade process is completed, to ensure that all Diagnostic Agents can reconnect automatically.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔖
▶ *Infrastructure Preparation* ❯ *Set Up SAP BW* ❯	Changed	The steps under ▶ *Basic Configuration* ❯ *Specify User and Connectivity Data* ❯ *Specify SAP BW System* ❯ and *Set Up Credentials*, and BW-related steps under *Configure Manually*/*Configure Automatically* have been moved. The activities in the sub-steps were rearranged.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔖
▶ *Infrastructure Preparation* ❯ *Define CA Introscope* ❯	Changed	The step under ▶ *Basic Configuration* ❯ *Configure CA Introscope* ❯ has been moved.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP 🔖

Function	Type of Change	Description	More Information
▶ *Infrastructure Preparation* ❯ *Set Up E-Mail Communication* ❯		This step was moved from ▶ *System Preparation* ❯ *Configure Connectivity* ❯ *Configure SAPconnect* ❯.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP
▶ *Infrastructure Preparation* ❯ *Configure CRM Basics* ❯	Changed	The steps under ▶ *Basic Configuration* ❯ *Maintain Systems in IBase* ❯ have been enhanced and moved.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP
▶ *Infrastructure Preparation* ❯ *Enable Gateway Services* ❯	Changed	This step was enhanced and moved from ▶ *System Preparation* ❯ *Configure Connectivity* ❯ *Configure Gateway* ❯.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP
▶ *Infrastructure Preparation* ❯ *Configure Basic Functions* ❯	Changed	The activities of the step ▶ *Basic Configuration* ❯ *Configure Automatically* ❯ have partially been re-named, rearranged, and extended. The step mainly enables Root Cause Analysis, EarlyWatch Alert, Service Delivery, and default self-monitoring.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP
▶ *Basic Configuration* ❯ *Schedule Jobs* ❯	New	This step was added. Here you can auto-matically schedule background jobs that need to be run in SAP Solution Manager automatically. In 7.1, you set up these jobs in the *Configure Automatically* steps.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP
▶ *Basic Configuration* ❯ *Configure Manually* ❯	Changed	The activities in this step were rear-ranged.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP
▶ *Basic Configuration* ❯ *Create Basic Dialog Users* ❯	Changed	Instead, you have a step to create the basic dialog users for Root Cause Analy-sis and Service Delivery here.	See the information in the help tray, in the UI. http://wiki.scn.sap.com/wiki/display/SMSETUP

Function	Type of Change	Description	More Information
▶ *Basic Configuration* ❯ *Complete* ❯	New	You can go to the customizing for the Fiori launchpad.	
Basic Configuration	Changed	The *Specify Solution* step has been deleted. The *Configure Engagement Report* step has been moved to the *SAP Engagement BI Data* scenario.	See the information in the help tray, in the UI.

Managed Systems Configuration

Table 43:

Function	Type of Change	Description	More Information
Guided procedure for *Configure System*, *Assign Product* step	Changed	You only have to define the diagnostics relevance. You no longer need to assign a product system and logical components to the technical system.	
Check Prerequisites step	Changed	The *Software Prerequisites* activity now relies on the RTCCTOOL running on the SAP Solution Manager system, for checking the ST-A/PI and ST-PI versions.	
Maintain RFCs step	Changed	Back RFCs, which are client-independent by definition, are now also stored in a client-independent fashion, and only need to be created for one client.	See help text in the UI.
Enter System Parameters step and *Finalize Configuration* step	New	Support for setting system recommendations was added.	https://support.sap.com/sysrec🢂

Function	Type of Change	Description	More Information
Assign Diagnostics Agent step	Changed	The *SLD Agent Candidate Management* function is no longer accessible from the *Managed Systems Configuration*. The *Non-authenticated Agents* management in the agent admin UI (see *Agent Admin* link) can now be used to connect agents.	See help text in the UI.
Maintain RFCs step and *Enter System Parameters* step	Changed	The Managed System Setup User from the *Maintain RFCs* step, and the ABAP Setup User from the *Enter System Parameters* step, now only have to be specified once. Password conflicts cannot occur anymore.	See help text in the UI.
Overview page	Changed	The *Technical Scenarios* tab, which was only used for managing dual-stack scenarios, has been removed. The MSC guided procedure now supports dual-stack configurations automatically. The *Advanced Options* (*Automation Option*, *Decommissioning*) are no longer subject to additional authorization checks. Default access rights for transaction SOLMAN_SETUP now also give access to the *Advanced Options*.	
Decommissioning	Changed	Two new activities have been added: *Set LMDB Lifecycle Status to Disused* and *Deactivate Data Suppliers* Several activities are now programmatically dependent on the *Confirm Agreement* activity.	http://wiki.scn.sap.com/wiki/display/SMSETUP/Delete_Managed_System

Function	Type of Change	Description	More Information
Cloud services	New	You can now configure cloud services. A new tab is available on the overview page.	

Test Management

Table 44:

Function	Type of Change	Description	More Information
▶ *SAP Solution Manager* ❭ *Component-Based Test Automation* ❭ and ▶ *Test Management* ❭ *SAP Quality Center/SAP TAO* ❭ *SAP Test Acceleration and Optimization* ❭ and *Business Process Change Analyzer*	Changed	The guided procedures for *Component-Based Test Automation* (CBTA), *SAP Test Acceleration and Optimization* (TAO), and *Business Process Change Analyzer* (BPCA) were moved under the new node *Test Management*.	See the information in the help tray, in the UI.

Change Control Management

Table 45:

Function	Type of Change	Description	More Information
Change Control Management	Changed	Change Control Management is now available as a scenario with three subscenarios: - Change Request Management - Quality Gate Management - Managed System Setup	See the information in the help tray, in the UI.
Change Request Management	Changed	The Change Request Management guided procedure has been changed and split up into *Change Request Management* and *Managed System Setup*.	

IT Service Management

Table 46:

Function	Type of Change	Description	More Information
Check Prerequisites step	Changed	Checks added so that this step checks for all settings that are relevant in *Mandatory Configuration* and *Managed Systems Configuration*.	See activity text
▶ *Perform Standard Configuration* ❯ *Configure Manually* ❯ step	Changed	*Activate Copying Control for Activities* added to determine which transaction types can be used as follow-up activities.	See activity text
▶ *Perform Standard Configuration* ❯ *Maintain Transaction Type* ❯ step	Changed	Status calculation changed.	See help text
▶ *Perform Standard Configuration* ❯ *Configure Automatically* ❯ step	Changed	Obsolete activity removed; BI-related activities moved to BW Reporting step.	
▶ *Perform Optional Configuration* ❯ *Configure Manually* ❯ step	Changed	BI-related activities moved to BW Reporting step; *Configure Service Request Management* moved to *Configure Service Catalog and Request* step.	
▶ *Perform Optional Configuration* ❯ *Set Up E-Mail Notifications* ❯ step	Changed	*Configure CAT Server for Survey Suite* added to configure the CRM application tools (CAT) server so that surveys from the survey suite can be used in IT Service Management.	See activity text
▶ *Perform Optional Configuration* ❯ *Configure Service Catalog and Request* ❯ step	New	Step added to set up service request management and service catalogs.	See help text
Configure Search Infrastructure step	New	Step added to set up embedded search for the WebClient UI and the SAP Solution Manager launchpad.	See help text

Function	Type of Change	Description	More Information
Configure BW Reporting step	New	Step added to set up BW Reporting for ITSM.	See help text
Configure Inbox step	New	Step added to set up the inbox in the WebClient UI.	See help text
▶ *Configure Landscape* ❯ *Prepare External Integration* ❯ step	Changed	Configure SAP Fiori Launchpad added to enable users to contact the support from the SAP Fiori Launchpad.	See activity text
Configure UI step	Changed	Activities added to configure performance enhancements of the WebClient UI. Activities added to configure widgets for incident and service request creation and for displaying user-related messages on the home page.	See activity text

Application Operations

Table 47:

Function	Type of Change	Description	More Information
EarlyWatch Alert Management	Changed	*EarlyWatch Alert Management* is now under the *Application Operations* scenario. Solutions are not used any longer for scheduling the EarlyWatch Alert (EWA). The product system does not exist any longer, and the EWA is scheduled for technical systems instead of product systems. Therefore, you now specify the systems for which you want to configure EWA, not the solutions. After the upgrade from SAP Solution Manager 7.1, the existing settings in EWA administration are migrated. The migration preserves the former settings as close as possible. Now, there is one checkbox per technical system to control the sending of information to SAP, while in SAP Solution Manager 7.1, there were two checkboxes, each controlling a subset of the service data to be sent. Therefore, if only one of the checkboxes was selected, more information is sent to SAP for ABAP systems.	Help texts and SAP Note 2110637

Business Process Operations

Table 48:

Function	Type of Change	Description	More Information
Activation of TwinCubes	Changed	You have to activate the TwinCubes.	
Value Realization Dashboard renamed	Changed	The term *measurement platform* was changed to *value realization*.	

Function	Type of Change	Description	More Information
Business Process and Interface Monitoring	Changed	Monitoring objects were changed to *analytics and alerting objects* ,	

Value Realization

Table 49:

Function	Type of Change	Description	More Information
Value Realization	Changed	The *Measurement Platform* guided procedure was renamed.	See the help texts for the work steps in the UI.

5.2 SAP Solution Manager Operations

This document provides information about new, changed, and deleted functions in the operations of SAP Solution Manager 7.2 SPS 1.

Landscape Management Database (transaction LMDB)

Table 50:

Function	Type of change	Description	More information
Transport Domain tab in transaction `LMDB`	New	RFC connections that were previously used to obtain information about the Transport Management System (`LANDSCAPE FETCH` job) have been replaced with an extension to the SLD data supplier. In transaction LMDB, you can now view and edit information about transport domains. It is now automatically provided by the SLD data suppliers on AS ABAP systems.	For more information and prerequisites, see .
Product Systems tab in transaction `LMDB`	deleted	The entity previously known as "product systems" is no longer maintained in SAP Solution Manager. Instead, maintenance dependencies between technical systems is managed in the Maintenance Planner in SAP Service Marketplace.	http://help.sap.com/maintenanceplanner

Function	Type of change	Description	More information
Editor for technical systems in transaction **LMDB**	changed	For technical systems of type SAP HANA Database, you can now display and edit related databases.	See the help texts in the LMDB UI.
Editor for technical systems in transaction **LMDB**	changed	For technical systems of type SAP HANA Database, AS ABAP, and AS Java, you can now display the installed licenses	See the help texts in the LMDB UI.
Logical Component Groups tab in transaction **LMDB**	renamed	The *Logical Components* tab has been renamed to *Logical Component Groups*. With the new solution documentation in SAP Solution Manager 7.2, logical components are now modeled differently.	See the help texts in the LMDB UIs.
Transaction **SMSY**	deleted	Transaction SMSY has been deactivated.	

5.3   Solution Documentation

This document provides information about new, changed, and deleted functions in the solution documentation in SAP Solution Manager 7.2 SPS 1.

Solution Documentation

Table 51:

Function	Type of change	Description	More information
Solution Documentation	new	The *Solution Documentation* is the replacement for projects, solutions and solution directory. *Solution Documentation* is as single source of truth a common directory for business processes and associated documentation. It unifies the areas of templates, implementations, upgrades, maintenance projects and solutions. You manage your solution using the *Solution Administration* and *Solution Documentation* tools, which are available on the SAP Solution Manager launchpad (transaction `SM_WORKCENTER`) The functions like Solution Directory, Project Administration, Business Blueprint, Configuration can be used in display mode only. To continue using your existing SAP Solution Manager projects from former releases, you need to activate your existing project content in the Solution Documentation. For all activation-related activities, there is a comprehensive *Solution Documentation Content Activation Guide* that provides you with all activation-relevant information. If you do not want to use your existing SAP Solution Manager projects from former releases, you can skip the activation-related activities.	
Solution Documentation Assistant	Deleted	As of SAP Solution Manager 7.2 SPS 1, the Solution Documentation Assistant is only available in **display** mode. The content displayed represents the status at the time creating it (the time an analysis was performed, for example).	

5.4 Custom Code Management

This document provides information about new, changed, and deleted functions in the custom code management in SAP Solution Manager 7.2 SPS 1.

Table 52: Custom Code Lifecycle Management (CCLM)

Function	Type of Change	Description
Interactive Continuous Improvement Dashboard	Changed	The term *measurement platform* was changed to *value management*.
Ad-Hoc Reporting	Replaced	Ad-hoc reporting is no longer available. It is replaced by BW reporting.
BW Reporting	Enhanced	It is now possible to analyze Custom Code Lifecycle Management data based on the enhanced CCLM InfoCube in SAP Business Information Warehouse (BW). The analysis can be started in the Custom Code Management work center.
Quality Cockpit	New	A new quality cockpit is now available in the Custom Code Management work center to monitor quality projects in managed systems.
New Underlying Architecture	New	The underlying architecture of Custom Code Management has been redesigned completely. Migration must be started in SAP Solution Manager Setup.
Object Collection	Enhanced	Every combination of object and system, in which the custom code object was found, will now lead to a specific entry in Custom Code Lifecycle Management. In the object view of the work center it is possible to switch between the old object-centric and the new system-centric display mode.

5.5 Change Control Management

This document provides information about new, changed, and deleted functions in the change control management in SAP Solution Manager 7.2 SPS 1.

Change Control Management

Table 53:

Function	Type of Change	Description	More Information
Administration cockpit	New	As a central entry point to the administrative activities for Change Control Management, it replaces functions that were previously available in SAP GUI, for example, task list management, definition of critical transport objects, and tracking changes.	
SAP Solution Manager Configuration	Changed	Change Control Management is available as a scenario, with the following subscenarios: • Change Request Management • Quality Gate Management • Managed System Setup	SAP Solution Manager Configuration work center

Function	Type of Change	Description	More Information
CTS Plug-In	Enhanced	Central CTS: • Domain links from the central CTS server to the managed systems are no longer necessary. • Improved handling of erroneous customer transports that have the return code 8. The transport log now issues a warning in the deployment step if a target system is not defined for a transport request that belongs to a transport collection. Improved readability of transport logs. • Improved search capabilities in CTS Transport Manager Web UI. • The import of a transport collection no longer fails if one system in the system cluster is down.	
"Missing transports" risk type	Enhanced	When you release a transport request, missing transport risks are now displayed only if the transport request is in the queue of the target system. For example, if your system landscape comprises systems ABC, DEF, and XYZ and you release a transport request in system ABC, the missing transport risk is shown only for system DEF. The risk is not shown for system XYZ because the transport request is not yet in the queue for this system.	For Change Request Management, see . For Quality Gate Management, see .

Function	Type of Change	Description	More Information
Downgrade protection	Enhanced	• In the Customizing activity *Configure Downgrade Protection*, the *Switch off* and *Cancel at* options have been replaced by the new *Check Mode* dropdown list, which also contains a "warning" option. By setting a combination of the conflict type and the check mode, you can gain a greater degree of control over how the system responds in the event that a downgrade conflict is detected. • Any action that results in a transport request being released or imported triggers a conflicts popup in which the user can cancel the release or import, or ignore any conflicts and continue with the release or import. This applies if the warning mode has been configured.	
Cross-system object lock	Changed	The cross-system object lock monitor (transaction /TMWFLOW/LOCKMON) has been replaced by the cross-system object lock manager in the administration cockpit. It now supports the registering of cross-system object lock entries for multiple transport requests in a batch run.	

Function	Type of Change	Description	More Information
Transport management	New	Apply the SAP Notes 1977240🖗 and 2148577🖗 to your managed systems in order to have transport management system data automatically transferred to the system landscape directory (SLD) and from there to the landscape management database (LMDB). If you do not apply these SAP Notes, the data is not transferred.	▎ *SAP Solution Manager Configuration* 〉 *Change Control Management* 〉 *Managed System Setup* 〉 *Configure LMDB* ◢

Change Request Management

Table 54:

Function	Type of Change	Description	More Information
Change Request Management configuration	Changed	If you want to use Change Request Management, you have to set it up by following the steps described in SAP Solution Manager Configuration and SAP Solution Manager Customizing. SAP Solution Manager project administration (transaction `SOLAR_PROJECT_ADMIN`) is not used any longer.	
Release planning	New	You can use release management to plan, manage, and coordinate your release activities.	
Change cycles	New	The following change cycles are available: • SMRE: Release cycle • SMAI: Continual cycle (was: Maintenance cycle, SMMM) • SMIM: Phase cycle (was: Implementation cycle, SMDV and SMMN)	

Function	Type of Change	Description	More Information
Change cycles	Enhanced	You can use change cycles with or without managing software changes. This means you can use change cycles with or without task lists.	
Task lists	New	You can create task lists in the WebClient UI, using a guided procedure.	
Task lists	Enhanced	You can redefine your system landscape and then recreate the task list structure based on the new landscape.	
Change transactions	Removed	The following transaction types are no longer delivered with the standard Customizing settings: • SDCR: Request for change • SDHF: Urgent change • SDMI, SDMJ: Normal change • SDAD: Administrative change • SDCD: Job request change document • SDMM: Maintenance cycle • SDMN: Maintenance cycle • SDMV: Implementation cycle Any documents with transaction types that have been copied from standard SD transaction types must be closed before you upgrade to Release 7.2. In the WebClient UI, use the transaction types that are delivered with standard SAP Customizing for Change Request Management.	
Change transactions	Changed	The content of the *Details* assignment block has changed. It contains data for the change cycle, branch, and change control landscape.	
Approvals	Enhanced	You can now use approval procedures for change documents.	

Function	Type of Change	Description	More Information
Partner functions	Changed	The partner function "Support Team" has been renamed to "Development Team" .	
Solution Documentation assignment block	New	The *Solution Documentation* assignment block contains the elements that are assigned to the change transaction. It shows how the change transaction is integrated in the solution	
Documents and *Projects and Solutions* assignment blocks	Changed	The *Documents* and *Projects and Solutions* assignment blocks can only be displayed in the WebClient UI.	
Processing normal changes	Enhanced	In order to import changes immediately into the test system, without having to wait for the next import job, the `COPY_ALL_ENH` Change Request Management action is available. You can assign it to your normal change, replacing the `COPY_ALL` action.	
Change documents	Enhanced	You can create follow-up transactions for change documents. By default, you can create the following transactions: • Task • Knowledge article • Problem • Defect correction • E-Mail	

Function	Type of Change	Description	More Information
Transports into the sandbox system	New	• You can now create transports to the sandbox system for urgent changes and defect corrections. New action definitions are available. • You can use the enhanced Change Request Management action `COPY_ALL_ENH` to create and release transports of copies in the development system and import them into the target system.	
Uneven cluster tracks	New	"Uneven" cluster tracks mean that not all system clusters in a cluster track contain the same number of systems with the same roles. Uneven landscapes are fully supported in the central CTS scenarios, that is, in the preliminary import of normal changes and the automatic import of urgent changes.	
Reassigning change transactions	Changed, enhanced	You can reassign change transactions to change cycles with or without task lists, depending on specific conditions. You can now reassign requests for change to other change cycles.	
Change Request Management actions	Deleted	The following Change Request Management actions have been removed: • `APPRV_CO_WEB` • `ASSIGN_TRA` • `CALL_SE09` • `CREATE_REQ` • `CREATE_TASK` • `DECOUPLE_TRA` • `NAVIGATE_SYS` • `NAVI_SYS_WEB` • `NAV_TEST_PLA`	

Function	Type of Change	Description	More Information
Change Request Management actions	New	The following new Change Request Management actions are available: • `COPY_ALL_ENH` • `CREATE_REQ_W` • `CR_TASKLIST` • `RELEASE_COPY` • `SET_CYC_CMPL` • `SET_DATE_DY` • `SET_STA_TASK` • `SET_SUCCDOC` • `SOL_DOC_ACT` • `SOL_DOC_CREA`	Customizing under ▶ *SAP Solution Manager* ❭ *Capabilities* ❭ *Change Control Management* ❭ *Change Request Management Framework* ❭ *Actions in Change Request Management* ❭ *Define Actions* ❭.
Change Request Management consistency checks	Deleted	The consistency check `S_USER_CHECK` (S user existence check) has been removed.	
Change Request Management consistency checks	New	The following new consistency checks are available: • `BO_LINK_REVERSE` • `CHECKLIST_DONE` • `CHECK_PPM_STATUS_SET` • `CHECK_PROCESSOR` • `CROSSING_ROUTES` • `CYCLE_COMPLETE_CHECK` • `DISTRIBUTOR` • `FATHER_IS_PRODUCTIVE` • `IB_CMP_OK` • `MAINT_CAT` • `NO_SCOPE_OR_REJECTED` • `REL_PHASE_TEST_CHECK` • `SOL_DOC_ACT_CHECK` • `SOL_DOC_ACT_PRECHECK` • `TR_REQ_EXIST` • `TR_REQ_OPEN` • `TSKL_CAN_BE_CLOSED`	Customizing under ▶ *SAP Solution Manager* ❭ *Capabilities* ❭ *Change Control Management* ❭ *Change Request Management Framework* ❭ *Consistency Checks* ❭ *Define Consistency Checks* ❭.

Function	Type of Change	Description	More Information
Retrofit	Enhanced	You can perform retrofits for systems that are on different support package, enhancement package, or release levels. The system performs various checks to ensure that no downgrade occurs. You can use the retrofit functions without using Change Request Management. You can start the retrofit directly from the *Transport Management* assignment block using a push-button.	
Critical objects	Changed	The UI for defining critical object checks has been changed. • In order to uniquely identify a system, the system type is displayed, for example, ABAP. • The field displaying the date when the data was updated has been removed, as data is now permanently retrieved from the LMDB. • You can now use the checkbox in the *Cross-System Object Lock* field to specify whether the setting is active.	
Automatic import of urgent changes in parallel systems	Removed, changed	The following reports are not available anymore. You can now synchronize urgent changes directly from the task list. • `/TMWFLOW/ SCMA_BTCH_SYNC_UC` • `/TMWFLOW/ SCMA_BTCH_SYNC_TEST`	
Integration with Requirements Management	New	You can create change documents or requests for change based on an IT requirement. Alternatively, you can handle the requested change as part of a project in PPMS.	

Function	Type of Change	Description	More Information
Reports in Change Request Management	Removed, changed	The transactions `/TMWFLOW/REPORTINGN` and `SOLAR_EVAL` are not supported anymore. You can now use the search function in the administration cockpit.	
Tracking changes for a project	Removed, changed	Transaction `/TMWFLOW/TRMO` is replaced by the transport analysis function in the administration cockpit.	
Project logistics	Removed	Transaction `/TMWFLOW/PROJ` is replaced by functions in the administration cockpit, on the *Task Lists*, *Landscape Overview*, and *Transport Analysis* tab pages.	
Schedule imports	Removed	The report `/TMWFLOW/SCHEDULE_IMPORT` is no longer available. You can now schedule imports for a specific date or for random periods (for example, every 15 minutes, hourly, daily) directly from the task list, in the administration cockpit.	
Scheduling tool	Removed	Transaction `/TMWFLOW/MAINTINST` has been replaced by the *Task Lists* tab page in the administration cockpit.	
Configuration check	Changed	You can call up the configuration check for a change cycle now in the WebClient UI, under ▶ *More Actions* ▶ and in the administration cockpit, on the *Task Lists* tab page. The report `/TMWFLOW/CHARMCHK` is no longer available.	
Product maintenance monitor	Removed	Transaction `/TMWFLOW/MAINTENANCE` has been replaced by the search function in the administration cockpit.	

Function	Type of Change	Description	More Information
System change options, critical objects	Removed	Report `/TMWFLOW/CMSCONF` has been replaced by the *Landscape Overview* and the *Critical Objects* tab pages in the administration cockpit.	

Quality Gate Management

Table 55:

Function	Type of Change	Description	More Information
User interface	Changed	The user interface for quality gate management has been streamlined to improve usability. The most significant changes include the following: • Projects have been replaced by QGM scenarios. • The tab pages containing project data have been consolidated into an *Actions...* dropdown list. • The guided procedure for creating a scenario (formerly a project) has been restructured. • Quality gate management now consists of two main interfaces: one for the scenario and one for the changes and transport requests. Links are provided on each of the UIs to access information such as task lists, downgrade protection, and risks.	

Function	Type of Change	Description	More Information
Calendar View and Landscape View	Changed	These views are now based on SAP UI5 technology, which provides powerful functions that can you use to manage your data. Load times have been significantly improved as a result of this change.	
Integration with Change Request Management	Changed	Quality Gate Management is no longer integrated with Change Request Management.	–
Transports into a sandbox system	New	You can now create and release transports of copies to a sandbox system.	
Dialog box for quality gate details	Deleted	We have removed the issues tab from the dialog box containing the details of the quality gates.	
Business partners for quality manager and quality advisory board	Changed	You can now enter the business partner number of an organizational unit so that any member of the unit can pass a quality gate. You can also define a substitute for your business partner (individual only) by setting the relationship *Replaces* in business partner maintenance.	
Release and import of transport requests	Changed	When you release a change from the *Changes* table or from the *Scenario Transport* button, you can select which transports you want to release. When you import the transport requests, you must import all of the transport requests belonging to the associated change.	

5.6 IT Service Management

This document provides information about new, changed, and deleted functions in the IT service management in SAP Solution Manager 7.2 SPS 1.

IT Service Management

Table 56:

Function	Type of change	Description	More information
Service Catalog	Enhanced	• As a key user, order a service from the service catalog by creating a service order or, if configured, by directly creating a service request. • Use categories to filter and sort service orders. • Approve or reject service orders on service order level. • If a service order contains a questionnaire, the questionnaire is attached to the service requests that are generated from the service order and therefore the processors can access the questionnaire directly. • Configure service catalogs from the SAP Solution Manager Configuration, IT Service Management scenario, ▌▶ *Perform Optional Configuration* ❯ *Configure Service Catalog and Request* ❯ step. Optional configuration for service catalogs: • Creating a service request from a service component • Classifying a service as a frequently ordered service • Configuring which services are displayed in the service catalog	

Function	Type of change	Description	More information
Service Products	Enhanced	• Template status schema available for service products • Template categorization schemas available for service products; for example, an item category for package level, *ITSM Service Package*. • Template categorization schema available for technical services (services that are not orderable, but created in the background) • In the *Details* assignment block, the *Reference Objects* screen area displays the related service product. • Hide service from service catalog by setting the user status to *Locked*. • Configure service products from the SAP Solution Manager Configuration, IT Service Management scenario, *Perform Optional Configuration* > *Configure Service Catalog and Request* step.	In IT Service Management, see the *Service Operations* view. See the step help text in SAP Solution Manager Configuration.
Service Requests	Enhanced	• The underlying service product, if any, is displayed in the *Details* assignment block, under *Reference Objects*. • You can assign questionnaires to service requests so that requestors provide specific information. • Configure service request management from the SAP Solution Manager Configuration, IT Service Management scenario, *Perform Optional Configuration* > *Configure Service Catalog and Request* step.	

Function	Type of change	Description	More information
Business Function Service Request Enhancements (`CRM_ITSM`) delivered by SAP CRM 7.0 Enhancement Packages	Enhanced	SAP Solution Manager IT Service Management supports the following features in business function *Service Request Enhancements* (CRM_ITSM): ℹ **Note** To enable these features, do the following: • Activate the business function • Perform additional configuration (see the documentation) • Display the relevant views in the *UI Configuration* • *Search for Service Requests with My Involvement* • *Category Search Help* • *Processing Log* • *Status Solution Provided* • *Local Time of the Business Partners* • *Displaying Contact Information* For IT Service Management, the following context elements are relevant: ○ `IMMEDCONTINFOVN`: Displays information of one partner function, typically the incident reporter ○ `PARTNCHGCOUNTVN`: Counts the number of processors that have been assigned to the transaction The following fields are available to be added to the *Details* assignment block in the *UI Configuration* mode: ○ `//IMMEDCONTINFOVN/ TEL_MOBILE` mobile number ○ `//IMMEDCONTINFOVN/ TELEPHONE` telephone number ○ `//IMMEDCONTINFOVN/ TIME_ZONE` time zone ○ `//IMMEDCONTINFOVN/ LANGUAGE` language	SAP Library for SAP Customer Relationship Management at http:// help.sap.com/crm ▶ *SAP CRM 7.0 Enhancement Package 2 or higher* ▶ *Application Help* ▶ *Business Functions for SAP Customer Relationship Management* ▶ *Service* ▶ *Service Request Enhancements* and the business function documentation and release documentation in the *Switch Framework*.

Function	Type of change	Description	More information
		○ `//IMMEDCONTINFOVN/NAME` name ○ `//IMMEDCONTINFOVN/` `COUNTRY` country ○ `//IMMEDCONTINFOVN/` `ADDRESS` address	
Inbox	Enhanced	• Search and processing options added • You can, for example, create an incident from an e-mail, or communicate with users by e-mail.	
Enablement for SAP Jam Integration	New	To discuss issues and share knowledge, you can relate messages to SAP Jam.	
Enablement for Bulletin Board	New	Use this framework to implement an information flow that is independent of specific transactions or master data.	
Subscription/Notification Framework delivered by SAP CRM 7.0 Enhancement Package	New	Use this framework to subscribe to messages and be informed about changes.	
Ranking delivered by SAP CRM 7.0 Enhancement Package	New	You can automatically assign priorities to messages and sort them accordingly.	
Checklists delivered by SAP CRM 7.0 Enhancement Package	Enhanced	More functionality added, for example, decision options.	
SAP Collaboration assignment block	Enhanced	• The *Due Date* field shows when SAP intends to close the incident. • For software partners: See the date when the incident has been sent to SAP before forwarding it to the software partner.	

Function	Type of change	Description	More information
Solution Documentation assignment block	New	• As a processor, in the *Solution Documentation* assignment block, you can assign solution documentation elements to messages. • As a key user, you can assign solution documentation elements to incidents. The *Projects* and *Solutions* assignment blocks are read-only.	
Search	Enhanced	• Embedded Search provides search in several transaction types and in the SAP Solution Manager launchpad. • Users can search for messages in which they are or were involved, using the *With My Involvement* search criterion. • Users can search for incidents by substatus text.	
IT Service Management home screen	Enhanced	The information in the widgets is automatically refreshed.	-
Usability Improvements in the WebClient UI	Enhanced	Usability improvements as given in the Improvement Finder, for example: On the WebClient UI screen, time until timeout displayed. Usability improvements as delivered by SAP CRM 7.0 Enhancement Packages, for example: In messages, the attachment assignment block, including paperclip and authorization scope.	http://service.sap.com ▶ *Improvements & Innovations* ▶ *SAP CRM* ▶ http://help.sap.com/crm ▶ `<version>` ▶ *Application Help* ▶ *What's New in* `<version>` ▶
Reporting	Changed	The *IT Service and Change Management Dashboard* and *IT Service Analytics* provide the reporting for IT Service Management.	
External Help Desk Integration	Enhanced	For example, you can exchange problems with the external help desk and you can exchange more business partners in messages.	

Function	Type of change	Description	More information
Transactions	Changed	• The NOTIF_CREATE transaction starts the IT Service Management WebClient UI in the requestor role. • Using the BP_USER_GEN transaction, you can update master data of business partners as well.	
Reports	Changed	• The IB_GEN_AUTO report is no longer necessary to create installed bases. You set up installed bases in the SAP Solution Manager Configuration, *Infrastructure Preparation* scenario, *Configure CRM Basics* step. • RDSWP_DELETE_SCPRIO report obsolete and replaced by Customizing view SCPRIO that you configure during SAP Solution Manager Configuration, *Infrastructure Preparation* scenario, *Configure CRM Basics* step, in the *Set Priorities for CRM Transaction Types* activity.	See the step help texts in SAP Solution Manager Configuration.
Installed Base	Changed	Installation and configuration of installed bases during the SAP Solution Manager Configuration, *Infrastructure Preparation* scenario, *Configure CRM Basics* step.	
OData Services	New	You can use an OData service for incident creation. An OData service displays incidents that are reported by a user.	http://help.sap.com/solman_fiori *SAP Solution Manager Fiori Apps* *My Incidents* *App Implementation: My Incidents*
Application Help	Enhanced	Configuring IT Service Management, including master data management and service operations.	

For more information about changes in change control management, see Change Control Management .

5.7　Application Operations

This document provides information about new, changed, and deleted functions in application operations in SAP Solution Manager 7.2 SPS 1.

System and Application Monitoring

Table 57:

Function	Type of Change	Description	More Information
Interface and Connection Monitoring Exception Management	Changed	You can integrate cloud services for exception monitoring in the SAP Solution Manager Configuration work center, Managed Systems Configuration. Transaction `s2c_setup` is no longer available. Cloud services are now created as LMDB objects of type "External Service". Formerly they were created as "Unspecific Standalone Application Systems".	
Job Monitoring	Changed	The classical Business Process Monitoring **job rule** functionality, used to identify groups of background jobs with complex naming conventions (such as dynamically generated names), is no longer available. To use custom job rules in SAP Solution Manager 7.2, implement the Job Rule BAdI definition `/SOMO/ UNIJOBMONRULE` in the managed system.	2224161
HANA and BI Monitoring	Changed	This application is now based on SAP UI5 technology. The user interface is simplified.	
System Monitoring	Changed	This application is now based on SAP UI5 technology. The user interface is simplified.	
PI Monitoring	Changed	This application is now based on SAP UI5 technology. The user interface is simplified.	

Function	Type of Change	Description	More Information
PI Monitoring	Changed	The PI Monitoring configurations steps has changed. The steps are as follows: 1. Configuring the managed systems 2. Setting up System Land Directory (SLD) Connection 3. Setting up PI Monitoring for each PI domain	
Monitoring and Alerting Infrastructure Analysis Tools	Enhanced	New tools were added to the Monitoring and Alerting Infrastructure Analysis Tools.	

Technical Analytics and Dashboards

Table 58:

Function	Type of Change	Description	More Information
Dashboard Builder	New	The Dashboard builder is a SAPUI5-based, coding-free and easy-to-use tool to enable SAP customers to quickly build a dashboard to visualize their data for analysis via configuration. It replaces the Dashboard Infrastructure..	

Root Cause Analysis and Exception Management

Table 59:

Function	Type of Change	Description	More Information
Configuration Validation	Enhanced	Bookmarked report variants now appear in the *Report Directory* as well as on the *Bookmarks* tab page.	
Configuration Validation	Enhanced	SAP has provided a Business Add-In (BAdI) definition that allows you to define custom parameters for system selection, using ABAP coding. When creating or maintaining dynamic comparison lists, you can use your own BAdI filters instead of the standard filters.	

Data Volume Management

Table 60:

Function	Type of Change	Description	More Information
Data Volume Management	Changed	Data Volume Management is now an individual process in SAP Solution Manager. Before, it was subordinate to Application Operations.	

Technical Administration

Table 61:

Function	Type of Change	Description	More Information
Central System Administration	Changed	The way you initially set up tasks for a system and access global customizing settings has changed. The *Configuration* link is no longer available. To access the Central System Administration setup, go to the Task Inbox. If no tasks have been initially set up for a system, or if it has no open tasks, a virtual task is displayed that allows you to open a Central System Administration session and configure the tasks for the system.	
Central System Administration	Changed	You can deactivate systems or entire solutions so that they do not appear in the Central System Administration Task Inbox.	
Central System Administration	Changed	All messages generated from Central System Administration now have the type `Incident`. The message type `Issue` is no longer available for this application.	
Central System Administration	Changed	The Central System Administration reporting functionality that was formerly available in the System Monitoring work center is no longer available. You can access Task Log Book History Reporting directly from the Technical Administration work center. You can generate reports for individual systems or for all CSA systems.	

Function	Type of Change	Description	More Information
Planning a Work Mode	Enhanced	Work modes planned on a technical scenario or component can also be applied to hosts or database apart from technical instances.	

5.8 Business Process Operations

This document provides information about new, changed, and deleted functions in business process operations in SAP Solution Manager 7.2 SPS 1.

Job Scheduling Management

Table 62:

Function	Type of Change	Description	More Information
Integration with Solution Documentation	New	Job documentation is integrated with the new solution documentation to maintain the process landscape context.	
Job Scheduling Assistant	New	A new guided procedure for ad hoc job scheduling displays system monitoring data to help you to plan your jobs. In this way, you can optimize scheduling not only based on the number and logic of jobs, but also based on the available system resources.	

Function	Type of Change	Description	More Information
Job Import	Changed	The import jobs application UI has been restructured. The UI now has the same structure for importing internally and externally scheduled jobs. You can specify the system landscape context using the logical component group, technical scenario, or solution documentation element. In addition, you can now import BW process chains into job documentation.	
Tagging	New	You can add tags to job requests and job documentation, as a convenient way to label items. A tag cloud with hyperlinks to tagged items is displayed on the Overview page.	
My Last Visited Objects	New	A drop-down list of your most recent applications is now available at the top of the Job Management work center, allowing you to quickly navigate back to recently viewed items.	
Quick Search and Launch	New	A search box has been added to the top the Job Management work center, allowing you to search for job requests or job documentation by name, ID, or tag.	

Function	Type of Change	Description	More Information
Application UI Customizing Assistant	New	Using a new guided procedure, administrators can customize the Job Management application UIs for different user roles.	Launch the guided procedure from the *Administration* view of the Job Management work center or from SAP Solution Manager Configuration ▶ *Business Process Operations* ❭ *Job Management* ❭ *Extended Configuration* ❭ *Customize and Extend UI* ❭
POWL Query Result Notifications	New	Administrators can define that the results of selected POWL queries are automatically sent to selected email recipients at regular intervals.	The configuration is available in the *Administration* view of the Job Management work center.
Job Documentation Change Log	Enhanced	The change log now provides more detailed information about the areas that were changed.	
Job Gantt Chart	Enhanced	It is now possible to name and save job selection criteria for reuse. You can choose one set of criteria to be the default when the application starts.	

Business Process Improvement

Table 63:

Function	Type of Change	Description	More Information
TwinCubes	Changed	You now activate TwinCubes in SAP Solution Manager Configuration (transaction `SOLMAN_SETUP`).	

Data Consistency Management

Table 64:

Function	Type of Change	Description	More Information
All	Changed	The user interface has been redesigned, providing you with easier navigation and faster load times.	
Cross-Database Comparison	Enhanced	Comparison objects and comparison instances have now been merged.	
Cross-Database Comparison	Enhanced	You can now create, edit, and delete comparisons directly from the comparison overview.	
Cross-Database Comparison	Enhanced	New source types have been added for OData services, BW, and CSV.	
Comparison Run Results	Enhanced	You can now change the default descriptions of the inconsistency types.	

5.9 Engagement and Service Delivery

This document provides information about new, changed, and deleted functions in engagement and service delivery in SAP Solution Manager 7.2 SPS 1.

Table 65:

Function	Type of Change	Description	More Information
Automatic Service Level Reporting	Deleted	The function *Service Level Reporting* is available in SAP Solution Manager 7.2 SPS 1.	

5.10 Data Volume Management

This document provides information about new, changed, and deleted functions in the data volume management in SAP Solution Manager 7.2 SPS 1.

Table 66:

Function	Type of Change	Description	More Information
Data Volume Management	changed	Data volume management is now an individual process in SAP Solution Manager. Before, you could find it under application operations.	

5.11 Landscape Management

This document provides information about new, changed, and deleted functions in the landscape management in SAP Solution Manager 7.2 SPS 1.

Maintenance Optimizer

Table 67:

Function	Type of Change	Description	More Information
Maintenance Optimizer (*Change Management* work center)	Deleted	Instead of Maintenance Optimizer, the maintenance planner in SAP Support Portal plans updates, upgrades, and new installations, and to calculate stack xml files. Files in the download basket no longer need to be approved. The *Confirm Files in Download Basket* button has been removed from the UI.	http://help.sap.com/maintenanceplanner

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