Administrator's Guide
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SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA

Based on SAP NetWeaver Application Server ABAP 7.4

Document History

Caution

You can find the most current version of this document on SAP Service Marketplace at service.sap.com/instguides.

We strongly recommend that you use the document available there. The guide will be updated according to updates of the software.

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

Table 1

Version	Date	Description
1.0	2012-11-29	Initial version
1.1	2012-12-07	Includes information on installation
1.2	2012-12-10	Includes SAP Service Marketplace names for material numbers 51045039 and 51044947 in the media list for installation in the Media Lists for Installing and Updating [page 19] chapter
1.3	2012-12-14	Updated the following: • Paths in the table in the *Related Guides* section in the Getting Started [page 6] chapter • Paths to SAP NetWeaver documentation in the Operations Information [page 18] and Security Information [page 17] chapters • Step 2 in the Installation Process: Overview [page 15] chapter • Step 4.2 in the Update and Migration Process: Overview [page 12] chapter
1.4	2012-12-20	Updated step 2 in the Installation Process: Overview [page 15] chapter
1.5	2013-02-27	Added the following: • SAP Notes in the Getting Started [page 6] chapter • Information about converting non-Unicode SAP systems to Unicode in theTechnical System Landscape [page 10] chapter • Information about the Interaction Center (IC) WebClient in the Security Information [page 17], Operations Information [page 18] and Installation Process: Overview [page 15] chapters • Step 2, 3 and 4.2 in the Update and Migration Process: Overview [page 12] chapter • Step 2 in the Installation Process: Overview [page 15] chapter
1.6	2013-05-10	• Updated the table of SAP Notes in the Getting Started [page 6] chapter • Updated the Media Lists for Installing and Updating [page 19] chapter as follows: ○ Added material number 50118302 to the media list for installing ○ Added material numbers 50118302, 51046225, 51046224, 51046230, 51046229, 51045853, 51046227, and 51046226 to the media list for updating
1.7	2013-07-29	• Updated the Update and Migration Process: Overview [page 12] chapter as follows:

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Version	Date	Description
		○ Removed step 1 about upgrading or updating from releases lower than SAP CRM 7.0 enhancement package 2 ○ Removed note about Support Package 1 to SAP enhancement package 2 for SAP CRM
1.8	2013-10-21	Updated the Media Lists for Installing and Updating [page 19] chapter as follows: • Added material number 51046874 to the media list for installing • Removed material numbers 50118302 and 51043656 from the media list for installing • Added material numbers 51046874 and 51046231 to the media list for updating • Removed material numbers 50118302 and 51043656 from the media list for updating
1.9	2014-01-22	Updated the Media Lists for Installing and Updating [page 19] chapter with a reference to the material number for the application help in the SAP Library.
2.0	2014-10-16	Media list discontinued. For more information, see Media Lists for Installing and Updating [page 19].

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1 SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA

With SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, SAP has enabled the existing functions of SAP CRM for SAP HANA to utilize in-memory technology and enable better-performing business applications. Thereby, business applications can also manage large data volumes significantly faster. SAP HANA comprises the required hardware as well as the SAP HANA appliance software (SAP HANA database and data replication tools, for example).

> **Note**
>
> SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA is technically very similar to an enhancement package, however it is not part of the release sequence of EHPs of SAP CRM. It is an optional, intermediate step for early adopters on their way to SAP HANA.
>
> Note that some industry solutions, add-ons or functions will not be supported with SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, because this release is a product outside of the release sequence of SAP CRM. If your company implements this release, a separate agreement that sets forth the specific restrictions and deviation from the SAP license and maintenance agreement needs to be signed. For more information, see SAP Note 1768032.

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2 Getting Started

About this Document

This document is a single source of information for the implementation of SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, which is based on SAP NetWeaver Application Server ABAP 7.4.

> **Note**
>
> The document is supplementary to the guides of SAP enhancement package 2 for SAP CRM 7.0 (see section *Related Guides* below) and contains all delta information on implementation as well as security and operations information. For more information about the supported scenarios and functions, see SAP Note 1768032.

It is divided into the following main sections:

- Introduction with references to related documents and relevant SAP notes
- Technical System Landscape
- Upgrade Information
- Security Information
- Operations Information

> **Note**
>
> You can find the most current version of this document on SAP Service Marketplace at service.sap.com/instguides.
>
> We strongly recommend that you use the document available there. The guide will be updated according to updates of the software.

Related Information

For more information about implementation topics not covered in this guide, see the following content on SAP Service Marketplace:

Table 2

Content	Location on SAP Service Marketplace
Latest versions of installation and upgrade guides	service.sap.com/instguides
Sizing, calculation of hardware requirements – such as CPU, disk and memory resource – with the Quick Sizer tool	service.sap.com/sizing service.sap.com/quicksizer
Released platforms and technology-related topics such as maintenance strategies and language support	service.sap.com/platforms To access the Platform Availability Matrix directly, enter service.sap.com/pam
Network Security	service.sap.com/security service.sap.com/securityguide
High Availability	www.sdn.sap.com/irj/sdn/ha

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Content	Location on SAP Service Marketplace
Performance	service.sap.com/performance
Information about Support Package Stacks, latest software versions and patch level requirements	service.sap.com/sp-stacks
Information about Unicode technology	service.sap.com/unicode www.sdn.sap.com/irj/sdn/i18n
Information on SAP HANA	service.sap.com/hana help.sap.com/hana_appliance

Further Useful Links

The following table lists further useful links on SAP Service Marketplace:

Table 3

Content	Location on SAP Service Marketplace
Release notes	service.sap.com/releasenotes
Information about creating error messages	service.sap.com/messages
SAP Notes search	service.sap.com/notes
SAP Software Distribution Center (software download and ordering of software)	service.sap.com/swdc
SAP Online Knowledge Products (OKPs) – role-specific learning maps	service.sap.com/rkt
Additional information on SAP HANA	www.saphana.com/

Related Guides

You can find more information about the relevant applications in the following documents:

Table 4

Guide	Location
Guides for *SAP HANA Appliance Software*	help.sap.com/hana_appliance
Master Guide SAP enhancement package 2 for SAP CRM 7.0	service.sap.com/crm-inst > *SAP enhancement package 2 for SAP CRM 7.0* > *Plan*
Installation Guide SAP enhancement package 2 for CRM 7.0 – ABAP and Java	service.sap.com/crm-inst > *SAP enhancement package 2 for SAP CRM 7.0* > *Install*
CRM 7.0 EHP 2 Upgrade and Update Guides ABAP and Java	service.sap.com/crm-inst > *SAP enhancement package 2 for SAP CRM 7.0* > *Upgrade*
Security Guide SAP enhancement package 2 for SAP CRM 7.0	service.sap.com/securityguide > *SAP Business Suite Applications* > *SAP CRM*
Application Operation Guide EHP2 for SAP CRM 7.0	service.sap.com/crm-inst > *SAP enhancement package 2 for SAP CRM 7.0* > *Operate*

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Guide	Location
Software Update Manager	service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *SUM*
System Copy Guide	service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *Software Provisioning Manager* Choose *Copy. Syst. bsd. on NW 7.3 or Higher Using SW Prov. Mgr.*
Dual Stack Split Guide	service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *Dual-Stack Split*
Software Provisioning Manager	service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *Software Provisioning Manager* Choose *Inst. Syst. bsd. on NW 7.3 or Higher Using SW Prov. Mgr.*

Important SAP Notes

You must read the following SAP Notes before you start the implementation. These SAP Notes contain the most recent information on the implementation, as well as corrections to the implementation documentation.

Make sure that you have the up-to-date version of each SAP Note, which you can find on SAP Service Marketplace at service.sap.com/notes.

Table 5

SAP Note Number	Title	Description
1514967	SAP HANA: Central Note	The note contains essential information about SAP HANA.
1514966	SAP HANA 1.0: Sizing SAP In-Memory Database	The note contains sizing information about SAP HANA.
1681092	Multiple SAP HANA Databases on One Appliance	The note contains system landscape and deployment configuration planning for SAP HANA.
855534	Dual Stack and SAP Business Suite 7	The note contains important information about the use of dual-stack system deployment for SAP Business Suite 7.
1686144	Dual-Stack Split 2.0 SP2 for Systems Based on SAP NetWeaver	The note contains important information about dual-stack split pertaining to SAP Business Suite 7.
1655335	Use Cases for Splitting Dual-Stack Systems	The note contains recommendations for using the dual-stack split tool.
1784475	Solution Manager Content for SAP NetWeaver AS ABAP 7.4	This note contains information about the documentation of the technical configuration of SAP NetWeaver Application Server ABAP 7.4.

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SAP Note Number	Title	Description
1730098	EHP2 for SAP CRM 7.0 on HANA – Release Information Note	The note contains important information about SAP CRM powered by SAP HANA.
1768032	SAP EHP 2 for SAP CRM 7.0, Version for SAP HANA	The note contains important general information on SAP EHP 2 for SAP CRM 7.0, version for SAP HANA. It also contains information on limitations.
1766985	AS ABAP 7.4 for Suite on HANA: Complementary Components	This note contains information on additional components that are required by AS ABAP 7.4.
1785057	Preparing to Migrate to SAP HANA	The note informs about preparatory steps for database migration to SAP HANA.
1051576	Conversion of Single Code Page Systems to Unicode	The note contains information about conversion to Unicode (including references to additional notes describing the conversion to Unicode from ambiguous blended code page systems).
1787787	IMS for Suite on HANA	This note contains information about transparent tables after migration to SAP HANA.
1787119	Sequence Problem in EDID2 & EDID4 After Declustering	This note contains information about transparent tables after migration to SAP HANA.
1788581	Transformation of Pool Tables	This note contains information about transparent tables after migration to SAP HANA.
1309506	SPAM/SAINT with Parallel R3trans	This note provides information about applying add-ons and support packages.
1793153	Usage of cProjects / cFolders and Workforce Mgmt on HANA	This note contains information about applying add-ons and updating or migrating to SAP HANA.
1798895	Additional Information for Manual ABAP-on-HANA Correction Process	This note contains information about manual corrections for SAP HANA objects.
1794297	Secondary Indexes for the Business Suite on HANA	This note contains information about the use case of secondary indexes.

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3 Technical System Landscape

> **Note**
>
> SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA does not contain any Java components. On the Java server, use the Java component version of SAP enhancement package 2 for SAP CRM 7.0.
>
> In the upgrade case with a dual stack system: as the Java stack is not supported by SAP HANA, after having upgraded your system to SAP enhancement package 2 for SAP CRM 7.0, you do a dual stack split before migrating to SAP HANA. For more information, see SAP Notes 855534, 1686144 and 1655335.
>
> In the installation case: as the Java stack is not supported by SAP HANA, you install the Java server on separate hardware running SAP enhancement package 2 for SAP CRM 7.0 and install the ABAP server on hardware running SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA. If you do not require the Java server, you do not need to install it.
>
> SAP HANA runs natively on Unicode only. If your system is not yet running on Unicode, consider doing the conversion separately before migrating to SAP HANA. The Unicode conversion could technically be done during the database migration (that is, during the heterogeneous system copy), but preparatory steps are required as described in SAP Note 1051576.

The following figure shows the target landscape after a new installation of an ABAP and Java server or after an upgrade or update. In the upgrade or update case, the dual-stack system has been split and migrated to SAP HANA. The ABAP stack has been migrated to SAP HANA, whereas the Java stack remains on its original hardware since it is not supported by SAP HANA. In both cases, the ABAP and Java servers run on separate hardware, with the ABAP stack deployed on SAP HANA, the Java stack on another database.

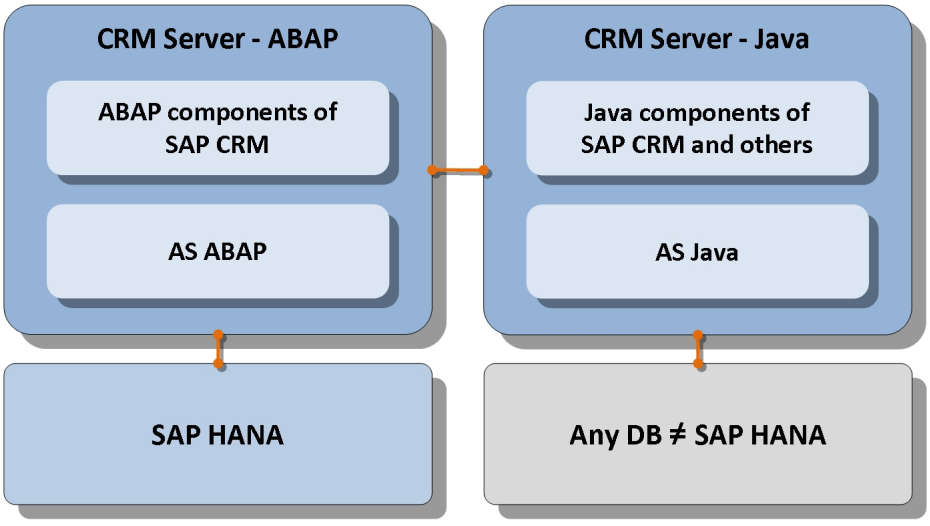

Figure 1: Figure 1: Target Landscape

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Software Instances of SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA

> **Caution**
> Check SAP Note 1768032 to determine if the functions that you are planning to implement are released for usage in SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA.

The following table explains the software instance:

Table 6

Software Instance	Instance Type
CRM Application Server ABAP	ABAP
XI/ESR Content	XI Content

Technical Usages of SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA

> **Caution**
> Check SAP Note 1768032 to determine if the functions that you are planning to implement are released for usage in SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA.

The following table shows which technical usages and assigned product instances are available with SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA:

Table 7

Technical Usage	Product Instance
CRM Application Server ABAP	CRM Application Server ABAP
XI/ESR Content	XI/ESR Content

Implementation Considerations

It is possible to run SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA on a non-SAP-HANA database. However, note that with this deployment option you might not be able to benefit from all available optimizations. Therefore, we strongly recommend that you use an SAP HANA database.

SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA currently targets the server installations of CRM Server only. In turn, you will not be able to update a CRM Server that comprises the AddOn Finbasis for CRM to the SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA software stack.

For a complete list of all technical usages available with SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, see the *Technical Usages of SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA* section above. For SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, SAP is not providing SAP Solution Manager implementation content. If you want to implement a new process or scenario using the SAP Solution Manager implementation content, you can do so before implementing SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA.

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4 Update Information

This section of the *Administrator's Guide* provides an overview of the update and upgrade process steps required to enable SAP enhancement package 2 for SAP CRM 7.0 to run on SAP HANA. It also provides references to the documentation required for the process steps.

The following table contains definitions of the most important terms used in this section:

Table 8

Term	Definition
Update	Installation of an enhancement package on an existing SAP system.
Upgrade	Upgrade to an SAP system including an enhancement package.
SAP enhancement package 2 for SAP CRM 7.0	Refers to the enhancement package that **does not** run on SAP HANA.
SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA	Refers to the enhancement package that **does** run on SAP HANA.

4.1 Update and Migration Process: Overview

The update process consists of the steps listed below, some of which may be optional, depending on your start release.

> **Note**
>
> Before performing the steps described below, consider making a homogeneous system copy to preserve your current status, so that you have a reference or fallback system in place. You can do the system copy before any of the steps below, depending on your requirements and scheduling.
>
> - For more information about system copy of systems based on SAP NetWeaver 7.3 (or higher), see the documentation at service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *Software Provisioning Manager 1.0*.
> - For more information about system copy of systems based on SAP NetWeaver releases lower than 7.3, see the SAP NetWeaver installation guides at service.sap.com/instguides > *Installation & Upgrade Guides* > *SAP NetWeaver*.

1. **Dual-stack split**

   As of SAP enhancement package 2 for SAP CRM 7.0 you cannot deploy a dual-stack system (with both ABAP and Java components running the same system). If your SAP enhancement package 2 for SAP CRM 7.0 is currently implemented as a dual-stack system, you have to perform a split.

   For information on how to do a dual-stack split, see:

   - SAP Note 1686144
   - SAP Note 1655335
   - Tool guides at service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *Dual-Stack Split*

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2. **Update to SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA**

   The update process from SAP enhancement package 2 for SAP CRM 7.0 to SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA (ABAP components only) is basically the same as the update process from earlier releases of SAP CRM to SAP enhancement package 2 for SAP CRM 7.0. You therefore use the existing SAP enhancement package 2 for SAP CRM 7.0 guide together with this guide, which describes the differences in the SAP enhancement package 2 for SAP CRM 7.0 process. In addition, you need the *Software Update Manager* guide.

   For the available technical usages, see the *Technical Usages of SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA* section in the Technical System Landscape [page 10] chapter.

   The following table lists the guides you need to use and where to find them:

   Table 9

Guide Name	Use	Location
Upgrade and Update Guide SAP Customer Relationship Management 7.0 Including SAP Enhancement Package 2 (ABAP)	Explains the application-specific steps needed to perform the update.	service.sap.com/instguides > *Installation & Upgrade Guides* > *SAP Business Suite Applications* > *SAP CRM* > *SAP enhancement package 2 for SAP CRM 7.0* > *Upgrade* > *CRM 7.0 EHP 2 Upgrade and Update Guides* > *SAP CRM 7.0 EHP2 Upgrade and Update Guides ABAP* > *Upgrade and Update Guide SAP Customer Relationship Management 7.0 Including SAP Enhancement Package 2 (ABAP)*
Administrator's Guide for SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA (The guide you are currently reading).	Describes the differences (deltas) to the SAP enhancement package 2 for SAP CRM 7.0 process, not covered in the guide above.	service.sap.com/instguides > *Installation & Upgrade Guides* > *SAP Business Suite Applications* > *SAP CRM* > *SAP Enhancement Package 2 SAP CRM 7.0, Version for SAP HANA*
Update of SAP Systems Using Software Update Manager	Describes the tool-specific steps needed to perform the update	service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *SUM*

3. **Database migration**

   > **Note**
   >
   > Before performing these substeps, check the release information note 1730098.

   This step consists of the following substeps:

   1. **Install SAP HANA**

      The SAP HANA appliance software can only be installed by certified hardware partners on validated hardware running a specific operating system.

      For more information, see SAP Note 1514967 and the system operations information at help.sap.com/hana > *SAP HANA Appliance* > *System Administration and Maintenance Information* > *SAP HANA Technical Operations Manual (TOM)*.

   2. **Heterogeneous system copy**

      To migrate your source database to the SAP HANA database, you perform a heterogeneous system copy. How to perform the system copy is described in the guide referenced in the note below.

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Note

When planning your database migration, consider the following points:

- The database migration to SAP HANA requires some preparation steps related to the database tables in your system. For example, you need to check the usage of cluster tables and pool tables, because they are automatically resolved to transparent tables during the database migration.
  - For more information about migration preparation, available check reports, potential additional efforts, as well as the system copy process in general, see the system copy guides at service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *Software Provisioning Manager 1.0* >. Choose *Inst. Syst. bsd on NW 7.3 or Higher Using SW Prov. Mgr.*
  - For migration preparation, see also SAP Note 1785057.
- SAP HANA runs natively on Unicode only. If your system is not yet running on Unicode, consider doing the conversion separately before migrating to SAP HANA. The Unicode conversion could technically be done during the database migration (that is, during the heterogeneous system copy), but preparatory steps are required as described in SAP Note 1051576.

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5 Installation Information

This section of the *Administrator's Guide* provides an overview of the installation process steps for SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA. It also provides references to the documentation required for the process steps.

The following table contains definitions of the most important terms used in this section:

Table 10

Term	Definition
Installation	New installation of an SAP system including an enhancement package. Note that this is distinct from an update, see definition below.
Update	Installation of an enhancement package on an existing SAP system.
SAP enhancement package 2 for SAP CRM 7.0	Refers to the enhancement package that **does not** run on SAP HANA.
SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA	Refers to the enhancement package that **does** run on SAP HANA.

5.1 Installation Process: Overview

The installation process consists of the following steps:

1. **Install SAP HANA**

   The SAP HANA appliance software can only be installed by certified hardware partners on validated hardware running a specific operating system.

   For more information, see the system operations information at help.sap.com/hana > *SAP HANA Appliance* > *System Administration and Maintenance Information* > *SAP HANA Technical Operations Manual (TOM)*.

2. **Installation of SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA**

   Note the following information:

   - *SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA* is based on SAP NetWeaver AS ABAP 7.4, kernel 7.38.
   - Only ABAP components are released for SAP HANA. For more information on the available technical usages and components, see the Technical System Landscape [page 10] chapter and SAP Note 1768032.
   - The installation is done with the Software Provisioning Manager.

   The following table lists the guides you need to use and where to find them:

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Table 11

Guide Name	Use	Location
Administrator's Guide for SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, section Technical System Landscape [page 10].	Contains information on system setup (including how to deploy components not released for SAP HANA, such as Java components).	Section in this guide.
Software Provisioning Manager 1.0	Describes the tool-specific steps needed to perform the installation. Note that the Software Provisioning Manager has replaced SAPinst as the installation tool.	service.sap.com/sltoolset > *Software Logistics Toolset 1.0* > *Software Provisioning Manager 1.0* Choose *Inst. Syst. bsd on NW 7.3 or Higher Using SW Prov. Mgr.*
Administrator's Guide for SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, section Media List [page 19].	Contains information about the relevant installation media for *SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA*.	Section in this guide.

In addition, the following guides may be useful:

Table 12

Guide Name	Use	Location
Master Guide SAP enhancement package 2 for SAP CRM 7.0	For a general overview on functions and processes, see section *Main Implementation Processes and Related Documentation*. Note that this guide is for *SAP enhancement package 2 for SAP CRM 7.0* — information specific to *SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA* is only found in the *Administrator's Guide*.	service.sap.com/instguides > *Installation & Upgrade Guides* > *SAP Business Suite Applications* > *SAP CRM* > *SAP CRM 7.0 Enhancement Package 2* > *Plan* > *Master Guide SAP enhancement package 2 for SAP CRM 7.0*
Installation Guides for SAP EHP 2 for SAP CRM 7.0	Contains the installation information for *SAP enhancement package 2 for SAP CRM 7.0*. Use this guide if you intend to install components not released for SAP HANA. Note that in this case you need to use the Media List for *SAP enhancement package 2 for SAP CRM 7.0*. It is found at the same location as the installation guide.	service.sap.com/instguides > *Installation & Upgrade Guides* > *SAP Business Suite Applications* > *SAP CRM* > *SAP CRM 7.0 Enhancement Package 2* > *Install* > *Installation Guides for SAP EHP 2 for SAP CRM 7.0*

Specifics for Interaction Center WebClient

The following information is relevant as of SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, SP01:

For information about installing the SAP HANA content for the accelerated agent inbox (inbox) search, see SAP Note 1810530.

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6 Security Information

To comply with the security settings for SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, you need to check the information provided in the Security Guide for SAP enhancement package 2 for SAP CRM 7.0. For more information about the supported scenarios and functions, see SAP Note 1768032.

For the Netweaver 7.40 Security Guide, see SAP Help Portal at ▶ help.sap.com/ ▶ *SAP Business Suite* ▶ *SAP HANA Innovations for SAP Business Suite* ▶ *Products powered by SAP HANA* ▶ *SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA* ▶ *Application Help* ▶ *SAP Library (—> English/German))* ▶ *SAP Customer Relationship Management – Product Information* ▶ *SAP NetWeaver Library* ▶ *SAP NetWeaver Security Guide* ◼.

For information about SAP HANA Appliance and Database Security, see SAP Help Portal at ▶ help.sap.com/hana_appliance ▶ *Security Information* ◼.

Specifics for Interaction Center WebClient

The following information is relevant as of SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, SP01:

If you are using the accelerated agent inbox (inbox) search, you must set up authorizations in the SAP HANA system. For more information, see SAP Help Portal at ▶ help.sap.com/crm ▶ *<Choose release>* ▶ *Application Help* ▶ *Interaction Center* ▶ *Interaction Center WebClient* ▶ *Agent Inbox in the Interaction Center WebClient* ▶ *Accelerated Inbox Search* ▶ *Setting Up the Accelerated Inbox Search* ◼.

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7 Operations Information

SAP HANA behaves like a regular database and therefore, as any other database, does not necessarily require other operating activities.

However, the following information with regard to operations topics is available:

- Solution Life Cycle Management

  For information about Solution Life Cycle Management, see SAP Help Portal at help.sap.com/ > *SAP Business Suite* > *SAP HANA Innovations for SAP Business Suite* > *Products powered by SAP HANA* > *SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA* > *Application Help* > *SAP Library (—> English)* > *SAP Customer Relationship Management – Product Information* > *SAP NetWeaver Library* > *Administration Information* > *Technical Operations for SAP NetWeaver* > *Solution Life Cycle Management*.

- Database Management

  For information about Database Management, see help.sap.com > *SAP HANA In-Memory Computing* > *SAP HANA Appliance Software* > *System Administration and Maintenance* > *SAP HANA Technical Operations Manual (TOM)*.

- Tools for Monitoring, Administration and Configuration

  For information about tools for monitoring, administration and configuration, see SAP Help Portal at help.sap.com/ > *SAP Business Suite* > *SAP HANA Innovations for SAP Business Suite* > *Products powered by SAP HANA* > *SAP Enhancement Package 2 for SAP CRM 7.0, Version for SAP HANA* > *Application Help* > *SAP Library (—> English)* > *SAP Customer Relationship Management – Product Information* > *SAP NetWeaver Library* > *Administration Information* > *Technical Operations for SAP NetWeaver* > *Administration of SAP NetWeaver systems and components* > *Administration of Application Server ABAP*.

Specifics for Interaction Center WebClient

The following information is relevant as of SAP enhancement package 2 for SAP CRM 7.0, version for SAP HANA, SP01:

If you are using the accelerated agent inbox (inbox) search, you must perform the initial load for the business transaction table. For more information, see SAP Help Portal at help.sap.com/crm > *<Choose release>* > *Application Help* > *Interaction Center* > *Interaction Center WebClient* > *Agent Inbox in the Interaction Center WebClient* > *Accelerated Inbox Search* > *Business Transaction Table for Accelerated Search*.

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8 Media Lists for Installing and Updating

Media List for Installing and Updating

You obtain the DVDs and archives required for the installation of the required software units as part of the installation package from SAP. However, you can also download installation media from the SAP Software Download Center (SWDC) on the SAP Service Marketplace at support.sap.com/swdc.

> **Note**
>
> Since the material numbers of DVDs, CDs, and archives may change when they are updated, we recommend that you visit the SWDC to make sure that you always use the most recent version of the indicated data carriers.

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Typographic Conventions

Table 13

Example	Description
<Example>	Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, "Enter your **<User Name>**".
Example > *Example*	Arrows separating the parts of a navigation path, for example, menu options
Example	Emphasized words or expressions
Example	Words or characters that you enter in the system exactly as they appear in the documentation
www.sap.com	Textual cross-references to an internet address
/example	Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web
123456	Hyperlink to an SAP Note, for example, SAP Note 123456
Example	• Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options. • Cross-references to other documentation or published works
`Example`	• Output on the screen following a user action, for example, messages • Source code or syntax quoted directly from a program • File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools
`EXAMPLE`	Technical names of system objects. These include report names, program names, transaction codes, database table names, and key concepts of a programming language when they are surrounded by body text, for example, `SELECT` and `INCLUDE`
EXAMPLE	Keys on the keyboard

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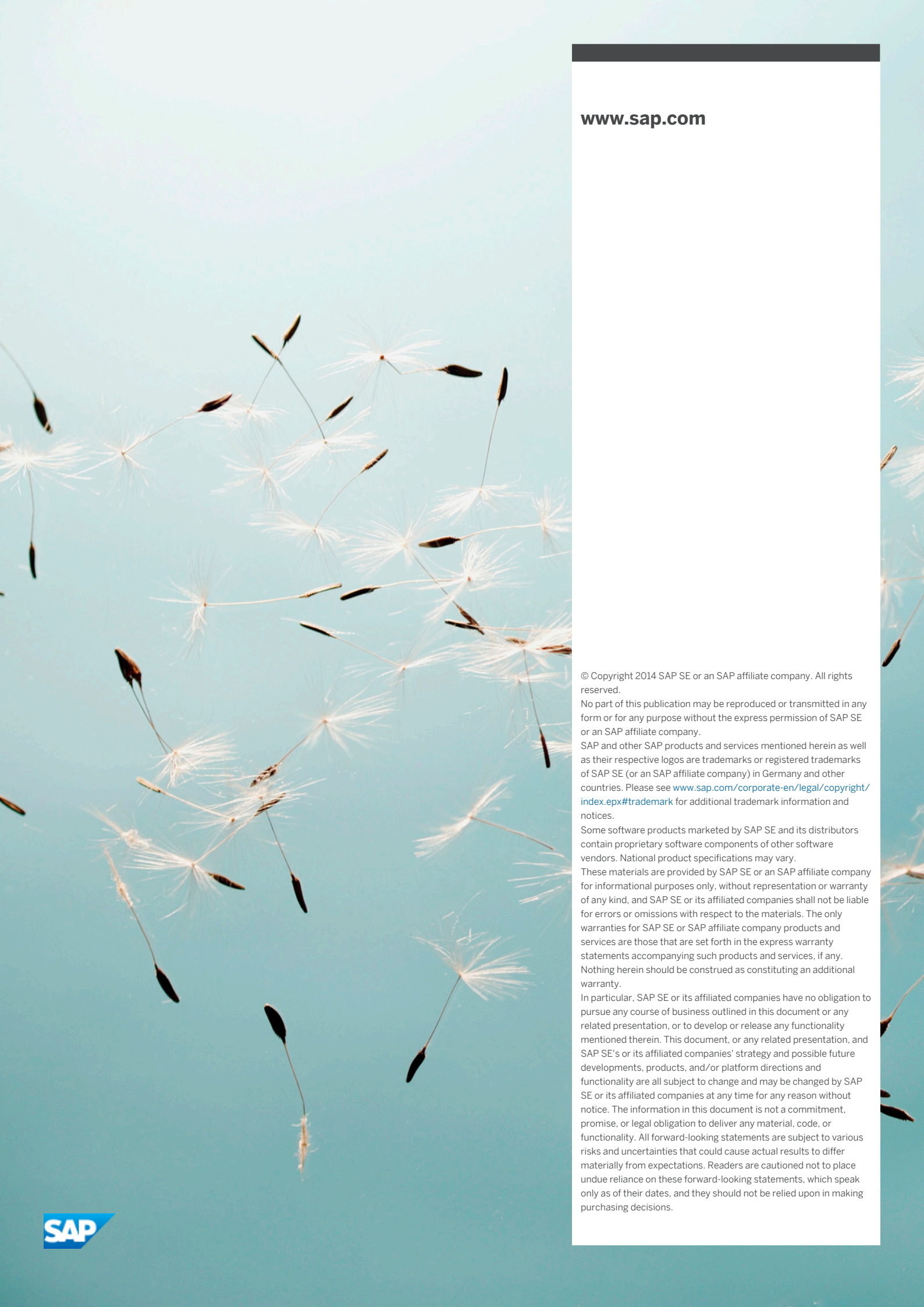

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