



Installation Guide

SAP IT Infrastructure Management

Target Audience

- Consultants
- Administrators
- Others

CUSTOMER
Document version: 1.1 – 06/11/2012

Document History



Caution

Before you start the implementation, make sure you have the latest version of this document. You can find the latest version at the following location: <http://service.sap.com/instguides> ► *SAP Components* → *SAP IT Infrastructure Management* ◀.

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

Version	Date	Description
1.0	6/11/2012	New

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1 Introduction

This guide contains information about the installation and configuration of components in SAP IT Infrastructure Management.

1.1 SAP Notes for the Installation

You **must** read the following SAP Notes **before** you start the installation. These SAP Notes contain the most recent information about the installation and corrections to the installation documentation. Make sure that you have the up-to-date version of each SAP Note, which you can find on the SAP Service Marketplace at <http://service.sap.com/notes>

SAP Note Number	Title	Description
1652552	Installing SAP IT Infrastructure Management	Additional information about installing SAP IT Infrastructure Management

1.2 Information Available on SAP Service Marketplace

You can find the following information on SAP Service Marketplace:

Description	Internet Address	Title
SAP Notes	http://service.sap.com/notes	-
Released platforms	http://service.sap.com/platforms	-
System sizing	http://service.sap.com/sizing	<i>Quick sizer tool</i>
Front-end installation	http://service.sap.com/instguides	<i>Front End Installation Guide</i>
Security	http://service.sap.com/security	-

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2 Preparation

2.1 Installation Variants According to License

For the planning and preparation of the installation, select one of the following variants according to your license:

- New installation of a temporary 30-day license
The temporary license of SAP IT Infrastructure Management offers a simulated network landscape in which you can test all functions. You can monitor your own company network at all times. The temporary license is delivered with a predefined selection of product-specific modules (PSM) of the best known vendors. Due to the high number of selected PSMs, the installation may take some time depending on the computer performance (approximately 30 minutes). This temporary license provides you full functionality for a testing period of 30 days.
- New installation of an unlimited licensed version
The installation of an unlimited licensed version requires a serialization package and associated license codes.
- Update of an older version
An update installation of an older version also requires a serialization package and associated license codes.

2.2 Checks Before Installation

Perform the following checks before starting the installation procedure:

Checklist

- Perform a backup of your databases.
- Deactivate any virus scanning software.
- Make sure that all software and hardware requirements mentioned in the Master Guide have been installed successfully. Installation using remote network drives is not supported. For more information about the system requirements, see the Master Guide for SAP IT Infrastructure Management on SAP Service Marketplace at <http://service.sap.com/instguides>.

2.3 Installing Microsoft Internet Information Services (IIS) 6.0



Note

Depending on your operating system, the system installs the appropriate version of Microsoft Internet Information Services (IIS).

To install IIS 6.0:

1. Choose **Start** → *Settings* → *Control Panel* and open *Add or Remove Programs*.
2. Choose *Add/Remove Windows Components*.
3. Select *Application Server* and then *Details*.
4. Select *ASP.NET* and *Internet Information Services (IIS)*.
5. Select *Internet Information Services (IIS)* and then *Details*.
6. Select *FrontPage 2002 Server Extensions* and *Internet Information Services Manager*.
7. Select *World Wide Web Service* and then *Details*.
8. Select *Active Server Pages* and *Server Side Includes (SSI)*.
9. Confirm all requests with *OK* and proceed with *Next*.

2.4 Installing Microsoft Internet Information Services (IIS) 7.0



Note

Depending on your operating system, the system installs the appropriate version of Microsoft Internet Information Services.

To install IIS 7.0:

1. Choose **Start** → *Server Manager*.
2. Choose *Add Roles* and then *Next*.
3. Select *Webserver (IIS)*.
4. Choose *Add Required Features* and confirm twice with *Next*.
5. Select the following items at *Web Server (IIS)* additionally to the preselected items and then choose *Next*:
 - **Web Server** → *Common HTTP Features* → *HTTP Redirection*
 - **Web Server** → *Application Development* → *ASP.NET and ASP*
 - **Web Server** → *Security* → *Basic Authentication and Windows Authentication*
 - **Management Tools** → *IIS 6–Management Compatibility* → *IIS 6 Management Compatibility and IIS 6 Metabase Compatibility*
6. In the *Add Features required for .NET Extensibility?* dialog, choose *Add Required Features*.
7. To start the IIS installation, choose *Install*.

The IIS installation takes some minutes.

8. When the IIS installation has finished, close the installation and *Server Manager* windows.
9. A restart of the server may be necessary.

2.5 Installing Microsoft SQL Server

1. Start the setup.
2. Run `SETUP.exe` when you are prompted.
3. A dialog box notifies you to install Microsoft .NET framework (version 3.5), if it has not been installed yet.
To download it, make sure that the computer on which the installation has to be done has an internet connection. The installation routine then downloads the .NET framework (3.5) from Microsoft.
4. Confirm with *OK*.
5. Confirm the license agreement and choose *Install*.
After the .NET framework has been downloaded, the installation starts automatically.
6. Proceed with the SQL Server installation by choosing *Exit*.
7. Choose *Installation* on the left-hand side of the *SQL Server Installation Center* dialog box and then *New installation or add features to an existing installation*.
The *SQL Server 2008 setup* checks the installation environment according to possible sources of error. *Show Details* provides a list of the results of these checks. .
8. Choose *OK*.
The license key is determined in the version.
9. Choose *Next*.
10. Confirm the license agreement and choose *Next*.
The *Setup Support Files* dialog box shows the components that are about to be installed next.
11. Choose *Install*.
The *SQL Server 2008 Setup* checks again the installation environment, according to possible sources of error. *Show Details* provides a list of the results of these checks.
12. Choose *Next*.
13. In the *Setup Role* dialog, choose *SQL Feature Installation* and choose *Next*.
14. In the *Feature Selection* dialog, select the components to be installed and choose *Next*:
 - Select *Database Engine Services* and *Management Tools - Complete*.
 - The *Reporting Services* component has to be installed in version 32 bit in a further installation run and therefore does not have to be selected here.
15. When the processing dialog appears, choose *Next*.
16. If you want to install several instances of the SQL Server, specify a *Named instance* in the *Instance Configuration* dialog.

However, in this installation, run the *Default instance* is appropriate as a basis for the SQL Server. You do not need to change *Instance ID* and *Instance root directory*.

17. Choose *Next*.

The *SQL Server 2008 setup* checks the available hard disk space.

18. Choose *Next*.

19. In the *Server Configuration* dialog, on the *Service Accounts* tab, assign an account to each of the installed services.

To assign a special account to a service, use *Account Name*.



Recommendation

Use the *Local System Account* for all services.

Choose *Use the same account for all SQL Server services* and then *NT AUTHORITY\SYSTEM*.

20. In the *Server Configuration* dialog, on the *Collation* tab, select the following:

- *SQL_Latin1_General_CP850_CI_AI* with the *Customize* function
- Appropriate collation at *SQL collation, used for backwards compatibility*

21. Confirm with *OK* and choose *Next*.

22. In the *Database Engine Configuration* dialog, on the *Account Provisioning* tab, do the following:

- Select *Mixed Mode (SQL Server authentication and Windows authentication)*.
- Specify a password for the administrator account.



Note

You do not have to change any settings on one of the other tabs.

23. You do not need to select an entry in the *Error and Usage Reporting* dialog.

The *SQL Server 2008 Setup* checks again the installation environment according to possible sources of error. *Show Details* provides a list of the results of these checks.

24. Choose *Next*.

25. After the preconfiguration, start the installation procedure with *Install*.

The *Installation Progress* dialog shows the installation progress.

26. Choose *Next*.

After a successful installation, the *Complete* dialog is displayed.

27. Close the setup.

2.6 Configuring Remote Connection

After the installation of the Microsoft SQL Server 2008, perform the following changes:

1. Choose **▶ Start** → *Programs* → *Microsoft SQL Server 2008 R2* → *Configuration Tools* → *SQL Server Configuration Manager* **◀**.

2. Open the tree entry *SQL Server Network Configuration*.
3. Select *Protocols for MSSQLSERVER*.
4. In the right-hand window, choose *Named Pipes* and then *Enable*.
5. Open the tree entry *SQL Server Services*.
6. In the right-hand window, choose *SQL Server Services* and then *Restart*.
7. Close *SQL Server Configuration Manager*.

**Note**

You must install the reporting services and SNMP additionally after the basic installation. For more information, see the Configuration Guide for SAP IT Infrastructure Management on SAP Service Marketplace at <http://service.sap.com/instguides>.

2.7 Installing Protocol Software

Before you install SAP IT Infrastructure Management, make sure that Protocol Software (TCP/IP) works.

**Recommendation**

Use the protocols that are provided in the Windows operating system. If you use protocols from other vendors, we do not accept liability for the correct operation of SAP IT Infrastructure Management.

Checklist

- Test the TCP/IP function before the installation of SAP IT Infrastructure Management.

2.8 Linking Name Server

Checklist

- Ensure that your SAP IT Infrastructure Management workstation or server has the fastest possible link to the name server. Otherwise, the *Topology Manager* function becomes very slow, since name resolution is attempted for each detected node. If this function is executed with the Windows operating system (TCP/IP), it cannot be controlled by SAP IT Infrastructure Management and can only be enabled or disabled in the *Topology Manager* settings. Your SAP IT Infrastructure Management workstations or servers can nonetheless be connected to a name server without using the function during the search process.

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3 Installation

To install SAP IT Infrastructure Management, see the following sections.

3.1 Installing SAP IT Infrastructure Management (New Installation)

After all requirements mentioned have been fulfilled and are fully working, you can install SAP IT Infrastructure Management:

1. Insert the SAP IT Infrastructure Management DVD into your DVD drive.
A Web page automatically opens to assist you during the installation.



Note

If the page does not open, open *start.html* located on the DVD.

2. Choose ► *Installation* → *Start* ◀ on the left side of the navigation menu.
3. Choose the *Setup* icon to start the installation.
4. Choose *Run*.
The next dialog provides an overview of the software packages required on the system before the installation of SAP IT Infrastructure Management.
5. Choose *Next*.
The licensing agreement is displayed.
6. Read the licensing agreement carefully. If you agree with the terms and conditions of the license agreement, choose *Yes*.
7. The next dialog checks the installation requirements and informs you about missing components. The installation can only be continued after the requirements have been met.
The next dialog contains the release notes and important information that may not be included in your documentation.
8. Read through this information and choose *Next* to proceed.
9. Enter a user and a company name and choose *Next*.
10. Enter a path to the directory where you want to install SAP IT Infrastructure Management and choose *Next*.



Note

Select a **local** target path. Do not enter a network path because in case of network failure, SAP IT Infrastructure Management can no longer access any data.

11. If an instance of SAP IT Infrastructure Management is already installed on the system, the setup procedure detects this automatically and displays an additional dialog. Indicate how the setup should continue the current installation and choose *Next*.
12. Select the features to be installed and choose *Next* to proceed.
13. In the next dialog, select the following checkboxes for the installation of SAP IT Infrastructure Management and choose *Next* to proceed:
 - *Database Server*
 - *BusinessServiceManager – Network Manager*
 - *Control Center Client*
 - *Service Desk*
 - *Reporting Engine*
 - *Data Access*
14. In the next two dialogs, choose *Next* without making any changes.
15. Select one of the following installation variants and choose *Next* to proceed:
 - To test all functions of SAP IT Infrastructure Management, select the 30 day demo version.
 - If you have already purchased SAP IT Infrastructure Management, select *Unlimited licensed version* and insert the serialization disk included into your drive. This disk contains information required for the installation of product-specific modules and additional applications. It also contains your serial number.
16. Select the type of database:

For the SAP IT Infrastructure Management installation, select *Microsoft SQL Server* and add the SQL Server connection including administrator authentication.

On the right side, you can find the names of the databases that are automatically installed on the SQL Server. You can change the names.
17. Choose *Next* to proceed.
18. Select the reporting instance on your system and choose *Next*.
19. In the dialog that summarizes the settings defined, check that all details are correct and choose *Next* to run the installation.

All components necessary for the installation are copied to your system and are configured. This process may take some time.
20. At the end of the installation, restart the system.

The application automatically installs the following standard users:

 - *superuser*

The initial password for the *superuser* is **public**.
 - *operator*

- *user*
- *admin*
- *administrator*

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4 Testing the Installation

To make sure that the installation has been successful, test the *ControlCenter* log in and perform the following steps:

1. Open Microsoft Internet Explorer and enter <http://YourServername/ControlCenter>.
If the installation was correct, the startup screen is loaded.
2. To download the certificates, choose *Download Certificates*.
3. If the download was successful, start SAP IT Infrastructure Management.
4. Sign in with *Single Sign On*. Select the checkbox and choose *Sign In*.
The SAP IT Infrastructure Management start screen appears.
5. Test the possibilities that lead you to the Control Center of SAP IT Infrastructure Management.

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5 Additional Information

5.1 Deployment of Urgent Changes

Urgent changes for SAP IT Infrastructure Management are delivered by qualified support employees. This includes a complete in-detail guidance of installation. We guarantee that the urgent change is tested and quality-audited.



Recommendation

Before you install the urgent change on your productive system, install and test it on your test system.

5.2 Installing Service Packs

The `\Service_Pack\` folder on the SAP IT Infrastructure Management DVD contains the service packs for the single components of SAP IT Infrastructure Management. The respective service packs are automatically installed during the setup installation.

To update an installation with a service pack:

1. Insert the SAP IT Infrastructure Management DVD in your DVD drive or make sure that you have already downloaded the service packs into the corresponding `Service_Pack` folder.



Note

The service pack version number must match the version number of the current installation. Otherwise, an update is not possible.

2. In the *Start* menu, choose *Run* and enter the path.
 - Select File: e.g. `D:\Service_Pack\ServiceCenter\NMUpdate.exe`
 - Select File: e.g. `D:\Service_Pack\NetworkManager\NMUpdate.exe`
 - Select File: e.g. `D:\Service_Pack\Reporting\NMUpdate.exe`
 - Select File: e.g. `D:\Service_Pack\ControlCenterClient\NMUpdate.exe`



Note

Depending on the local drive configuration, you may have to replace the drive letter of your DVD drive.

3. Select the corresponding subfolder of the installed component and confirm the messages with *OK*.

**Note**

Make sure that no instances of any SAP IT Infrastructure Management components are currently running.

4. After you have started to run each corresponding `NMUpdate.exe`, you may be asked to shut down all components of SAP IT Infrastructure Management. If you choose *Yes*, the service pack installation starts shutting down all components and then starts the installation. This process may take some time. If the installation is successful, you receive the message **Service Pack installation successfully completed**.

5.3 Installing License

The serialization file contains information about the serial number, the modules to be installed, and the license code. It defines the configuration settings to be made during the installation of SAP IT Infrastructure Management. The license file also allows you to update an existing installation (for example, a demo installation) or to modify it at a later time.

You have the following options to install your license.

Checklist

- You have already serialized your license during the installation. For information, see *New Installation of SAP IT Infrastructure Management*.
- You serialize your license additionally. Open the license file context menu and *NetMan.psf* and serialize before you register in the drop-down menu.

A Reference

A.1 The Main SAP Documentation Types

The following is an overview of the **most important** documentation types that you need in the various phases in the life cycle of SAP software.

Cross-Phase Documentation

SAPterm is SAP's terminology database. It contains SAP-specific vocabulary in over 30 languages, as well as many glossary entries in English and German.

- Target group:
 - Relevant for all target groups
- Current version:
 - On SAP Help Portal at ► <http://help.sap.com> → *Glossary* ◀
 - In the SAP system in transaction STERM

SAP Library is a collection of documentation for SAP software covering functions and processes.

- Target group:
 - Consultants
 - System administrators
 - Project teams for implementations or upgrades
- Current version:
 - On SAP Help Portal at <http://help.sap.com> (also available as documentation DVD)

The **security guide** describes the settings for a medium security level and offers suggestions for raising security levels. A collective security guide is available for SAP NetWeaver. This document contains general guidelines and suggestions. SAP applications have a security guide of their own.

- Target group:
 - System administrators
 - Technology consultants
 - Solution consultants
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/securityguide>

Implementation

The **master guide** is the starting point for implementing an SAP solution. It lists the required installable units for each business or IT scenario. It provides scenario-specific descriptions of

preparation, execution, and follow-up of an implementation. It also provides references to other documents, such as installation guides, the technical infrastructure guide and SAP Notes.

- Target group:
 - Technology consultants
 - Project teams for implementations
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/instguides>

The **installation guide** describes the technical implementation of an installable unit, taking into account the combinations of operating systems and databases. It does not describe any business-related configuration.

- Target group:
 - Technology consultants
 - Project teams for implementations
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/instguides>

Configuration Documentation in SAP Solution Manager – SAP Solution Manager is a life-cycle platform. One of its main functions is the configuration of business scenarios, business processes, and implementable steps. It contains Customizing activities, transactions, and so on, as well as documentation.

- Target group:
 - Technology consultants
 - Solution consultants
 - Project teams for implementations
- Current version:
 - In SAP Solution Manager

The **Implementation Guide (IMG)** is a tool for configuring (Customizing) a single SAP system. The Customizing activities and their documentation are structured from a functional perspective. (In order to configure a whole system landscape from a process-oriented perspective, SAP Solution Manager, which refers to the relevant Customizing activities in the individual SAP systems, is used.)

- Target group:
 - Solution consultants
 - Project teams for implementations or upgrades
- Current version:
 - In the SAP menu of the SAP system under ► *Tools* → *Customizing* → *IMG* ◀

Production Operation

The **technical operations manual** is the starting point for operating a system that runs on SAP NetWeaver, and precedes the application operations guides of SAP Business Suite. The manual refers

users to the tools and documentation that are needed to carry out various tasks, such as monitoring, backup/restore, master data maintenance, transports, and tests.

- Target group:
 - System administrators
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/instguides>

The **application operations guide** is used for operating an SAP application once all tasks in the technical operations manual have been completed. It refers users to the tools and documentation that are needed to carry out the various operations-related tasks.

- Target group:
 - System administrators
 - Technology consultants
 - Solution consultants
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/instguides>

Upgrade

The **upgrade master guide** is the starting point for upgrading the business scenarios and processes of an SAP solution. It provides scenario-specific descriptions of preparation, execution, and follow-up of an upgrade. It also refers to other documents, such as upgrade guides and SAP Notes.

- Target group:
 - Technology consultants
 - Project teams for upgrades
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/instguides>

The **upgrade guide** describes the technical upgrade of an installable unit, taking into account the combinations of operating systems and databases. It does not describe any business-related configuration.

- Target group:
 - Technology consultants
 - Project teams for upgrades
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/instguides>

Release notes are documents that contain short descriptions of new features in a particular release or changes to existing features since the previous release. Release notes about ABAP developments are the technical prerequisite for generating delta and upgrade Customizing in the Implementation Guide (IMG).

- Target group:

- Consultants
- Project teams for upgrades
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/releasenotes>
 - In the SAP menu of the SAP system under ► *Help* → *Release Notes* ◀ (only ABAP developments)

Typographic Conventions

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> ”.
▶ <i>Example</i> → <i>Example</i> ◀	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
http://www.sap.com	Textual cross-references to an internet address
/example	Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web
123456	Hyperlink to an SAP Note, for example, SAP Note 123456
<i>Example</i>	<ul style="list-style-type: none"> ■ Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options. ■ Cross-references to other documentation or published works
Example	<ul style="list-style-type: none"> ■ Output on the screen following a user action, for example, messages ■ Source code or syntax quoted directly from a program ■ File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, database table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE
EXAMPLE	Keys on the keyboard



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Documentation in the SAP Service Marketplace

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

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