



PUBLIC

SAP Service and Asset Manager

Document Version: 2205 – 2022-07-06

SAP Service and Asset Manager Quick Start Guide

Content

- 2 **SAP Service and Asset Manager Installation Requirements.** **4****
- 2.1 SAP S/4HANA Software Requirements. 5
- 2.2 SAP ERP Software Requirements. 5
- 2.3 License Matrix. 6
- 2.4 Supported Languages. 6

- 3 **Installing SAP Service and Asset Manager.** **8****
- 3.1 Setting Up the SAP Business Technology Platform. 8
- 3.2 SAP Back End System Setup. 10
- 3.3 Setting Up The Cloud Connector. 12
- 3.4 Verifying Information From SAP Business Technology Platform Mobile Services. 16
- 3.5 Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services. 17
- 3.6 Download the SAP Service and Asset Manager Mobile Application. 22

1 Document History

Before you begin reading this guide, be sure that you have the latest version. Find the latest version at https://help.sap.com/viewer/product/SAP_ASSET_MANAGER/p/en-US.

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

Document Version	Date	Description of Changes
1.0	OCT 2021	Original release of the <i>SAP Asset Manager Quick Start Guide</i> guide, version 2110

2 SAP Service and Asset Manager Installation Requirements

SAP Back-End Landscape

- SAP S/4HANA on-premise edition:
 - 1610 FPS 01 or higher, 1709, 1809, 1909, 2020, 2021
 - SAP ERP 6.0 enhancement package 7 or 8
- SAP Netweaver Gateway: SAP_GWFND 7.40 SP17 or later
- Cloud Connector
- SAP Mobile Add-On

i Note

The SAP Mobile Add-On, known as Mobile Application Integration Framework, is embedded in SAP S/4HANA 1909.

SAP Business Technology Platform

- SAP Business Technology Platform user account with authorizations included for the SAP Business Technology Platform subaccount
- Cloud Foundry only: *Mobile Services* and *Application Runtime* are provisioned in the SAP Business Technology Platform subaccount
- The application MDK is created in SAP Business Technology Platform Mobile Services

Build the SAP Service and Asset Manager Client

- According to your site needs, obtain either or both the SAP Service and Asset Manager for iOS and the SAP Service and Asset Manager for Android mobile clients
- Download the SAP Service and Asset Manager application from either the iOS App Store or the Android Google Play Store
- Ensure you have either an onboarding URL or QR code

2.1 SAP S/4HANA Software Requirements

Software Component	Release	Support Package
SAP S/4HANA on-premise edition	1610	Feature Pack Stack (FPS) 01 or higher
SAP S/4HANA on-premise edition	1709	All
SAP S/4HANA on-premise edition	1809	All
SAP S/4HANA on-premise edition	1909 (see Note)	1909 (see Note)
SAP S/4HANA on-premise edition	2020	All
SAP S/4HANA on-premise edition	2021	FPS02

i Note

Running SAP Service and Asset Manager in SAP S/4HANA on-premise edition 1909 or later doesn't require SAP Mobile Add-On installation. The Mobile Application Integration Framework used by SAP Service and Asset Manager is included as part of SAP S/4HANA 1909 on-premise.

2.2 SAP ERP Software Requirements

SAP ERP 6.0 Enhancement Package 7

Software Component	Release	Support Package
SAP_ABA	740	SP17 or higher
SAP_APPL	617	SP14 or higher
SAP_BASIS	740	SP17 or higher
SAP_GWFND	740	SP17 or higher
SAP_UI	740	SP17 or higher
IS_UT	617	SP14 or higher

SAP ERP 6.0 Enhancement Package 8

Software Component	Release	Support Package
SAP_ABA	750	SP08 or higher
SAP_APPL	618	SP07 or higher
SAP_BASIS	750	SP08 or higher
SAP_GWFND	750	SP08 or higher
SAP_UI	750	SP08 or higher
IS_UT	618	SP07 or higher

2.3 License Matrix

Platform	Required Services
Cloud Foundry	<ul style="list-style-type: none">• Application Runtime• Mobile Services• SAP Business Application Studio
Neo	<ul style="list-style-type: none">• Mobile Services• Mobile Development Kit SAP Web IDE

2.4 Supported Languages

The SAP Service and Asset Manager application supports the following languages:

- ar001 - Arabic
- zh_hans - Simplified Chinese
- zh_hant - Traditional Chinese
- csCZ - Czech Republic
- daDK - Danish
- nlBE - Dutch
- elGR - Greek
- enUS - English
- frFR - French
- deDE - German
- heIL - Hebrew
- hrHR - Croatian

- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nbNO - Norwegian
- plPL - Polish
- ptBR - Portugese
- roRO - Romanian
- RuRU - Russian
- srSP - Serbian
- skSK - Slovak
- slSL - Slovenian
- esES - Spanish
- svSE - Swedish
- thTH - Thai
- trTR - Turkish

3 Installing SAP Service and Asset Manager

Use the procedures and subprocedures found in this chapter to quickly install SAP Service and Asset Manager. Before installation, see the [SAP Service and Asset Manager Installation Requirements \[page 4\]](#) topic and subtopics to ensure your system meets installation requirements.

[Setting Up the SAP Business Technology Platform \[page 8\]](#)

[SAP Back End System Setup \[page 10\]](#)

[Setting Up The Cloud Connector \[page 12\]](#)

[Verifying Information From SAP Business Technology Platform Mobile Services \[page 16\]](#)

[Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services \[page 17\]](#)

[Download the SAP Service and Asset Manager Mobile Application \[page 22\]](#)

3.1 Setting Up the SAP Business Technology Platform

Context

In this procedure, you accomplish the following:

- Enable Cloud Foundry
- Configure entitlements
- Set up the Cloud Foundry space
- Create quote plans
- Assign a quote plan to a space

For detailed information, see the [Set Up Customer Accounts](#) topic in the *SAP Cloud Platform Mobile Services (Cloud Foundry)* guide.

Procedure

1. **Enable Cloud Foundry**
 - a. Log on to the SAP Business Technology Platform Cockpit, using the administrator global account for the Cloud Foundry environment.
 - b. Select the Cloud Foundry subaccount tile.

- c. Click the *Enable Cloud Foundry* button.

The *Create Cloud Foundry Organization* dialog box appears.



- d. Enter the name for your Cloud Foundry organization and select *Create*.

Cloud Foundry is enabled.



2. Configure entitlements

- a. Select *Entitlements* from the left menu pane.
- b. Click *Configure Entitlements*, then click *Add Service Plans*.
- c. Add the following service plans:
 - Application Runtime
 - Mobile Services

3. Set up the Cloud Foundry space

- a. In the left menu panel, select  *Spaces* . If a Cloud Foundry space doesn't yet exist in the Cloud Foundry organization, click the *Create Space* button and create a space.
- b. Enter the name for your Cloud Foundry space in the *Create Space* dialog box.
- c. Ensure the *Space Manager* checkbox is checked. Click *Create*.

4. Create quota plans

- a. In the left menu panel, select  *Quota Plans* .
- b. Click *New Plan*.
- c. Create a space quota plan, entering your information in the following fields:
 - Name
 - Memory (MB)
 - Routes
 - Services
 - Instance Memory (MB)
 - App Instance
- d. Click *Save*.

5. **Assign quota plan to the space:** In the *Plan Assignment* section, select your quota plan that you created in the previous step and substeps.

Task overview: [Installing SAP Service and Asset Manager \[page 8\]](#)

Related Information

[SAP Back End System Setup \[page 10\]](#)

[Setting Up The Cloud Connector \[page 12\]](#)

[Verifying Information From SAP Business Technology Platform Mobile Services \[page 16\]](#)

[Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services \[page 17\]](#)

[Download the SAP Service and Asset Manager Mobile Application \[page 22\]](#)

3.2 SAP Back End System Setup

Prerequisites

- Mobile Application Integration Framework (MAIF) must be available on the SAP system. Note that MAIF is already embedded into an SAP S/4HANA 1909 or later system.
- For SAP S/4HANA releases 1610 through 1809, ensure Mobile Add-On for SAP S/4HANA 1.0 is installed on the system.
- For an SAP ERP system, ensure SAP Mobile Add-On for ERP 6.3 is installed.

Use the following procedures to activate the BC sets:

- [SAP S/4HANA or SAP ERP On-Premise System Setup \[page 10\]](#)
- [SAP Gateway System Setup \[page 12\]](#)

Parent topic: [Installing SAP Service and Asset Manager \[page 8\]](#)

Related Information

[Setting Up the SAP Business Technology Platform \[page 8\]](#)

[Setting Up The Cloud Connector \[page 12\]](#)

[Verifying Information From SAP Business Technology Platform Mobile Services \[page 16\]](#)

[Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services \[page 17\]](#)

[Download the SAP Service and Asset Manager Mobile Application \[page 22\]](#)

3.2.1 SAP S/4HANA or SAP ERP On-Premise System Setup

Procedure

1. **Activate SAP Service and Asset Manager BC sets:**
 - a. Use transaction code `SCPR20` to implement the following:

SAP Service and Asset Manager BC Set	Implementation Scenario
/MERP/SAP_ASSET_MANAGER_<XXXX>_REF	Standard Plant Maintenance execution business processes. This BC set includes usage of Asset Central, Crew Management, Customer Service, and Field Operations Worker

i Note

Replace the <XXXX> with the application release version. For example, *2010*.

b. Click the *Activate* button.

2. Set up MAIF number range by executing transaction *SNRO*.

MAIF uses the *Number Range* object to generate a readable record ID for runtime data. Maintain these number ranges as follows:

Number Range Object	Interval	Usage
/MFND/CS1	01	Client state record ID
/MFND/DQ1	01	Dependent queue record ID
/SYCLO/C_2	01	Push instance record ID

3. Activate HTTP Services by using transaction *SICF* (HTTP Service Hierarchy Maintenance)

Activate HTTP services for the ConfigPanel and the Administration and Monitoring tool using the following information:

ICF Service Path	Description
/default_host/sap/bc/webdynpro/syclo	Activates service node including subnode

- a. Verify that service activation is completed through transaction */SYCLO/ADMIN*.
- b. Activate any other ICF services required for Web Dynpro application as prompted.

4. Define user roles and authorizations through transaction *PFCG* (Role Maintenance)

Define the user role with required authorization for SAP Service and Asset Manager and MAIF using the following information:

Authorization	Description
Authorization object: /MERP/SAM Activity: Execute	Regular SAP Service and Asset Manager user
Authorization object: /SMFND/A01 Activity: Delete	Admin user who can run system purge utility programs

3.2.2 SAP Gateway System Setup

Procedure

1. Check if Gateway is active through transaction *SPRO*.

Navigate to ► *IMG* ► *SAP Netweaver* ► *SAP Gateway* ► *OData Channel* ► *Configuration* ► *Activate or Deactivate SAP Gateway* ► to check if the Gateway is active.

2. Maintain system alias through transaction *SPRO*.

Navigate to ► *IMG* ► *SAP Netweaver* ► *SAP Gateway* ► *OData Channel* ► *Configuration* ► *Connection Settings* ► *SAP Gateway to SAP System* ► *Manage SAP System Alias* ► to check if the Gateway is active.

3. Register and activate the OData service through transaction */IWFND/MAINT_SERVICE*

- a. Click *Add Service* and search for the following technical service name:

Technical Service Name	Usage
/MERP/SAP_ASSET_MANAGER_<XXXX>	Standard Plant Maintenance scenario

i Note
<XXXX> is the release version of the application.
For example, *2010*.

- b. Click *Add Selective Services* and click *Enter*.

4. Test OData services through transaction */IWFND/GW_CLIENT*

i Note

Use HTTP GET method and request URI `/sap/opu/odata/MERP/SAP_ASSET_MANAGER_<XXXX>/$metadata`.

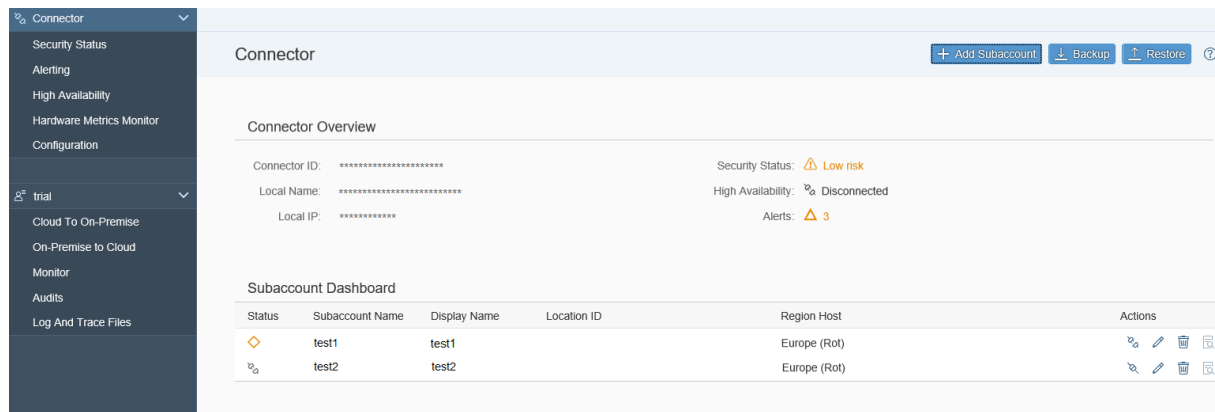
3.3 Setting Up The Cloud Connector

Prerequisites

Verify that the Cloud Connector is installed. If the Cloud Connector isn't installed, see the [Install the Cloud Connector in your System Landscape](#) tutorial.

Context

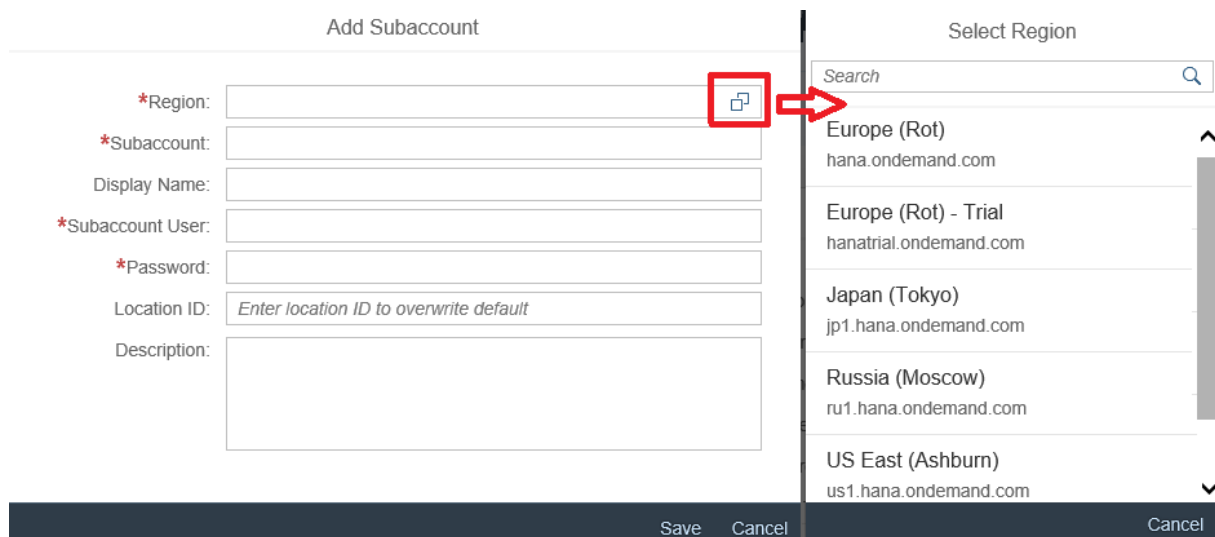
In the subaccount dashboard (choose your *Subaccount* from the main menu), you can check the state of all subaccount connections managed by this Cloud Connector at a glance.



In the screenshot above, the `test1` subaccount is already connected, but has no active resources exposed. The `test2` subaccount is currently disconnected.

The dashboard also lets you disconnect or connect the subaccounts by choosing the respective button in the *Actions* column.

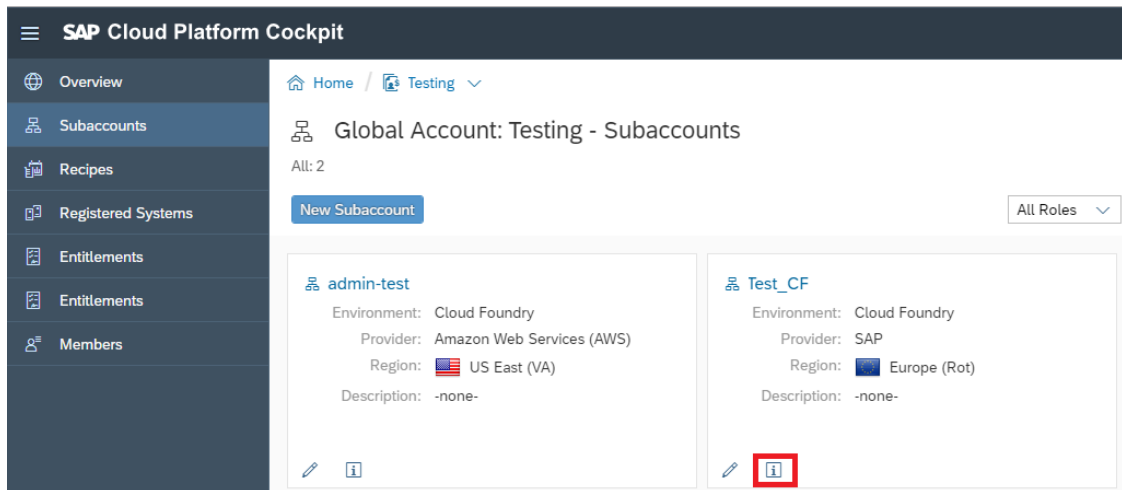
If you want to connect an additional subaccount to your on-premise landscape, choose the *Add Subaccount* button. A dialog appears, which is similar to the *Initial Configuration* operation when establishing the first connection.



Procedure

1. **Find your subaccount ID:** To set up your subaccount, you must know the subaccount ID.
 - a. Open the SAP Business Technology Platform SAP Business Technology Platform Cockpit.

- b. Navigate to the subaccount list of the global account containing your subaccount: choose **Home** **>** **<Your Global Account>** **>** **Subaccounts**.
- c. Find your subaccount in the list. Choose the *Info* icon in the subaccount tile to display the subaccount ID.



2. Add subaccount:

- a. The **<Region>** field specifies the SAP Business Technology Platform region that should be used, for example, **Europe (Rot)**. Choose the one you need from the drop-down list.
- b. For **<Subaccount>** and **<Subaccount User>** (user/password), enter the values you obtained when you registered your account on SAP Business Technology Platform.

Note

Enter the subaccount **ID** as **<Subaccount>**, rather than its actual (technical) name. See the previous step to determine your subaccount ID. As **<Subaccount User>** provide your **Login Email** instead of a user ID.

- c. (Optional) You can define a **<Display Name>** that allows you to easily recognize a specific subaccount in the UI compared to the technical subaccount name.
 - d. (Optional) You can define a **<Location ID>** that identifies the location of this Cloud Connector for a specific subaccount.
 - e. (Optional) You can provide a **<Description>** of the subaccount that is shown when clicking on the **Details** icon in the **Actions** column.
 - f. **Save** your changes.
- ## 3. Configure access control: to allow your cloud applications to access a certain backend system through HTTP, specify this system in the Cloud Connector.
- a. Choose **Cloud To On Premise** from your **Subaccount** menu in the SAP Business Technology Platform Cockpit. Then choose **Add**.
A wizard opens to guide you through adding required values.
 - b. Select **ABAP System** for **<Backend Type>** and click **Next**.
 - c. Select **HTTP** for **<Protocol>** and click **Next**.
 - d. Your **<Internal Host>** is **<Backend On-Premise Server Name>**. Your **<Internal Port>** is **<Backend On-Premise Port Number>**. Click **Next**.

i Note

Find your internal host and internal port through the SAP GUI by running transaction *SMICM* and navigating to **go to > Service (ICM Monitor) - Service**.

- e. Your **<Virtual Host>** is **<Name displayed in SAP Cloud Platform>**. Your **<Virtual Port>** is **<Port number displayed in SAP Cloud Platform>**. Click *Next*.
 - f. Select *None* for **<Principal Type>** and click *Next*.
 - g. Select *Use Virtual Host* for **<Host in Request Header>** and click *Next*.
 - h. Enter an optional **<Description>** and click *Next*. Click *Finish* on the summary screen.
4. **Add a resource:** In addition to allowing access to a particular host and port, you also must specify which URL paths (*Resources*) are allowed to be invoked on that host.
- a. Click the + icon in the *Resources Accessible On...* section.
 - b. Fill the *Add Resource* dialog box fields as follows:
 - o **<URL Path:>** sap/opu/odata
 - o **<Active:>** Ensure box is checked
 - o **<WebSocket:>** Don't check box
 - o **<Access Policy:>** Path and All Sub-Paths
 - o **<Description:>** Optional description
 - c. Click *Save*.

The *Status* icon is now a green square, indicating the resource is active.

The Cloud Connector is set up.

Task overview: [Installing SAP Service and Asset Manager \[page 8\]](#)

Related Information

[Setting Up the SAP Business Technology Platform \[page 8\]](#)

[SAP Back End System Setup \[page 10\]](#)

[Verifying Information From SAP Business Technology Platform Mobile Services \[page 16\]](#)

[Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services \[page 17\]](#)

[Download the SAP Service and Asset Manager Mobile Application \[page 22\]](#)

3.4 Verifying Information From SAP Business Technology Platform Mobile Services

Context

Procedure

1. Retrieve the Org Name and Space Name:
 - a. Retrieve and note the *Org Name* and *Space Name* using the SAP Business Technology Platform interface. These names are used in the [Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services \[page 17\]](#) procedure.

The screenshot displays the SAP Business Technology Platform interface. On the left, the 'Subaccount Details' section shows the Subdomain as 'SAP-Asset-Manager-CF' and the ID as a redacted value. Below this, the 'Cloud Foundry' section lists the Org Name as 'SAP-Asset-Manager_SAP-Asset-Manager-CF' (indicated by a red arrow), Org ID as a redacted value, Members as 27, and API Endpoint as a redacted value. On the right, the 'Subscriptions' section shows a message: 'Cannot display information. You are not a member of the global account.' Below that, the 'Spaces (1)' section contains a table with the following data:

Name	Applications	Service Instances
SAP-Asset-Manager-CF (indicated by a red arrow)	1	44

2. Access Mobile Services:
 - a. Using the left-hand navigation panel in the SAP Business Technology Platform Mobile Services Cockpit, navigate to **Services** > **Service Marketplace**. Use the *Search* field to search on **Mobile Services**.
 - b. Click the *Mobile Services* card. Then select *Support*.

The screenshot shows the SAP Business Technology Platform Mobile Services Cockpit. The left-hand navigation panel is open, showing 'Services' > 'Service Marketplace'. The main content area displays the 'Space: SAP-Asset-Manager-CF - Marketplace' with a search field. Below the search field, there are two cards: 'Alert Notification' (Cloud Foundry | Kyma | Kubernetes) and 'Application Autoscaler' (Cloud Foundry). On the right, the 'Mobile Services' card is selected, showing a 'Create Instance' button and an 'Overview' tab. The 'Overview' tab displays text about Mobile Services and a 'Documentation Support' link (indicated by a red arrow).

- c. Log in using your SAP Business Technology Platform credentials.
- d. Select your *Organization* and *Space* from the drop-down list. Click *Open*.

The SAP Business Technology Platform Mobile Services Cockpit home screen displays.

3. Retrieve Admin API:

- a. Click *Import Links*, found on the lower left of the SAP Business Technology Platform Mobile Services Cockpit screen.
- b. Copy and paste the first part of the Admin API to a text editor of your choice. This string is used in the [Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services \[page 17\]](#) procedure.

SAP Cloud Platform SDK Tools

The iOS Assistant and Android Wizard are productivity tools that facilitate application development with SAP Cloud Platform SDK for iOS and SAP Cloud Platform SDK for Android by implementing various technical tasks. They connect to SAP Cloud Platform Mobile Services so that the developer can quickly define and configure the applications, add OData services, define authentication, and so on. Use one of the options below to configure the Assistant and Wizard to connect to this instance of SAP Cloud Platform Mobile Services. You must configure connection URLs by either: [Importing URLs directly \(only supported by iOS Assistant\)](#)

Copying and pasting each URL to the SAP Cloud Platform Mobile Services configuration page for iOS Assistant or Android Wizard:

Copy Admin API	→	https://mobile-service-cockpit-web.cfapps.ondemand.com/cockpit/v1/org/SAP-Asset-Manager_SAP-Asset-Manager-CF/space/SAP-Asset-Manager-CF
Copy Admin UI		https://mobile-service-cockpit-web.cfapps.ondemand.com/cockpit/v1/org/SAP-Asset-Manager_SAP-Asset-Manager-CF/space/SAP-Asset-Manager-CF/index.html

Task overview: [Installing SAP Service and Asset Manager \[page 8\]](#)

Related Information

[Setting Up the SAP Business Technology Platform \[page 8\]](#)

[SAP Back End System Setup \[page 10\]](#)

[Setting Up The Cloud Connector \[page 12\]](#)

[Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services \[page 17\]](#)

[Download the SAP Service and Asset Manager Mobile Application \[page 22\]](#)

3.5 Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services

Use the following procedure to automatically create your SAP Service and Asset Manager application in SAP Business Technology Platform Mobile Services.

Parent topic: [Installing SAP Service and Asset Manager \[page 8\]](#)

Related Information

[Setting Up the SAP Business Technology Platform \[page 8\]](#)

[SAP Back End System Setup \[page 10\]](#)

[Setting Up The Cloud Connector \[page 12\]](#)

[Verifying Information From SAP Business Technology Platform Mobile Services \[page 16\]](#)

[Download the SAP Service and Asset Manager Mobile Application \[page 22\]](#)

3.5.1 Run Application Create in Back-End SAP System

Context

i Note

The following procedure is available for Cloud Foundry installations only.

Procedure

1. Using the SAP GUI, enter transaction *SE38*, then the program */MERP/CORE_CPMS_APPCREATE_PROG*.
2. Tap the *Variant Catalog* icon. Choose *SAP&SAM<version>* from the list.

The SAP Business Technology Platform Mobile Services App Creator for SAP Service and Asset Manager displays. Some fields are automatically filled in for you. The remaining empty fields are mandatory

3. Fill in the empty fields in all sections. See the following list for details on how to obtain the information required:

Cloud Platform mobile service App creator for SAP Asset Manager

Advanced Mode

Cloud Platform environment type

Cloud Foundry
 Neo

Cloud Platform mobile services Connection Information

Cloud Platform Org ID
Cloud Platform Space ID
CPms Domain

Mobile Application Integration Framework oData Service

oData Service Mobile App: SAP_ASSET_MANAGER_
oData Service Technical Name: /MERP/SAP_ASSET_MANAGER_
oData Service Group Version: 1

Cloud Platform mobile services Application Settings

CPms Application ID: SAP.SAM
CPms Application Name: SAP_ASSET_MANAGER_
CPms Application Description: SAP ASSET MANAGER
CPms Vendor Name: SAP
CPms Application Timeout: 1.200.000

Cloud Platform mobile services Offline oData settings

Parallelized Gateway

Cloud Platform mobile services Connection Configuration

SCC X.509 Virtual Host
SCC X.509 Virtual Port
SCC Standard Virtual Host
SCC Standard Virtual Port
Cloud Connector ID
Gateway Service User
Gateway Service Password

- **Cloud Platform environment type**
 - Cloud Foundry: Ensure the Cloud Foundry button is selected
 - Neo: Unavailable
- **SAP Business Technology Platform Mobile Services Connection Information**
 - Cloud Platform Org ID: From the *Home* page in the SAP Business Technology Platform cockpit, navigate to ► *Applications* ► *SAP-Asset-Manager* ► *<Subaccount>* . Find your *Org ID* in the *Cloud Foundry* section. For example:
<Asset-Manager_SAP-Asset-Manager-CF>
 - Cloud Platform Space ID: From the *Home* page in the SAP Business Technology Platform cockpit, navigate to ► *Applications* ► *SAP-Asset-Manager* ► *<Subaccount>* ► *Space* . In the URL of the page, copy the Space ID found at the end of the URL between */space/* and */applications*. For example:
https://<Region>/cockpit/#/globalaccount/<Account ID>/subaccount/
<Subaccount ID>/org/<org ID>/space/<Space ID>/applications

- CPms Domain: Using the SAP Business Technology Platform cockpit, log into SAP Business Technology Platform Mobile Services through the link in your [Space](#). Copy the domain URL, including the `https://`. For example:
`https://mobile-service-cockpit-web.cfapps.us10.hana.ondemand.com`
 - **Mobile Application Integration Framework oData Service**
 - oData Service Mobile App: Automatically filled in
 - oData Service Technical Name: Automatically filled in
 - oData Service Group Version: Automatically filled in
 - **SAP Business Technology Platform Mobile Services Application Settings**
 - CPms Application ID: Automatically filled in
 - CPms Application Name: Automatically filled in
 - CPms Application Description: Automatically filled in
 - CPms Vendor Name: Automatically filled in
 - CPms Application Timeout: Automatically filled in
 - **SAP Business Technology Platform Mobile Services Offline oData Settings**
 - Parallelized Gateway: If you're using a parallelized gateway, check this box
 - **SAP Business Technology Platform Mobile Services Connection Configuration:** The [Offline & Online Destinations](#) selection is automatically selected
 - **SAP Business Technology Platform Mobile Services Offline Configuration Destination**
 - Mobile Destination Name: Automatically filled in
 - Mobile Destination URI: Using the SAP Business Technology Platform cockpit, navigate to your [Mobile Destination](#).
A sample URL is as follows: `http://<cloud connector virtual host>:<cloud connector virtual port> /sap/opu/odata/<mobile add-on component>/<mobile add-on service>`.
 - Cloud Connector ID: Navigate to [Account](#) [Subaccount](#) [Cloud Connectors](#). The Cloud Connector ID is the [Connector ID](#).
 - **SAP Business Technology Platform Mobile Services Online Configuration Destination**
 - Mobile Destination Name: Automatically filled in
 - Mobile Destination URI: Using the SAP Business Technology Platform cockpit, navigate to your [Mobile Destination](#).
A sample URL is as follows: `http://<cloud connector virtual host>:<cloud connector virtual port> /sap/opu/odata/<mobile add-on component>/<mobile add-on service>`.
 - Cloud Connector ID: Navigate to [Account](#) [Subaccount](#) [Cloud Connectors](#). The Cloud Connector ID is the [Connector ID](#).
4. [Execute](#) the program. When prompted to log in, enter your SAP Business Technology Platform Mobile Services account user name and password.
 5. Verify that the program has executed and retrieved a successful return code from the SAP Business Technology Platform Mobile Services to the SAP GUI.

Results

Your SAP Service and Asset Manager application is created on SAP Business Technology Platform Mobile Services.

Next Steps

If a custom SAP Service and Asset Manager build is needed for Cloud Foundry, see the [Creating a Build Job for Customized MDK Clients](#) procedure.

3.5.2 Obtain SAP Service and Asset Manager Onboarding URL or QR Code

Context

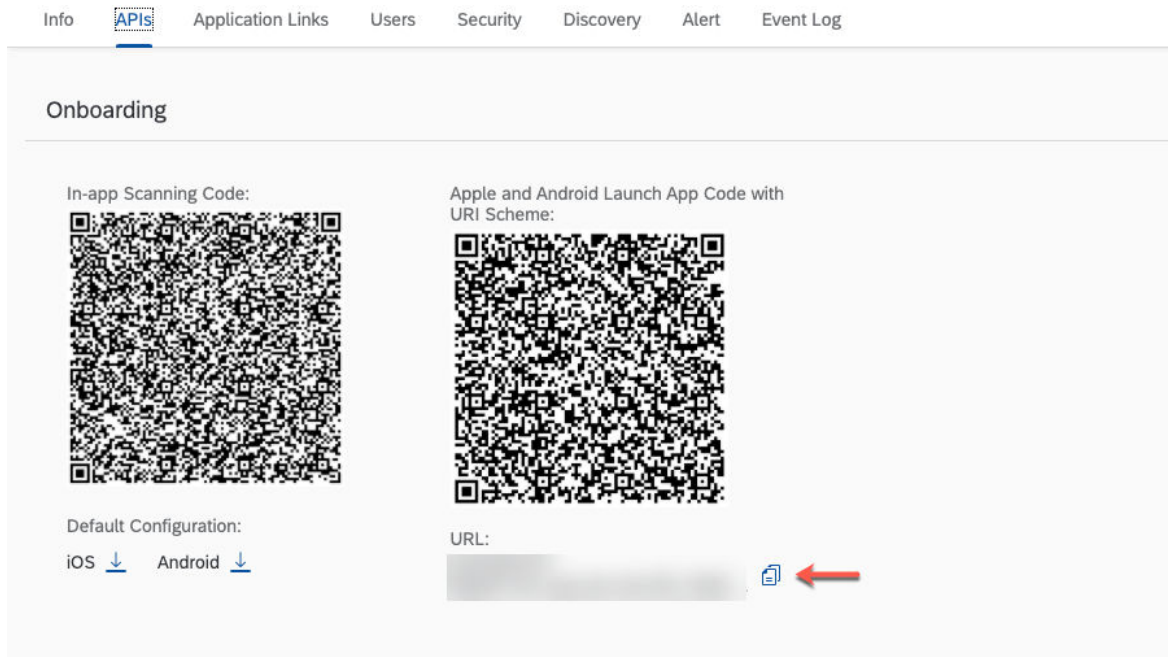
Use the following procedure to generate an onboarding QR code for the SAP Service and Asset Manager. The parameters needed for the procedure are as follows:

Attribute Name	Value
Apple Device Application URI Scheme	samclient
Android Device Application URI Scheme	samclient
Mobile Device Application Type	Mobile Development Kit

Procedure

1. Using the SAP Business Technology Platform Mobile Services Cockpit, navigate to the *sap.sam<XXXX>* application, where *<XXXX>* is the release version.
2. Select the *Application Links* tab. Find the *Device Application URI Scheme* section and click *Edit*.
3. Enter the parameters as shown in the table in this procedure.
4. Open the *<Device Application>* drop-down list and select *Mobile Development Kit*. Then click *OK*.
5. Click *OK* in the Confirm Save dialog window to confirm the save.
6. Navigate to the *APIs* tab.

The launch app QR codes are now available in the *Onboarding* section.



Next Steps

Continue to the [Download the SAP Service and Asset Manager Mobile Application \[page 22\]](#) procedure. When prompted, scan the QR code using your mobile device, or copy and paste the URL to your device browser.

3.6 Download the SAP Service and Asset Manager Mobile Application

Prerequisites

A connection to the internet is required so you can download the SAP Service and Asset Manager application.

Context

Download the SAP Service and Asset Manager application to your mobile device from the App Store (iOS) or SAP Software Download Center (Android). A demo version is initially loaded. When you're ready to begin working with the true application, exit the demo, log in, and begin working.

Procedure

1. Download the mobile application:

- a. In the App Store Search box, type **SAP Service and Asset Manager** and tap *Search*.
- b. Tap *Free* and then tap *Install*.

The SAP Service and Asset Manager client application is downloaded from the store. After the download, an SAP Service and Asset Manager application icon appears on the mobile device.

- c. Tap the icon to open the application.

The SAP Service and Asset Manager client is installed on your mobile device. Continue to the next step to access the application and begin work.

i Note

To check the version of the client software, tap the *Information* icon on the *Module* screen of the mobile device.

2. Verify that app deployment is successful:

- a. Tap on the SAP Service and Asset Manager icon.

The SAP Service and Asset Manager splash screen appears.

- b. Click the *Profile* icon on the top right of the screen. Reset the client by clicking *RESET*.

3. Onboard your device:

- a. On the initial screen of the SAP Service and Asset Manager application, click *Start*. When the *Activation* screen appears, choose *QR CODE SCAN*.
- b. Choose *Allow* to permit the application to take pictures.
- c. Scan the QR code (generated in the [Obtain SAP Service and Asset Manager Onboarding URL or QR Code \[page 21\]](#) task) located on the *APIs* tab of the SAP Business Technology Platform Mobile Services.
- d. Log in using your SAP Business Technology Platform email address and password credentials.
- e. Read the End-User License Agreement and click *Agree* to accept.
- f. Choose your device passcode. Reconfirm the passcode when prompted. If available on your device, you can choose to use either your passcode or a biometric login for subsequent logins.

4. Log in to the SAP Service and Asset Manager application.

The SAP Service and Asset Manager application performs an initial transmit to bring down all of your jobs, notifications, assets, equipment, and other objects. Depending on the size of your application, the transmit could take several minutes. When finished, the main *Overview* screen is shown and you're ready to explore the application.

Task overview: [Installing SAP Service and Asset Manager \[page 8\]](#)

Related Information

[Setting Up the SAP Business Technology Platform \[page 8\]](#)

[SAP Back End System Setup \[page 10\]](#)

[Setting Up The Cloud Connector \[page 12\]](#)

[Verifying Information From SAP Business Technology Platform Mobile Services \[page 16\]](#)



[Set Up SAP Service and Asset Manager Application in SAP Business Technology Platform Mobile Services \[page 17\]](#)

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
 - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
 - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
- Links with the icon : You are leaving the documentation for that particular SAP product or service and are entering a SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Videos Hosted on External Platforms

Some videos may point to third-party video hosting platforms. SAP cannot guarantee the future availability of videos stored on these platforms. Furthermore, any advertisements or other content hosted on these platforms (for example, suggested videos or by navigating to other videos hosted on the same site), are not within the control or responsibility of SAP.

Beta and Other Experimental Features

Experimental features are not part of the officially delivered scope that SAP guarantees for future releases. This means that experimental features may be changed by SAP at any time for any reason without notice. Experimental features are not for productive use. You may not demonstrate, test, examine, evaluate or otherwise use the experimental features in a live operating environment or with data that has not been sufficiently backed up.

The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.

© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. The information contained herein may be changed without prior notice.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

Please see <https://www.sap.com/about/legal/trademark.html> for additional trademark information and notices.