Application Operations Guide

SAP Capital Yield
Tax Management for Banking

Release 8.0

Document Version 2.0 – December 04, 2015

Target Audience
- System administrators
- Technology consultants
## Typographic Conventions

<table>
<thead>
<tr>
<th>Type Style</th>
<th>Represents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example Text</td>
<td>Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options.</td>
</tr>
<tr>
<td></td>
<td>Cross-references to other documentation</td>
</tr>
<tr>
<td>Example text</td>
<td>Emphasized words or phrases in body text, titles of graphics and tables</td>
</tr>
<tr>
<td>EXAMPLE TEXT</td>
<td>Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.</td>
</tr>
<tr>
<td>Example text</td>
<td>Screen output. This includes file and directory names and their paths, messages, names of variables and parameters, source code as well as names of installation, upgrade and database tools.</td>
</tr>
<tr>
<td>Example text</td>
<td>Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.</td>
</tr>
<tr>
<td>&lt;Example text&gt;</td>
<td>Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.</td>
</tr>
<tr>
<td>EXAMPLE TEXT</td>
<td>Keys on the keyboard, for example, function keys (such as F2) or the ENTER key.</td>
</tr>
</tbody>
</table>

## Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>⚠️</td>
<td>Caution</td>
</tr>
<tr>
<td>🔍</td>
<td>Example</td>
</tr>
<tr>
<td>💡</td>
<td>Note</td>
</tr>
<tr>
<td>🔍💡</td>
<td>Recommendation</td>
</tr>
<tr>
<td>🔍💡</td>
<td>Syntax</td>
</tr>
</tbody>
</table>
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**1 Getting Started**

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

About this Guide
Designing, implementing, and running your SAP applications at peak performance 24 hours a day has never been more vital for your business success than now.

This guide provides a starting point for managing your SAP applications and maintaining and running them optimally. It contains specific information for various tasks and lists the tools that you can use to implement them. This guide also provides references to the documentation required for these tasks, so you will sometimes also need other Guides such as the *Master Guide*, *Technical Infrastructure Guide*, and SAP Library.

Target Groups
1. Technical Consultants
2. System Administrators
3. Solution Consultants
4. Business Process Owner
5. Support Specialist

### 1.1 Global Definitions

**SAP Application:**
A SAP application is an SAP software solution that serves a specific business area like ERP, CRM, PLM, SRM, and SCM.

**Business Scenario:**
From a microeconomic perspective, a business scenario is a cycle, which consists of several different interconnected logical processes in time. Typically, a business scenario includes several company departments and involves with other business partners. From a technical point of view, a business scenario needs at least one SAP application (SAP ERP, SAP SCM, or others) for each cycle and possibly other third-party systems. A business scenario is a unit which can be implemented separately and reflects the customer’s prospective course of business.

**Component:**
A component is the smallest individual unit considered within the Solution Development Lifecycle; components are separately produced, delivered, installed and maintained.

### 1.2 Important SAP Notes

⚠️ Check regularly for updates available for the Application Operations Guide.
Important SAP Notes

<table>
<thead>
<tr>
<th>SAP Note Number</th>
<th>Title</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>83458</td>
<td>OCS Info: Patch download from SAP Service Marketplace</td>
<td>Describes the technical steps for the download of required support packages for the components CYT</td>
</tr>
<tr>
<td>617547</td>
<td>RZ20: Sending alerts as mail and SMS</td>
<td>Describes how to use transaction RZ20 to send alerts from the CCMS monitoring architecture as an e-mail, SMS, or other message types to one or several recipients.</td>
</tr>
</tbody>
</table>

1.3 Additional Information

This document should be handled as add-on documentation, as SAP Capital Yield Tax Management for Banking (CYT) is an add-on to the following basis solutions:

- SAP ERP 6.0 EhP7 or higher
- banking services from SAP 9.0
- SAP S/4HANA, on-premise edition

Therefore the following documents are fundamental:

- Solution Operations Guide – SAP ERP 6.0
- Application Operations Guide – Banking services from SAP 9.0 (FSAPPL500)

The guide for CYT 8.0 only handles the differences or the specific things, which are only relevant for this application.

1.4 History of Changes

⚠️ Make sure you use the current version of the Application Operations Guide.


The following table provides an overview of the most important changes in prior versions.

<table>
<thead>
<tr>
<th>Version</th>
<th>Important Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>First version of the SAP Capital Yield Tax Management for Banking Application Operations Guide</td>
</tr>
<tr>
<td>2.0</td>
<td>Update for Support Package 08</td>
</tr>
</tbody>
</table>
2 Technical System Landscape

2.1 Scenario/Component Matrix
See section Additional Information.

2.2 Related Documentation
The following table lists where you can find more information about the technical system landscape. Use the relevant guides:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Guide/Tool</th>
<th>Quick Link on SAP Service Marketplace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application- and Industry-Specific Components such as SAP Financials and SAP Retail</td>
<td>Master Guide</td>
<td>instguides → Industry Solutions → Industry Solution Guides → SAP for Banking → Solution Guides</td>
</tr>
<tr>
<td>Technology Components such as SAP Web Application Server</td>
<td>Master Guide</td>
<td>Instguides</td>
</tr>
<tr>
<td>Sizing</td>
<td>Quick Size Tool</td>
<td>Sizing</td>
</tr>
<tr>
<td>Technical Configuration</td>
<td>Master Guide</td>
<td>instguides</td>
</tr>
<tr>
<td>Scalability</td>
<td>Master Guide</td>
<td>instguides</td>
</tr>
<tr>
<td>High Availability</td>
<td>Master Guide</td>
<td>instguides</td>
</tr>
</tbody>
</table>
3 Monitoring of SAP Capital Yield Tax Management for Banking

Within the management of SAP Technology, monitoring is an essential task. A section has therefore been devoted solely to this subject.


3.1 Alert Monitoring with CCMS

Proactive, automated monitoring is the basis for ensuring reliable operations for your SAP system environment. SAP provides you with the infrastructure and recommendations needed to set up your alert monitoring to recognize critical situations in which SAP Capital Yield Tax Management for Banking can be used efficiently.

💡 To enable the auto-alert mechanism of CCMS, see SAP Note 617547.

The following objects can be monitored:
- Background processing
- Buffers
- Communication
- Database
- Dialog overview
- Dialog per application server
- Enqueue
- Entire system
- File systems
- Operating system
- Performance overview
- Spool system
- Syslog
- System configuration
- System errors

3.2 Component specific Monitoring

You use a Computing Center Management System (CCMS) agent to connect to SAP Capital Yield Tax Management for Banking 8.0, and to monitor user and server statistics. See Installing/Registering the CCMS Agents for Experts on SAP Help Portal.

As SAP Capital Yield Tax Management for Banking (CYT) is fully integrated as a non-modificatory add-on to SAP ERP, banking services from SAP and SAP S/4HANA, on-premise edition, there are no managed resources specific to CYT. Therefore you can find more information in the relevant guides for these basis solutions at http://service.sap.com/instguides.

3.3 Problem and Performance Analysis

For information about technical problem analysis (such as with a database, the operating system, or workload analysis), see Technical Operations for SAP NetWeaver.
For more information about sizing, see the standard sizing guidelines that are published on SAP Service Marketplace at [http://service.sap.com/sizing](http://service.sap.com/sizing). There is also an online sizing tool, Quick Sizer, that is available at [http://service.sap.com/quicksizing](http://service.sap.com/quicksizing).

For more information about performance, especially database parameter settings, see SAP Notes 496904, 494171, and 1166529.

**Data Archiving**

SAP provides standard functions for archiving master data and results data. You can find the archiving administration in transaction SARA. **SAP Capital Yield Tax Management for Banking 8.0** provides component-specific archiving objects. All CYT archiving objects begin with the prefix /CYT/. Examples: /CYT/AGST for the current German tax on investment earnings (Abgeltungsteuer), /CYT/INT for the international tax calculation. For further information see the list of release information in your application system by choosing Help → Release Information.

**Trace and Log Files**

Log files are written whenever the database system and database tools are in operation.

**Application Log**

You can display application logs with transaction SLG1. Each logged event is classified by the object and any subobjects that belong to it. The central application log object, that is specific to **SAP Capital Yield Tax Management for Banking 8.0** is /IBS/CYT (CYT Protocols).

In addition, there are generic application log objects, for example, derivation tools, archiving, and technical interfaces like BAPIs.

For a complete list of application log objects, start transaction SLG1, set the cursor on the field Object, and press F4. When you have entered an object, you can also display the subobjects that belong to this object. For a complete list of these subobjects, set the cursor on the Subobject field and press F4.

For more information about analyzing application logs, start transaction SLG1 and choose Help → Application Help.

**Base Level Logs**

SAP servers record events and problems in system logs. Each SAP application server maintains a single local log. When this log file reaches the maximum allowable size, the system starts overwriting the file from the beginning. You can configure your server so that messages are issued to a central log file as well as to a local log.

Central logging is not available on AS/400 and Windows NT host systems. You can display these base level logs with transaction SM21.

**Trace files**

To locate errors more easily, you can make use of various traces that log additional actions. For more information about log files and traces, see Technical Operations for SAP NetWeaver under Administration of SAP NetWeaver Systems → AS ABAP (Application Server for ABAP) → Monitoring.
3.4 Troubleshooting

A productive SAP system needs to be running and stable at all times. When errors occur during runtime, the cause of the problem should be detected and remedied as soon as possible to ensure productive operation of your SAP system.

Problem Analysis Scenarios for SAP NetWeaver


The problem analysis scenarios that are referenced in the Problem Analysis Guide describe all activities and their sequence to analyze a problem that might occur with SAP NetWeaver. These scenarios refer to the corresponding usage type:

Application Server ABAP

For more information, see:

4 Management of SAP Capital Yield Tax Management for Banking

SAP provides you with an infrastructure to help your technical support consultants and system administrators effectively manage all SAP components and complete all tasks related to technical administration and operation.

You can find more information about the underlying technology in Technical Operations for SAP NetWeaver.

4.1 Starting and Stopping

As Capital Yield Tax Management for Banking is an add-on to SAP ERP, banking services from SAP or SAP S/4HANA, on-premise edition, the procedure for starting and stopping is the same as for these basis solutions.

In the simplest case, an SAP system consists of only a database and a single application server.

You can start and stop the SAP system and its database using operating system tools (special scripts are available for this) or you can use the appropriate program icons. More information is available in the installation guides for the respective components.

Start and Stop Sequence

The start sequence of the entire system landscape depends on the applications used and the distribution of the applications. The systems that make data available, such as SAP BW, must be started first, so the data is already available when you start the systems that further process or display this data. The sequential order must be reversed accordingly for the stop sequence. If you are using several applications in one instance and you start or stop one application of this instance, all other applications of this instance start or stop running.

Tools

ABAP-based components and add-ons installed in the same instance start and stop in the administrative environment of SAP NetWeaver.


Since usage type Business Intelligence (BI), SAP SEM, and FINBASIS are integrated into the Application Server ABAP, you can find all necessary information under the above paths.

4.2 Backup and Restore

You must back up your system landscape regularly to ensure that you can restore and recover it in case of failure. You perform a backup in the following cases:

- After the initial installation and configuration of the system landscape
- After changes, for example, changes to the configuration, the software upgrade of individual components, or after the replacement of components made to the system landscape. This depends on the frequency of such changes.

SAP Capital Yield Tax Management for Banking contains application data. All mass reports can be run in parallel mode and can be restarted when canceled.

The backup and restore strategy for SAP Capital Yield Tax Management for Banking consists of two parts:

- Backup and restore coverage for each component
  You must back up individual components regularly to ensure that you can restore and recover them if there is a system failure.
• Cross-system data dependencies and handling
The backup and restore strategy for your system landscape should not only consider SAP systems but should also be embedded in overall business requirements and incorporate your company's entire process flow.

In addition, the backup and restore strategy must cover disaster recovery processes, such as the loss of a data center through fire. In this context, it is important that you ensure that backup devices are not lost together with normal data storage, for example, by the separation of storage locations.

You must consider the following elements when you plan a backup and recovery strategy for application, software and configuration files:
• Operating system
• Database data files
• Database software
• SAP software and file systems
• Log files (SAP and others)
• Software of other system components (file systems and configuration files)

Based on the type of application data contained in a component, we have introduced a categorization scheme for system components that can be used to analyze the backup requirements of any system component and to easily determine an appropriate backup method for this component.

For more information about the backup and recovery of data, see Technical Operations for SAP NetWeaver → Administration → Backing Up and Restoring Data.

4.3 Application Data
Application data is stored in a database. Depending on the database software, you can conduct either full or incremental database backups, for example, on a daily basis. There is also information kept in file systems on the application servers (usually in file systems shared between all application servers). This includes job logs and batch input log files. This information can be very valuable, so it also must be included in a backup strategy. If files are used for data exchange with other systems, these files must be included as well.

4.4 Operating System, Software, and Configuration Data
Apart from business-critical application data (held in databases), you can also back up the system and application software (including configuration files). If you do this, you do not have to reinstall the system and application software if the software becomes damaged.
It is always possible to reinstall the operating system, software, and configuration data. However, reinstallation and configuration can take a long time. Therefore, if a backup of the software and configuration is available, you can reduce the time needed to restore your system after a system failure.

Online Backup
The data contained in the database can be backed up online; however, it is not possible to do the same for the runtime infrastructure. An online backup refers to the system landscape and not the databases that contain the business-critical application, or the infrastructure components.

If you perform a backup while the server is running, open files may not be backed up.
File System Backup versus Full System Backup

1. A file system backup applies to specific files or file systems only, whereas a full system backup applies to all files and file systems, including the operating system.

2. After installation of new software components, certain entries in the configuration files of the operating system cannot be found in the file systems where the software installation occurred. SAP therefore recommends that you perform a full system backup after installation, and that you back up the file systems of both the installed software and the operating system on a regular basis.

4.5 Database

To backup your database, proceed as follows:

- Run the database in archive mode
  This means that all actions on the database that modify data are recorded by the database and written in a transaction log. With regular full backups of your database (either offline or online), as well as a complete set of transaction logs since the last backup, it is possible to restore a crashed database to any point in time before the database crashed.

- Backup your database every day
  You must perform several backups of the log files during the day, because the log files fill up.

For more information, see SAP Support Portal at https://support.sap.com → Documentation → SAP NetWeaver → SAP NetWeaver 7.5 → System Administration and Maintenance Information → Technical Operations for SAP NetWeaver → Administration of Application Server ABAP.

4.6 Periodic Tasks

4.6.1 SAP Capital Yield Tax Management for Banking

This section lists the most important tasks to be put into effect by the administrator regularly. You can find a synoptical table with the relevant transactions in the ABAP environment in the following section. The tasks are differentiated by the frequency of their execution and this information is given for each task. Most of the tasks have to be performed daily but some only need an execution once a week.

The mentioned periodic tasks help to keep your SAP system stable. These tasks are not critical for system availability. Avoid running additional tasks when the system is stalled by an overload of work processes and needs to be restarted.

4.6.1.1 General Checks in the ABAP Environment

ABAP transactions that should be checked regularly are listed in the following table with a short description of what they display. Even though you can automate the checks partially, the most important transactions are listed.

For more information about tasks that should be performed regularly, see:

<table>
<thead>
<tr>
<th>Transaction code</th>
<th>Content / Meaning</th>
<th>Interval for checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>RZ04</td>
<td>Maintenance of Operating Mode</td>
<td>Weekly</td>
</tr>
<tr>
<td>SM12</td>
<td>Lock Entries: Locked tables can be viewed and deleted</td>
<td>Daily</td>
</tr>
<tr>
<td>SM13</td>
<td>Show Update Requests: You can select order status, date, and so on</td>
<td>Daily</td>
</tr>
<tr>
<td>SM21</td>
<td>System Log: The log can be read individually</td>
<td>Daily</td>
</tr>
<tr>
<td>SM35</td>
<td>Batch Input</td>
<td>Daily</td>
</tr>
<tr>
<td>SM37</td>
<td>Job Selection/Job Control: Overview of planned, released, prepared, active, finished, or aborted jobs</td>
<td>Daily</td>
</tr>
<tr>
<td>SM50 / SM66</td>
<td>Work Process Overview: Overview of all work processes used by you (SM50) or a global overview of the SAP work process system (SM66)</td>
<td>Daily</td>
</tr>
<tr>
<td>SM59</td>
<td>Configuration of RFC Connection</td>
<td>Weekly</td>
</tr>
<tr>
<td>SP01</td>
<td>Spool Administration: Overview of spool and output orders</td>
<td>Daily</td>
</tr>
<tr>
<td>SP12</td>
<td>TemSe Check: Administration of temporary sequential data</td>
<td>Weekly</td>
</tr>
<tr>
<td>ST02</td>
<td>Buffer Monitor provides a buffer statistic and shows the memory allocation</td>
<td>Daily</td>
</tr>
<tr>
<td>ST03</td>
<td>Workload Monitor /System Load Monitor: This monitor is used in particular for performance monitoring</td>
<td>Daily</td>
</tr>
<tr>
<td>ST04</td>
<td>Database Monitor: Provides statistic data on activities of the respective RDBMS</td>
<td>Daily</td>
</tr>
<tr>
<td>ST06</td>
<td>Operating System Monitor: Provides information about memory, CPU, LAN, and so on</td>
<td>Daily</td>
</tr>
<tr>
<td>ST10</td>
<td>Table Call Statistics: You can select tables, time frames, or servers</td>
<td>Daily</td>
</tr>
<tr>
<td>ST22</td>
<td>ABAP Runtime Error (Dump Analysis): Analysis occurs for different criteria</td>
<td>Daily</td>
</tr>
<tr>
<td>DB02</td>
<td>Information about the Database: Used database system; information about database objects; allocated memory</td>
<td>Daily</td>
</tr>
<tr>
<td>DB13</td>
<td>DBA Planning Calendar: Check planning of data backup</td>
<td>Daily</td>
</tr>
<tr>
<td>OS16</td>
<td>Operating System Monitor</td>
<td>Daily</td>
</tr>
</tbody>
</table>

For more information about periodic tasks and jobs in operation, see SAP Notes 132482 and 16083.

**Checks for Database and Operating System**

For information about specific tasks for the database and the operating system, see:

**Automated Checks**

If possible, the above mentioned checks could be automated to facilitate administration. When automating the checks, the administrator should be notified when an error occurs (for example, via SMS on the mobile phone). For more information about automatic reaction methods, see SAP Help Portal at [http://help.sap.com/nw75](http://help.sap.com/nw75) ➔ System Administration and Maintenance Information ➔ Technical Operations for SAP NetWeaver ➔ Administration of Application Server ABAP ➔
Monitoring and Administration Tools for Application Server ABAP → Monitoring in the CCMS → Alert Monitor.

4.6.1.2 Specific Checks for SAP NetWeaver Usage Types

Application Server ABAP

For more information about periodic tasks for the Application Server ABAP, see:

4.6.1.3 Checks in SAP Capital Yield Tax Management for Banking

No specific checks are required for SAP Capital Yield Tax Management for Banking.

4.7 System Copy

For more information about system copies, see SAP Service Marketplace at https://www.sdn.sap.com/irj/sdn/systemcopy.

4.8 User Management

You can find more information about backing up and restoring data in Technical Operations for SAP NetWeaver under General Administration Tasks → Security and User Administration. SAP delivers authorization objects for SAP Capital Yield Tax Management for Banking. You can access these objects with transaction SU21 and object class CYT. For more information, see the Security Guide for SAP Capital Yield Tax Management for Banking 9.0 on SAP Help Portal.
5 Appendix

5.1 Related Information
The following table contains links to information relating to the Application Operations Guide:

<table>
<thead>
<tr>
<th>Content</th>
<th>Quick Link to the <em>SAP Service Marketplace</em> (<a href="http://service.sap.com">http://service.sap.com</a>)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related SAP Notes</td>
<td><code>notes</code></td>
</tr>
<tr>
<td>Released Platforms</td>
<td><code>platforms</code></td>
</tr>
<tr>
<td>Network Security</td>
<td><code>securityguide</code></td>
</tr>
<tr>
<td>Technical Infrastructure</td>
<td><code>Ti</code></td>
</tr>
<tr>
<td><em>SAP Solution Manager</em></td>
<td><code>solutionmanager</code></td>
</tr>
</tbody>
</table>