

Configuration Guide

SAP Solution Manager 7.1

Document History



Caution

Before you start the configuration, make sure you have the latest version of this document. You can find the latest version at the following location: service.sap.com/instguides ➤ **SAP Components** ➤ **SAP Solution Manager** <current release> ➤

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

Table 1

Version	Date	Description
SP01	2010--	<ul style="list-style-type: none">• Changes in Configuration due to new CRM 7.0 Enhancement Package 1• For information on release changes, see release notes in the system: Transaction SPRO• Customizing is delivered as of release 7.1 in BC-Sets, and shipped in client 000. The following BC-Sets are not anymore mentioned in the IMG for the individual scenario:<ul style="list-style-type: none">◦ Business Process Change Analyzer (BPCA), see also SAP Note 1417598 ➤.◦ Job Scheduling Management Integration with Change Request Management, see also SAP Note 1111310 ➤◦ Job Scheduling Management Integration with Incident Management, see also SAP Note 1225906 ➤• IMG-Node <i>Basic Settings</i> configuration for SAP Solution Manager in transaction SPRO deleted. Basic configuration is done via transaction SOLMAN_SETUP or work center SAP Solution Manager Configuration.
SP05	2012-06-11	<ul style="list-style-type: none">• Added SAP Note 1699667 ➤ in section <i>Additional Information</i>• Added information about the <i>Business Process Blueprinting Tool</i> in section <i>Links for Additional Components on Service Marketplace</i>• Some minor improvements
SP10	2013-10-31	<ul style="list-style-type: none">• For changes in IMG-structure see release notes in SAP Service Marketplace: ➤ service.sap.com/releasenotes ➤ SAP Solution Manager ➤, or SAP Help Portal: ➤ help.sap.com/ ➤ Application Lifecycle Management ➤ SAP Solution Manager ➤ SAP Solution Manager 7.1 ➤ Application Help ➤.• For information on release changes, see also release notes in the system: Transaction SPRO• Some minor improvements
SP12	2014-07-31	<ul style="list-style-type: none">• Added SAP Note 1830640 ➤ in section <i>Automatic Basic Settings Configuration</i>• Some minor improvements
SP13	2015-03-16	<ul style="list-style-type: none">• Some minor improvements

Version	Date	Description
SP14	2015-10-02	<ul style="list-style-type: none"> Some minor improvements
SP14	2016-04-08	Some minor improvements
SP14	2016-05-10	Minor correction

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1 Configuration Guide



Caution

Usage Rights for SAP Solution Manager Enterprise Edition

The extent of the usage of the software package “SAP Solution Manager 7.1” depends upon the type of maintenance contract you have signed. If you have a signed contract for:

- SAP Enterprise Support
- Product Support for Large Enterprises
- SAP Premium Support, or
- SAP MaxAttention

you are authorized to use all functions in the software package, without any restrictions.

If you only have standard support contracts, you can install this software package, but you are only allowed to use restricted functionality, as indicated in the SAP Solution Manager Functional Baseline on SAP Support Portal at ► support.sap.com ► *Support Programs & Services* ► *SAP Solution Manager* ► *Usage Rights* ►.

This configuration guide is updated with each new Support Package Stack and SAP Enhancement Package in the SAP Service Marketplace at: service.sap.com/instguides ► *SAP Components* ► *SAP Solution Manager* ► *<current release>* ►.

Integration

Configuration topics are relevant for the following phases:

- Configuration
- Operation
- Upgrade

Constraints

Before starting the configuration, read SAP Note [1577909](#) ► for additional upgrade information.

2 Getting Started

SAP business processes and objects can be realized customer-specifically. Customizing parameters, which influence the behavior of an application according to customer - specific business processes exist, so that an application can be realized differently, without having to modify the program source. A set of customizing tools is available for this purpose. This guide **introduces** the configuration of SAP Solution Manager, it does not give instructions on how to customize your system. It has the following sections:

- **Getting Started** with information on the function/modularity concept, and a step by step procedure to use this guide, including a list of links for additional products, and all SAP notes needed to configure SAP Solution Manager.
- **Configuring SAP Solution Manager** with general explanations of the automatic and manual configuration of basic settings configuration, scenario-specific configuration, and the activation of enhancements. The configuration of the system is done via transaction `SOLMAN_SETUP` and transaction `SPRO`.
- **Configuring SAP NetWeaver Business Client** with a short description on how to configure the SAP NetWeaver Business Client.

2.1 Target Group of This Guide

The purpose of SAP Solution Manager is to provide an administration, and implementation environment, to allow for better managing your systems and business processes in a transparent way.


The target groups of this guide are readers who are familiar with SAP Solution Manager and configuration procedures in an implementation and/or upgrade project, that is technical consultants, system administrators and/or application consultants.

- **technology consultants:** working with technical processes supported by SAP software during implementation, when deciding which settings to make
- **system administrators:** optimizing the SAP Solution Manager system during and after implementation
- **application consultants:** mapping a company's actual business processes to the processes and functions supported by SAP software during implementation, and when deciding which settings to make
- **SAP Security Professionals:** securing the system landscape settings

2.2 Using SAP Solution Manager as a Service Provider

As a service provider, you provide services to your customers or subsidiaries using SAP Solution Manager. The service-provider scenario extends the standard scenario setup for specific customer contexts, for example special data separation and master data import.

If you use your SAP Solution Manager application for one of the above mentioned contexts, you can use it as a service provider scenario. For this purpose, you also need to add some additional configuration and specific authorizations for you, as the service provider, and your customers or subsidiaries.

For more information on the service provider scenario and definition, see support.sap.com/solution-manager/partners/sp.html .

3 Configuring SAP Solution Manager

You configure SAP Solution Manager by:

1. using transaction `SOLMAN_SETUP` for the initial and basic settings configuration for SAP Solution Manager, and all managed systems
2. using transaction `SOLMAN_SETUP` for Root Cause Analysis configuration, and technical monitoring configuration
3. using transaction `SPRO` for extended capabilities configuration

Some capabilities allow external third-party integration. Activation tasks for some of these third-party products must be performed. This activation displays all dependent IMG activities.

The following sections give an overview of these topics.

3.1 Automatic Basic Settings Configuration

You can configure your basic settings with the basic settings wizards.

i Note

Automatic basic settings configuration can also be used when upgrading the Solution Manager system.

This quickly configures all main settings in a guided procedure. The automatic configuration is accessed via a Web Dynpro application which is called by transaction `SOLMAN_SETUP` or the SAP Solution Manager Configuration work center. All settings for this Web Dynpro application are made during the installation of SAP Solution Manager. The configuration consists of three main parts with individual steps:

1. System Preparation

You prepare the SAP Solution Manager system for further configuration by creating according configuration users, configuring all necessary settings for your system landscape, as for instance connecting ABAP and Java.

i Note

On users, see security guide for SAP Solution Manager on the Service Marketplace: ► service.sap.com/instguides ► *SAP Components* ► *SAP Solution Manager <current release>* ►.

2. Basic Configuration


You configure all basic settings to ensure that all basic functionality runs immediately, see as well section *Basic Technical Settings for Basic Functions*. In addition, you create a project and a related solution.

3. Managed System Configuration

You create all necessary connections to/from managed systems.

i Note

Authorizations for SAP Solution Manager RFC users as of SP09:

If you use a scenario that uses `READ RFC` or `TMW RFC` and you experience authorization problems, see SAP Note [1830640](#) .


In addition, the application provides an **Overview** on which activities are already performed, which still need to be performed, and which need to be updated.

Prerequisites

Profile Parameters

Create the following profile parameters in the instance profile:

- `login/create_sso2_ticket = 2`
- `login/accept_sso2_ticket = 1`
- `icm/host_name_full = fully qualified server name`


This parameter must be attributed to the fully qualified server name (for example, `wdfd002568.wdf.sap`). The name must contain at least two periods, see also SAP Note [434918](#) .

- `icm/server_port_1 = PROT=SMTP, PORT=<> 0`; for example: 25000
- `login/no_automatic_user_sapstar = 0`
- `icm/conn_timeout`; for example: 20000
- `icm/keep_alive_timeout`; for example: 240
- `SAPLOCALHOSTFULL = fully qualified server name`

For the parameters to be used by the system, the system must be restarted.

Authorization Update



Note

See SAP Note [1236420](#) .

Transport Management System (TMS)

Transport Management System must be configured.

Procedure

Call transaction `SOLMAN_SETUP` and follow the guided procedure. Use the on-screen help and online help in the Service Marketplace at: help.sap.com/solutionmanager71  .

Note

The step-by-step procedure provides a separate protocol for each individual step.

Result

You have performed all activities for the basic settings configuration. The system has set a status for all performed activities. Now you can start to configure scenarios and/or Service Provider settings. See section *How to Configure Scenario-Specific and/or Service Provider-Specific Settings*.



Caution

Do not start configuring scenarios before you have completely configured all the basic settings.

More Information

- All topics around setup and configuration of SAP Solution Manager at: ► wiki.scn.sap.com/wiki/display/SMSETUP/Home ►
- installation procedure for SAP Solution Manager, see installation guides for SAP Solution Manager in the Service Marketplace: ► service.sap.com/instguides ► SAP Components ► SAP Solution Manager <current release>. ►
- Security issues, see chapter *Roles for Configuration* in *SAP Solution Manager Security Guide* in the Service Marketplace: ► service.sap.com/instguides ► SAP Components ► SAP Solution Manager <current release>. ►
- Tasks during operation, see *SAP Solution Manager Operations Guide* on the Service Marketplace at: ► service.sap.com/instguides ► SAP Components ► SAP Solution Manager <current release>. ►

3.2 Capability-Specific and/or Service Provider-Specific Settings

You can configure your scenarios using IMG (transaction SPRO), which contains all configuration activities for each function. Functions which are in more than one scenario are linked via IMG documentation. They are in the IMG node *Technical Settings*.



Note

If you want to configure only a subset of all available functions, you can decrease the size of IMG activities, using:

- IMG customizing projects
- the Business Process Repository (BPR)

Prerequisites

You have configured the basic settings for Solution Manager, see section *Automatic Basic Settings*.

Procedure

Choose your scenario and perform all required IMG activities, step by step.

➔ Recommendation

Configure your scenario-specific system settings using a project IMG. Using a project IMG, you can choose from the application components. This results in individual customizing projects for implementing the SAP system in your company. When you upgrade the system you can then easily define new IMG activities.

3.3 Activating Solution Manager Enhancements

SAP Solution Manager enhancements must be activated separately, via IMG (► *IMG transaction SPRO* ► *SAP Solution Manager* ► *Technical Settings* ► *Activate Solution Manager Enhancements* ►) (technical name: SOLMAN_ACTIVATE_KEY). Technically, the components are packages that are based on the standard SAP Solution Manager, without interdependencies.

Prerequisites

You have downloaded the add-ons for the enhancements.

Features

To activate enhancements, choose ► *IMG transaction SPRO* ► *SAP Solution Manager* ► *Technical Settings* ► *Activate Solution Manager Enhancements* ► (technical name: SOLMAN_ACTIVATE_KEY).

Integration

Activated enhancements are compatible with all SAP Solution Manager functions.

Example

The IMG for enhancements for configuring third-party product integration, for instance SAP Quality Center by HP is visible after the enhancement is activated.

3.4 Delivered Standard Customizing

As of Release 7.1, customizing entries are delivered. You do not need to activate BC-sets for any functionality.

➔ Recommendation

When using standard customizing, you should copy all standard entries into your own name space or <Z>, <Y> name space.

Change Request Management

The following tables are delivered with delivery class **C** (customizing table only in client 000) instead of **E**.

- TSOCM_ACTION_O_S
- TSOCM_BPFCT_DEF2
- TSOCM_BPFCT_DEF
- TSOCM_BPFCT_MAP
- TSOCM_COND_MAPP
- TSOCM_CON_ACTION
- TSOCM_PROC_TYPE
- TSOCM_PROXY_IMPL
- TSOCM_SBITM_CHCK
- TSOCM_STAT_PROP
- TSOCM_TEXT_MAP
- TSOCM_TIME_MAP
- TSOCM_TRTY_MAP
- TSOCM_CON_ACTION

4 Configuring SAP NetWeaver Business Client

The user interface frontend of SAP NetWeaver Business Client (NWBC) integrates classic SAP GUI-based transactions and new Web Dynpro applications. To use the Business Client, install it, add and connect your productive systems.

Note

As of SAP Solution Manager 7.1, we recommend to use SAP NWBC, for more information see also

► help.sap.com/saphelp_nw70ehp2/helpdata/en/78/c1e6bb86a04773bcc2fff3c7f91965/frameset.htm ►.

Prerequisites

You have installed the SAP NWBC. For information about installing SAP NWBC, see: ► help.sap.com ► *Global Search*. ► Search for **Business Client Installation** in application SAP NetWeaver.

Note

See SAP Note [900000](#) ► for minimal prerequisites and SAP Note [1029940](#) ► for release restrictions.

Procedure

1. Enter System Data

1. Choose ► *System* ► *Preferences* ►.
2. Enter the following data:
 - Name: Enter name of the system
 - URL: Enter the URL ► *http(s)://server and domain:port>/sap/bc/nwbc* ►
 - Type: Select the type of system
 - Client: Enter the client in case of an ABAP system
 - Language: Enter the preferred language
 - SAP Logon system: Enter the SID of your system
 - Comment
3. Apply your settings.

2. Connect to System

1. Mark the line for your system.
2. Choose button *Connect*.

The Business Client should connect to your system. If it does not connect, check your *Protocol* settings.

More Information

For more detailed documentation about architecture and use of SAP NetWeaver Business Client, see the SAP Help Portal: ► help.sap.com ► *Global Search* ► Search for **NWBC** in application *SAP NetWeaver*.

5 Appendix

5.1 HowTo Guides

5.1.1 SDN Wiki for Authorizations

All authorization objects relevant for SAP Solution Manager will be documented within the SDN Wiki for Authorizations. For each object you can find an FAQ sheet, which contains the following information:

- object description aligned with the documentation in the system (transaction SUIM)
- related documentation (for instance SAP Help, SDN, external documentations, and so on)
- related SAP Notes
- links to Use Cases (for instance how to use the object in a specific scenario or function)

Each use case consists of:

- Motivation / Problem
describes the initial situation, problem or motivation for this use case
- Approach / Solution
describes the procedure to solve the above described issue
- Result
describes the final result
- Additional Information (optional)

A scenario based list provides you with a large number of use cases. These use cases help you to understand, where certain authorization objects are checked or if there is a relationship between several authorization objects. All use cases are only related to SAP Solution Manager functions and can therefore differ from other SAP NetWeaver systems.

5.1.2 How to Create Users and Business Partners

Procedure

Issue

For all scenarios, you need to create users in your systems. For some scenarios, you may as well need to create Business Partners related to your users. The following lists give an overview of scenarios that require users in the Solution Manager system and the managed systems, and functions that require business partner users in the Solution Manager system:

Scenarios Requiring Users for SAP Solution Manager and Managed Systems

- *Implementation*: if you use Implementation and subsequently Customizing Distribution to centrally configure your managed systems. Implementation and Customizing Distribution use Trusted RFC connections, which always require users in both systems.

- **Test Management:** if testers have to test in managed systems. Test Management uses Trusted RFC connections, which always require users in both systems.
- **Service Desk:** for Key User (end user), see example below
- **Technical Administration, System Monitoring, and Business Process Operations:** if the system administrator needs to check transactions in managed systems via SAP Solution Manager trusted RFC connection.
- **Change Request Management:** if the users in the Change Request Management process log on to the managed systems via Solution Manager.
- **Quality Gate Management:** if the users in the Quality Gate Management process log on to the managed systems via Solution Manager.
- **Root Cause Analyses:** user SAPSUPPORT is automatically created in the Solution Manager system as well as the managed systems during Root Cause Analysis configuration.

Scenarios Requiring Business Partners Based on Users in SAP Solution Manager

- **SAP Engagement and Service Delivery:** if you use Issue Management.
- **Service Desk:** for Key User (end users) and processors of service desk messages
- **Change Request Management**
- **Quality Gate Management**
- **Test Management** for CRM - based workflow
- **Job Scheduling Management**
- **Change Control:** functionality Maintenance Optimizer

How to?

Create Users Using Transaction SU01

All human users who work in an SAP system need to be made known to this system by having their own user ID in this system. This section tells you which area in *User Management* (transaction SU01) needs attention, and why.

1. Create your user in transaction SU01.
2. Enter the required data and save.

Note to add the following information.

Address Data

- **First Name** and **Last Name**
 - Digital Signature
- **E-Mail**
 - Business Process Operations and Monitoring
 - Issue Management
 - Service Desk
 - E-Learning Management

The user can receive and send e-mails. This e-mail address can be any address, as long as it is known to the mail server.

Note

Business Process Operations: for use of auto-reaction methods.

Create Users from Reference Users Using Report AI_SDK_SP_GENERATE_BP

You can create users quickly by using a reference user. The system copies the user and attaches roles to the users. The report is documented as an IMG - activity for scenario *Service Desk for Service Provider*.

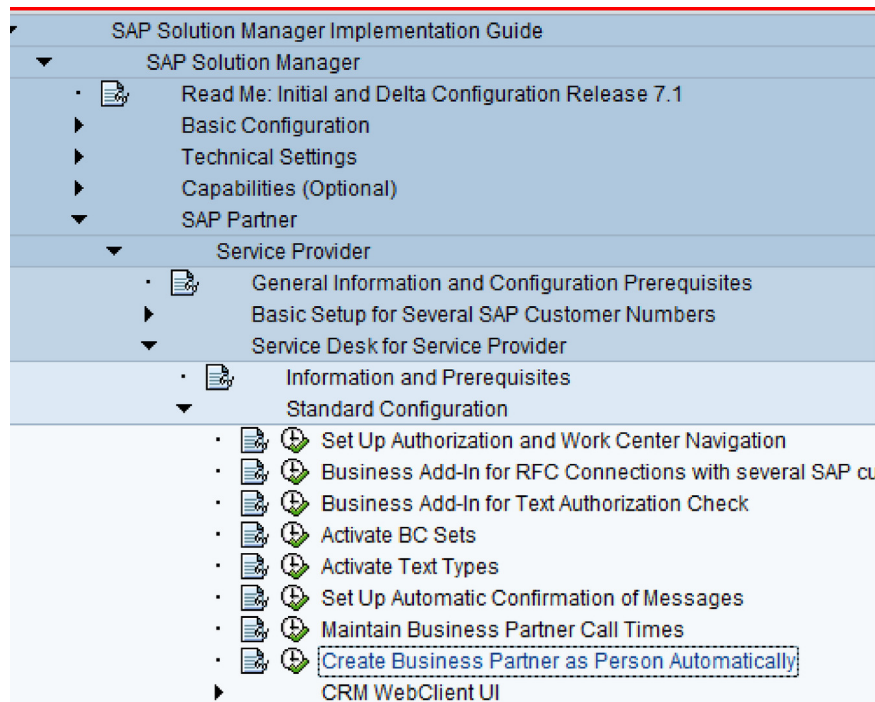


Figure 1: Report Documentation - Transaction SPRO - Create Business Partner as Person Automatically



Caution

- The system copies all single roles from the Reference User, except for CRM navigation role SAP_SM_CRM_UIU_SOLMANPRO. You need to assign this role manually.
- SAP Easy Access menu entries are not visible for the dialog user who is based on the reference user.

Create Business Partners Using Transaction BP_GEN

You can easily create Business Partners for your users in the SAP Solution Manager system, but also users from managed system, for instance for scenario Incident Management. The system copies the user IDs to Solution Manager and creates the according Business Partners.

1. Choose *User list -> Add system*.
2. Select a system from which you want to create business partners.
3. Select users.
4. Choose *Edit -> Create Business Partner*.
5. Confirm your entries.

What Next?

Assign your roles.

5.1.3 How to Administer Passwords

Procedure

Changing Passwords within UME

Prerequisites

The J2EE engine is running. You have a user ID with administrator rights, for example: Administrator.

Procedure

1. Start the UME user administration management console: `http://localhost:50000/useradmin`.
2. Log on as your administrator user.
The *User Management* screen appears.
3. In *Users*, choose *Create User*.
4. Enter the data for the user.

Changing Passwords within ABAP transaction SU01

Prerequisites

The ABAP system is running. You have a user ID with administrator rights.

Procedure

1. Start the transaction SU01 to have access to the ABAP user account maintenance.
2. Log on as your administrator user.
The *Maintain User* screen appears.
3. On the first screen, fill in the user name and choose *Maintain*.
4. Go to tab *Logon*, and change the password.
5. Save the user settings.

5.1.4 How to Create a User Role

Issue

You need to grant authorizations for which SAP does not ship template roles, in the Solution Manager and managed systems. To be able to assign the correct authorizations you can create a dedicated role yourself. This section describes how to create your own roles, using the example of critical authorizations of transactions SU01 (User Management) and PFCG (Role Management).

How To?

Adding ABAP transactions

1. **Create a Role in Transaction PFCG**
 1. Choose transaction PFCG.
 2. Enter a role name in your namespace, for instance: **ZSU01_PFCG**, and choose *Single Role*.

3. Enter a description for your role, for instance: **Full authorization for SU01 and PFCG**.
4. Go to tab *Menu* and enter transactions SU01 and PFCG.

i Note

The authorization objects required in role creation are maintained using transactions. When you enter a transaction in the menu tab in your role, the system traces all authorization objects required for this transaction.

5. Save your role.

i Note

You are asked for a transport request.

Adding ABAP WebDynpro

1. Create a Role in Transaction PFCG

1. Choose transaction PFCG.
2. Enter a role name in your namespace, for instance: **ZWD_SOLUTION**, and choose *Single Role*.
3. Enter a description for your role, for instance: **Full authorization for WD Solution**.
4. Go to tab *Menu* and choose *Default Authorizations*.

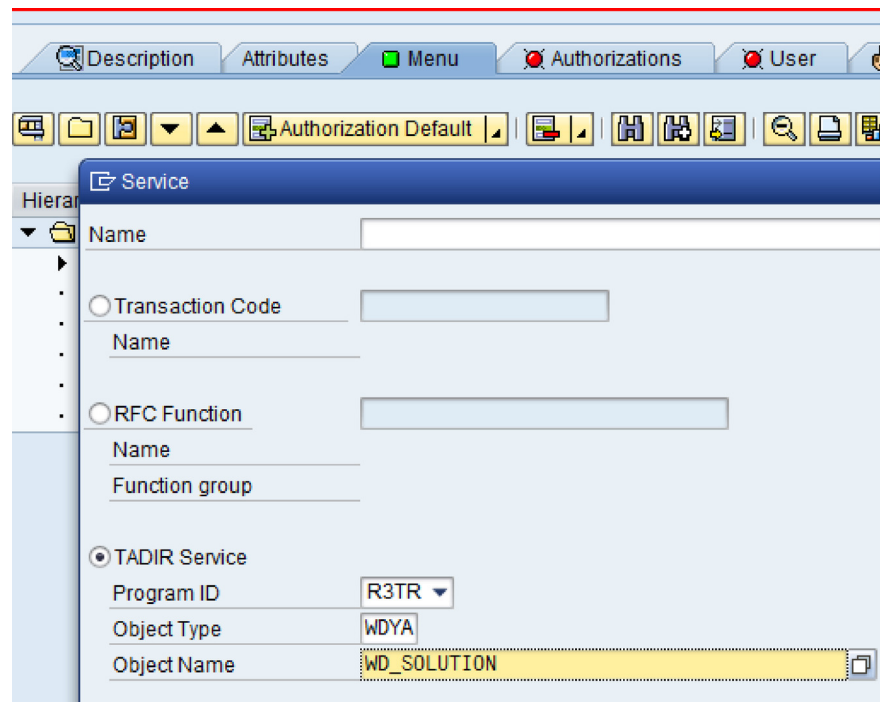


Figure 2: Add ABAP WD as TADIR Service

5. Save your role.

i Note

You are asked for a transport request.

The system adds authorization object S_SERVICE with the service ID.

What Next?

You can now maintain the authorizations for the transactions entered, see section *HowTo Maintain Authorizations*.

5.1.5 How to Maintain Authorizations in Authorization Objects

Procedure

Issue

You have created a role, copied a role, uploaded a role, or want to change the authorizations for an existing role. In all cases, you need to maintain the values for authorizations in the authorization objects. That you have to maintain authorization objects, or to generate a profile can be indicated by the yellow traffic light on the tab *Authorizations* in the role in transaction PFCG.

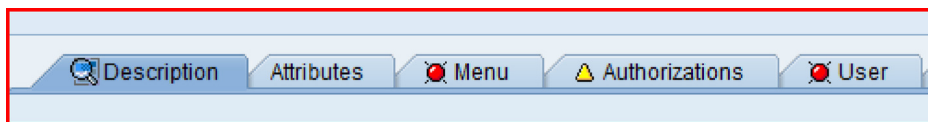


Figure 3: Yellow traffic light on tab Authorizations

i Note

Default authorization objects delivered by SAP contain only minimal authorizations. To grant full authorization to authorization objects, you must edit them. For additional information, see [SAP Note 1000004](#).

How To?

Maintain Full Authorization for All Yellow/Empty Authorization Objects

1. Go to transaction PFCG and choose your role.
2. Choose the *Authorizations* tab in the *Role Maintenance*.
3. Choose *Change*.

The role appears with a yellow traffic light, and some authorization objects appear with a yellow traffic light. The yellow traffic light indicates, that the according authorization object contains an authorization field with no values entered.

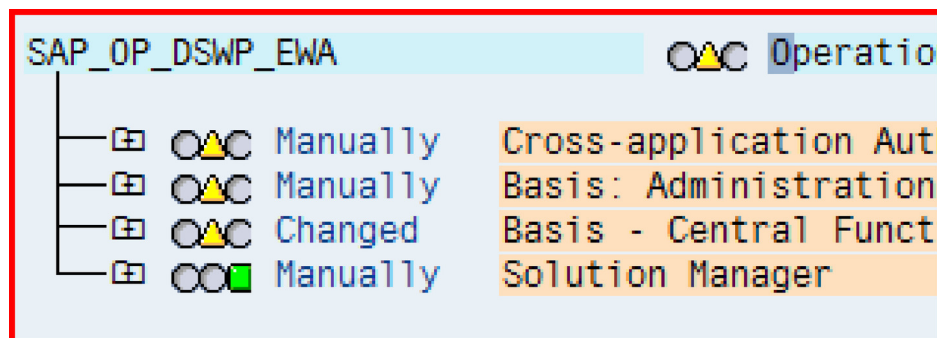


Figure 4: Yellow traffic lights for authorizations

You need to enter values in all fields, otherwise the authorization restriction will not work.

- To maintain all authorization fields with full authorization, double-click the traffic light for the role. Alternatively you can double-click the traffic light for each authorization object, or choose the asterisks icon for the authorization object.

i Note

This method of entering full authorization for all fields, that are not maintained, should only be done with SAP Standard roles, if you decide to use them as described in the scenario - specific guides. Otherwise choose the procedure as described underneath.

Maintain Single Specific Authorizations for Authorization Objects

- Choose the *Authorizations* tab in the *Role Maintenance*.
- Choose *Change*.
- Maintain all values per authorization object according to your needs, for instance if you want to grant full authorization, always choose all activities.

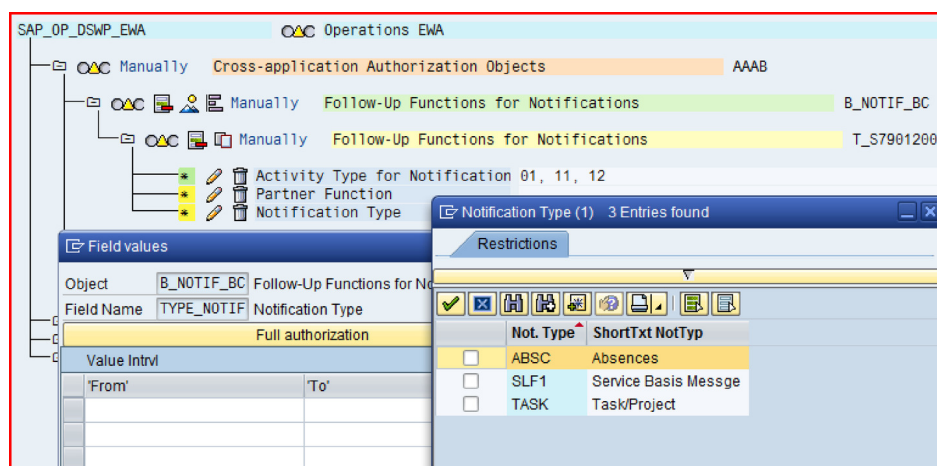


Figure 5: Maintain specific values for authorizations

Choose the icon for editing for the authorization. The system displays a list of values you can choose from, or you need to use the value help to find the correct value. For some authorizations value helps are missing. This is for instance possible for many authorization objects of class CRM. In this case, you need to know the value, or read the CRM security guide for information. For example, the authorization object UIU_COMP does not

have a value help, therefore we recommend to not change the values of the standard role for this authorization object, see also in the Core Guide the section on *User Interface Authorizations*.

If you have copied a standard role and want to maintain the authorizations according to your requirements, you need to evaluate the authorization values with green traffic lights.

⚠ Caution

All authorization objects need to have a green traffic light when you are finished. If you are not sure about the function of the authorization object, double-click the green line. The system opens the documentation for this object in a separate window.

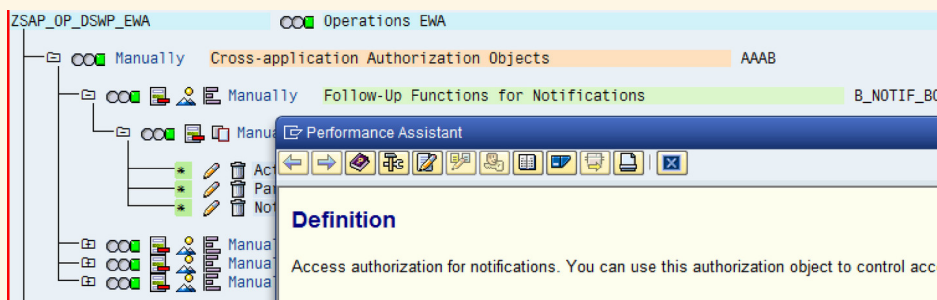


Figure 6: Performance Assistant Help for Authorization Objects

Maintain Multiple Specific Authorization Values for one Authorization Object

In some cases it can be necessary to maintain one authorization object for several combinations of authorization values. This can be the case for authorization objects with more than one authorization. For instance, for solutions you want a user to be able to display all solutions, but only be able to maintain one specific solution.

1. Choose the *Authorizations* tab in the *Role Maintenance*.
2. Choose *Change*.
3. In our example, authorization object D_SOL_VSBL needs to be maintained for two use cases (one user):
 - display all solutions
 - maintain one specific solution
4. To be able to maintain two use cases, copy the authorization object to maintain it twice and maintain the authorizations according to the use cases.

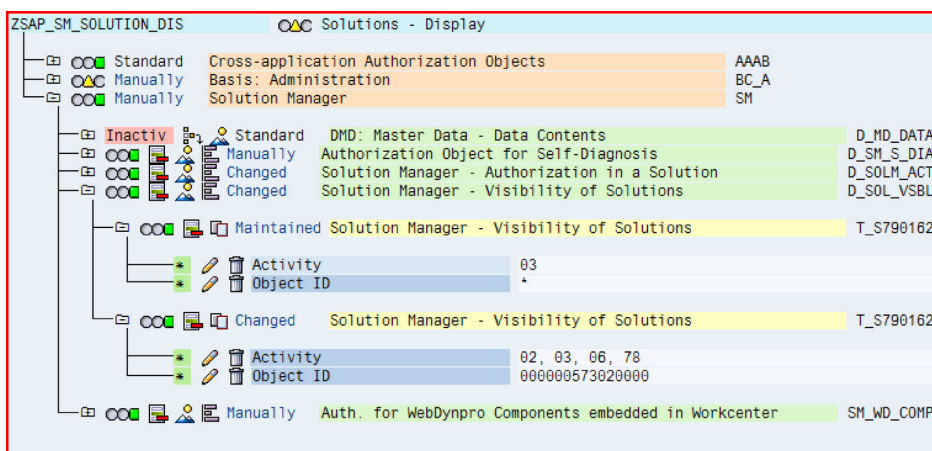


Figure 7: Multiple Authorizations

i Note

In our case, the user can not create solutions, and:

- display (ACTVT 03) all (*) solutions
- maintain one specific solution

. If we wanted the user to be able to create solutions, we would add `ACTVT 01` (create) for the first use case, as the solution ID is not known to us. The solution ID is created by the system when the solution is created.

Activating and/or Deactivating Authorization Objects

In some Standard roles you find authorization objects, which are set inactive. These authorization objects have the status of being *Standard*. This means, that these authorization objects are automatically entered by the system, when you have entered a transaction or ABAP WebDynpro application in the menu tab. The system traces all relevant authorizations for this transaction. It enters automatically all those authorization objects, which are maintained in transaction SU24 in your system. For information on transaction SU24, see the according HowTo.

The standard roles concept (see Core Guide for concept information) restricts which authorization objects are available in one role, for instance due to the modular approach or the segregation of duty approach. Therefore, in the standard roles, all authorization objects which are not required in this role are set inactive. This allows you to know which authorizations are maintained for a transaction, and it prevents the system from overwriting the authorization object if you maintain it.

➡ Recommendation

We recommend to leave all authorization objects that are set inactive in this status for all standard roles.

Sometimes you may as well have to set authorization objects inactive. For instance, there exists no standard display role for role `SAP_BI_E2E`. If you want to create your own display role, we recommend to copy role `SAP_BI_E2E`, to set the batch authorization object inactive, and adapt field `ACTVT` for all authorization objects to `03` (display).

1. Choose the according authorization object, for instance S_BTCH_NAM.
2. Choose the icon "delete" to set the authorization object inactive.

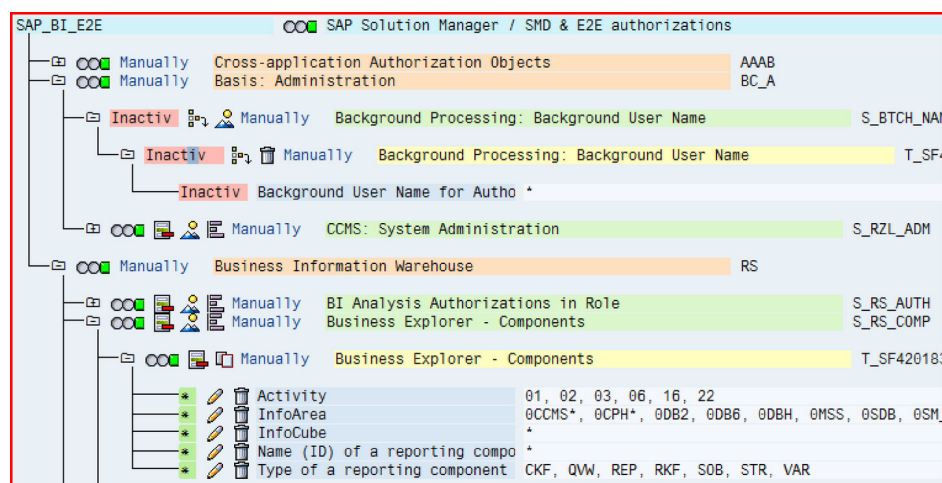


Figure 8: Role SAP_BI_E2E with object S_BTCH_NAM set inactive

What Next?

You generate the profile for your authorization settings, see section *HowTo Generate an Authorization Profile*.

5.1.6 How to Generate a Profile

Procedure

Issue

When you have maintained the authorization objects for a new role or changed those for an existing role, you need to generate the profile for this role. Otherwise, the authorization restrictions do not work.

How To?

In the maintenance for authorizations screen, choose the icon for *Generate*.

The system automatically saves your settings and generates the profile for your authorization objects.

Description		Menu		Authorizations	
Created by					
User	MICHELAN				
Date	24.06.2011				
Time	14:26:46				
Information About Authorization Profile					
Profile Name	T-S7841013				
Profile Text	Profile for role ZTESTSAP_BI_E2E				
Status	Authorization profile is generated				

Figure 9: Profile Generation

On the tab *Authorizations*, the system enters the generated profile name and text.



Caution

Even if the system has entered the name of a profile, always note the Status line for the profile to see if it is generated.

What Next?

You can now execute the user comparison, see section *HowTo Assign Roles to Users*.

5.1.7 How to Assign Roles to Users

Procedure

Issue

After you have generated profiles from roles, assign the role to your users in one of the two ways explained below.

How To?

Using Transaction SU01

If you want to assign more than one role to many user:

1. Choose transaction `SU01`.
2. Enter the user and choose *edit*.
3. Go to *Roles* tab.
4. Enter your role.
5. Save.

The system automatically executes a user comparison for the user.

Using Transaction PFCG

If you want to assign many users to one role:

1. Choose transaction `PFCG`.
2. Enter your role and choose *edit*.
3. Go to *Users* tab.
4. Enter the user name.
5. Choose the button *User Comparison*.

Note

For more information on *User Comparison*, see [SAP Note 1272331](#) .

Note

As of `SAP_BASIS 7.02` when you call a role in transaction `PFCG`, the traffic light on tab *User* contains the following information:

- green: user comparison is not necessary due to no valid user assignment, no authorization data
- yellow: profile generation and user comparison required due to no generated profile
- red: requires user comparison due to changed authorization and profile

6. Save.

5.1.8 How to Create Scenario Configuration Roles

Procedure

Issue

As of the current release of SAP Solution Manager, we do not deliver specific standard roles for the configuration of specific scenarios. The configuration should be done using profiles `SAP_ALL` and `SAP_NEW`. If your security policy does not allow for these overall authorization profiles, you can create your own configuration roles for SAP Solution Manager scenarios documented in transaction `SPRO`.

How To?

Create a project IMG for the Specific Scenario

Call transaction `SPRO_ADMIN`, and create a project (with title). On the tab *Scope*, choose the button *Specify Scope*, and select the scenario, you would like to create the role for. In our case, we want to create a configuration role for scenario Implementation and Upgrade.

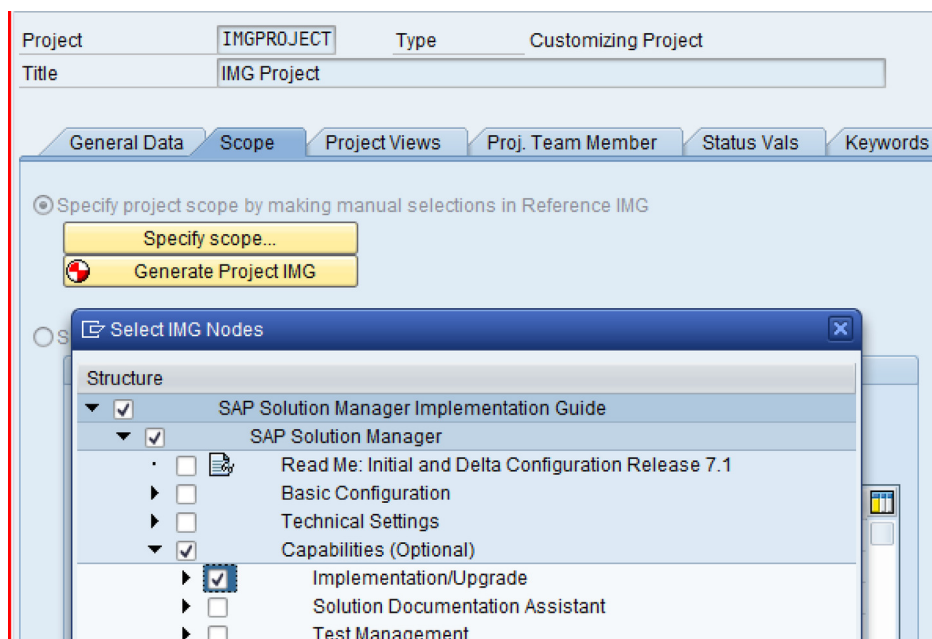


Figure 10: Creating a Project IMG

You may as well create a project view for the Project IMG. This can be useful if you need to upgrade the configuration at some point and need to update the necessary authorizations as well.

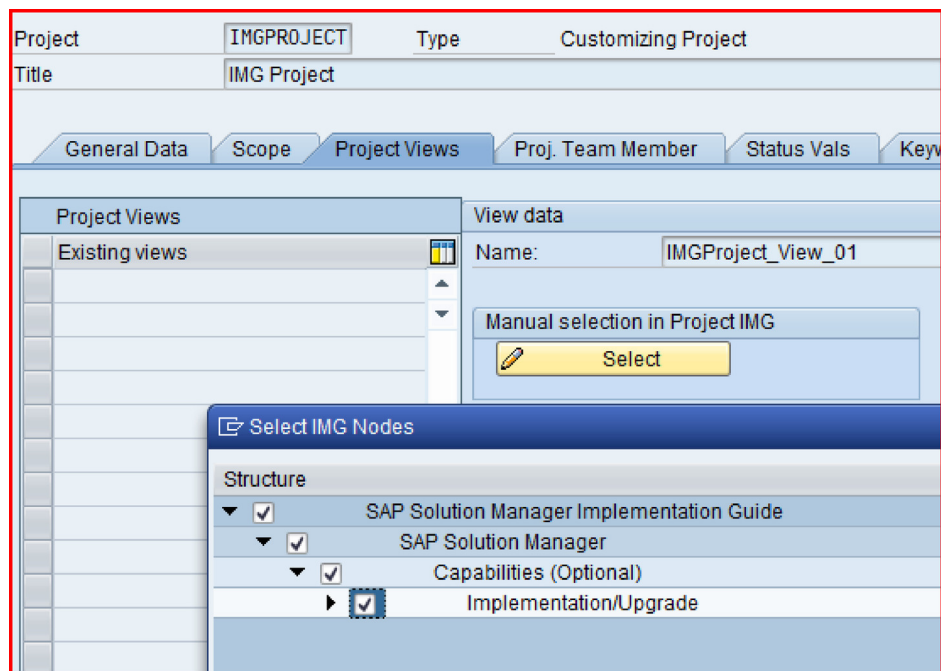


Figure 11: Creating a Project IMG View

Create a Role Using the IMG project

The IMG project forms the basis on which you can create your configuration role.

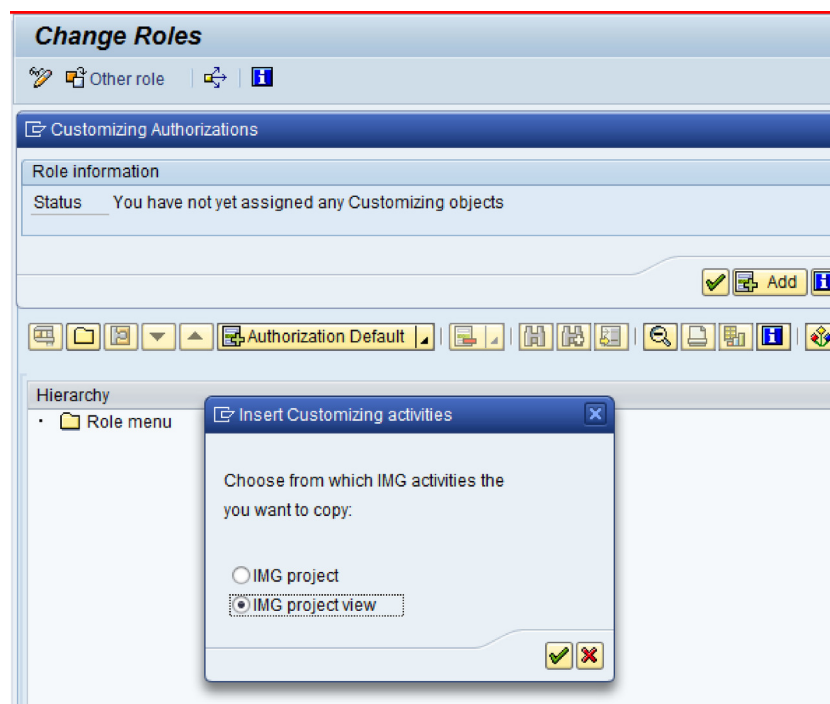


Figure 12: Creating a Configuration Role

1. In transaction **PFCCG**, create a new role.
2. In the menu, go to **Utilities > Customizing auth.**

3. Choose your IMG project or IMG project view, if you have created one.

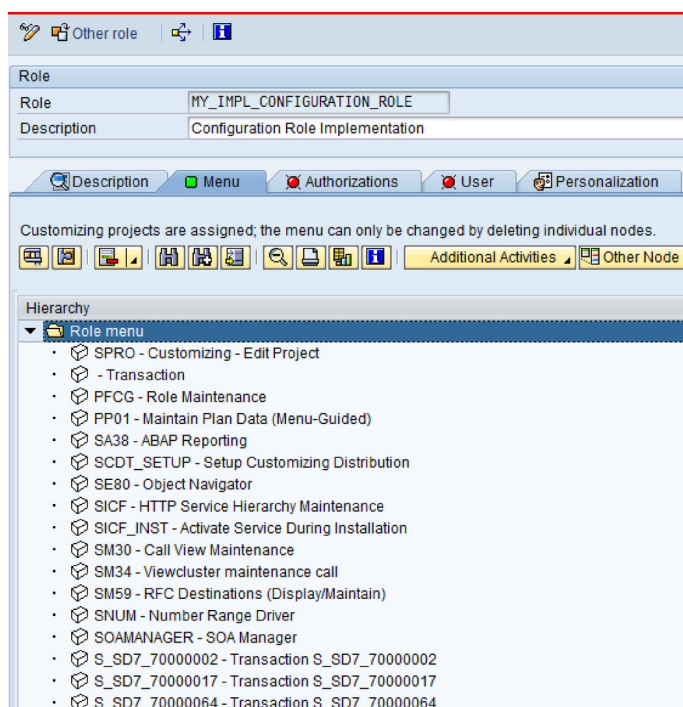


Figure 13: Role Menu

The system automatically adds all transactions from the IMG activities into the role menu.

4. Maintain the role with full authorizations. Nevertheless, note all critical authorizations.

What Next?

Check your critical authorizations, maintain the authorizations.

5.1.9 How to Upgrade Authorizations after Release Upgrade or Support Package Upgrade

Procedure

Issue

After the new installation and an update of your SAP Solution Manager system, you need to update your tables with new default field values for authorization objects, in transaction SU25. This is especially relevant for all new authorization objects delivered with an update.

Caution

When you update your system, you must import new roles and profiles from client 000 into your productive client.

How to?

1. Call transaction SU25.
2. Choose Information.

The dialog explains in detail what you need to do.

➔ Recommendation

Perform at least the first step.

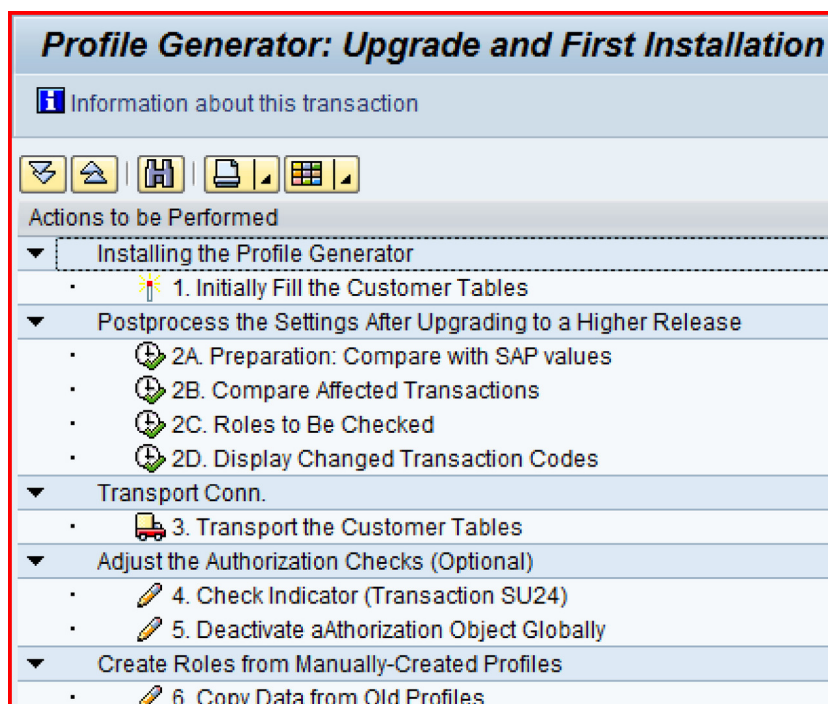


Figure 14: Transaction SU25

5.1.10 How to Use an ST01 Trace

Procedure

Issue

In case of authorization errors, you may need to find out, which authorizations are checked by the system for a specific procedure, for instance pressing a button or choosing a link. Especially, when you are working in a Web Dynpro Application, you need to use a trace to do so. This is done using transaction ST01.

How to?

Before you trace a particular authorization issue, make sure, that you only trace the part of the process in which the error occurs, so you do get specific results for it.

1. Choose transaction ST01.
2. In the screen, mark that you want to trace *Authorizations*.

3. For a better result, enter the user ID, with which user you run through the application.
4. Save your settings.

Figure 15: Transaction ST01 - Prepare Trace

5. Choose the button *Trace On*.
6. Execute the part of the application again, in which the issue occurred.
7. Go back to transaction ST01.
8. Stop the trace by choosing the button *Trace Off*.
9. Choose *Analysis*.

Figure 16: Transaction ST01 - Call Trace Analysis

10. Execute the analysis for the user you ran the application with.

Note

Check the time interval, that it fits to the time when you have traced the application.

The system displays a list of all authorization objects that were checked during the trace with the according authorization values that were checked as well.

Work Process: 18 Process ID: 2.857				
hh:mm:ss:ms	Type	Lasts(us)	Object	Text
14:34:34,061	AUTH		AI_LMDB_OB RC=0	tcode= ;ACTVT=03;LMDB_DOMA=LDB;LMDB
14:34:34,061	AUTH		AI_LMDB_OB RC=0	tcode= ;ACTVT=03;LMDB_DOMA=LDB;LMDB
14:34:34,064	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=WDC_E2EREP_MAIN;
14:34:34,093	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=WDC_E2EREP_MAIN;
14:34:34,111	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=WDC_ALERT_CONSM
14:34:34,113	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=GENERIC_DASHBOAR
14:34:34,123	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=WDC_TMON_SNAPSHO
14:34:34,125	AUTH		SM_APP_ID RC=0	tcode= ;URL_APP_ID=WILY_WS;
14:34:34,127	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=WDC_TMON_SNAPSHO
14:34:34,128	AUTH		SM_APP_ID RC=0	tcode= ;URL_APP_ID=RCA_FS_BROWSER;
14:34:34,130	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=WDC_TMON_SNAPSHO
14:34:34,135	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=AI_EEM_MONITOR;
14:34:34,137	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=WDC_E2EREP_MAIN;
14:34:34,139	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=GENERIC_DASHBOAR
14:34:34,144	AUTH		SM_WD_COMP RC=0	tcode= ;SMWDCOMPON=WDC_CONNECTION M

Figure 17: Transaction ST01 - Analysis

Errors are displayed by RC=12 for the according authorization object.

Caution

An ST01 trace displays all authorization object that are traced by the system. It may therefore display authorization objects, which are actually not checked by the application. Such authorization objects may be S_DEVELOP with value DEBUG or S_CTS_SADM.

In addition, for instance for authorization object UIU_COMP the system returns all authorization values for this object, although only a certain number are used by Solution Manager. For more information on UI Authorizations, see Core Guide.

It may also be the case that the trace displays authorization object SM_WD_COMP with RC = 4. Here, you need to be aware that this is an authorization object for the UI. The RC=4 for this object does not necessarily mean that this authorization is missing, it might actually not be needed. For instance, if you use Technical Monitoring, but do not use the Dashboard functionality for BW - Reporting, the authorization object SM_WD_COMP with value *DASHBOARD* is displayed with RC=4. You can then ignore it. If you nevertheless use dashboards and get this authorization object RC=4, you simply need to add the dashboard authorization role to your user. For more information on the authorization object SM_WD_COMP, see the UI authorization section in the Core Guide.

What next?

Adapt your authorizations.

5.1.11 How to User Transaction SU24

Procedure

You can deactivate the checking of specific authorizations in your system.

Issue

You would like to deactivate the checking of specific authorization objects in your system.

How To?

1. Choose transaction **SU24**.
2. Enter the transaction code for the transaction in which you want to deactivate the authorization.
3. For the according authorization object, set the Check Indicator to Do Not Check.

Note

You can only deactivate authorization objects which do not start with S_*. These authorizations are mandatory to be checked.




5.1.12 How to Translate Your Own Customizing Entries

For some configuration tasks, you create your own modified entries and you need to translate them. Use the following procedure to translate your own customizing entries in customizing tables.

Prerequisites

You have installed all required languages.

Procedure

1. Log on to your SAP Solution Manager system in your original language.
2. Choose the transaction and enter the customizing table:
 - SM30 for table/view
 - SM34 for view cluster
3. Choose *Maintain*.
4. Choose the line of the object you want to translate.
5. In the menu, choose:  *Goto*  *Translate* .
6. In the dialog box, choose the language into which you want to translate the object.
7. Translate the object.
8. Save your settings.

Example

In function Job Scheduling Management, you maintain the following tables AGS_REGION_CUST and AGS_ORGUNIT_CUST.

More Information

about how to translate object types in the system, see the Help Portal: ► help.sap.com 🔗, search for **SE63**.

5.2 Additional Information

Here, you find:

- links to documentation about SAP Solution Manager-relevant additional components.
- a list of all SAP Notes that are included in the IMG.

Additional Notes

Creating or Editing Roadmap documents

When you create or change documents in the *SAP Solution Manager Roadmap* and you use *MS Office 2010*, see SAP Note [1699667](#) 🔗.

5.2.1 Links for Additional Components

Your Solution Manager system is the platform for administrative tasks in implementing, operating and upgrading systems in your system landscape. It relies heavily on mandatory and optional components implemented in addition to SAP Solution Manager. The following table gives you an overview of these additional components.

➔ Recommendation

To ensure a smooth integration of these components, familiarize yourself with their installation, configuration, and operation.

Additional Components

Table 2

Component	Where in the Service Marketplace?
System Landscape Directory (SLD)	www.sdn.sap.com/irj/sdn/nw-sld 🔗
SAP Interactive Forms by Adobe	scn.sap.com/community/interactive-forms-by-adobe 🔗
Data Warehousing	scn.sap.com/community/data-warehousing 🔗
SAP Solution Manager Adapter for SAP Quality Center by HPsupport	► support.sap.com/solutionmanager 🔗 ► <i>Integrated Tools</i> ► <i>SAP Solution Manager Adapter for SAP Quality Center by HP</i> ►
SAP Central Process Scheduling by Redwood	► support.sap.com/solutionmanager 🔗 ► <i>Integrated Tools</i> ► <i>Process Scheduling Adapter for SAP Solution Manager</i> ►

Component	Where in the Service Marketplace?
SAP Test Acceleration and Optimization	► support.sap.com/solutionmanager ► <i>Integrated Tools</i> ► <i>SAP Test Acceleration and Optimization</i> ►
Test Management	► support.sap.com/solutionmanager ► <i>Processes</i> ► <i>Test Management</i> ►
Master Data Management (MDM) – Implementation Documentation Center	► service.sap.com/installmdm ►
SAP NetWeaver Technology Platform	► scn.sap.com/community/netweaver ►
Business Process Blueprinting Tool	<p>The <i>Business Process Blueprinting Tool (BPB)</i> is used for modeling SAP and non-SAP processes based on existing functionality and proven content from SAP Solution Manager according to the requirement of the company.</p> <p>If you want to learn more about the <i>Business Process Blueprinting Tool</i> see the corresponding guides, at ► service.sap.com/instguides ► <i>SAP Components</i> ► <i>SAP Solution Manager</i> ► <i><current release></i> ► <i>6 Additional Guides - BPB</i> ►.</p>

More Information

For a comprehensive overview and to find out which additional components are relevant for the configuration of your scenarios, see master guide for SAP Solution Manager ► service.sap.com/instguides ► *SAP Components* ► *SAP Solution Manager* ► *<current release>* ►.

5.2.2 SAP Notes as Mentioned in the IMG

Summary of all relevant SAP Notes mentioned in the IMG for SAP Solution Manager (transaction SPRO) per basic settings, cross-scenario settings, scenario-specific settings and Service Provider-specific settings.

➔ Recommendation

During configuration via IMG, these notes appear in the relevant IMG-activity. We recommend to consider reading the according SAP note, when you configure an IMG-activity. The list underneath collects all SAP notes mentioned in the IMG.

List of SAP Notes in SAP Solution Manager IMG

Table 3

IMG	SAP Note Number	SAP Note Title	ST Support Package Relevant for:
READ ME (preparing configuration)	199123	Word Settings	X (all)
	948871	Solution Manager: Cross-Scenario SAP Notes	X

IMG	SAP Note Number	SAP Note Title	ST Support Package Relevant for:
	539977	Release strategy for Add-On ST-PI	X
	69455	Service tools for Applications ST-A/PI	X
	560630	ST-PI: Solution Tools plug-in – prerequisite not met	X
	900000	NetWeaver Business Client – FAQ	X
	1029940	Release restrictions for the NetWeaver Business Client	X
Central Correction Note	797147	Wily Introscope Installation for SAP Customers	X
TECHNICAL SETTINGS			
Solution Manager Enhancements	588364	Prerequisites for activating extensions	X
Client Copy	806819	sap* logon not available (problems with client copies)	X
LMDB	935245	Importance of "Object Server" SLD parameter	X
Document Management	368861	Knowledge Warehouse and security levels under MS Office	X
	368963	Use signed macros in Knowledge Warehouse	X
	710711	Solution Manager: Using a Content Server	X
	777089	Creating a business blueprint document/ configuration Guide	X
	510007	Setting-up SSL on the Web Application Server ABAP	X
	612670	SSO for local BSP calls using SAP GUI HTML Control	X
	436430	Prerequisites for the Document Modeling Workbench	X
	350535	Knowledge Warehouse – modeling Work Center	X
	314568	SAP GUI for HTML functionality / Limitations / SP / Behaviour	X
	918236	WD ABAP ALV create print version	X
Internet Graphics Server (IGS)	458731	Internet Graphics Server	X

IMG	SAP Note Number	SAP Note Title	ST Support Package Relevant for:
	454042	IGS: Installing and Configuring the IGS	X
Adobe Documentation Services (ADS) Setup	944221	Troubleshooting of problems in forms	X
Adaptive Computing	1008828	ACC 7.1 PI / Adaptive Computing Controller tool Collective Note	X
Work Center	918236	WD ABAP ALV – creating print version	X
	1098009	Limitations for WebDynpro ABAP	X
System Availability with CCMSPING	1175058	Problems with CCMSPING with SAP Solution Manager	X
SAP Connect	455140	Configuration of e-mail, fax, paging or SMS using SMTP	X
	455142	SAPconnect: Configuration paging / SMS viaHTTP	X
CAPABILITIES (OPTIONAL)			
Implementation	949220	Solution Manager: Implementation Scenario-Related SAP Notes Tabs	X
	1244713	Installation of Custom Development Management Cockpit	X
Test Management	1027579	Extend SAP Solution Manager to Manage New Object Types Testing	X
CATTs and eCATTS	519858	Setting Up SAP Systems to Use eCATT	X
Service Desk	949292	Solution Manager: Service Desk Related SAP Notes Service Desk	X
	830882	DSWPNOTIFCREATE URL initialization parameters	X
	1050148	Troubleshooting for Service Desk configuration	X
Technical Administration and Technical Monitoring	949293	Solution Manager: Solution Monitoring-Related SAP Note	X
	199123	Word settings	X
	420213	Composite SAP note: Central monitoring of mySAP.components	X
	1223266	CCMSBI Reporting	X
Downtime Management	1096782	CCMS: Configuration of monitoring pauses	X
	823941	SAP Start Service on Unix	X

IMG	SAP Note Number	SAP Note Title	ST Support Package Relevant for:
Job Scheduling Management	1111310	Job Scheduling Management: Extended Configuration	X
	1225906	Customizing of the Job Request application	X
	1230837	Creating a custom schedule documentation application	X
	1225976	Creating custom print forms for Job Documentation	X
Change Request Management Standard Configuration	903527	Solution Manager Change Management: BC sets	X
	1384598	Harmonizing RFCcommunication infrastructure in ChaRM /QGM	X
Change Control	1137683	Maintenance Optimizer and SLM	X
THIRD PARTY INTEGRATION			
SAP Central Process Scheduling by Redwood	1111310	Job Scheduling Management: Extended Configuration	X
	1118440	Copy default change transaction to a customer name space	X
	1161405	Accumulative Note for SAP CPS for SAP NetWeaver	X
BMC AppSight for SAP Client Diagnostics	1034901	Installation of BMC AppSight for SAP Client Diagnostics	X
	1034902	FAQ: BMC AppSight for SAP Client Diagnostics	X
IBM Rational Tools	1254821	SAML authentication for Web services in AS ABAP	
	1319507	Overview: Analysis of ABAP Web Service Configuration	
	1480768	Test and Incident Management with IBM Rational Tools	X
SERVICE PROVIDER-SPECIFIC SETTINGS			
Service Desk for Service Provider	616946	Support Desk: support team determination using SAP Components Service Provider	X
	903530	Solution Manager: Customizing for corporate function	X

IMG	SAP Note Number	SAP Note Title	ST Support Package Relevant for:
Software Partner	951145	DuplicateKB entries – Clear inconsistent data	X

5.3 Glossary

5.3.1 Terminology: System Landscape and Related Terms

The Solution Manager is based on a *system* in a *system landscape*. Different terms are used to refer to this, depending on how the system landscape is viewed. There are **two semantic levels**:

- A) overall view of systems and their *role in the system landscape*, and
- the technical level, referring to the *technical attributes of a system*, not its purpose in the system landscape.

It depends on whether the focus is on a system's **purpose** or on its **technical properties**. There are several possible perspectives:

- **general perspective**

Term: *System*

- **Solution Manager perspective** (Solution Manager as the central management platform)

Terms: *Managing System*, *Managed System*

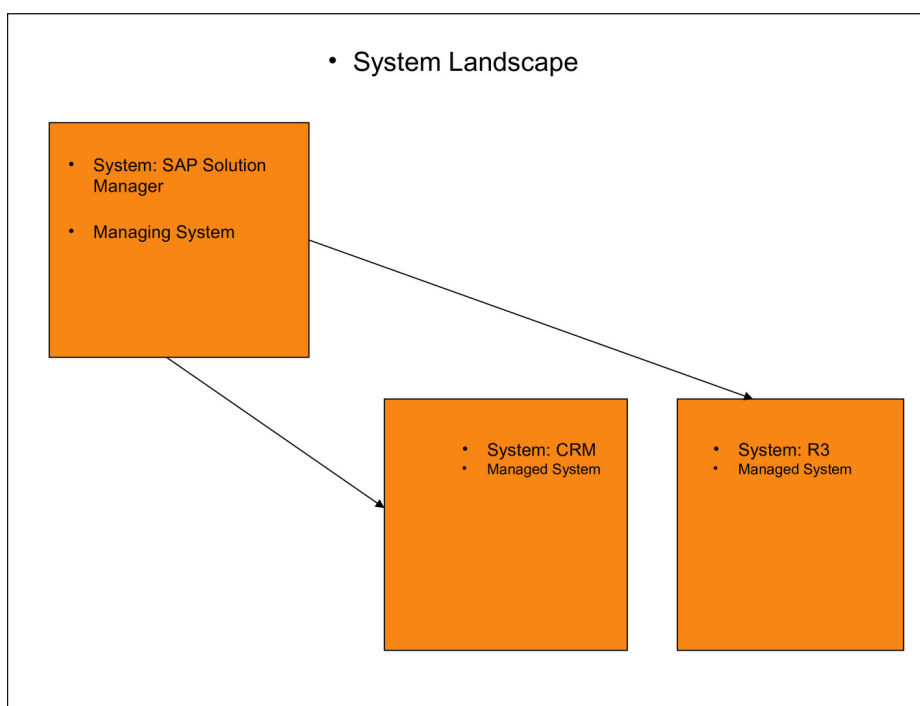


Figure 18

- **business process—oriented perspective** (business process as main focus)

Term: *Business System*

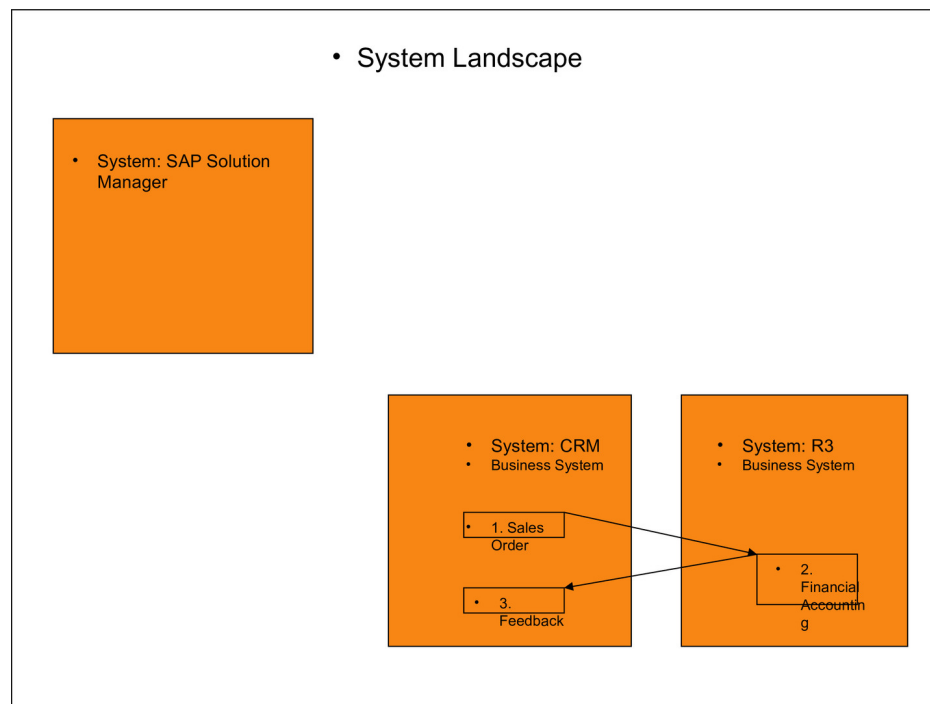


Figure 19

- **technical perspective** (technical attributes as main focus)

Term: *System Type, Technical System*

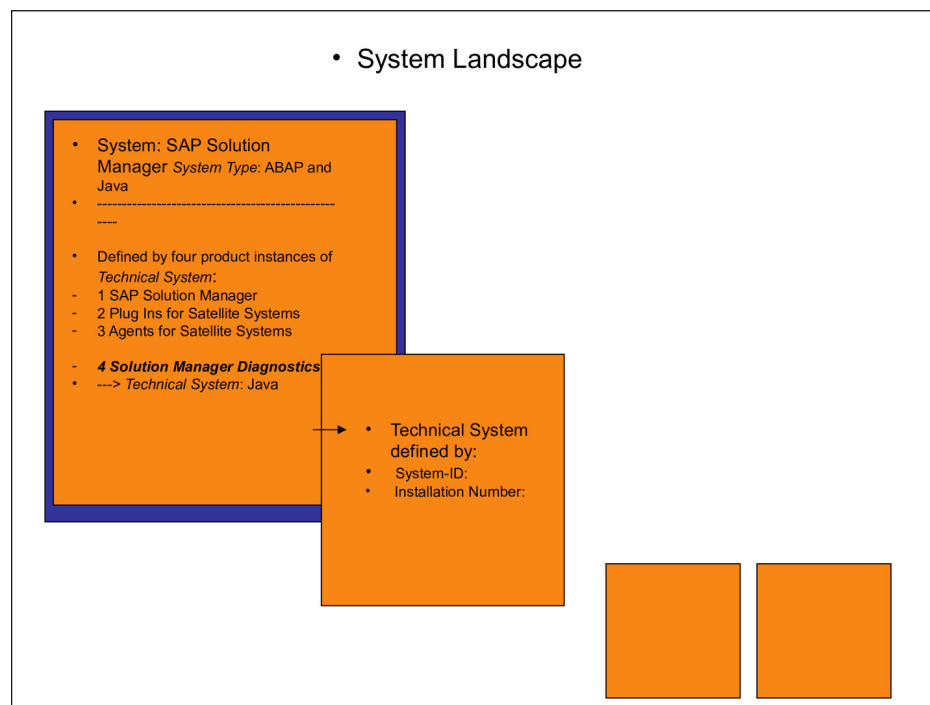


Figure 20



Features

The following table contains definitions of how these term are used in documentation.

Definitions Infrastructure: System

Table 4

Term	Definition	Additional Remarks
System	Neutral definition from a general perspective. The name of the system is based on the SAP product definition. It can be defined more closely (see above), for example, managed system, business system and/or technical system.	Used in general documentation, in overviews and so on.  Example In your system landscape you maintain several systems.
Managing System	The central managing system, usually the Solution Manager system, from the Solution Manager perspective. A managing system usually manages other systems, which are called managed systems.	Used in general Solution Manager scenario and function documentation in the system landscape. Synonym: Central System (CCMS-related)  Example Your managing system is SAP Solution Manager.
Managed System	Any system that is managed by another system, usually the central Solution Manager system platform, from the Solution Manager perspective. In this sense, the Solution Manager system can also be a managed system.	Used in general Solution Manager scenario and function documentation in the system landscape. Synonym: Remote System (CCMS-related)  Example You monitor your managed systems regularly, using SAP Solution Manager.
Business System	Any system used in a business scenario, from a business perspective.	Used in general Business Suite and Solution Manager documentation, for Business Suite —related topics.  Example You monitor all business systems on which the business process steps run, regularly.
System Type	The type which the system can be, from a technical perspective: <ul style="list-style-type: none"> • ABAP • Java • ABAP and Java • Trex 	Used in general Solution Manager system landscape documentation, with reference to the general system architecture.

Term	Definition	Additional Remarks
	<ul style="list-style-type: none"> MDM LiveCache ... 	 Example The SAP Solution Manager system is based on system types AS ABAP and AS Java.
Technical System	A technical unit based on one or more instances, from a technical perspective. Product instances can be installed in one system, but also as independent (technical) systems with independent system IDs. It is defined by technical attributes, such as: <ul style="list-style-type: none"> System ID Installation Number ... 	 Example SAP Solution Manager is running on (technical) system: SMP Client 200 Solution Manager Diagnostics is running on (technical) system: SMD

5.3.2 Terminology: Solution and Related Terms

The life-cycle of a product comprises different phases, such as implementation, operation, and optimization, which are all supported by SAP Solution Manager. In the operational phase, SAP Solution Manager uses the technical unit *Solution* to **bundle systems** according to various criteria:

- related business process steps
- related systems by administration purpose

The term is related to another primary concept, the *Logical Component*. Technical systems are stored in logical components, which are then referenced in the solution. The solution is uniquely defined by its *Leading System Role*.



Features

The following table contains definitions of how these term are used in documentation.

Definitions Infrastructure: Solution

Table 5

Term	Definition	Additional Remarks
Solution	A group of systems administered in SAP Solution Manager, which are managed together. Solutions are independent of one another, e.g. all systems of one subsidiary.	Used in general documentation, in overviews and so on. The solution is defined in the Solution Directory (transaction SOLMAN_DIRECTORY). Here, all information about included systems and business processes running on these systems is stored. It forms the basis for subsequent applications, such as Monitoring, Job

Term	Definition	Additional Remarks
		Scheduling Management or Issue Management.
Logical Component	A set of technical systems with the same SAP product release and main instance, to be able to use these systems in a system landscape uniformly in various SAP Solution Manager use scenarios, i.e. in implementation, operational processing, and permanent optimization. It separates the abstract component level from the physical system level, allowing system-independent business process definition.	Used in general documentation.
Leading system role	The system role of the business processes documented in a solution, for instance production system or development system. The default system role is production, so all business processes defined for this solution run in systems with the system role: productive system.	Used primarily in documentation for Solution Directory.
Navigation role	Used only for business process operations: specifies the system role used for navigation (checks, display) to objects in managed systems.	<p>Used in relation to business process operations documentation.</p> <div>  Note Change of navigation role is user-specific and valid for all solutions in the Solution Directory. </div> <div>  Example User <XY> wants to check objects in the development systems. The leading role of the solution is production system. The user specifies <i>development system</i> as navigation role. </div>

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 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 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 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 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 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 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 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 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 service.sap.com/instguides ➤

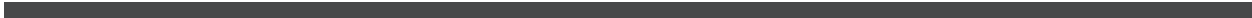
Release notes are documents that contain short descriptions of new features in a particular release or changes to existing features since the previous release. Release notes about ABAP developments are the technical prerequisite for generating delta and upgrade Customizing in the Implementation Guide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

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

Typographic Conventions

Table 6

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 
<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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