Document History

⚠️ Caution
Before you start the implementation, make sure you have the latest version of this document. For the latest version, see service.sap.com/instguides.

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

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>2016-01-20</td>
<td>Initial version</td>
</tr>
</tbody>
</table>
1  Getting Started

This section of the guide contains important information that you need to read before starting your update or upgrade process.

1.1  Essential Information: Process and Documentation Overview

This guide contains information specific to SAP ERP only, but you need additional information to perform your update correctly.

Software Update Manager

In addition to the application-specific guide, you use the Software Update Manager (SUM) for the upgrade or update.

The following table contains definitions of these terms:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update</td>
<td>Installation of an enhancement package in an existing SAP system.</td>
</tr>
<tr>
<td>Upgrade</td>
<td>Upgrade to an SAP system including an enhancement package.</td>
</tr>
</tbody>
</table>

The Software Update Manager (SUM) guide contains information on the overall process, tools, the operating system and the database, while this guide contains the application-specific information.

For the SUM guides, see SAP Help Portal at help.sap.com/sltoolset ➔ System Maintenance ➔ Software Update Manager (SUM)

Master Guide

- Make sure that you also read the Master Guide for SAP Enhancement Package 8 for SAP ERP 6.0. The Master Guide provides you with the overall view of the implementation process, meaning installation, upgrade or update processes, and with references to important information during implementation.
- Make sure that you collect all the information about planning and implementation processes that is contained in the Master Guide before starting your installation, upgrade, or update project.
- Make sure that you have downloaded the latest version of the *Master Guide SAP Enhancement Package 8 for SAP ERP 6.0* from SAP Service Marketplace at [service.sap.com/erp-ehp8-inst](service.sap.com/erp-ehp8-inst).

**More Information**

You can access documentation for all maintained product releases on SAP Help Portal at [help.sap.com/erp](help.sap.com/erp).

**Target Release Documentation**

The documentation for the target release is not available online in your system until you have completed the upgrade and the installation procedure for the online documentation.

Before the upgrade, ensure that you can read the DVD offline. After the upgrade, you need to install the documentation for the target release.

For SAP Library for SAP ERP 6.0 including SAP enhancement package 8, see SAP Help Portal at [help.sap.com/erp](help.sap.com/erp).

**SAP Fiori Apps**

For more information regarding SAP Fiori apps, see *SAP Fiori for SAP ERP* in the documentation of SAP ERP on SAP Help Portal at [help.sap.com/erp](help.sap.com/erp).

---

### 1.2 Important SAP Notes

Table 3

<table>
<thead>
<tr>
<th>Note Number</th>
<th>Title</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1816819</td>
<td>Dual Stack Support for Business Suite systems</td>
<td>Contains information about a dual-stack split required for the upgrade to SAP Business Suite 7i2016 or SAP NetWeaver 7.5.</td>
</tr>
<tr>
<td>1815263</td>
<td>Upgrade to EHP8 for SAP ERP 6.0 Java (start release)</td>
<td>Contains information about the upgrade to SAP enhancement package 7 or SAP enhancement package 8 for SAP ERP 6.0 if Java instances are installed.</td>
</tr>
<tr>
<td>2171334</td>
<td>Release Information Note SAP EHP8 for SAP ERP 6.0 – SP Stacks</td>
<td>Contains information and references to SAP Notes for applying Support Package (SP) Stacks of SAP enhancement package 8 for SAP ERP 6.0.</td>
</tr>
<tr>
<td>Note Number</td>
<td>Title</td>
<td>Comment</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>849887</td>
<td>Release Information Note SAP ERP 6.0</td>
<td>Contains a list of all SAP ERP 6.0 Release and Information Notes (RIN) that have been issued for SAP ERP 6.0.</td>
</tr>
<tr>
<td>998833</td>
<td>Release Restrictions SAP ERP 6.0 - Enhancement Packages</td>
<td>Provides information about the limitations for SAP enhancement packages for SAP ERP 6.0.</td>
</tr>
<tr>
<td>2258099</td>
<td>Enhancement package 8 for SAP ERP 6.0: Required SWC</td>
<td>Describes the software components of your SAP system that you need to update in order to use enhancement package 8 functionality.</td>
</tr>
<tr>
<td>2167814</td>
<td>SAP Enhancement Package 8 for SAP ERP 6.0: Compatible Add-ons</td>
<td>Informs you about the points you have to consider when you plan to run SAP enhancement package 8 for SAP ERP 6.0 together with an add-on in the same system.</td>
</tr>
<tr>
<td>156387</td>
<td>Composite Note on Upgrade Problems for the SAP Component HR (Human Resource)</td>
<td>This is an HR-specific SAP Note.</td>
</tr>
<tr>
<td>774615</td>
<td>Support Package Levels for SAP ERP / SAP ECC Installations and Upgrades</td>
<td>Contains information about the ABAP Support Package levels contained in the installations and release upgrades.</td>
</tr>
<tr>
<td>1000009</td>
<td>ASU Toolbox</td>
<td>Contains information about the ASU Toolbox. The ASU Toolbox enables the customer to recognize the steps before and after the update that are required in addition to the actual technical update. Furthermore, the ASU Toolbox performs these steps in the system in a controlled manner.</td>
</tr>
<tr>
<td>1600482</td>
<td>Hierarchical access functionality</td>
<td>Contains upgrade SAP Note describing an incompatible change.</td>
</tr>
<tr>
<td>1592495</td>
<td>Information for Portal Content</td>
<td>Contains information about portal roles and functions.</td>
</tr>
<tr>
<td>1563579</td>
<td>Central Release Note for Software Logistics Toolset 1.0</td>
<td>Contains a link to the note of the latest SL Toolset SPS Note, which contains all information about the available tools with their correct versioning/SP level.</td>
</tr>
</tbody>
</table>

End of: Enhancement Package Installation;Upgrade |
1.3 Naming Conventions

In this document, `<instance_name>` is used as a placeholder for the instance name in the instance directory path of your system.

For standalone Java systems, `<instance_name>` is substituted with `J<xx>` for the central or dialog instance, where `<xx>` stands for the instance number.

**Example**

If your instance number is `<00>`, then the Java instance number is `J00`.

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SAP Enhancement Package 8 for SAP ERP 6.0 Java

Getting Started
2 Planning

This section of the guide contains important information that you need to read before starting your update or upgrade process.

2.1 Supported Source Releases

This section provides an overview of the supported upgrade and update paths to SAP enhancement package 8 for SAP ERP 6.0.

Before the update or upgrade, your SAP system must have one of the source releases that have been released for this update and that apply to all databases.

⚠️ Caution

If you have to apply Support Packages to your source release shortly before the upgrade or update, check whether the equivalent Support Package for the target release is already available. Otherwise this may delay your upgrade schedule.

<table>
<thead>
<tr>
<th>Source Releases</th>
<th>Target Release</th>
<th>Upgrade Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP ERP 6.0</td>
<td>SAP ERP 6.0 including SAP enhancement package 8 (based on SAP NetWeaver 7.5)</td>
<td>Enhancement package installation</td>
</tr>
<tr>
<td>SAP ERP 6.0 including SAP enhancement package 2 – 8</td>
<td>SAP ERP 6.0 including SAP enhancement package 8 (based on SAP NetWeaver 7.5)</td>
<td>Enhancement package update</td>
</tr>
</tbody>
</table>

Please note the following:

- To be able to upgrade or update to SAP enhancement package 8 for SAP ERP 6.0, your start systems must have a minimum start SP of SAP NetWeaver. For more information on the equivalent NW SPs, see SAP Note 2167814.
- Based on the Landscape Pattern (HUB or SIDECAR) defined in SMSY for the Java system, the Maintenance Optimizer will determine the corresponding SAP NetWeaver SP Stack. For more information, see SAP Note 1620472.
- Note that if you upgrade to SAP enhancement package 8, you must also upgrade your Java Hubs to SAP NW 7.31 or higher. This is to meet the interoperability requirements of SAP NetWeaver.
• You do not need to apply any additional new SP Stack to the technical instance defined as HUB if your JAVA instance is greater than or equal to the defined minimum SP Stack Level.

2.2 Dual-Stack Split

Dual-stack systems are no longer supported for the upgrade target SAP enhancement package 8 for SAP ERP 6.0. For more information, see SAP Note 1818619.

If your SAP ERP system is currently implemented as a dual-stack system, you need to perform a split on your source system before starting the upgrade.

2.3 Upgrade Scope for ERP Java Components

The upgrade program detects which ERP Java components are installed in your source release system. The versions of the ERP Java components in the target release system depend on your selections in SAP Solution Manager Maintenance Optimizer. Based on your decision regarding the ERP usage types that you want to bind with SAP enhancement package 8 into the upgrade, the upgrade program either deploys the ordinary ERP 6.0 component versions, or the enhanced component versions. Since the upgrade program always deploys complete usage types, you may have a larger amount of software components installed in your target release system than in the source release system.

Note

Since parts of SAP ERP 6.0, including SAP enhancement package 8 technical usage “Central Applications” Java, are deployed in your system, ensure that the corresponding ABAP back end is also enhanced.

Biller Direct

The deployment of the usage type Biller Direct includes the SAP Java Data Dictionary since it contains the XCM database tables.

2.4 Upgrade of Multiproduct Java Systems

The upgrade program can now handle the upgrade of multiproduct Java systems based on SAP NetWeaver 7.0.
This section of the guide contains important information about preparatory tasks that you need to complete before starting your update or upgrade process.

### 3.1 Free Space Requirements

Make sure that the system that you want to update (upgrade) has at least the following amount of free space:

**Database-Independent**

| Software Update Manager (SUM) Directory | Approximately 50 GB |
| Download Directory (temporary space requirement) | Approximately 10 GB |
| DIR_TRANS | Approximately 10 GB |
| Shadow System | Approximately the space required for your source release instance, that is, the size of the following directories: |
| UNIX: | `usr/sap/<sapsid>` |
| Windows: | `<drive>:\usr\sap\<sapsid>` |
| IBM: | `usr/sap/<SID>` |

**Database-Dependent**

| Free space in the database | Approximately 15 GB |

### 3.2 EPC: Preparations for Universal Worklist

**Note**

This section only applies if your source release is lower than the following SAP NetWeaver releases:

- SAP NetWeaver 7.0 SPS 18, patch level 6
- SAP NetWeaver 7.0 SPS 19, patch level 5
Before the update, make sure that there is no data in the database table `KMC_WF_SUBSTITUTE`, since otherwise the UWL database upgrade fails.

**Prerequisites**

This step is only required if Knowledge Management and Collaboration is installed in your source release system.

**Procedure**

1. Export and back up the content of table `KMC_WF_SUBSTITUTE`, since otherwise the UWL database upgrade fails.
2. Delete this content from the table.

[End of EP Core (EPC)]

[End of Enhancement Package Installation;Upgrade]
4  Process

This section of the guide contains information about process-related application-specific tasks (in some cases, there are no application-specific tasks).

4.1  Note About the Process

The following table contains definitions of the terms “update” and “upgrade”:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update</td>
<td>Installation of an enhancement package in an existing SAP system.</td>
</tr>
<tr>
<td>Upgrade</td>
<td>Upgrade to an SAP system including an enhancement package.</td>
</tr>
</tbody>
</table>

The update and upgrade processes are described in detail in the Software Update Manager (SUM) guide. The latest SUM 1.0 SP level can be found in the latest version of the SL Toolset 1.0 SPS level. See SAP Note 1563579 for information on the latest SL Toolset 1.0 SPS level.

The SUM guide contains information on the overall process, tools, the operating system, and the database, while this guide contains the application-specific information.

SAP ERP 6.0 enhancement package 8 requires application-specific steps for SAP HANA in the Process section. All generic steps are documented in the SUM guides.

For the SUM guides, see SAP Help Portal at help.sap.com/sltoolset System Maintenance Software Update Manager (SUM).
Follow-Up Activities

This section of the guide describes application-specific steps that have to be performed after the update or upgrade process is complete.

This section of the guide describes application-specific steps that have to be performed after the installation process is complete.

Only valid for: Upgrade | CRM Java Components (JCRM):Extended E-Selling Components (XECO)

5.1 Performing Follow-Up Activities for the E-Commerce User Management

For each application in CRM Web Channel or ERP E-Commerce, a service user role and at least one Internet user role are available. For more information about the available roles, see the documentation in the Solution Manager.

Due to these changes, you have to perform updates in the user management as outlined below.

Procedure

Updating Customized User Roles

Adjust your user role copies according to the authorizations provided in the new application user roles. We recommend that you create role copies and refine authorizations with your own authorization values.

Creating Service Users

You have to create service users and assign them the appropriate service user role. Those service users have to be maintained for the destinations that contain the connection properties to the respective back-end system. For more information, see the next chapter.

Assigning Roles to Web-Based User Management

You have to assign new user roles to the Web-based user management using the following Customizing activity:

CRM > Web Channel > Basic Settings > Internet User > Web-Based User Management > Set Up Roles for Web-based User Management

Furthermore, adjust the role mapping to Enterprise Portal roles if your Web applications run in an Enterprise Portal. For more information, see SAP Note 713472.

Assigning Roles to the Reference User

You have to assign new user roles to the reference users created for the Business-to-Consumer (B2C) application or for the Web-based user management application.
**Internet User**

You have to assign new user roles to your existing Internet users for the Web applications they have to use. To apply mass user changes, use the User Mass Maintenance (transaction SU10).

---

**5.2 Additional Follow-Up Activities for ERP E-Commerce**

---

**5.2.1 Adjusting the XCM Configuration**

As of SAP ERP 6.0, the Customizing data is stored in the database of SAP NetWeaver AS Java via XML files (scenario-config.xml and config-data.xml). The xml files are automatically imported into the database during the upgrade. As a follow-up activity, you have to check and adjust the configuration settings after the upgrade. For information about using the Extended Configuration Management (XCM) Administration tool, see the document *Installation Guide - SAP ERP <Release> on <Operating System>: <Database>* section *Using Extended Configuration Management (XCM)*, or *SAP Solution Manager*.

**Procedure**

**Entering Passwords**

If you used the secure storage to encrypt passwords in the source release system, you need to reenter each password after the upgrade. Whenever XCM data was modified, the secure storage was used.

**Performing Adjustments to Secured Connection Concept**

In the new release, each session is switched to https by default. To be able to log on to a Web application, you have to check the XCM settings. Proceed as described below and adjust the XCM configuration:

1. Access the admin area of your Web application (`<host>:<port>/<application name>/admin`).
2. Start the XCM Admin by following the link *Extended Configuration Management (XCM) Administration*.
3. Open the tree on the left by choosing `Start > General Application Settings > Customer > Application Security > application_security_config`.
4. Choose *Edit*.
5. Define the following parameters:
   - `http.port.core`: the http port of the NetWeaver Application Server
   - `https.port.core`: the https port of the NetWeaver Application Server
   - `SSLEnabled`:
     - `true` = every session is switched to https
     - `false` = every session keeps the protocol that is currently used
Configuring the JCO Component

The JCO component has been changed completely in this version. All known parameters have been replaced by a single parameter called destination.default. As a result, all existing custom JCO components have to be re-created.

**Note**

When you delete the old custom component and use the same component name for the new one, you do not need to adapt the related scenario configurations.

Checking the XCM Configuration

In the new release, some new parameters and components are required in the XCM configuration. Furthermore, some of those that were used in the source release are no longer required. Those parameters that are no longer used are highlighted in yellow and their description starts with “OBSOLETE”. The description also contains information about what is used instead, or why the parameter is no longer required.

You need to check the complete configuration of each web application and perform all required configuration steps.

**Note**

You do not need to remove the obsolete parameters or components from the configuration.

5.3 Uploading XCM Configuration Data Manually

The Software Update Manager migrates the XCM configuration data automatically from the file system to the database of SAP NetWeaver Application Server Java. If an error occurs, this data might not be available after the upgrade and you will need to upload the data manually.

Prerequisites

You have access to the directory, in which the configuration files from the source release web applications are stored.

Procedure

1. Access the SAP E-Commerce Administration Console of the Web application for which you want to import the configuration (http://<HOST>:<PORT>/<APP-NAME>/Admin).
2. Follow the link Extended Configuration Management (XCM) Administration to access the XCM Administrator.
3. Choose Start > XCM Settings on the left-hand side.

4. Choose Edit (in the right upper corner). In the Edit mode, you can see two new text fields and buttons below Upload configuration data from file-system.

5. Enter the path to the corresponding files or use the Search button to select them from the wizard.

The file config-data.xml contains the component configuration data; file scenario-config.xml contains the application configuration data.


7. Choose Display to return to the display mode.

End of: Upgrade | Biller Direct;CRM Java Components (JCRM);Extended E-Selling Components (XECO) | Only valid for: Upgrade |

5.4 Performing Follow-Up Activities for the System Landscape Directory

The follow-up activities that you have to perform for the System Landscape Directory (SLD) depend on the situation in your source release system, that is, whether SLD was configured or not.

Procedure

- If the SLD was configured in your source release system, you must only perform the following two actions to enable the use of SLD in the upgraded system:
  - Configure the user management
    Define security roles and assign users to these roles under:
    help.sap.com/nw75 Function-Oriented View <Language> SAP NetWeaver Library: Function-Oriented View Software Life Cycle Management Configuring, Working with and Administrating System Landscape Directory Administrating the SLD Changing the SLD Configuration Configuring SLD User Authorizations
  - Update the SLD content and data model
    We recommend that you download the latest SLD content from SAP Service Marketplace and import it into the SLD.
    For applicable SAP Notes and further information, see Additional Online Information about SLD under help.sap.com/nw75 Function-Oriented View <Language> SAP NetWeaver Library: Function-Oriented View Software Life Cycle Management Configuring, Working with and Administrating System Landscape Directory.
- If the SLD was not configured in your source release system but you want to use it in your target release system, you must perform all configuration activities that are described in the document User Guide - System Landscape Directory of SAP NetWeaver, section Changing the SLD Configuration available at sdn.sap.com/irj/sdn/nw-sld.

In either situation, you also need to configure the following SLD components:

- SLD Data Supplier
  Proceed as described under:
For ABAP systems, navigate to: Connecting AS ABAP Systems to the SLD  Configuring the SLD Data Supplier: Default Settings

For Java systems, navigate to: Connecting AS Java Systems to the SLD  Setting Up the SLD Data Supplier for Java-Based Systems

- SLD Client
  Proceed as described under:

  help.sap.com/nw75
  Function-Oriented View <Language>  SAP NetWeaver Library: Function-Oriented View  Software Life Cycle Management  Configuring, Working with and Administrating System Landscape Directory  Configuring Systems to Connect to SLD  Connecting AS Java Systems to the SLD  Configuring the SLD Client
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 9**

<table>
<thead>
<tr>
<th>Example</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;Example&gt;</code></td>
<td>Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, “Enter your <code>&lt;User Name&gt;</code>”.</td>
</tr>
<tr>
<td>Example</td>
<td>Arrows separating the parts of a navigation path, for example, menu options</td>
</tr>
<tr>
<td>Example</td>
<td>Emphasized words or expressions</td>
</tr>
<tr>
<td><a href="http://www.sap.com">www.sap.com</a></td>
<td>Textual cross-references to an internet address</td>
</tr>
<tr>
<td><code>/example</code></td>
<td>Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web</td>
</tr>
<tr>
<td>123456</td>
<td>Hyperlink to an SAP Note, for example, SAP Note 123456</td>
</tr>
<tr>
<td>Example</td>
<td>• Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options.</td>
</tr>
<tr>
<td>Example</td>
<td>• Cross-references to other documentation or published works</td>
</tr>
<tr>
<td>Example</td>
<td>• Output on the screen following a user action, for example, messages</td>
</tr>
<tr>
<td>Example</td>
<td>• Source code or syntax quoted directly from a program</td>
</tr>
<tr>
<td>Example</td>
<td>• File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools</td>
</tr>
<tr>
<td>EXAMPLE</td>
<td>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, <code>SELECT</code> and <code>INCLUDE</code></td>
</tr>
<tr>
<td>EXAMPLE</td>
<td>Keys on the keyboard</td>
</tr>
</tbody>
</table>