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1 Document History

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

Table 1:

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP Solution Manager 7.2 SPS 3; version 1.00</td>
<td>2016-08-15</td>
<td>Initial version</td>
</tr>
<tr>
<td>1.01</td>
<td>2016-09-20</td>
<td>CA Introscope Enterprise Manager version corrected. The version relevant for SAP Solution Manager 7.2 SP03 is 9.7 SP01 or higher.</td>
</tr>
</tbody>
</table>
2 Configuration Guide

Use

⚠️ Caution

Usage Rights for SAP Solution Manager Enterprise Edition

The extent to which you can use the software SAP Solution Manager 7.2 depends upon the type of maintenance contract you have.

You are authorized to use the full functional scope of the software package, without any restrictions, if you have a contract for:

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

If you have an SAP Standard Support contract, you can install this software package, but you are only allowed to use the functions indicated in the SAP Solution Manager usage rights on SAP Support Portal at http://www.support.sap.com/usagerights.

This guide is a central starting point for the configuration of SAP Solution Manager 7.2 (hereafter SAP Solution Manager). SAP Solution Manager 7.2 comprises the SAP Solution Manager Enterprise Edition, which is activated automatically.

The SAP Solution Manager application management and administration solution supports heterogeneous system environments. Its functions cover all aspects of implementation, deployment, operation, and continuous improvement of solutions. As a centralized, robust application management and administration solution, SAP Solution Manager combines tools, content, and direct access to SAP, to increase the reliability of solutions and lower total cost of ownership. SAP Solution Manager is the pivotal hub for collaboration in the ecosystem, as it empowers communication between all the stakeholders of a solution, including project teams, SAP partners, consulting and SAP Active Global Support.

This configuration guide is updated regularly in the SAP Service Marketplace at: http://service.sap.com/instguides SAP Components SAP Solution Manager <current release> 3 Configuration

Integration

Configuration topics are relevant for the following phases:

- Configuration
- Operation
- Upgrade
Constraints

Before starting the configuration, read SAP Note 2227300 for additional upgrade information.
3 Getting Started

3.1 Introduction

SAP business processes and objects can be adapted to the needs of a customer. There are customizing parameters, which influence the behavior of an application according to customer-specific business processes, without having to modify the program source. For this purpose, a set of customizing tools is available.

This guide introduces the configuration of SAP Solution Manager, it does not give instructions on how to customize your system. The guide has the following sections:

- Getting Started
  Provides some basic information about this guide, for example, information about the target group.
- Configuring SAP Solution Manager
  Describes the configuration scenarios, which are available in SAP Solution Manager Configuration (SOLMAN_SETUP transaction). Its Mandatory Configuration and Managed Systems Configuration scenarios build the foundation for further configuration settings. They also ensure that you can use the following basic functions:
  ○ SAP EarlyWatch Alert
  ○ Service Engagement
  ○ Service delivery
  A few SAP Solution Manager functions still require that you perform activities in Customizing (SPRO transaction).
- Configuring SAP NetWeaver Business Client (Optional)
  Provides a short description on how to configure the SAP NetWeaver Business Client.

Note

For configuration information on SAP Fiori for SAP Solution Manager, see the SAP Fiori for SAP Solution Manager configuration guide on SAP Help Portal at http://help.sap.com/solman_fiori.

3.2 Target Group of This Guide

The purpose of SAP Solution Manager is to provide an implementation and administration 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 or upgrade project, that is technical consultants, system administrators or application consultants.

- Technology Consultants
  They work with technical processes supported by SAP software during implementation, when deciding which settings to make.
System Administrators
They optimize the SAP Solution Manager system during and after implementation.

Application Consultants
They map 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
They secure the system landscape settings.

3.3 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 https://support.sap.com/solution-manager/partners/sp.html

4 Configuring SAP Solution Manager

4.1 Introduction

You configure SAP Solution Manager by using SAP Solution Manager Configuration (SOLMAN_SETUP transaction). You use the following configuration sections to set up important basic functions of SAP Solution Manager:

- Mandatory Configuration
  In this section you configure the settings, which apply to SAP Solution Manager in general and which are used for several scenarios.

- Managed Systems Configuration
  This section is the basis for several functions, such as root cause analysis and SAP EarlyWatch Alert, which are strongly recommended by SAP, or for system and application monitoring. In this section, you connect your managed systems to SAP Solution Manager. You must perform the relevant steps separately for each managed system.

These configuration sections provide a standard customizing for most of the common functions in SAP Solution Manager. In some cases, you also need to perform additional Customizing activities, using the SPRO transaction.

After having completed the configuration steps, you configure your SAP Solution Manager capabilities, such as process management, change control management, and so on.

4.2 Before You Start

Before you start the configuration, make sure to prepare the following.

Newly installed system

If you have created a system from scratch, use this as a check list:

- You have created two S-users in SAP Support Portal. Customers need an S-user to access SAP Service Marketplace. For more information about S-users, see http://support.sap.com/user-admin.

- The component repository of the system landscape directory (SDL) and the CIM model are up-to-date (see SAP Note 669669).

- The RFC destination SAP-OSS is correctly maintained (see SAP Note 2000132).

- You have installed CA Introscope Enterprise Manager 9.7 SP01 or higher (see SAP Note 797147).

- Make sure that a diagnostic agent is installed on each associate host (see SAP Note 1833501).

- Optional: Create a new productive client for the SAP Solution Manager ABAP system. Perform a client copy with the SAP_ALL profile from client 001. Use client 001 as the source client for users.
Upgrade from SAP Solution Manager 7.1 to SAP Solution Manager 7.2

If you have upgraded your system, make sure that you have followed the instructions of SAP Note 2227300.

4.3 SAP Solution Manager Configuration

*SAP Solution Manager Configuration* assists you in configuring the SAP Solution Manager and connecting your managed systems. To access the configuration scenarios, open *SAP Solution Manager Configuration* on the SAP Solution Manager launchpad. You can also enter the transaction SOLMAN_SETUP in the SAP GUI window. Then follow the guided procedures explained below.

Follow the instructions of the on-screen help, and also read the application help on the SAP Help Portal, at [http://help.sap.com/solutionmanager72](http://help.sap.com/solutionmanager72).

**Note**
The step-by-step procedures provides a separate protocol for each individual step.

**Mandatory Configuration**

This scenario consists of the following guided procedures:

1. **System Preparation**
   If you have installed a new SAP Solution Manager system, you need to perform all steps of this guided procedure, for example, define system roles and check prerequisites. If you have updated the SAP Solution Manager system from SAP Solution Manager 7.1 to SAP Solution Manager 7.2, perform any open step in this guided procedure. It may also be sufficient that you need to make some adjustments for the technical users only.

2. **Infrastructure Preparation**
   In this guided procedure, you perform several steps, for example, configuration the System Landscape Directory (SLD) and the landscape management database (LMDB) synchronization, as well as setting up BW.

3. **Basic Configuration**
   You complete the basic SAP Solution Manager configuration and enable the following functions:
   - Service delivery
   - Default self-monitoring
   - Root cause analysis

**Managed System Configuration**

In this scenario, you create all necessary connections to or from your managed systems. You need to perform these steps for each managed system.
Note

Authorizations for SAP Solution Manager RFC users:

If you have implemented a scenario that uses READ RFC or TMW RFC and you experience authorization problems, see SAP Note 1830640.
5 Configuring SAP NetWeaver Business Client (Optional)

Use

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.

Prerequisites

You have installed the SAP NWBC. For information about installing SAP NWBC, see: http://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 URI 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

Important Disclaimers and Legal Information

Coding Samples

Any software coding and/or code lines / strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended to better explain and visualize the syntax and phrasing rules of certain coding. SAP does not warrant the correctness and completeness of the Code given herein, and SAP shall not be liable for errors or damages caused by the usage of the Code, unless damages were caused by SAP intentionally or by SAP's gross negligence.

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