

SAP Dealer Business Management

Release DBM 8.0



Document History

Caution

Before you start the implementation, make sure you have the latest version of this document. You can find the latest version at the following location: service.sap.com/instguides ↗ .

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

Table 1

Version	Date	Description
2.0	2015-12-28	Updated component for VSA in <i>Problem Message Handover</i> chapter

Content

1	Getting Started	5
1.1	Global Definitions	5
1.2	Important SAP Notes	5
1.3	History of Changes	6
2	Technical System Landscape	7
2.1	Scenario/Component Matrix	7
2.2	Related Documentation	7
3	Monitoring of Dealer Business Management	8
3.1	Alert Monitoring with CCMS	8
	CCMS Monitoring Installation and Setup	8
	Component Specific Monitoring	8
3.2	Detailed Monitoring and Tools for Problem and Performance Analysis	9
	Trace and Log Files	9
	Workload Monitors	10
	Other Important Problem Analysis and Monitoring Tools	10
	Interface Monitors	10
	Data Growth and Data Archiving Monitors	10
3.3	Data Consistency	11
4	Management of SAP Dealer Business Management	12
4.1	Starting and Stopping	12
4.2	Software Configuration	12
4.3	Administration Tools	12
4.4	Backup and Restore	12
4.5	Application Copy	14
4.6	Periodic Tasks	14
	Scheduled Periodic Tasks	14
	Required Manual Periodic Tasks	14
4.7	Load Balancing	14
4.8	User Management	15
4.9	Printing	15
5	High Availability	16
6	Software Change Management	17
6.1	Transport and Change Management	17
6.2	Requests and Development Release Management	17
6.3	Quality Management and Test Management	17
6.4	Support Packages and Patch Implementation	17

7	Troubleshooting	18
8	Support Desk Management	19
8.1	Remote Support	19
8.2	Component Hierarchy Relevant for This Application	19
8.3	Remote Support Setup	19
8.4	Problem Message Handover	19
9	Appendix	21
9.1	Related Guides	21
9.2	Related Information	21
A	Reference	22
A.1	The Main SAP Documentation Types	22

1 Getting Started

Caution

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

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

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

Target Groups:

- Technical Consultants
- System Administrators
- Solution Consultants
- Business Process Owners
- Support Specialists

1.1 Global Definitions

SAP Application: An SAP application is a SAP software solution that serves a specific business area such as ERP, CRM, PLM, SRM, and SCM.

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

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

1.2 Important SAP Notes

Caution

Check regularly for updates available for the Application Operations Guide.

Important SAP Notes

Table 2

SAP Note Number	Title	Comment

1.3 History of Changes

Caution

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

The current version of the Application Operations Guide is at service.sap.com/instguides on SAP Service Marketplace.

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

Table 3

Version	Important Changes
1.0	Final version of the SAP DBM Application Operations Guide
2.0	Updated component for VSA in <i>Problem Message Handover</i> chapter

2 Technical System Landscape

2.1 Scenario/Component Matrix

The figure below shows an overview of the technical system landscape for SAP Dealer Business Management.

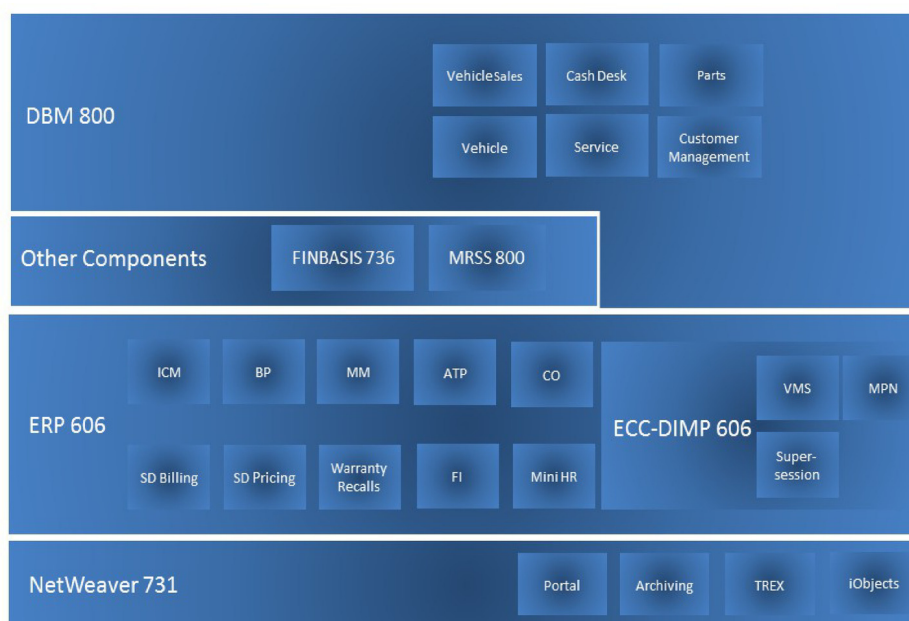


Figure 1: Technical System Landscape

2.2 Related Documentation

The following table lists where you can find more information about the technical system landscape.

Table 4

Topic	Guide/Tool	Quick Link to the SAP Service Marketplace
Technical description for SAP Dealer Business Management	Industry Solution Master Guide – SAP for Automotive	service.sap.com/instguides
Technical description of the underlying technological component SAP NetWeaver	Master Guide for SAP NetWeaver	service.sap.com/instguides
Security		service.sap.com/security
Security for Industry Scenario	Security Guide for Industry Scenarios	service.sap.com/securityguide

3 Monitoring of Dealer Business Management

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

You can find more information about the underlying technology in the SAP NetWeaver Administrator's Guide - Technical Operations Manual in the SAP Library under SAP NetWeaver Library.

3.1 Alert Monitoring with CCMS

Proactive, automated monitoring is the basis for ensuring reliable operations for your SAP system environment. SAP provides you with the infrastructure and recommendations needed to set up your alert monitoring to recognize critical situations for SAP Dealer Business Management as quickly as possible.

3.1.1 CCMS Monitoring Installation and Setup

SAP Dealer Business Management is technically based on Enhancement package 1 of SAP NetWeaver 7.3 (part of SAP enhancement package 4 for SAP NetWeaver 7.01) and thus reuses monitoring tools from NetWeaver such as the Computing Center Management System (CCMS). Therefore, we recommend that you set up the Monitoring Infrastructure as described in the Monitoring Setup Guide for SAP NetWeaver 7.3 located on SAP Service Marketplace at [▶ service.sap.com/instguides](https://service.sap.com/instguides) [▶](#) *SAP NetWeaver* [▶](#) *SAP NetWeaver 7.3* [▶](#) *Operations* [▶](#) *Monitoring* [▶](#).

In order to enable the auto-alert mechanism of CCMS, see SAP Note [617547](#) [▶](#).

For more information about monitoring, see the Application Help for SAP NetWeaver on SAP Help Portal at [▶ help.sap.com](https://help.sap.com) [▶](#) *SAP NetWeaver* [▶](#) *SAP NetWeaver 7.3 Including Enhancement Package 1* [▶](#) *Application Help* [▶](#) *Function-Oriented View* [▶](#) *English* [▶](#) *Application Server* [▶](#) *Application Server ABAP* [▶](#) *Administration of Application Server ABAP* [▶](#) *Monitoring and Administration Tools for Application Server ABAP* [▶](#).

3.1.2 Component Specific Monitoring

SAP Dealer Business Management does not have its own monitorable data and hence standard CCMS Monitor templates are used for the purpose of monitoring the component.

The following monitor tree elements, which can be viewed with transaction RZ20 (CCMS Monitor Sets), are provided:

- SAP DBM Monitor Templates.

This Monitor Template consists of following monitors and monitor elements:

Table 5

Monitor	Monitor Element
DBM ABAP Application Server	Operating System
	Database Client
	R3Services
	R3BasisSystem
	R3Abap
	R3Syslog
	Security
	Server Configuration
	Web Dynpro ABAP
DBM Monitoring TREX	Heartbeat
	Version
	Configuration
	Performance and Activity

Use transaction RZ20 to create your own monitors based on this DBM Monitor template and monitor elements.

3.2 Detailed Monitoring and Tools for Problem and Performance Analysis

SAP Dealer Business Management is technically based on SAP enhancement package 1 for SAP NetWeaver 7.3. SAP Dealer Business Management does not provide additional tools for Monitoring.

For information about technical problem analysis (such as for database, operating system, or workload analysis), see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide.

3.2.1 Trace and Log Files

Trace files and log files are essential for analyzing problems.

Dealer Business Management uses several application log objects/subobjects. General information about application logs, see SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → SAP NetWeaver by Key Capability → Solution Life Cycle Management by Key Capability → Application Log – (BC-SRV-BAL).

Log objects and corresponding subobjects used by Dealer Business Management:

Table 6

Log Object	Subobject	Description
DBM	ORDER	Order
	TILL	Cashdesk
	VEHICLE	Vehicle

3.2.2 Workload Monitors

SAP DBM uses the standard SAP NetWeaver workload monitor. For more information, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → Technical Operations Manual → Administration of SAP NetWeaver Systems → Application Server ABAP (AS ABAP) → Monitoring → Tools → Workload Monitor.

3.2.3 Other Important Problem Analysis and Monitoring Tools

This section is not relevant for SAP Dealer Business Management.

3.2.4 Interface Monitors

Interface monitors are essential for analyzing problems with interfaces such as RFC, IDoc, and HTTP.

For information about interface monitoring, see the SAP Help Portal at <http://help.sap.com> → SAP Solution Manager → SAP Solution Manager 7.0 SP15 → English → Solution Monitoring → Using Business Process Monitoring → Business Process Monitoring → Set-Up Interface Monitoring

3.2.5 Data Growth and Data Archiving Monitors

SAP DBM uses the standard tools for archiving and monitoring data archiving available in SAP NetWeaver and does not require an application specific tool. For more information, see the following source:

- <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver by Key Capabilitay → Key Capabilites of Solution Life Cycle Management → Data Archiving

3.3 Data Consistency

If related or identical data is stored in multiple places there may be the possibility of inconsistencies (for example after a restore of a single component). The following table describes how consistency can be verified and how inconsistencies may be repaired.

For SAP Dealer Business Management, data is not stored in different components, so no data inconsistencies occur.

4 Management of SAP Dealer Business Management

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

For more information about the underlying technology, see in the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide.

4.1 Starting and Stopping

SAP DBM does not provide tools for starting and stopping.

For more information, see the SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → Technical Operations Manual → General Administration Tasks → Starting and Stopping AS ABAP and AS JAVA.

4.2 Software Configuration

SAP DBM requires no special component-specific technical configuration.

4.3 Administration Tools

SAP Dealer Management uses standard administration tools based in SAP NetWeaver. For more information, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → Administration of SAP NetWeaver Systems → AS ABAP (Application Server for ABAP) → Administration.

4.4 Backup and Restore

You need to back up your system landscape regularly to ensure that you can restore and recover it in case of failure.

The backup and restore strategy for Dealer Business Management consists of two parts:

- Backup and restore coverage for each component (see table below)
- Cross-system data dependencies and handling

The backup and restore strategy for your system landscape should not only consider SAP systems but should also be embedded in overall business requirements and incorporate your company's entire process flow.

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

Frequency of the Backup

SAP DBM

SAP DBM recommends that you back up your database on a daily basis. For more information about the frequency of the backup, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → General Administration Tasks → Database Administration.

SAP ERP

SAP ERP recommends that you back up your individual components in the SAP ERP 6.0 landscape regularly to ensure that you can restore and recover them if there is a system failure. For more information about backup and recovery for SAP ERP 6.0, see SAP Service Marketplace at <http://service.sap.com/instguides> → SAP Business Suite Applications → SAP ERP → SAP ERP 6.0 → Operations.

Backup Procedures

SAP DBM is based on SAP NetWeaver (Web Application Server ABAP) technology. All backup procedures for ABAP-based components also work for SAP DBM. For more information about backup and recovery, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → Administration of SAP NetWeaver Systems → Application Server ABAP (AS ABAP) → Administration/Management → Backup and Restore.

Online Backup

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

If you perform a backup while the server is running, open files may not be backed up.

Backup and Recovery of SAP NetWeaver Components

For more information about backup and restore for the usage type Application Server for ABAP and the usage type Business Intelligence (BI), see SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → Administration of SAP NetWeaver Systems → Application Server ABAP (AS ABAP) → Administration/Management → Backup and Restore.

For more information about backup and restore for the usage type Process Integration (XI), see SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → Administration of SAP NetWeaver Systems → PI (Process Integration) → Management → Backup/Restore and Recovery.

4.5 Application Copy

For more information, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → General Administration Tasks → System Copy.

4.6 Periodic Tasks

4.6.1 Scheduled Periodic Tasks

This chapter describes all automatable tasks required to run periodically in order to keep the application running smoothly over time. Such tasks may be required on component level and are therefore relevant in each scenario that uses the component. You can find the mapping in the chapter Scenario / Component Matrix above. Other tasks may be relevant for certain business scenarios only. It is important that you monitor the successful execution of these tasks on a regular basis.

Periodic Tasks to be scheduled can be found in the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → Administration of SAP NetWeaver Systems → AS ABAP (Application Server for ABAP) → Administration → Background Jobs and Job Monitoring.

4.6.2 Required Manual Periodic Tasks

This chapter describes all manual tasks required to run periodically in order to keep the application running smoothly over time. A person must execute a manual task; the scheduled tasks listed above can be automated using a task scheduler program. Such tasks may be required on component level and are therefore relevant in each scenario that uses the component. You can find the mapping in the chapter Scenario / Component Matrix above. Other tasks may be relevant for certain business scenarios only. It is important that you monitor the successful execution of these tasks on a regular basis.

For more information, see standard jobs mentioned in the Technical Operations Manual for SAP NetWeaver (in SAP Library under SAP NetWeaver) at the SAP Portal at <http://help.sap.com/> -> SAP NetWeaver -> SAP NetWeaver 7.3 including Enhancement Package 1 -> SAP NetWeaver 7.3 Library -> English -> SAP NetWeaver Library -> Administrator's Guide -> Technical Operations Manual for SAP NetWeaver -> Administration of SAP Netweaver systems -> AS ABAP -> Administration -> Background processing -> Background Jobs to Be Scheduled Regularly.

SAP Dealer Business Management does not require manual tasks to be performed.

4.7 Load Balancing

SAP Dealer Business Management uses the standard functionality of NetWeaver for logon and load balancing. For more information about network load balancing, see SAP Service Marketplace at <http://service.sap.com/ha> and

in the SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → General Administration Tasks → High Availability → Network High Availability → Web Server Networks and DMZs.

4.8 User Management

SAP Dealer Business Management uses the standard functionality of NetWeaver for the user management, such as creating users with transaction SU01 and creating and using roles with transaction PFCG. For more information, see SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 Library (including Enhancement Package 1) → English → SAP NetWeaver Library → Security Guide → User Administration and Authentication.

4.9 Printing

SAP Dealer Business Management uses the standard functionality of SAP NetWeaver for printing. For more information about printing, see SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → Administration of SAP NetWeaver Systems → AS ABAP (Application Server for ABAP) → Administration → Printing.

5 High Availability

For high availability of Dealer Business Management, see the information on SAP Service Marketplace at <http://service.sap.com/ha> → Media Library → Documentation → HA Documentation, or see the documentation on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → General Administration Tasks → High Availability.

6 Software Change Management

Software Change Management standardizes and automates software distribution, maintenance, and testing procedures for complex software landscapes and multiple software development platforms. These functions support your project teams, development teams, and application support teams.

The goal of Software Change Management is to establish consistent, solution-wide change management that allows for specific maintenance procedures, global rollouts (including localizations), and open integration with third-party products.

This section provides additional information about the most important software components.

6.1 Transport and Change Management

All components of SAP Dealer Business Management are client-enabled. For transport and change management issues, the procedures of SAP NetWeaver apply. For more information, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → Administration of SAP NetWeaver Systems → AS ABAP (Application Server for ABAP) → Software Logistics → Transport and Change Management.

6.2 Requests and Development Release Management

The standard procedures of SAP NetWeaver apply. See the Technical Operations Manual for SAP NetWeaver on SAP Help Portal under SAP NetWeaver.

6.3 Quality Management and Test Management

You can use the SAP NetWeaver Development Infrastructure to learn about the various possibilities to test your software changes.

6.4 Support Packages and Patch Implementation

We recommend that you implement the latest Dealer Business Management Support Packages. You can find detailed information, and the support packages for download for SAP DBM 8.0, in the SAP Service Market Place at <http://service.sap.com/support>.

7 Troubleshooting

For information about troubleshooting SAP NetWeaver, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at <http://help.sap.com> → SAP NetWeaver → SAP NetWeaver 7.3 including Enhancement Package 1 → SAP NetWeaver 7.3 Library → English → SAP NetWeaver Library → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → General Administration Tasks → Troubleshooting for SAP Web Application Server → SAP NetWeaver Problem Analysis Guide (PAG).

8 Support Desk Management

Support Desk Management enables you to set up an efficient internal support desk for your support organization that seamlessly integrates your end users, internal support employees, partners, and SAP Active Global Support specialists with an efficient problem resolution procedure.

For support desk management, you need the methodology, management procedures, and tools infrastructure to run your internal support organization efficiently.

8.1 Remote Support

For information about Remote Support Setup, see SAP Service Marketplace at <http://service.sap.com/access-support>.

8.2 Component Hierarchy Relevant for This Application

For information about processing of internal support messages and forwarding them to SAP, see SAP Help Portal at <http://help.sap.com> → SAP Solution Manager → SAP Solution Manager 7.0 SP15 → English → Service Desk.

8.3 Remote Support Setup

For information about Remote Support Setup, see SAP Service Marketplace at <http://service.sap.com/access-support>.

8.4 Problem Message Handover

For information about processing of internal support messages and forwarding them to SAP, see SAP Help Portal at <http://help.sap.com> → SAP Solution Manager → SAP Solution Manager 7.0 → English → Service Desk.

For sending problem messages/tickets to SAP, choose the appropriate component (or subcomponent) name from the SAP component hierarchy:

Table 7

IS-A-DBM	Dealer Business Management	
+	IS-A-DBM-ACC	Accounting
+	IS-A-DBM-MD	Master Data

IS-A-DBM	Dealer Business Management	
+	IS-A-DBM-MD-STG	Storage Goods Manager
+	IS-A-DBM-MD-VEH	Vehicle
+	IS-A-DBM-NTF	Notification
+	IS-A-DBM-ORD	Order
+	IS-A-DBM-ORD-CTL	Order Control
+	IS-A-DBM-ORD-PRT	Parts
+	IS-A-DBM-ORD-SCH	Resource Scheduling
+	IS-A-DBM-ORD-SER	Service
+	IS-A-DBM-ORD-SPL	Split and Pricing
+	IS-A-DBM-ORD-UI	User Interface
+	IS-A-DBM-ORD-VEH	Vehicle
+	IS-A-DBM-ORD-WTY	Warranty Processing
+	IS-A-DBM-FW	Framework
+	IS-A-DBM-MD-CM	Customer Management
+	IS-A-DBM-ACC-CD	Cash Desk
+	IS-A-DBM-UI	WebDynpro
+	IS-A-DBM-VSA	Vehicle Sales Assistant

9 Appendix

9.1 Related Guides

You can find more information about installation and configuration in the Master Guide.

9.2 Related Information

The following table contains links to information relating to the Solution Operation Guide:

Table 8

Content	Quick Link to the SAP Service Marketplace (service.sap.com)
Master Guide, Installation Guide and Upgrade Guide	instguides ibc
Related SAP Notes	notes
Released Platforms	platforms
Network Security	securityguide network
Technical Infrastructure	ti
SAP Solution Manager	solutionmanager



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

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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