

Getting SAP Solution Manager Ready for Focused Build
Focused Build for SAP Solution Manager
Document Version: 1.0 – 2023-12-18

PUBLIC

Focused Build for SAP Solution Manager 7.2

ST-OST 200 SPS 13



Typographic Conventions

Type Style	Description
<i>Example</i>	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.
Example	Emphasized words or expressions.
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
<code>Example</code>	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
Example	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example>	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
EXAMPLE	Keys on the keyboard, for example, F2 or ENTER .

Document History

Version	Date	Change
1.00	2023-12-18	<i>Initial Version</i>

Contents

Typographic Conventions.....	2
Document History.....	3
1 Introduction.....	6
1.1 Target Group.....	6
1.2 Overview of Focused Build for SAP Solution Manager.....	6
1.3 General.....	6
1.4 Usage Rights.....	6
2 Central Note for Focused Build 2.0.....	8
2.1 Pre-Installation.....	8
3 Preparation before ST-OST 200 SP13 Installation and Focused Build Configuration.....	9
3.1 Mandatory Configuration.....	9
3.1.1 System Preparation.....	9
3.1.2 Infrastructure Preparation.....	10
3.1.3 Basic Configuration.....	10
3.2 Managed System Configuration.....	10
3.3 Embedded Search.....	11
3.4 Requirement Management.....	12
3.4.1 Perform Basic Setup.....	12
3.4.2 Define Requirement Process.....	13
3.4.3 Configur User Interfaces.....	13
3.4.4 Set Up My Business Requirements.....	13
3.4.5 Create Template Users.....	14
3.4.6 Configure Search Infrastructure.....	14
3.4.7 Integrate Additional Functions.....	14
3.4.8 Employ Additional Use Cases.....	14
3.5 Project Management.....	15
3.6 Process Management.....	15
3.6.1 Perform Basic Setup.....	15
3.6.2 Generate Library.....	16
3.6.3 Configure Digital Signature.....	16
3.6.4 Customize Document Handling.....	16
3.6.5 Configure Solution Documentation.....	17
3.6.6 Configure Embedded Search.....	17
3.6.7 Import SAP Best Practices Content.....	17
3.6.8 Define Authorization Concept.....	18
3.6.9 Scheduling Content Checks.....	18
3.7 Test Suite.....	19
3.7.1 Test Suite Preperation - Standard Configuration.....	19
3.7.2 Special Configuration.....	21
3.8 Change Request Management.....	23

3.8.1	Prepare System	23
3.8.2	Perform Basic Setup	24
3.8.3	Set Up Downgrade Protection and Retrofit	24
3.8.4	Define Change Process.....	26
3.8.5	Configure User Interface	26
3.8.6	Define Settings for Template Users.....	26
3.8.7	Define Reporting.....	26
3.8.8	Configure Search Infrastructure.....	26
3.8.9	Integrate Additional Functions.....	27
3.8.10	Employ Additional Use Cases.....	27
3.9	Managed System Setup in Terms of Change Request Management	27
3.9.1	Configure LMDB	27
3.9.2	Select System.....	27
3.9.3	Check the Software Prerequisites	28
3.9.4	Configure Change and Transport System	28
3.9.5	Check System Prerequisites	29
3.9.6	Create User Master Data	29
3.9.7	Configure Extended Function.....	29
3.9.8	Create Landscape and Change Cycle.....	29
3.10	IT Service Management.....	30
3.10.1	Prepare System.....	30
3.10.2	Perform Prerequisites.....	30
3.10.3	Configure Transaction Types.....	33
3.10.4	Configure Search Infrastructure.....	33
3.10.5	Configure BW Reporting.....	34
3.10.6	Configure Service Catalog and Request.....	34
3.10.7	Configure Landscape	34
3.10.8	Set Up Users and Partners	34
3.10.9	Configure User Interface	34
3.10.10	Maintain SAP Partner.....	35
3.10.11	Integrate External Service Desk.....	35
4	Creating a Demo Landscape in SAP Solution Manager	36
4.1.1	Configuring Transport Management System (TMS)	37
5	Appendix.....	42
5.1	Useful SAP Notes.....	42

1 Introduction

This document will help you to check if you have met all the requirements for implementing Focused Build SP13 with SAP Solution Manager 7.2. SP18. You don't have to work through the guide from A to Z if you are familiar with SAP Solution Manager. Simply check the chapter with the respective application for which you need additional information.

To configure Focused Build on your SAP Solution Manager, please read the Focused Build Configuration Guide after you have checked the prerequisites for the implementation.

The recommended managed system landscape for the usage of Focused Build is a 4-system landscape.

1.1 Target Group

This document targets technical consultants, application consultants, and support consultants who plan to perform the configuration of the component `ST-OST 200` (Focused Build).

1.2 Overview of Focused Build for SAP Solution Manager

Focused Build for SAP Solution Manager is a turnkey solution that starts with the creation of requirements in Process Management (Solution documentation). For these requirements, you create work packages, which are then broken down to work items, which are subsequently implemented. The go-live process can involve individual changes, groups of changes, or planned releases that are in line with a release plan and controlled by release phases.

1.3 General

You can download the configuration guide for Focused Build from the SAP Software Download Center at <https://help.sap.com/viewer/p/FBUILD>.

For more information about Focused Build Solutions, refer to the SAP Support Portal at <https://support.sap.com/en/solution-manager/focused-solutions.html>

1.4 Usage Rights

As of 2020, the usage rights of SAP Solution Manager include SAP Focused Build and Insights – at no additional costs

Further information is provided at https://support.sap.com/content/dam/support/en_us/library/ssp/alm/sap-solution-manager/usage-rights/Focused-License-Update.pdf or [Usage Rights \(sap.com\)](https://support.sap.com/content/dam/support/en_us/library/ssp/alm/sap-solution-manager/usage-rights/Usage-Rights.pdf)

2 Central Note for Focused Build 2.0

Before you start with the Focused Build implementation, please read the Central Correction Note carefully.

- For Focused Build 2.0 SP13 the [Central Correction Note 3388278](#) is required. This SAP Note is shipped for Focused Build 2.0 SP13 as part of the Focused Solutions for SAP Solution Manager 7.2 SP18.

2.1 Pre-Installation

Prior to installing ST-OST 200 SP13 and Focused Build, make sure that:

- You have carefully read and considered the SAP Release Planning note: SAP Note [2541761](#)
- Your SAP Solution Manager 7.2 is on SP18
- You have checked the browser pre-requisites: SAP Note [1716423](#)
- **IMPORTANT:** The SAP component CTS plug-in must be installed with the latest support package, see SAP Note [1665940](#)
- Your SAP Solution Manager system runs on at least two system landscapes: Development and productive. For more information, see SAP Note [952859](#)

3 Preparation before ST-OST 200 SP13 Installation and Focused Build Configuration

3.1 Mandatory Configuration

Please start with the configuration scenarios of the mandatory configuration because these settings are a prerequisite for the other configuration scenarios in the navigation tree. To do this, please open the transaction [SOLMAN_SETUP](#).

Configure the following:

- System Preparation: Configure prerequisites for performing SAP Solution Manager configuration scenarios.
- Infrastructure Preparation: Configure the SAP Solution Manager landscape and landscape components.
- Basic Configuration: Configure the most important functions, jobs, and users for [Root Cause Analysis](#) and [Service Delivery](#).

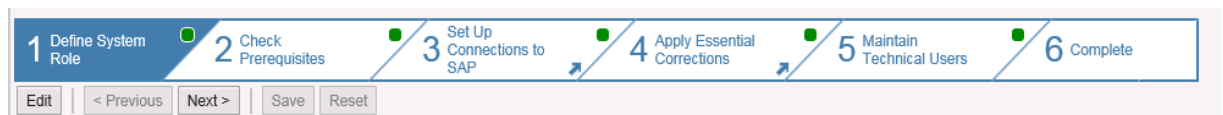
After having finished the mandatory configuration, proceed with the following configuration settings:

- [Managed Systems Configuration](#)
- [Embedded Search](#)

You can then make the settings for scenarios such as [Requirements Management](#), [Process Management](#), [Change Control Management](#) or [IT Service Management](#).

3.1.1 System Preparation

In the system preparation scenario, you define the system role, check the prerequisites, set up the connection to SAP, apply essential corrections, and maintain the technical users.



Please complete all steps so that all lights show green.

3.1.2 Infrastructure Preparation

In this scenario, you configure the infrastructure to run SAP Solution Manager. Complete the following steps:

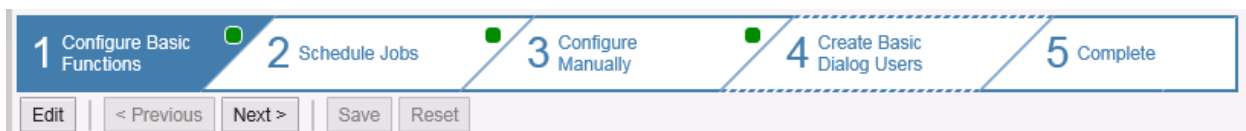
- Set Up Landscape Management
- Set Up Connectivity
- Set Up SAP BW
- Define CA Introscope (This is not mandatory for Focused Build)
- Set Up E-Mail Communication
- Configure CRM Basics
- Enable Gateway Services



3.1.3 Basic Configuration

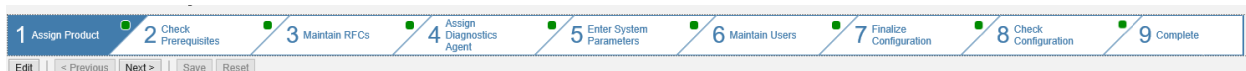
In this scenario, you configure the most important functions, jobs, and basic users:

- Configure Basic Functions
- Schedule Jobs
- Configure Manually
- Create Basic Dialog Users



3.2 Managed System Configuration

In this step, you configure technical systems, standalone databases, standalone hosts, and cloud services. To manage the systems in SAP Solution Manager, you must complete the system information. Please configure all managed systems which you will manage with the Focused Build scenario.



Important are the RFC connections and RFC users to each system and each client that is to be handled with Focused Build in the future:

SM_<logical system>_READ, User: SM_<SID>
 SM_<logical system>_TMW, User: SMTM<SID>
 SM_<logical system>_TRUSTED

Additionally, the back RFC to the SAP Solution is important for each system: SM_<logical system>_BACK, User: SMB_<SID>

Finally, check the plug-In status for ST-PI and ST-A/PI and check if the CTS_Plugin is distributed to the systems.

For more information about the managed system setup for Focused Build, please have a look to the managed system setup in terms of Change Request Management in Chapter 3.9.

3.3 Embedded Search

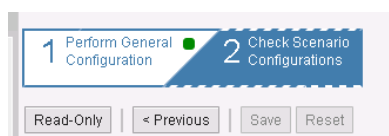
In this step, you configure the settings for the usage of *Embedded Search* in SAP Solution Manager.

You establish the connection between the embedded search and TREX or SAP HANA, and you carry out additional related activities.

If you do not configure the embedded search, you will not be able to find, for example, documents or test cases. That would mean that you cannot use some scenarios. For this reason, it is necessary to set up the embedded search correctly.

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
●		Activating UI Services	Mandatory	◇	Activating UI Services	Performed	Display
●		Check HANA or TREX Installation	Mandatory	◇	SAP Support Knowledge Base Search	Performed	Display
●		Connect TREX to Solution Manager System	Mandatory	◇	Configuring the RFC Connection in the TREX Admin Tool	Performed	Display
●		Check HTTP Proxy Settings	Mandatory	◇	Transaction SM59	Performed	Display
●		Set HANA or TREX Destination	Mandatory	◇	Set the RFC Destination of TREX or DB Connection to SAP HANA	Performed	Display
◇		Use IP Address for Communication With TREX	Optional	◇	TREX Administration Tool	Not Performed	Display
●		Configure Extraction User for Indexing	Mandatory	◇	Set User for Enterprise Search Data Extraction	Performed	Display
●		Assign Real-Time Indexing Authorization	Mandatory	◇	Transaction PFCG	Performed	Display
◇		Adjust Search Timeout	Optional	◇	Change View "Search Configuration"	Not Performed	Display

On step 2 of the guided procedure, you have the possibility to check for which scenario you have activated the embedded search infrastructure.



The embedded search must be configured for the Requirements Management, Process Management, Change Request Management and IT Service Management scenario.

3.4 Requirement Management

Requirements Management enables you to handle change processes for software innovations used throughout your business, including SAP and non-SAP products. After identifying the need for a new function or feature, a business process expert describes the business requirement in detail and submits it to the business manager for validation. If the business manager approves the business requirement, it is handed over to the IT department via an IT requirement. In the IT department, a solution architect assesses whether the requirement can be implemented in terms of technical feasibility, capacity planning, and cost. After the IT manager has given approval, the requirement is committed by the IT department. The business department subsequently reviews the requirement and agrees to it with a final commitment.

Since we deliver a ready-made process with Focused Build, only the mandatory steps need to be performed in this setup steps. Individual customizing is not performed.

3.4.1 Perform Basic Setup

In this step, you lay the groundwork for further configuration done in the subsequent steps. Performing the basic setup enables you to execute a dry run and test all basic standard functions of Requirements Management.

3.4.1.1 Check Prerequisites

This step automatically checks your installation before you continue to configure Requirements Management.

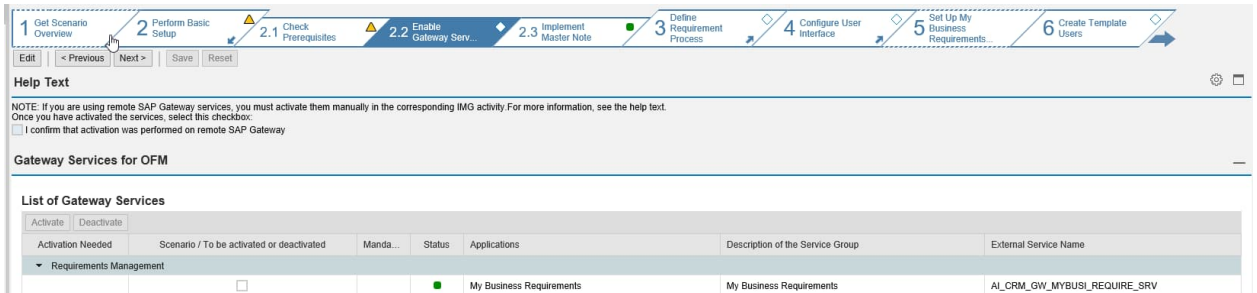
Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>		Check SAP Solution Manager Collective Note	Mandatory		Scenario "Syste...	Execute	Display
<input type="radio"/>		Check Piece List Activation	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>		Check Service Activation	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>		Set Client Change Request and Requirements Mgmt.	Mandatory		Report /TMWFL...	Execute	Display
<input type="radio"/>		Check SAP Connect Configuration	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>		Check and Set Up Number Ranges	Mandatory		Transaction SNUM	Execute	Display
<input type="radio"/>		Check Activity "Clear Caches for Launchpad"	Optional		Mandatory Confi...	Postponed	Display

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>		Enable Business Functions for Requirements Mgmt.	Mandatory		Transaction SFW5	Not Performed	Display

The manual activities in this step do not need to be performed for the subsequent use of Focused Build. This is an optional step in the Initial Configuration for Requirement Management.

3.4.1.2 Enable Gateway Services

In this step, activate SAP gateway services (OData services) for Requirement Management. You need these to enable the SAP Solution Manager Fiori Launchpad, the SAP Fiori apps and mobile applications for Requirement Management.



Activate	Deactivate	Scenario / To be activated or deactivated	Manda...	Status	Applications	Description of the Service Group	External Service Name
		Requirements Management		■	My Business Requirements	My Business Requirements	AL_CRM_GW_MYBUSI_REQUIRE_SRV

Note: The scenario configuration user cannot activate SAP Gateway services. You need administration authorization to activate SAP Gateway services.

3.4.1.3 Implement Collective Note

In this step, you download and implement the master SAP Note for Change Request Management. See also Chapter 3.8.2.

3.4.2 Define Requirement Process

For Focused Build, no further action is necessary.

3.4.3 Configur User Interfaces

For Focused Build, no further action is necessary.

3.4.4 Set Up My Business Requirements

For Focused Build, no further action is necessary.

3.4.5 Create Template Users

This step is not available to execute. Focused Build has its own test users with the necessary authorization roles.

3.4.6 Configure Search Infrastructure

In this manual activity, you create search connectors for data extraction. Activate the connectors for the model:

- AI_REQ_MAN_BUS2116

Create Search Object Connector

Select a Software Component

* Software Component:

Connector Models

Select connector models for which you want to create connectors. This function is intended for creating new connectors only. Therefore, models for which connectors have already been created cannot be processed here.

<input type="button" value="Create Connector"/>	<input type="text"/>	<input type="button" value="Find"/>
<input type="checkbox"/> Model	Description	
<input type="checkbox"/> AI_REQ_MAN_BUS2116	Requirements Management: Transactions	

3.4.7 Integrate Additional Functions

For Focused Build, no further action is necessary.

3.4.8 Employ Additional Use Cases

For Focused Build, no further action is necessary.

3.5 Project Management

For Focused Build, no further action is necessary.

3.6 Process Management

Please check that you have performed the mandatory steps of the following activities.

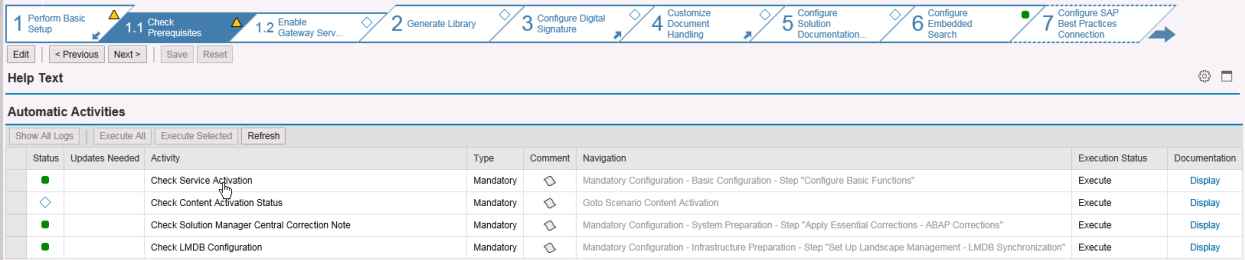
3.6.1 Perform Basic Setup

In this step, lay the groundwork for further configurations that you can define in the subsequent steps. Performing the basic setup enables you to execute a dry run and test all basic standard functions of Process Management.

3.6.1.1 Check Prerequisites

In this scenario, configure the solution documentation in SAP Solution Manager.

In this step, check if the prerequisites are met before you start the configuration of solution documentation.



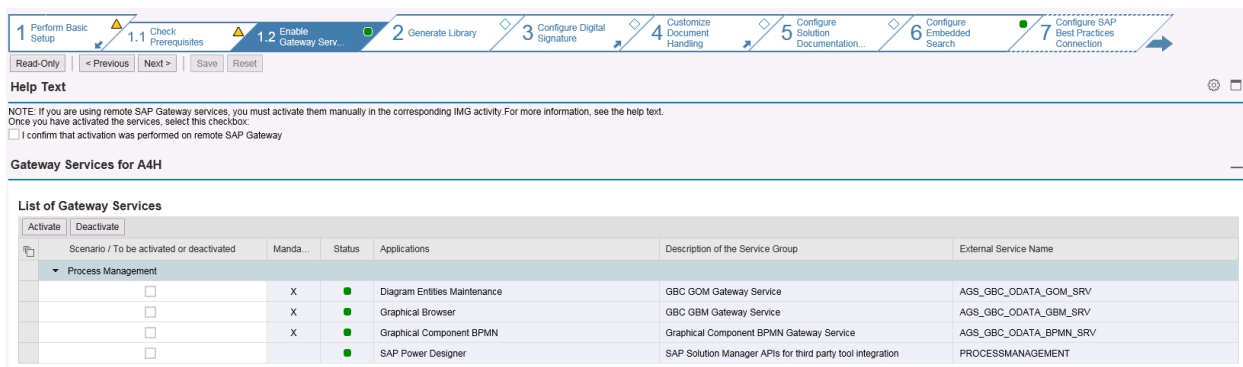
The screenshot shows the SAP Solution Manager configuration progress bar at the top, with steps 1 through 7. Step 1, 'Perform Basic Setup', is currently active. Below the progress bar, the 'Automatic Activities' table is displayed. The table has columns for Status, Updates Needed, Activity, Type, Comment, Navigation, Execution Status, and Documentation. The activities listed are 'Check Service Activation', 'Check Content Activation Status', 'Check Solution Manager Central Correction Note', and 'Check LMDB Configuration'. The 'Check Content Activation Status' activity is highlighted with a mouse cursor.

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
■		Check Service Activation	Mandatory		Mandatory Configuration - Basic Configuration - Step "Configure Basic Functions"	Execute	Display
◇		Check Content Activation Status	Mandatory		Goto Scenario Content Activation	Execute	Display
■		Check Solution Manager Central Correction Note	Mandatory		Mandatory Configuration - System Preparation - Step "Apply Essential Corrections - ABAP Corrections"	Execute	Display
■		Check LMDB Configuration	Mandatory		Mandatory Configuration - Infrastructure Preparation - Step "Set Up Landscape Management - LMDB Synchronization"	Execute	Display

If you have upgraded your SAP Solution Manager from 7.1, the *Content Activation Status* should also be green if you have used the solution documentation in SAP Solution Manager 7.1.

3.6.1.2 Enable Gateway Services

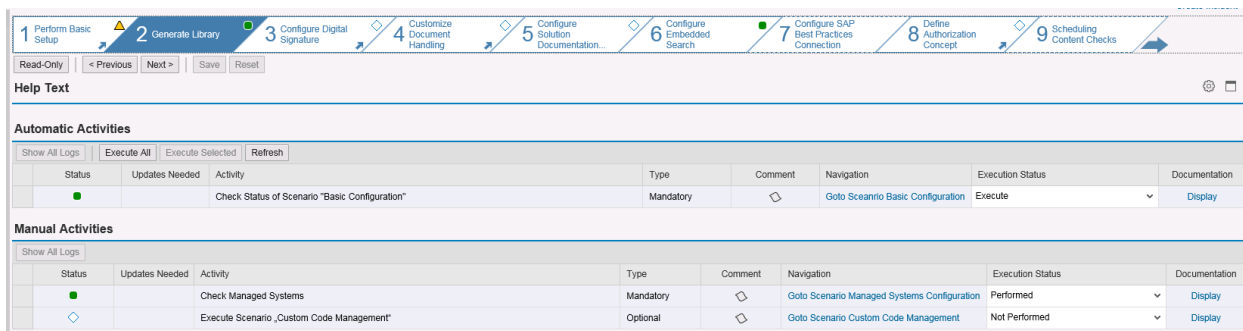
In this step, activate SAP gateway services (OData services) for Process Management. You need these to enable the SAP Solution Manager Fiori Launchpad, the SAP Fiori apps and mobile applications for Process Management.



3.6.2 Generate Library

In this step, generate the library.

You can save transactions, programs, and other entities in the library of a solution. The *Generation Cockpit Library* option, which you start for a selected solution in *Solution Administration* (transaction SOLADM), enables you to schedule jobs that identify the entities in managed systems that can be executed, and to store these entities in the library for this solution.



3.6.3 Configure Digital Signature

If you need to use the digital signature add-on in Focused Build, then it is necessary to execute the mandatory step *Define User Setting*. If you do not want to use this function in Focused Build, then there are no steps to perform under this point.

3.6.4 Customize Document Handling

In this step, customize document storage and access, document attributes and behavior when you create, save and delete documents. In this step, you only need to perform the activities "Activate HTTP Access for Repositories" and "Configure Solution Manager Document Display v. URL" for the Activate Services step.

3.6.5 Configure Solution Documentation

In solution documentation, you can extend the application by additional customer attributes, if unable to use the existing functionality to store the information you need. These attributes can be created in this optional step. You also can configure which related document types are visible in the attribute pane. If you have an upgraded SAP Solution Manager, please check if you have executed the mandatory actions: Migrate existing views to unified scopes and Migrate existing Views for Test Suite. For all other steps, being prerequisites for the Focused Build implementation, no further action is necessary.

3.6.6 Configure Embedded Search

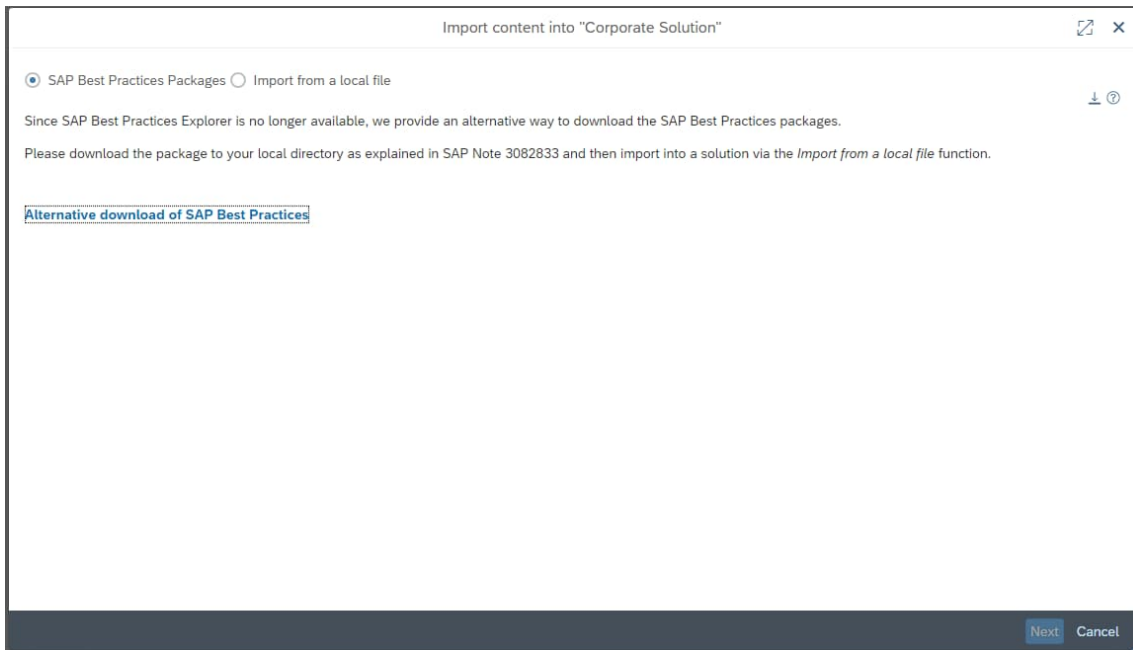
In this step, configure the embedded search for solution documentation. This includes the generation of the search models for the embedded search, the creation of the search connectors and the scheduling of the indexing process. Please execute all mandatory steps, otherwise it is not possible to search for documents in the solution documentation environment.

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>	<input checked="" type="checkbox"/>	Check Status General Configuration Embedded Search	Optional		Scenario Embed...	Postponed	Display

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>	<input checked="" type="checkbox"/>	Create Search Models	Mandatory		Create Models for Embedded Search	Performed	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Create Search Connectors	Mandatory		Connector Administration Cockpit	Performed	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Enable ESH Index Preload	Optional		ESH Index Preload	Not Performed	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Adjust Exceptional Package Size	Mandatory		Set Exceptional Indexing Package size for Initial/Delta Indexing	Performed	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Estimate index size for Initial Indexing	Optional		Estimate index size for Initial Indexing	Not Performed	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Schedule Initial Indexing	Mandatory		Connector Administration Cockpit	Performed	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Define Real Time Indexing	Optional		Connector Administration Cockpit	Performed	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Check Status of Search Infrastructure	Optional		Search Infrastructure Check	Performed	Display

3.6.7 Import SAP Best Practices Content

To import SAP Best Practices Content follow the instructions in SAP Note [3082833](#).



3.6.8 Define Authorization Concept

As Focused Build delivers separate composite roles no further action is necessary.

3.6.9 Scheduling Content Checks

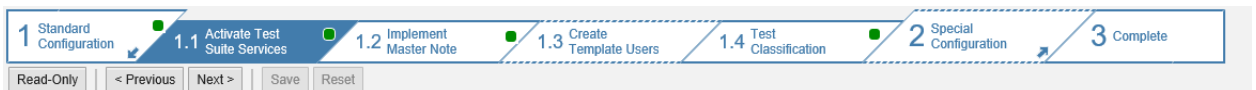
For Focused Build, no further action is necessary. You can still schedule jobs here, however, that execute multiple content consistency checks on your Solution documentation to assure its quality and consistency. This is recommended, as otherwise the consistency cannot be ensured 100%.

3.7 Test Suite

The test organization in SAP Solution Manager allows you to test across several systems.

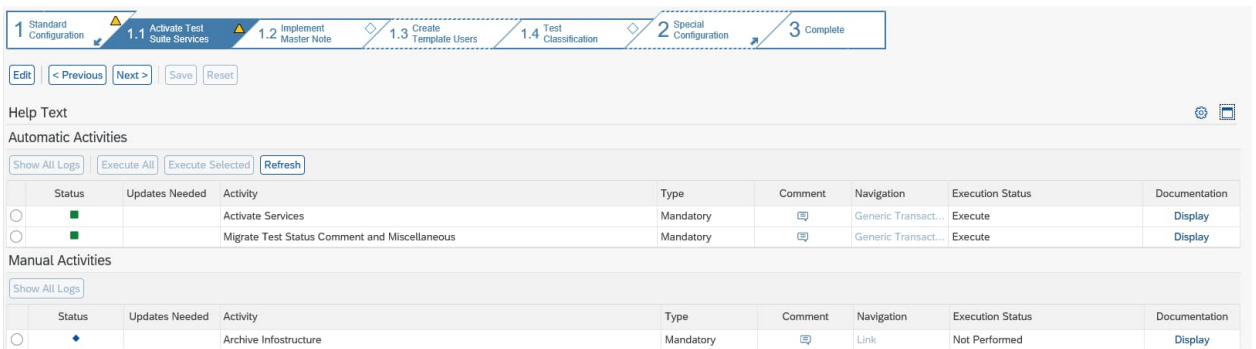
3.7.1 Test Suite Preparation - Standard Configuration

After you have implemented the central correction note [3322263](#) for Test Suite SP18, open transaction `SOLMAN_SETUP` and execute the standard configuration steps for Test Management.



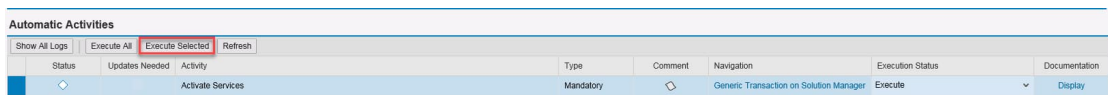
3.7.1.1 Activate Test Suite Services

In edit mode, you can automatically complete the two activities:

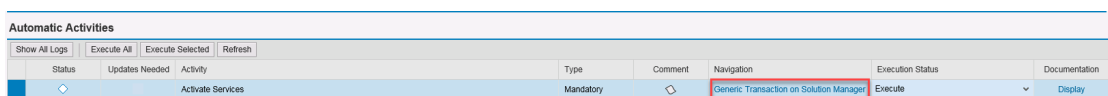


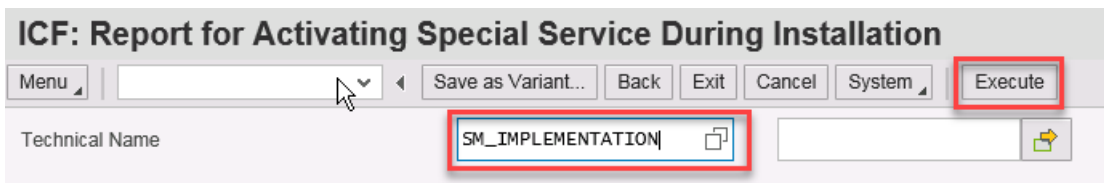
For Activate Services do the following things:

1. Select the activity to be automatically executed by positioning the cursor on the row of the activity. Make sure that the status of this activity is set to *Execute*.
2. Choose *Execute Selected*. Or execute the activity via the option *Execute Selected*.



OR:





This results in a list with all activated services (SM_IMPLEMENTATION and SM_IMPLEMENTATION_2).

For transaction SOLMAN_SETUP, please set this step to *Manually Performed* if you have executed this step manually.

Now execute the second automatic Activity "Migrate Test Status Comment and Miscellaneous". This step is necessary to copy some data to two new tables and delete the existing STRING tables. If you need more information about this, please have a look in the documentation link for this activity.

Please also execute the manual activity "Archive Infostructure". The corresponding archiving infostructures should be activated manually. This should be done, even if you do not plan to archive your data. For transaction SOLMAN_SETUP, please set this step to *Manually Performed* if you have executed this step manually.

3.7.1.2 Implement Collective Note

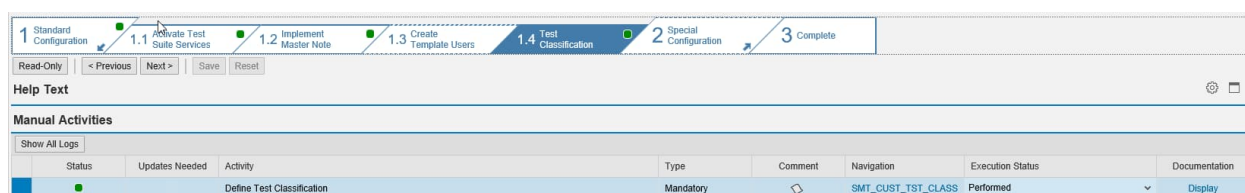
Before you start with the Test Management configuration, please implement the collective note for Test Suite. For ST720 SP18, implement SAP Note [3322263](#). For all other SAP Solution Manager releases, please check the SAP Support Portal.

3.7.1.3 Create Template User

This step is not available to execute. Focused Build has its own test users with the necessary authorization roles.

3.7.1.4 Test Classification

Define the test categories, such as single functional test, generic functional test, functional integration test, acceptance test, or regression test. Please check that the test classifications are available on your system.



<input type="button" value="Create"/> <input type="button" value="Delete"/> <input type="button" value="Transport"/>	
Test Classification	Description
<input checked="" type="radio"/> AT	Acceptance Test
<input type="radio"/> FIT	Functional Integration Test
<input type="radio"/> GFT	Generic Functional Test
<input type="radio"/> RT	Regression Test
<input type="radio"/> SFT	Single Functional Test

To assign the right test classification for Focused Build, please review the Focused Build configuration guide.

3.7.2 Special Configuration

All activities in this step are optional for one of the following reasons:

- SAP delivers predefined customizing (such as for release schema, workflow, and email notifications). The activity is then only relevant if you want to define your own settings.
- Configuration is needed only if you want to use the activity for items like Business Warehouse (BW) analytics.

Please check the following chapters of this guide to find out which steps must be executed as prerequisite for the Focused Build setup.

3.7.2.1 Release Status Schema

For Focused Build, no further action is necessary.

3.7.2.2 Defects

For Focused Build, no further action is necessary.

3.7.2.3 Workflow and E-Mail Notification

For a simple Focused Build PoC, no further action is necessary.

3.7.2.4 Central Settings

For Focused Build, no further action is necessary.

3.7.2.5 Analytics

For a simple Focused Build PoC, no further action is necessary. However, if you want to use the standard TM Analytics, you must activate BW.

3.8 Change Request Management

Before you can start with the Focused Build configuration, it is necessary that you have set up some steps for the Change Request management scenario.

- ▼ Change Control Management
 - Quality Gate Management
 - Change Request Management**
 - Managed System Setup

3.8.1 Prepare System

In this step, you prepare the SAP Solution Manager system for the configuration of change control functions. You create the technical user that you will need in the next steps and schedule the specific background jobs relevant for Change Request Management.

3.8.1.1 Create Technical User

Create a technical User (*SM_CHM*) to run jobs for Change Request Management:

The screenshot shows the 'Create Technical User' step in the SAP Solution Manager configuration wizard. The progress bar at the top indicates the current step is 1.1, with other steps including 'Prepare System', 'Schedule Background J...', 'Perform Basic Setup', 'Set Up Downgrade Protection and...', 'Define Change Process', 'Configure User Interface', 'Define Settings for Template Users', and 'Define Reporting'. Below the progress bar, the 'Help Text' section displays the following information:

SM_CHM Technical User (in SAP Solution Manager System)

■ User SM_CHM exists with the recommended roles

Accept Manually Created User Without Checking Role Assignments

Action: [Display User](#)

Password:

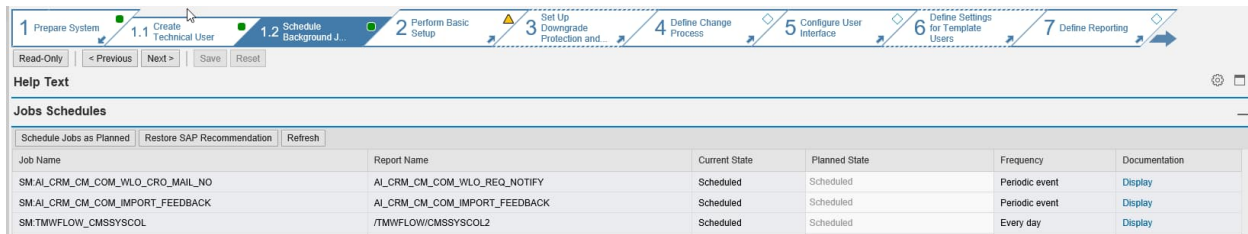
Repeat Password:

Required Roles

Action	U...	SAP Role	Copy of SAP Role	Role Scope	Type	Start Transaction...	Role Description
Do nothing		SAP_SM_CHM	ZSAP_SM_CHM	ABAP	Mandatory	Display	Display

3.8.1.2 Schedule Background Jobs

Schedule the background jobs needed for Change Request Management. You need a technical user to schedule jobs for background processing. We recommend that you use technical user *SM_CHM* (for Change Request Management Jobs) to do this.

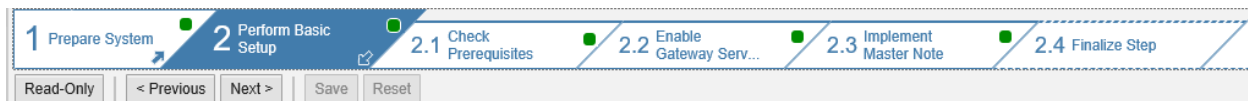


The screenshot shows the 'Jobs Schedules' table in SAP Solution Manager. The table has columns for Job Name, Report Name, Current State, Planned State, Frequency, and Documentation. Three jobs are listed, all with a 'Scheduled' current state.

Job Name	Report Name	Current State	Planned State	Frequency	Documentation
SM.AI_CRM_CM_COM_WLO_CRO_MAIL_NO	AI_CRM_CM_COM_WLO_REQ_NOTIFY	Scheduled	Scheduled	Periodic event	Display
SM.AI_CRM_CM_COM_IMPORT_FEEDBACK	AI_CRM_CM_COM_IMPORT_FEEDBACK	Scheduled	Scheduled	Periodic event	Display
SM.TMWFLOW_CMSSYSOCL	/TMWFLOW/CMSSYSOCL2	Scheduled	Scheduled	Every day	Display

3.8.2 Perform Basic Setup

In this step, check the prerequisites for the Change Request Management setup, enable Gateway Services for Change Request Management, and implement the Collective Note for this scenario.



For SAP Solution Manager 7.2 SP18 the SAP Note [3350473](#) is the central correction note for Change Request Management.

3.8.3 Set Up Downgrade Protection and Retrofit

It is necessary to activate Cross System Object Lock (CSOL) and Downgrade Protection (DGP) for Focused Build. Retrofit configuration is not required for Focused Build.



CSOL ensures that when an object is changed in a managed system, it is locked in the central SAP Solution Manager system. It prevents version conflicts at an early stage. When the cross-system object lock is active, the system can detect conflicts between objects in different transport requests that are part of the same production logical system (system and client) as their transport target, depending on the type of object that was changed.

You can activate or deactivate the cross-system object lock in the Administration Cockpit.

When the cross-system object lock is active, you can activate downgrade protection. Downgrade protection cannot be activated if the cross-system object lock is inactive

You can activate it in the Administration Cockpit on the [Cross-System Object Lock and Downgrade Protection](#) tab.

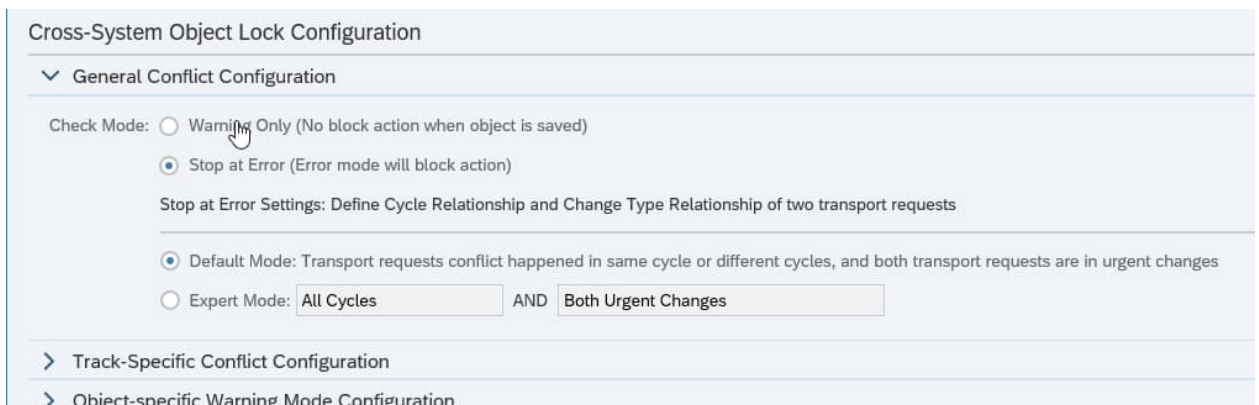


The downgrade protection function tracks objects in transport requests, and reports conflicts in five scenarios when an object that is saved in two or more transport requests is released, reassigned, or imported.

If you use these functions on a regular basis and with a big amount of data, consider using the housekeeping report as described in SAP Note [2444942](#) - "Unified DGP Housekeeping Report for ST 7.2".

Cross-System Object Lock Configuration:

- If you want to get notified about the cross-system object lock conflicts, you can select a Warning Only option. Only a warning message is displayed for all conflicts. You can still save your data. Be aware that when choosing this option, you might run the risk of possible software downgrades when older transport requests overwrite more recent transports containing the same objects.
- If you are using the Stop at Error check mode for the CSOL check, you cannot save your data if a conflict is detected.



In addition you have further track specific or scenario specific setting options.

3.8.4 Define Change Process

For Focused Build, no further action is necessary.

3.8.5 Configure User Interface

For Focused Build, no further action is necessary.

3.8.6 Define Settings for Template Users

For Focused Build, no further action is necessary.

3.8.7 Define Reporting

For Focused Build, no further action is necessary.

3.8.8 Configure Search Infrastructure

Activate the connectors for the model:

- AI_CM_BUS2000116
- AI_CM_TRANSPORT_OBJ
- AI_CM_TRANSPORT_REQ

Create Search Object Connector

Select a Software Component

* Software Component:

Connector Models

Select connector models for which you want to create connectors. This function is intended for creating new connectors only. Therefore, models for which connectors have already been created cannot be processed here.

Model	Description
<input type="checkbox"/> AI_CM_BUS2000116	Change Request Management: Transaction
<input type="checkbox"/> AI_CM_TRANSPORT_OBJ	Change Request Management: Transport Object
<input type="checkbox"/> AI_CM_TRANSPORT_REQ	Change Request Management: Transport Request

3.8.9 Integrate Additional Functions

For Focused Build, no further action is necessary.

3.8.10 Employ Additional Use Cases

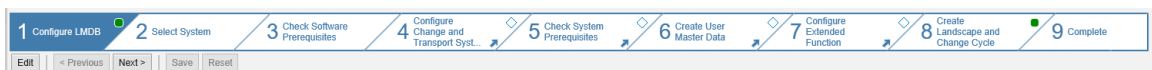
For Focused Build, no further action is necessary.

3.9 Managed System Setup in Terms of Change Request Management

It is necessary to check and execute the relevant steps in *Managed System Setup* for Change Request Management.

3.9.1 Configure LMDB

Check that all systems which will be used for Focused Build are available in the LMDB:



Additionally, check the LMDB to see if the Transport Domain for these systems are available.

SAP Note	Description	SAP Solution Manager	Managed System
1977240	Extension of the AS ABAP SLD Data Supplier (RZ70)		X
2148577	RZ70 always sets communication client to 000 for non-ABAP system		X

3.9.2 Select System

Select the system for which you want to create the transport routes. Add the system to the worklist and select the right client to go on to the next step in the guided procedure.

3.9.3 Check the Software Prerequisites

In this step, check the software prerequisites for the selected managed system:

- You have installed the latest SAP Solution Tools Plug-in (ST-PI) onto the managed systems. ST-PI is a plug-in in the managed system providing a major application programming interface (API) for interacting with SAP Solution Manager.
To see the status log messages for the selected managed system, select mandatory activity [Implement ST-PI](#).
To return to the status log messages for this step, select [Show All Logs](#).
- To enable the full functionality of cross-system object lock checks, downgrade protection, allowlist object checks, critical object checks, and custom checks, you have installed SAP Note [2402504](#) - ChaRM: Back RFC Check Support.
- SAP Note [1703391](#) - General note for managed systems in Change Management - provides information about recommended SAP Notes on the managed system side.

3.9.4 Configure Change and Transport System

Configure Transport Management

In this step, configure the Change and Transport System (CTS) of managed systems. The CTS is a tool that helps you to organize development projects in ABAP Workbench and customizing, and then transport the changes between the SAP systems in your system landscape. Along with ABAP objects, you can also transport non-ABAP objects and non-SAP applications in your system landscape.

If your transport environment has not yet been configured, you must perform the following steps:

- Define Transport Domain Controller
- Activate Extended Transport control
- Define Transport Routes
- Create RFC Destination to Domain Controller
- Configure Transport Strategy
- Set Project Assignment of Requests as Mandatory

Your managed systems must fulfill some requirements in order to be managed by Change Request Management. For more information, see SAP Note [1703391](#) - General Note for Managed Systems in Change Management.

If the transport environment is configured on your system, please check to see if all necessary settings are available.

Related SAP Notes:

SAP Note [1384598](#) - Harmonizing RFC communication infrastructure in ChaRM/QGM.

SAP Note [1801805](#) - Introduction of new destinations and patches in TMS_UPDATE_PWD_OF_TMSADM.

SAP Note [2116545](#) - central CTS: Recommended versions of transport tools.

Configure Enhanced CTS

In this step, make the required settings for the CTS for non-ABAP systems.

Configure central CTS

Central CTS enhances the existing CTS. Usage of central CTS is not intended for Focused Build.

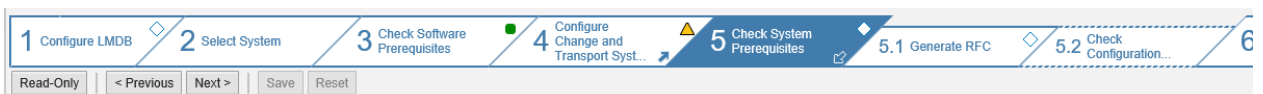
Implement Business Add-Ins

For Focused Build, no further action is necessary.

3.9.5 Check System Prerequisites

In this step, you check whether the SAP Solution Manager system meets the prerequisites for the selected managed system or client.

- READ, TMW, and TRUSTED RFC are used to configure and employ Change Request Management.
- The configuration item is the master data for representing the managed system in SAP Solution Manager used in LMDB (Landscape Management Data Base) and all change processes.



3.9.6 Create User Master Data

For Focused Build, no further action is necessary.

3.9.7 Configure Extended Function

For Focused Build, no further action is necessary.

3.9.8 Create Landscape and Change Cycle

Please refer to [Focused Build Configuration Guide](#).

3.10 IT Service Management

3.10.1 Prepare System

In this step, you prepare the SAP Solution Manager system for the configuration of IT Service Management functions. You create the technical user that you will need in the next steps and schedule the specific background jobs relevant for IT Service Management.

3.10.1.1 Create Technical User

For Focused Build, no further action is necessary.

3.10.1.2 Schedule Background Jobs

For Focused Build, no further action is necessary.

3.10.2 Perform Prerequisites

This step allows for further configurations that you can define in the subsequent steps.

- In the [Perform Prerequisites](#) step, you can check whether the prerequisites are met before you start configuring IT Service Management.
- In the [Enable Gateway Services](#) step, you can activate SAP Gateway Services for IT Service Management. These are needed to enable the SAP Solution Manager Fiori Launchpad, SAP Fiori apps and mobile applications for IT Service Management.
- In the [Configure Automatic Prerequisites](#) step, business functions for IT Service Management are enabled through automatic activities.

3.10.2.1 Perform Prerequisites

In this step, you check whether the prerequisites are met before you start configuring IT Service Management.

Status	Updates Need...	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>	■	Check SAP Solution Manager Collective Note	Mandatory		Scenario "Syste...	Execute	Display
<input type="radio"/>	■	Check Piece List Activation	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>	■	Check Connection to SAP's Support Backbone	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>	■	Check LMDB Configuration	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>	■	Check Backgrounds Jobs	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>	■	Check Service Activation	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>	■	Check and Set Up Number Ranges	Mandatory		Transaction SNUM	Execute	Display
<input type="radio"/>	■	Check IBase Component and IObject Creation	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>	■	Check SAP Connect Configuration	Mandatory		Mandatory Confi...	Execute	Display
<input type="radio"/>	◆	Check Activity "Clear Caches for Launchpad"	Optional		Mandatory Confi...	Postponed	Display

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>	◆	Enable Business Functions for ITSM	Mandatory		Transaction SFW5	Not Performed	Display

Manual Activities:

In this step you enable the needed Business Functions.

Required Business Function for RichText enablement:

CRM_ITSM_COM

CRM_TM_1

UI_FRW_RTE

Please make sure the Business Functions listed above are activated for using the Rich Text Functionality (HTML Text enablement).

Business Function and Business Function Name:

- BC_SRV_STW_03: Enable social media ABAP integration 3
- CRM_ES_BY_ATTACHMENT: Search in business object attachments. Attachments search their contents in Embedded/Enterprise Search
- CRM_IC_CEBP: IC and communication-enabled business processes, for example for checklists
- CRM_IC_INBOX: IC inbox extensions (reversible)
- CRM_IC_INBOX_2: IC inbox extensions 2 (reversible)
- CRM_INF_1: Infrastructure (used for embedded / enterprise search)
- CRM_ITSM: Service request enhancements, for example, to search for transactions "With my involvement", displaying a pushbutton that indicates attachments, ranking calculation, and decision-based checklists
- CRM_ITSM_ALERTS: Notification framework and e-mail (reversible)
- CRM_ITSM_BULLETINS: Bulletin board
- CRM_ITSM_COM: Content and text management
- CRM_ITSM_PROCESS_TIMES_MGMT: Management of processing times (reversible)
- CRM_KA_CI_2: Knowledge article content preview (see SAP Note 1619457, at <https://launchpad.support.sap.com/#/notes/1619457>)
- CRM_RMD: Rule modeler usability

- CRM_SH SVC: Multifunctional shared service integration center, for example for checklists
- CRM_SWI_1: Integration of SAP Jam with SAP CRM
- CRM_TM_1: Enlarged text area and filters in text log
- UI_FRW_1: UI framework
- UI_FRW_1_DOCU: UI framework documentation

3.10.2.2 Enable Gateway Services

In this step, you activate SAP Gateway services (OData services) for IT Service Management. You need these to enable the SAP Solution Manager Fiori Launchpad, the SAP Fiori apps and mobile applications for IT Service Management.

Help Text

NOTE: If you are using remote SAP Gateway services, you must activate them manually in the corresponding IMG activity. For more information, see the help text. Once you have activated the services, select this checkbox:

I confirm that activation was performed on remote SAP Gateway

Gateway Services for A4H

List of Gateway Services

Activation Needed	Scenario / To be activated or deactivated	Mandat...	Status	Applications	Description of the Service Group	External Service Name
IT Service Management						
<input type="checkbox"/>		X	■	Create Incident	Gateway for IT Service Management - Crea...	AI_CRM_GW_CREATE_INCIDENT_SRV
<input type="checkbox"/>		X	■	My Incidents	Gateway for IT Service Management - My...	AI_CRM_GW_MYMESSAGE_SRV
<input type="checkbox"/>		X	■	Resolve and Dispatch Incidents	IT Service Management - Resolve and Disp...	AI_CRM_GW_RES_DISP_INCIDENTS_SRV

3.10.2.3 Configure Automatic Prerequisites

Perform standard configuration steps automatically, for e.g.: Hierarchy for SAP Products.

Help Text

Automatic Activities

Show All Logs | Execute All | Execute Selected | Refresh

Status	Updates Nee...	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>	<input checked="" type="checkbox"/>	Create Hierarchy for Service Products	Mandatory		Transaction AI...	Manually Performed	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Create Messages Customizing (BCOS_CUST)	Mandatory		View BCOS_C...	Execute	Display
<input type="radio"/>	<input checked="" type="checkbox"/>	Configure SAP Fiori Launchpad	Mandatory		Table /UI2/EM...	Execute	Display

3.10.3 Configure Transaction Types

For Focused Build, no further action is necessary.

3.10.4 Configure Search Infrastructure

Activate the connector for the model AI_IM_INC.

Create Search Object Connector

Select a Software Component

* Software Component: SAP Solution Manager ITSM

Connector Models

Select connector models for which you want to create connectors. This function is intended for creating new connectors only. Therefore, models for which connectors have already been created cannot be processed here.

Create Connector | | Find

Model	Description
AGS_SOLMAN_STP	
AI_IM_INC	IT Service Management: Incidents
AI_IM_PRO	IT Service Management: Problems
AI_IM_SRO	IT Service Management: Service Orders
AI_IM_SRQ	IT Service Management: Service Requests

As it is a prerequisite for Focused Build, no further action is necessary.

3.10.5 Configure BW Reporting

In this step, you configure BW reporting for IT Service Management. You do not need this Reporting for Focused Build but if you like to use the SAP Standard Reporting for ITSM than it is necessary to activate.

3.10.5.1 Configure Inbox

For Focused Build, no further action is necessary.

3.10.6 Configure Service Catalog and Request

For Focused Build, no further action is necessary.

3.10.7 Configure Landscape

For Focused Build, no further action is necessary.

3.10.8 Set Up Users and Partners

For Focused Build, no further action is necessary.

3.10.9 Configure User Interface

Here you can configure the display of the WebClient UI and Fiori Launchpad. Activate the mandatory steps for the Fiori Apps.

7 Configure Service Catalog and Request | 8 Configure Landscape | 9 Set Up Users and Partners | 10 Configure User Interface | 10.1 Configure WebClient UI | 10.2 Set Up SAP Fiori Apps | 11 Maintain SAP Partner | 12 Integrate External Service Desk | 13 Complete

Edit | < Previous | Next > | Save | Reset

Help Text

Automatic Activities

Show All Logs | Execute All | Execute Selected | Refresh

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>	■	Configure SAP Fiori Launchpad	Mandatory		Table /UIZ/EMB...	Execute	Display
<input type="radio"/>	◆	Check Activity "Clear Caches for Launchpad"	Optional		Mandatory Confi...	Postponed	Display

Manual Activities

Show All Logs

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
<input type="radio"/>	◆	BAdI: MyIncidents App for Message Result List	Optional		BAdI AL_CRM_GW_MYMSG_QUERY_BADI	Not Performed	Display
<input type="radio"/>	◆	Define Priority Colors for SAP Fiori Apps	Optional		View AIV_MAP_PRIORITY	Not Performed	Display
<input type="radio"/>	◆	Customize the Resolve and Dispatch Incidents App	Optional		View AIC_V_KEY_ACTION	Not Performed	Display

3.10.10 Maintain SAP Partner

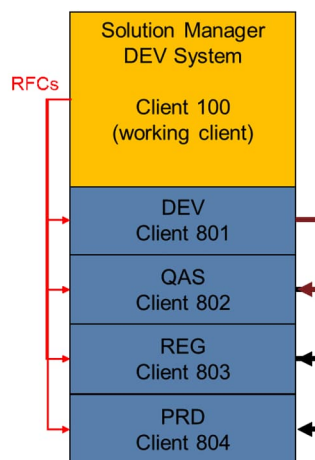
For Focused Build, no further action is necessary.

3.10.11 Integrate External Service Desk

For Focused Build, no further action is necessary.

4 Creating a Demo Landscape in SAP Solution Manager

Create clients, for example, 801 (development system), 802 (quality assurance system), 803 (regression testing), and 804 (productive system), in your SAP Solution Manager development system to simulate a transport landscape (DEV-QAS-REG-PRD).



Recommendation

It is recommended to have different system roles for different systems, e.g. the development system in the development branch gets the system role C-Development System and the other development system in the maintenance branch 2-Maintenance Development System.

The following sections describe how you can generate a new client or copy an existing client.

Generating Clients

1. Call transaction `scc4` and create a new client.
2. Log off from the system.
3. Log on to the new client with user `SAP*` and password `PASS`.

Copying Clients

1. Call transaction `SCCL`.
2. Use the following parameters:
Profile: `SAP_ALL` (if disk capacity is an issue, you can choose `SAP_CUSTALL` instead)
Source Client: `001`

If required, you can copy existing users from the working client with profile `SAP_USER`.

Note

Creating transport routes and RFC destinations is described in section Configuring Transport Management System (TMS).

4.1.1 Configuring Transport Management System (TMS)

The following sections describe how you configure the Transport Management System (TMS).

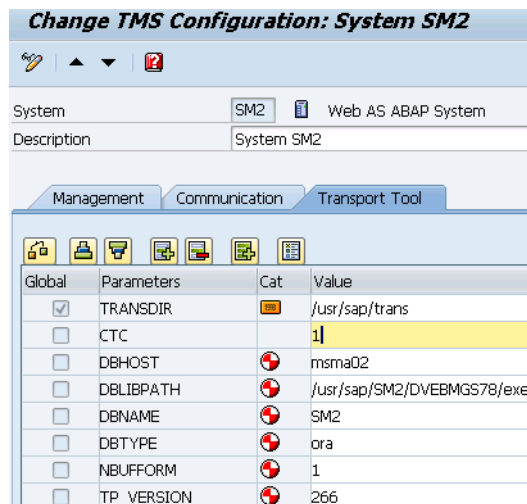
Note

Make sure that your transport domain has been configured correctly. For more information, call transaction `S_TMS` and choose *Help* → *Application Help* → *Transport Management System*.

Existing settings should already have been configured for the working client in SAP Solution Manager. Do not change these settings. Create additional entries only for simulation clients.

Activating Extended Transport Control

1. Call transaction `S_TMS`.
2. Choose *Overview* → *Systems*.
3. Double-select the row containing your system.
The *Change TMS Configuration: System <system ID>* screen appears.
4. Choose the *Transport Tool* tab page.
5. If it is not already there, add a row for the CTC parameter: In the *Parameters* column, enter `CTC`.
6. In the *Value* column, enter `1` for the CTC parameter.
7. Save your entries.



Configuring the Transport Strategy

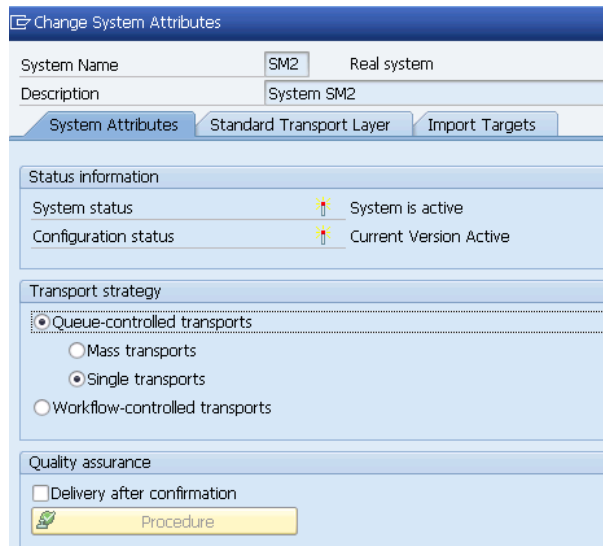
The QA approval procedure is not compatible with the approval procedure used in Change Request Management. In the Transport Management System, you therefore must deactivate the QA approval procedure in transport tracks in which the software distribution is controlled by Change Request Management.

You also activate the single transport strategy because this prevents you from accidentally executing *Import All*. All transports within the system landscape of Change Request Management must be processed by project imports.

Proceed as follows:

1. Call transaction `S_TMS`.
2. Choose *Overview* → *Transport Routes*.

- Double-select your system.
You see the *Display System Attributes* dialog box.
- In the *Transport strategy group* box, select *Single transports* (because only *Import Single* and *Import Project All* are used).
- In the *Quality assurance* group box, deselect *Delivery after confirmation*.
- Choose *Continue*.



Checking TMS Parameters

- Call transaction *STMS*.
- Choose *Overview* and then *Systems*.
- Double-select your system.
You see the *Display TMS Configuration: System <system ID>* screen.
- Check that the parameters are set as follows:

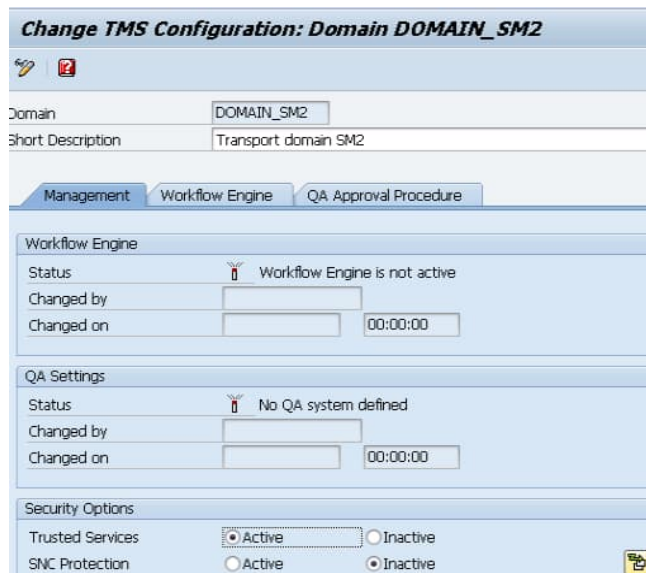
Parameter	Value
CTC	1
IMPORT_SINGLE_ONLY	1
IMPORT_SINGLE_STRATEGY	1
NO_IMPORT_ALL	1
WORKFLOW_STRATEGY	0

Activating TMS Trusted Services for All Transport Domains Involved

TMS Trusted Services are used by Change Request Management to trigger transports in managed systems remotely. You must activate this service in all domain controller systems that may be involved in Change Request Management processes.

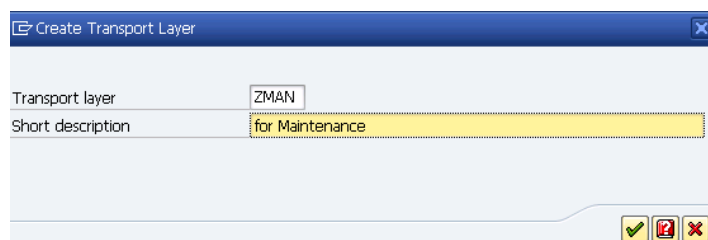
- Log on to the domain controller system in client 000.
- Call transaction *STMS* and choose *System Overview*.

3. Choose *Goto* and then *Transport Domain*.
4. On the *Management* tab page in the *Security Options* group box, set the trusted services to *Active*.
5. Save and distribute this configuration.



Creating a Transport Layer

1. Call transaction *STMS* and choose *Transport Routes*.
2. Switch to change mode and choose *Edit*.
3. Choose *Transport Layer* and then *Create*.
4. Create transport layers **ZPRJ** (for project) and **ZMAN** (for maintenance).

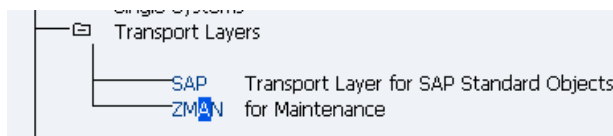
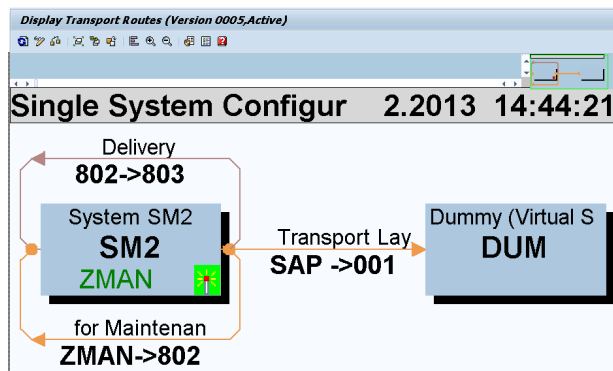
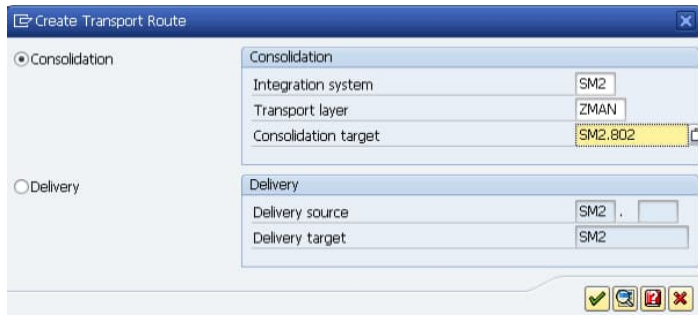


Creating a Transport Route

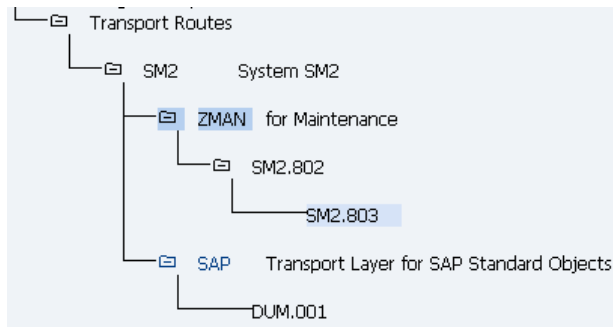
1. Call transaction *STMS* and choose *Transport Routes*.
2. Switch to change mode and choose *Edit*. Choose *Transport Route* and then *Create*.
3. Create a consolidation.
4. Place the cursor on the *Transport Routes* entry and choose *Create*.
5. Activate the extended transport control (press **F6**).
6. Create a delivery.

Note

The following screenshots are examples only.



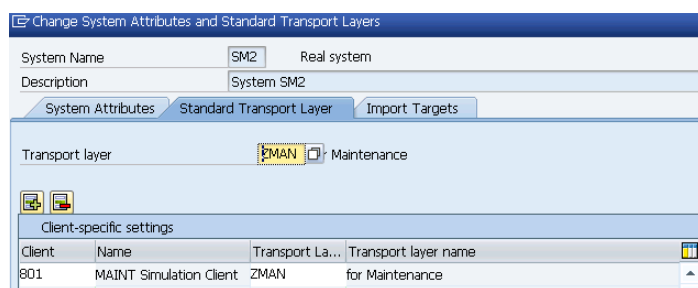
7. Adopt the existing transport routes.



Assigning a Transport Layer to a Client

In your simulation landscape, assign the transport layer that you have created earlier to the development system client (801).

1. Call transaction `STMS`.
2. Choose *Overview* and then *Transport Routes*.
3. Double-select your system.
You see the *Display System Attributes* dialog box.
4. Choose the *Standard Transport Layer* tab page.
5. Create an entry at the client level for the development system client (801) and the transport layer.
6. Save and distribute.



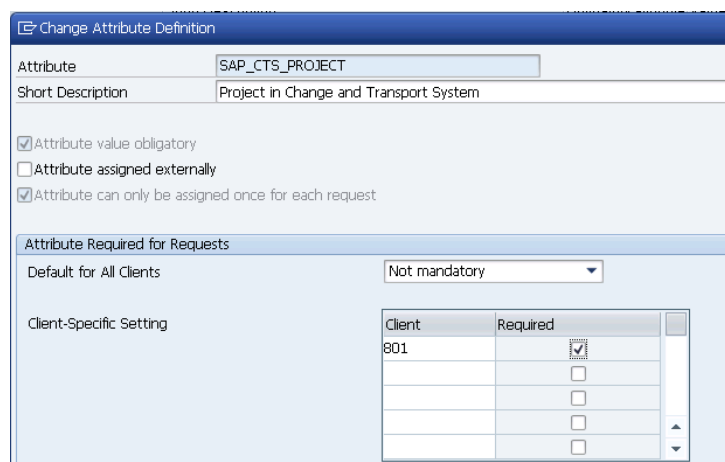
Setting the Mandatory Project Assignment

1. Call transaction `SE03`.
2. Under *Administration*, double-select *Display/Change Request Attributes*.
3. Double-select the attribute `SAP_CTS_PROJECT`.
4. Make sure that the client-specific settings contain an entry for the development system client (801) and that the *Required* checkbox is selected.



Caution

Do not activate this parameter system-wide! Only activate it for the development system client.



5 Appendix

5.1 Useful SAP Notes

SAP Note No.	Description
1384598	Information about the new remote infrastructure
1384598	Harmonizing RFC communication infrastructure in ChaRM/QGM
1483276	Use of Customizing Parameters in DNO_CUST04, AGS_WORK_CUSTOM and ICT_CUSTOM
1604651	Bad Performance when loading runtime repositories
1703391	General note for managed systems in Change Management
1977240	Extension of the AS ABAP SLD Data Supplier (RZ70)
2148577	RZ70 always sets communication client to 000 for non-ABAP system
2257213	Information about authorizations for SAP Solution Manager RFC users
2402504	ChaRM: Back RFC Check Support
2456627	Document Type Administration Dump Object Types with Namespace

www.sap.com/contactsap

© 2023 SAP SE or an SAP affiliate company. All rights reserved.
No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.
SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. Please see <http://www.sap.com/corporate-en/legal/copyright/index.epx#trademark> for additional trademark information and notices.

