# Typographic Conventions

<table>
<thead>
<tr>
<th>Type Style</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Example</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>Emphasized words or expressions.</td>
</tr>
<tr>
<td><strong>EXAMPLE</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.</td>
</tr>
<tr>
<td><code>&lt;Example&gt;</code></td>
<td>Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.</td>
</tr>
<tr>
<td><strong>EXAMPLE</strong></td>
<td>Keys on the keyboard, for example, <code>F2</code> or <code>ENTER</code>.</td>
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## Document History

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<th>Date</th>
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<tr>
<td>100</td>
<td>2020-08-18</td>
<td>Initial Version</td>
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1 Introduction

This document will help you to check if you have met all the requirements for implementing Focused Build SP06 with SAP Solution Manager 7.2. SPS 11. 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
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 SP05 the Central Correction Note 2910113 is required. This SAP Note is shipped for Focused Build 2.0 SP06 as part of the Focused Solutions for SAP Solution Manager 7.2 SP11.

2.1 Pre-Installation

Prior to installing ST-OST 200 SP06 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 SP11
- 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 SP06 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 define 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 3.6.2.

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.

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 Project Management

For Focused Build, no further action is necessary.

### 3.5 Process Management

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

#### 3.5.1 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.

#### 3.5.1.1 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.

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.
3.5.1.2 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, and the SAP Fiori apps and mobile applications for Process Management.

3.5.2 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.

3.5.3 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.
3.5.4 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.

3.5.5 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 action: Migrate existing views to unified scopes. For all other steps, being prerequisites for the Focused Build implementation, no further action is necessary.

3.5.6 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 find some documents in the solution documentation environment.
3.5.7 Configure SAP Best Practices Connection

In this step, configure HTTP connections to external server to import SAP Best Practices into solutions. Please check SAP Note 2194123 for more information. After you have created the RFC connections, please set the activities to Performed.
RFC connection:

Content store connection:

3.5.8 Define Authorization Concept

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

3.5.9 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 because consistency cannot otherwise be 100% assured.
3.6 Test Suite

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

3.6.1 Test Suite Preparation - Standard Configuration

After you have implemented the central correction note 2878205 for Test Suite SP011, open transaction Solman_Setup and execute the standard configuration steps for Test Management.

3.6.1.1 Activate Test Suite Services

In edit mode, you can automatically complete the activity:

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.

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.
3.6.1.2 Implement Master Note

Before you start with the Test Management configuration, please implement the collective note for Test Suite. On ST720 SP 011, implement SAP Note 2878205. For all other SAP Solution Manager releases, please check the SAP Support Portal.

3.6.1.3 Create Template User

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

3.6.1.4 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.

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

3.6.2 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 only needed if you want to use the feature (such as for 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.
3.6.2.1 Release Status Schema

For Focused Build, no further action is necessary.

3.6.2.2 Defects

For Focused Build, no further action is necessary.

3.6.2.3 Workflow and E-Mail Notification

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

3.6.2.4 Central Settings

For Focused Build, no further action is necessary.

3.6.2.5 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.
3.7 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 step. Individual customizing is not performed.

3.7.1 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.

3.7.1.1 Check Prerequisites

In this scenario, configure the Requirement Management in SAP Solution Manager. In this step, check if the prerequisites are met.

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.
3.7.12 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, and the SAP Fiori apps and mobile applications for Requirement Management.

3.7.13 Implement Master Note

In this step, you download and implement the master SAP Note for Change Request Management. See also Chapter 3.7.2.

3.7.2 Define Requirement Process

For Focused Build, no further action is necessary.

3.7.3 Configur User Interfaces

For Focused Build, no further action is necessary.

3.7.4 Set Up My Business Requirements

For Focused Build, no further action is necessary.

3.7.5 Create Template Users

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

Activate the connectors for the model:

-  AI_REQ_MAN_BUS2116

Create Search Object Connector

Select a Software Component

Software Component: Requirements Management

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.

<table>
<thead>
<tr>
<th>Create Connector</th>
<th></th>
<th>Find</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>AI_REQ_MAN_BUS2116</td>
<td>Requirements Management: Transactions</td>
<td></td>
</tr>
</tbody>
</table>

3.7.7  Integrate Additional Functions

For Focused Build, no further action is necessary.

3.7.8  Employ Additional Use Cases

For Focused Build, no further action is necessary.
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.

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:

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. If you previously used SOLMAN_BTC, you can choose to switch to SM_CHM now.
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 Master Note for this scenario.

For SAP Solution Manager 7.2 SP01 the SAP Note 2883341 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](https://support.sap.com/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.

<table>
<thead>
<tr>
<th>Cross-System Object Lock Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Conflict Configuration</strong></td>
</tr>
<tr>
<td>Check Mode:</td>
</tr>
<tr>
<td>- Warning Only (No block action when object is saved)</td>
</tr>
<tr>
<td>- Stop at Error (Error mode will block action)</td>
</tr>
<tr>
<td>Stop at Error Settings: Define Cycle Relationship and Change Type Relationship of two transport requests</td>
</tr>
<tr>
<td>- Default Mode: Transport requests conflict happened in same cycle or different cycles, and both transport requests are in urgent changes</td>
</tr>
<tr>
<td>- Expert Mode: All Cycles AND Both Urgent Changes</td>
</tr>
</tbody>
</table>

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

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.

<table>
<thead>
<tr>
<th>SAP Note</th>
<th>Description</th>
<th>SAP Solution Manager</th>
<th>Managed System</th>
</tr>
</thead>
<tbody>
<tr>
<td>1977240</td>
<td>Extension of the AS ABAP SLD Data Supplier (RZ70)</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>2148577</td>
<td>RZ70 always sets communication client to 000 for non-ABAP system</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

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, white list 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. Create User Master Data

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 Change Request Management.

3.10.1.1 Create Technical User

Create a technical User (SM_ITSM) to run jobs for IT Service Management:

3.10.1.2 Schedule Background Jobs

Schedule the background jobs needed for IT Service Management. You need a technical user to schedule jobs for background processing. We recommend that you use technical user SM_ITSM (for IT Service Management jobs) to do this. If you previously used SOLMAN_BTC, you can choose to switch to SM_ITSM now.
3.10.2 Perform Prerequisites

In this scenario, configure IT Service Management in SAP Solution Manager.

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

- The **Check Prerequisites** step checks whether the infrastructures of IT Service Management are well configured. You can perform standard configuration activities. Note that some activities are performed automatically.
- In the **Configure Manual Prerequisites** step, you can manually enable business functions 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 Check Prerequisites

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

### Manual Activities:

In this step you enable the needed Business Functions and verify the Customer Number. For Focused Build, no further action is necessary.

**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_SHSVC: Multifunctional shared service integration center, for example for checklists
- CRM_SWI_1: Integration of SAP J am 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, and the SAP Fiori apps and mobile applications for IT Service Management.
3.10.2.3 Configure Automatic Prerequisites

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

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.

Model Description

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.

<table>
<thead>
<tr>
<th>Status</th>
<th>Update Needed</th>
<th>Description</th>
<th>Type</th>
<th>Last Changed On</th>
<th>Last Changed By</th>
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<td>Configure WebClient UI</td>
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<td></td>
<td></td>
<td>Set Up SAP Fiori Apps</td>
<td>Mandatory</td>
<td>12.02.2020 10:00:59</td>
<td>CHNGE_CONFIG</td>
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</table>
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).

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).
4.11 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 STMS 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 STMS.
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 STMS.
2. Choose Overview → Transport Routes.
3. Double-select your system. You see the Display System Attributes dialog box.

4. In the Transport strategy group box, select Single transports (because only Import Single and Import Project All are used).

5. In the Quality assurance group box, deselect Delivery after confirmation.

6. Choose Continue.

---

Checking TMS Parameters

1. Call transaction STMS.

2. Choose Overview and then Systems.

3. Double-select your system. You see the Display TMS Configuration: System <system ID> screen.

4. Check that the parameters are set as follows:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
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<tr>
<td>CTC</td>
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<tr>
<td>IMPORT_SINGLE_ONLY</td>
<td>1</td>
</tr>
<tr>
<td>IMPORT_SINGLE_STRATEGY</td>
<td>1</td>
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<tr>
<td>NO_IMPORT_ALL</td>
<td>1</td>
</tr>
<tr>
<td>WORKFLOW_STRATEGY</td>
<td>0</td>
</tr>
</tbody>
</table>

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.

1. Log on to the domain controller system in client 000.

2. 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.
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

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