

PROLOGA



***SAP S/4HANA Utilities extensions for
meter to cash processes by PROLOGA
2.0***

Operations Guide

SAP[®] Certified
Powered by SAP NetWeaver[®]

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Document History

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

Version	Important Changes
1	Initial version
2	Roles and log objects provided with FP01 added
3	Data archiving functionality

Table 1: Most important document changes

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Glossary



Attention



Note

1 Getting Started



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

1.1 About this Guide

This guide provides a starting point for managing your *SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA* and maintaining and running them optimally. It contains specific information for various tasks and lists the tools that you can use to implement them. This guide also provides references to the documentation required for these tasks, so you will also need to refer to other documentation like the Master Guide or Configuration Guides.



You always find the most up-to-date version of this guide at the SAP Help Portal under <https://help.sap.com> -> *SAP S/4HANA Utilities extensions for meter to cash processes*

Because the add-on is an extension for *SAP® S/4HANA for Utilities*, you should also read the documentation *Technical Operations for SAP® NetWeaver* on the SAP® Help Portal under <https://help.sap.com> [SAP S4HANA ON-PREMISE 1909](#) -> *SAP NetWeaver for SAP S/4HANA*.



Several types of information that is valid for *SAP® S/4HANA* are also applicable for this add-on. For your convenience this information is copied into this guide.

1.2 Important SAP Notes

Please read the following SAP® notes before you start implementing the add-on

SAP Note Number	Title
2481257	Composite SAP note for SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA

Table 2: Important SAP Notes

2 System Landscape Information

The add-on is written in ABAP and runs on top of SAP® S/4HANA for Utilities. That means it will be installed in your SAP® system and requires no additional server or database components.

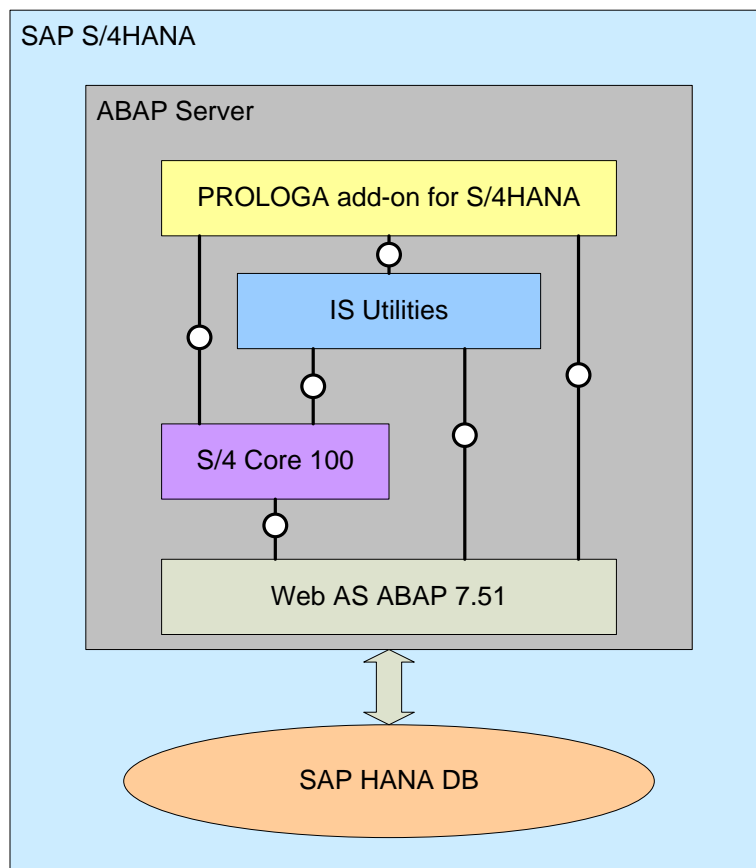


Figure 1: Add-on deployment on S/4HANA

For the Mobile On-Site Billing solution, it also is possible to run the application in a side-by-side approach as depicted below. In this approach, the IS-U/CCS functionality is located in the SAP® S/4HANA IS-U/CCS system while the *Mobile On-Site Billing* functionality is located in dedicated second system.

Thanks to the separated systems this second option provides better performances to IS-U and Mobile On-Site Billing processes.

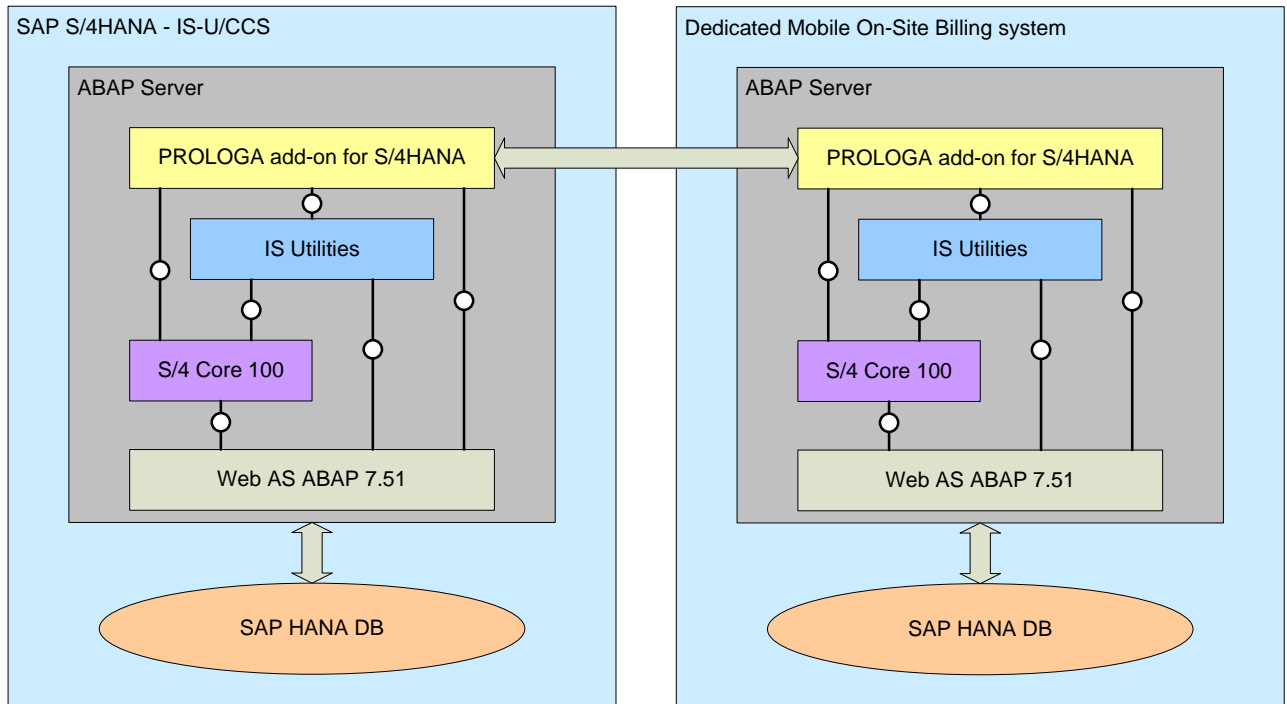


Figure 2: Side-by-Side deployment

3 Monitoring

SAP® provides you with an infrastructure to help your technical support consultants and system administrators effectively monitor your system landscape.

This infrastructure can be used to monitor *SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA* as well.

For more information about monitoring topics, see the SAP Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA -> Technical Operations for SAP NetWeaver -> Solution Life Cycle Management -> Solution Monitoring*.

For more information about monitoring with SAP Solution Manager, see the SAP Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA Technical Operations for SAP NetWeaver -> Solution Life Cycle Management -> Connecting a Technical System to SAP Solution Manager*.

3.1 Alert Monitoring with CCMS

SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA uses the standard SAP NetWeaver monitoring tools, including the Computing Center Management System (CCMS). This tool allows you to monitor your system landscape centrally.

Alerts form a central element for monitoring. They quickly and reliably report errors (such as values exceeding or falling below a particular threshold value or that an IT component has been inactive for a defined period of time). These alerts are displayed in the Alert Monitor of the CCMS.

For more information about CCMS, the Alert Monitor, see the SAP Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA -> Function-Oriented View -> Solution Life Cycle Management -> Solution Monitoring -> Monitoring in the CCMS*.

3.2 Trace and Log Files

Trace and log files are essential for analyzing problems. *SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA* uses the standard SAP® NetWeaver tools for tracing and logging.

For more information about this topic, see the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA Technical Operations for SAP NetWeaver -> Solution Life Cycle Management -> Application Log (BC-SRV-BAL)*.

3.2.1 Log Objects for the add-on

Object	Sub object	Description
/PLGA/MOB		General logging object PROLOGA Mobile OnSite Billing
	/PLGA/EXPORT_CCS	Log object for export processes to the IS-U/CCS system
/PLGA/ECF		Log object for ECF Check Framework
/PLGA/ECV		Log Object for EDM calorific value extension
/PLGA/EU3		Log Object for EU3 Data Import
/PLGA/SPF		Log Object for Simple Process Flow Instances

Table 3: Log Objects of the add-on

3.3 Process Monitors

SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA uses the standard SAP NetWeaver process monitoring tools.

For more information, see the SAP Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA* -> *Function-Oriented View* -> *Solution Life Cycle Management* -> *Solution Monitoring* -> *Process Monitoring with PMI (Process Monitoring Infrastructure)*.

4 Management of SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA

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

For more information about operational topics, see Technical Operations for SAP NetWeaver at the SAP Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA*.

4.1 Starting and Stopping

SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA does not require any specific task when the system gets started or stopped.

You can use the SAP Management Console to stop and start SAP systems based on SAP NetWeaver, including SAP S/4HANA.

For more information on the SAP Management Console, see the SAP Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA* -> *Technical Operations for SAP NetWeaver* -> *Solution Life Cycle Management* -> *Starting and Stopping SAP NetWeaver AS for ABAP and Java*.

4.2 Software Configuration

Before you can use the extensions delivered with this add-on you have to do the basic configuration for respective functionality.

The configuration guides for the different extensions can be found on the SAP Service Marketplace at: <https://help.sap.com> search for -> *SAP S/4HANA Utilities extensions for meter to cash processes*.



The add-on provides extensions for the SAP® industry solution *SAP® S/4HANA for Utilities*. Before you start to configure this add-on you have to configure the standard business processes first.

For information about how to do the configuration for SAP® S/4HANA, see the guide *Getting Started With SAP® S/4HANA* at the SAP Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *Getting Started*.

4.3 Backup and Restore

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

To use an appropriate backup-and-restore method is one of the most important tasks of the system and database administrator. However, there is no general recommendation for such a method, since it depends on several factors, such as:

- Disaster recovery concept
- Maximum permissible downtime during restore

- Amount of data loss that can be tolerated
- Available budget

For more information about backup and recovery, see:

- The SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA -> Technical Operations for SAP NetWeaver -> Solution Life Cycle Management -> Backup and Recovery.*
- SAP® HANA Technical Operations Manual at the SAP® Help Portal under http://help.sap.com/hana_platform -> *System Administration.*

4.4 System Copy

Since the add-on is fully integrated in the SAP® system, you do not have to perform additional steps for creating a system copy. For a homogeneous system copy, the standard procedures of SAP NetWeaver apply.

For more information about backup and recovery, see SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA -> Technical Operations for SAP NetWeaver -> Solution Life Cycle Management -> System Copy.*

4.5 Load Balancing

SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA uses the standard SAP NetWeaver functions for load balancing.

For more information about this topic, see Technical Operations for SAP NetWeaver at the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA.*

4.6 Data Archiving and Data Aging

For the Data archiving / data aging functionality, please refer to the configuration guide.

5 User Management

SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA generally relies on the user management and authentication mechanisms provided with the SAP® NetWeaver platform, in particular the SAP® NetWeaver ABAP Application Server, and the SAP® HANA Platform. Therefore, the security recommendations and guidelines for user administration and authentication as described in the Security Guides for SAP® NetWeaver and SAP® HANA Platform also apply to SAP® S/4HANA.

For more information, see:

- Security Guide for SAP® NetWeaver at the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> SAP NetWeaver for SAP S/4HANA
- SAP® HANA Security Guide at the SAP® Help Portal under http://help.sap.com/hana_platform/Security

In addition to these guidelines, information about user administration and authentication that specifically applies to SAP® S/4HANA can be found in the Security Guide for SAP® S/4HANA at the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> Product Documentation.

5.1 Role Concept

The add-on contains a pre-defined set of roles for common business scenarios which can easily be adapted to your specific needs.

Role	Profile
/PLGA/FIORI_LAUNCHPAD_USER	/PLGA/FLPU
/PLGA/MOB_CUSTOMIZING	/PLGA/MOBC
/PLGA/MOB_FIORI	/PLGA/MOBF

Table 4: /PLGA/ roles and their authorization profile names

For technical reasons these roles are only imported fully correctly into the client 000 when the PROLOGA add-on is installed. In other clients, the authorization profiles are usually not generated automatically during the installation. Therefore, it is necessary to manually generate the authorization profiles belonging to these roles. We recommend the following course of action for the system administrator in order to make the delivered roles fully usable also in other clients. These actions should be performed in that client of the development system where development and customizing work is usually executed.

1. Enter transaction PFCG and choose one of the /PLGA/ roles listed above. Switch into editing mode.
2. Choose the tab "Authorizations" and check the name of the authorization profile associated with the role. If the authorization profile has a name which deviates from the official standard profile name shown in the above table, then delete that wrongly named authorization profile.
3. Click on the button "Change Authorization Data". You will be displayed the first level of a tree-like structure containing all authorizations belonging to the chosen role. You need not change any of the existing authorizations.
4. Save the role. If the system asks you to enter a name for the authorization profile, then enter the official standard profile name shown in the above table.
5. Generate the authorization profile and return to the preceding window.
6. Check if the authorization profile now has the correct name and that its status is "Authorization profile is generated". This should be the case now.
7. Generate the authorization profiles with the correct names for all other /PLGA/ roles.
8. Check and, if required, adjust the assignment of the /PLGA/ roles to users.

9. Include all /PLGA/ roles in a customizing transport request. You can then transport these roles with the usual transport tools into all relevant clients in all relevant SAP systems in your landscape.

Then all /PLGA/ roles should work correctly in all relevant clients.

Of course, you can also copy a /PLGA/ role into a new role with a name chosen by you, and then you can change any details in the role as desired.

In the following paragraphs, the /PLGA/ roles delivered with the add-on are described in a more detailed way.

5.1.1 Role /PLGA/FIORI_LAUNCHPAD_USER

The role /PLGA/FIORI_LAUNCHPAD_USER grants a user the general authorizations for using the Fiori launchpad. The authorizations contained in this role constitute basic prerequisites for using Fiori apps in the Fiori launchpad.

5.1.2 Role /PLGA/MOB_CUSTOMIZING

The role /PLGA/MOB_CUSTOMIZING allows a user to work with customizing transactions for the Mobile On-site Billing area.

5.1.3 Role /PLGA/MOB_FIORI

The role /PLGA/MOB_FIORI allows a user to work with Mobile On-site Billing apps in the Fiori launchpad. This role is only useful in combination with the role /PLGA/FIORI_LAUNCHPAD_USER. A user needs both roles, /PLGA/FIORI_LAUNCHPAD_USER and /PLGA/MOB_FIORI, for being able to enter the Fiori launchpad and to work with the Mobile On-site Billing apps there.

6 Business Continuity and High Availability

The term business continuity covers all activities performed by system administrators to ensure that critical business functions are available to system users. Strategies for high availability are a subset of business continuity activities, but business continuity is not limited to high availability. Other activities that relate to business continuity include:

- System backup and archiving
- System updates with minimum downtime

SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA uses the standard SAP® NetWeaver functions for high availability and business continuity.

For more information about these topics, see:

- Technical Operations for SAP® NetWeaver at the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> SAP NetWeaver for SAP S/4HANA
- SAP® HANA Technical Operations Manual at the SAP® Help Portal under http://help.sap.com/hana_platform -> System Administration

7 Software Logistics and Change Management

The tools and processes in Software Logistics help you to manage the system landscape in all lifecycle phases. Besides initial implementation of an application, the tools also support on-going system optimization and adaptation to evolving demands, as well as implementing additional functions.



Some software logistics tools are delivered and regularly updated with the Software Logistics Toolset. For more information about these tools, see the documentation on the SAP® Help Portal under <http://help.sap.com/sltoolset>.

Change Management standardizes and automates the distribution of software in system landscapes.

For more information, see the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA*-> *Technical Operations for SAP NetWeaver* -> *Solution Life Cycle Management* -> *Software Logistics*.

7.1 Change and Transport Management

SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA uses the SAP NetWeaver tool Change and Transport System (CTS) to organize development projects in ABAP Workbench and customizing, and to then transport the changes between the SAP® systems in your system landscape. In addition to ABAP objects, you can transport non-ABAP objects and non-SAP applications in your system landscape.

For more information about the CTS tool, see *Technical Operations for SAP® NetWeaver* at the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA*.

7.2 Support Packages and Patch Implementation

You can find detailed information about the released support packages for *SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA* on the Service Marketplace at: <https://help.sap.com>-> *Support Packages and Patches*-> *Search for Support Packages and Patches* (search for PROLOGA).

For more information about the tools for implementing patches, see also the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA* -> *Technical Operations for SAP NetWeaver* -> *Solution Life Cycle Management* -> *Software Logistics*.

7.3 Release and Upgrade Management

Corrections for *SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA* are available in support packages.

8 Troubleshooting

For more information about troubleshooting for SAP® NetWeaver based systems, see the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA -> Technical Operations for SAP NetWeaver -> Solution Life Cycle Management.*

9 Support Desk Management

You can set up problem resolution procedures tailored to your requirements. The procedure should integrate your business users, internal support personnel, partners and SAP® support.

9.1 Remote Support Setup

If you want to use SAP® remote services (for example, SAP® EarlyWatch or Remote Consulting), or if you would like to permit an SAP support consultant to work directly in your system to make a more precise problem diagnosis, then you need to set up a remote service connection.

For more information about setting up remote service connections to SAP®, see the SAP® Support Portal under <https://help.sap.com> and the SAP® Help Portal under https://help.sap.com/SAP_S4HANA_ON-PREMISE_1909 -> *SAP NetWeaver for SAP S/4HANA -> Technical Operations for SAP NetWeaver -> Solution Life Cycle Management -> Remote Support Setup.*

9.2 Problem Message Handover

SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA uses the functions of the SAP® Solution Manager to create internal support messages and to forward them to SAP®.

For more information, see the SAP® Help Portal under <http://help.sap.com/solutionmanager> -> *SAP Solution Manager 7.1 -> Application Help -> SAP Engagement and Service Delivery.*

To send problem messages to SAP®, use the relevant application component in the SAP® application component hierarchy.

For *SAP S/4HANA Utilities extensions for meter to cash processes by PROLOGA* the application component is XX-PART-PLG-UTL.