

PROLOGA



***SAP® S/4HANA for waste and recycling,
environmental services add-on by
PROLOGA***

Operations Guide

SAP® Certified
Powered by SAP NetWeaver®

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Relevance



This documentation is relevant for:

- SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA
- Cloud SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA
- SAP S/4HANA Cloud for waste and recycling, private edition, environmental services add-on by PROLOGA

Whenever SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA is referred to in the following, the mentioned products above are always meant as well. To ensure a better overview when reading the document, SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA is used as a reference of all products.

Document History



Before you start the implementation, make sure you have the latest version of this document. You can find the latest version at the following location: [SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA](#)

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

Version	Important Changes
1	Initial version
3	Note about data archiving and data aging added (chapter 4.9)

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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 for waste and recycling, environmental services add-on 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. These guides can be found under [SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA](#)



You always find the most up-to-date version of this guide at the SAP® Help Portal under [SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA](#)

Because the add-on is an extension for SAP® S/4HANA for Utilities, you should also read the Operations Guide under *Product Documentation* on the SAP® Help Portal under [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
3101371	Composite SAP note for SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA 1809 SP05

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.

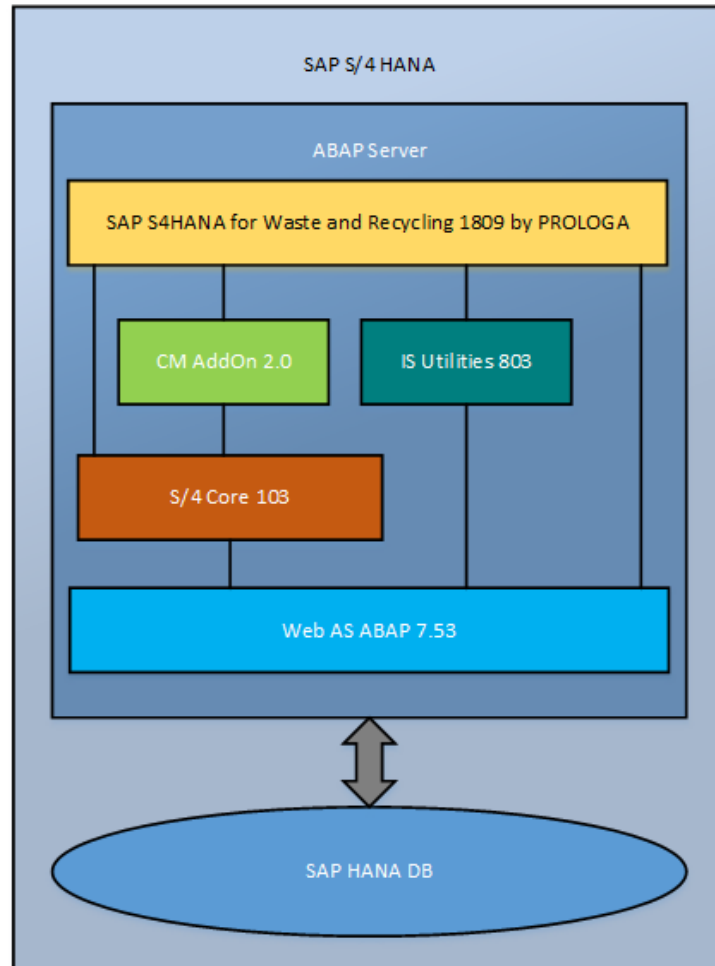


Figure 1: Add-on deployment on S/4HANA

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 for waste and recycling, environmental services add-on by PROLOGA* as well.

For more information about monitoring topics, see the SAP Help Portal under [Solution Monitoring](#).

For more information about monitoring with SAP Solution Manager, see the SAP Help Portal under [Connecting a Technical System to SAP Solution Manager](#).

3.1 Alert Monitoring with CCMS

SAP® S/4HANA for waste and recycling, environmental services add-on 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 [Monitoring in the CCMS](#).

For more information about how to enable the auto-alert function of CCMS, see SAP Note 617547.

3.2 Trace and Log Files

Trace and log files are essential for analyzing problems. *SAP® S/4HANA for waste and recycling, environmental services add-on by PROLOGA* uses the standard SAP® NetWeaver tools for tracing and logging.

For more information about this topic, see the SAP® Help Portal under [Application Log \(BC-SRV-BAL\)](#).

3.2.1 Log Objects for the add-on

The following log objects are used for various functions in the add-on.

Object	Sub object	Description
/WATP/DEFAULT		General log object for the add-on
	/WATP/DEFAULT	Default message log
	/WATP/ADMTASK	Administration
	/WATP/ARCHIVE	Archiving
	/WATP/UPGRADEADJUST	Upgrade processes
	/WATP/IMPEXP	Im-/Export
	/WATP/ROUTING	Routing
/WATP/ARB		Log object for Material Flow Management
	/WATP/ARB_INSPECTION	Material Inspection

	/WATP/ARBNOTELOG	Disposal Documents
	/WATP/ARBNWLOG	Waste Stream Approval
	/WATP/DEFAULT	Default message log
/WATP/BC		Log object for Mobile Order Management
	/WATP/ADMIN	Administration
	/WATP/ARCHIVE	Archiving
	/WATP/CONFIRM	Confirmation
	/WATP/DEFAULT	Default message log
	/WATP/IMPEXP	Im-/Export
/WATP/CS_CIC		Log object for Cluster Builder
	/WATP/CS_CIC	CIC processes
/WATP/MOB		Log object for Mobile On-Site Billing
	/WATP/ARCHIVE	Archiving
	/WATP/DEFAULT	Default message log
	/WATP/IMPEXP	Im-/Export
/WATP/SMARTMETER		Log object for Smart Meter Rollout
	/WATP/DISTRICT	Districts
	/WATP/PLANSET	Planning Scenarios
/WATP/TP		Log object for operational and longterm planning
	/WATP/DEFAULT	Default message log
/WATP/MOW		Log object for Mobile Waste Order Management
	/WATP/ARCHIVE	Archiving
	/WATP/DEFAULT	Default message log
/WATP/WAMM		Log object for subcontractor processes
	D	Waste disposal order: Weighing note
	O	Waste disposal order item: Transport
	T	Waste disposal order: Transport

Table 3: Log Objects of the add-on

3.3 Process Monitors

SAP® S/4HANA for waste and recycling, environmental services add-on by PROLOGA uses the standard SAP NetWeaver process monitoring tools.

For more information, see the SAP Help Portal under [Solution Monitoring](#) -> *Process Monitoring with PMI (Process Monitoring Infrastructure)*.

4 Management of SAP® S/4HANA for waste and recycling, environmental services add-on 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 the Operations Guide under *Product Documentation* on the SAP® Help Portal under [SAP S/4HANA](#).

4.1 Starting and Stopping

SAP® S/4HANA for waste and recycling, environmental services add-on 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 [Starting and Stopping SAP System Based on SAP NetWeaver](#).

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 under [SAP S/4HANA for waste and recycling, environmental services add-on by PROLOGA](#)



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 http://help.sap.com/s4hana_op_1809 -> *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 [Backup and Recovery](#).

- SAP® HANA Technical Operations Manual at the SAP® Help Portal under [Backup and Recovery](#).

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 [System Copy](#).

4.5 Load Balancing

SAP® S/4HANA for waste and recycling, environmental services add-on by PROLOGA uses the standard SAP NetWeaver functions for load balancing.

For more information about this topic, see the Operations Guide under *Product Documentation* on the SAP® Help Portal under [SAP S/4HANA](#).

4.6 Data Archiving and Data Aging

SAP® S/4HANA for waste and recycling, environmental services add-on by PROLOGA provides the functionality to archive data. Furthermore to reduce the workload of the database it is possible and recommended to delete no longer needed data. For more information about how to archive and delete data see the corresponding configuration guide.

5 User Management

SAP® S/4HANA for waste and recycling, environmental services add-on 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 [SAP NetWeaver Security Guide](#)
- SAP® HANA Security Guide at the SAP® Help Portal under [SAP 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 [SAP S/4HANA](#) -> *Product Documentation*.

The add-on itself does not need additional users or user groups. The add-on contains a pre-defined set of roles for common business scenarios which can easily be adapted to your specific needs.

5.1.1 Role Concept

Generally, a *commercial clerk* role referred to in the following chapters may also be assigned to consultants and developers, in particular for testing of relevant transactions. The designation “commercial clerk” is only to express that the role was predominantly conceived for commercial clerks and therefore - which is essential - authorizations are not granted for system administration, the ABAP workbench or customizing.

The authorization concept described in the following paragraphs distinguishes between a „standard“ end-user (= commercial clerk) on the one hand and a „system design“-oriented user (consultant, developer or system administrator) on the other hand. The basic idea is that the commercial clerk may not interfere with the basic system configuration of a productive system (including the largest part of the customizing).



With the add-on several roles for various areas of the Waste & Recycling industry are delivered. These roles have names starting with `/WATP/`. When the add-on is installed using transaction `SAINT`, the `/WATP/` roles are imported fully correctly only into client 000 but not into the other clients. This is normal system behavior.

The following single roles are delivered with the add-on:

Single Role	Short Role Description
/WATP/ADS_FORM_PROCESSING	Form processing: Role for ICF service
/WATP/BC_BGRFC_SUPERVISOR	Role for the bgRFC supervisor user in the SAP Gateway scenario
/WATP/BC_WEBSERVICE_ADMIN_TEC	Allows comprehensive administration of web services
/WATP/CREATE_INTERNETUSERS	Allows creating Internet users with very limited authorizations
/WATP/CUSTOMIZING_MOB_APPMANAG	PROLOGA Mobile Applications including customizing
/WATP/DEVELOPER_CONSULTANT	Allows everything except the most critical admin. actions
/WATP/GATEWAY_ADMIN_AND_DEV	Administration and configuration rights for the SAP Gateway
/WATP/INTERNETUSER_SERVICE_EXE	Allows executing web services by Internet users
/WATP/MANAGE_CUSTOMERS	Allows displaying, changing and creating customer master data
/WATP/MOBILE_CASE_MANAGEMENT	Clarification case management (SAP standard and PROLOGA transactions)
/WATP/MOBILE_ON-SITE_BILLING	Mobile on-site billing with PROLOGA transactions
/WATP/OBULINK_WEBSERVICE_EXEC	Allows executing web services for PROLOGA's mobile applications
/WATP/ONBOARD_COMPUTER	PROLOGA mobile order management
/WATP/PROLOGA_CUSTOMIZING	Allows complete customizing in the /WATP/ namespace
/WATP/PROLOGA_LICENSE_MANAGEMENT	License key registration for the PROLOGA application modules
/WATP/RFCACL_FOR_TRUSTED_SYS	Allows user mapping between trusted systems
/WATP/ROUTEPLANNING	Route planning transactions and associated WDO management
/WATP/SELFREG_SERVICEUSER_GWAY	Role for a Gateway service user, allowing the self registration of users
/WATP/SERVICE_PRODUCTS_MANAGEMENT	Allows creating, changing and deleting service products
/WATP/SICF_DEVELOPER_RIGHTS	Allows displaying and also changing settings in the ICF
/WATP/USER_MOB_APPMANAG	PROLOGA Mobile Applications for end users
/WATP/USERS_OWN_DATA	User's own data: address, spool requests, jobs of his own
/WATP/WASTE_FEES_WITH_PROFILE	Municipal billing in the waste and recycling industry
/WATP/WASTE_LEGAL_REQ_WITH_PRO	For legal requirements for waste & recycling (SAP + PROLOGA)
/WATP/WASTE_MANAGEMENT	Master data, contracts, weighing etc. in Waste & Recycling

Table 7: PROLOGA /WATP/ roles and their short descriptions

These /WATP/ roles have the following authorization profiles:

AGR_NAME	PROFILE
/WATP/ADS_FORM_PROCESSING	/WATP/ADSF
/WATP/BC_BGRFC_SUPERVISOR	/WATP/BGRF
/WATP/BC_WEBSERVICE_ADMIN_TEC	/WATP/WEBS
/WATP/CREATE_INTERNETUSERS	/WATP/CRIU
/WATP/CUSTOMIZING_MOB_APPMANAG	/WATP/ESUC
/WATP/DEVELOPER_CONSULTANT	/WATP/DECO
/WATP/GATEWAY_ADMIN_AND_DEV	/WATP/GWAD
/WATP/INTERNETUSER_SERVICE_EXE	/WATP/INTS
/WATP/MANAGE_CUSTOMERS	/WATP/BUPA
/WATP/MOBILE_CASE_MANAGEMENT	/WATP/CASM
/WATP/MOBILE_ON-SITE_BILLING	/WATP/MOB1
/WATP/OBULINK_WEBSERVICE_EXEC	/WATP/WSRV
/WATP/ONBOARD_COMPUTER	/WATP/ONBO
/WATP/PROLOGA_CUSTOMIZING	/WATP/CONF
/WATP/PROLOGA_LICENSE_MANAGEMENT	/WATP/LICE
/WATP/RFACL_FOR_TRUSTED_SYS	/WATP/TRSY
/WATP/ROUTEPLANNING	/WATP/RPLA
/WATP/SELFREG_SERVICEUSER_GWAY	/WATP/SRGW
/WATP/SICF_DEVELOPER_RIGHTS	/WATP/SICF
/WATP/USERS_OWN_DATA	/WATP/OWND
/WATP/USER_MOB_APPMANAG	/WATP/ESUU
/WATP/WASTE_FEES_WITH_PROFILE	/WATP/FEES
/WATP/WASTE_LEGAL_REQ_WITH_PRO	/WATP/LEGA
/WATP/WASTE_MANAGEMENT	/WATP/WAST

Table 8: /WATP/ roles and their authorization profile names

For technical reasons these roles are only imported fully correctly into the client 000 when the 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 */WATP/* 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 /WATP/ roles.
8. Check and, if required, adjust the assignment of the /WATP/ roles to users.
9. Include all /WATP/ 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 /WATP/ roles should work correctly in all relevant clients.

Of course, you can also copy a /WATP/ 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, most of the /WATP/ roles delivered with the add-on are described in a more detailed way.

5.1.1.1 /WATP/PROLOGA_CUSTOMIZING (for consultants, administrators)

Brief description: Allows complete customizing in the /WATP/ namespace

This role provides the authorizations for customizing activities in the relevant PROLOGA configuration transactions in the /WATP/ namespace. Authorizations for SAP® standard transactions are not provided. This role was mainly designed for consultants and persons being responsible for customizing tasks and can also be assigned to developers, if required. Due to security reasons this role should not be assigned to end-users on the commercial clerk level.

The menu tree of this role is structured as follows:

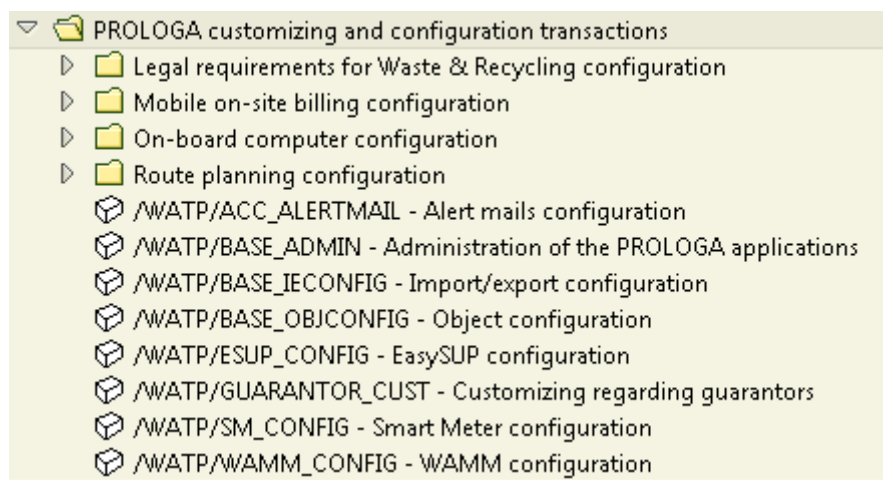


Figure 2: Role /WATP/PROLOGA_CUSTOMIZING

5.1.1.2 /WATP/WASTE_LEGAL_REQ_WITH_PRO (for commercial clerks)

Brief description: For material flow management for waste & recycling (SAP® + PROLOGA)

This role is mainly designed for commercial clerks and provides extensive authorizations for PROLOGA transactions for the material flow management and also for some SAP® standard transactions relating to this field. However, rather than being used on its own this role is most useful in combination with other roles (within SAP® Waste & Recycling), e.g. in combination with the role /WATP/WASTE_MANAGEMENT (see below).

The menu of the /WATP/WASTE_LEGAL_REQ_WITH_PRO role is structured as follows:

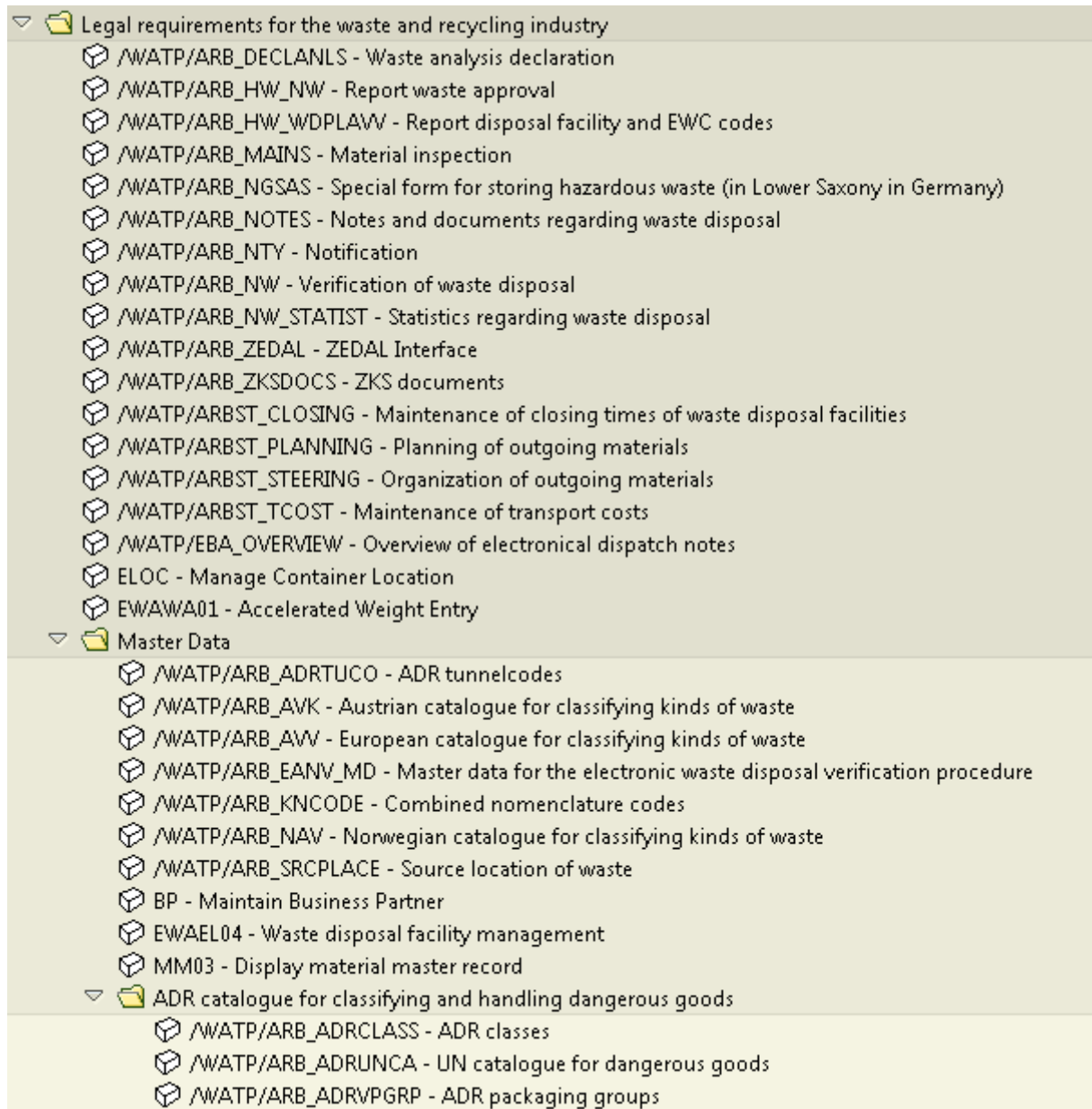


Figure 3: Role /WATP/WASTE_LEGAL_REQ_WITH_PRO

The possibilities to navigate from directly permitted transactions to other transactions are limited in order to keep authorizations linked to this role concentrated on the waste legislation related field. Example: Material master data can be displayed but not changed. Additional rights provided by other roles are required in order to manage (including creating and deleting) material data.

As said earlier, this role provides no authorizations regarding system administration or ABAP development. Moreover, an end-user cannot execute any SAP® software transport functions (such as in the transactions *SE09*, *STMS* etc.) with this role. Customizing rights are very restricted. The same applies to authorizations in the area of spool request management and background processing. Those rights are restricted in order to prevent authorizations from being unnecessarily assigned several times to the same user. If a user is to be provided with enhanced authorizations in these fields, those rights have to be assigned through other roles.

5.1.1.3 /WATP/ROUTEPLANNING (for commercial clerks)

Brief description: Route planning and related management of waste disposal orders

This role was designed for commercial clerks working in the field of route planning. This role enables the user, among other things, to display the road map material in transactions such as

/WATP/TP_SHORTTERM. Moreover, the user may execute activities associated with route planning when maintaining waste disposal orders that are assigned to routes and vehicles. Here, the user may view the detailed data of the relevant waste disposal order or assign a waste disposal order to another vehicle. This role is recommended for planners of meter reader routes.

The menu of this relatively "small" role is structured as follows:

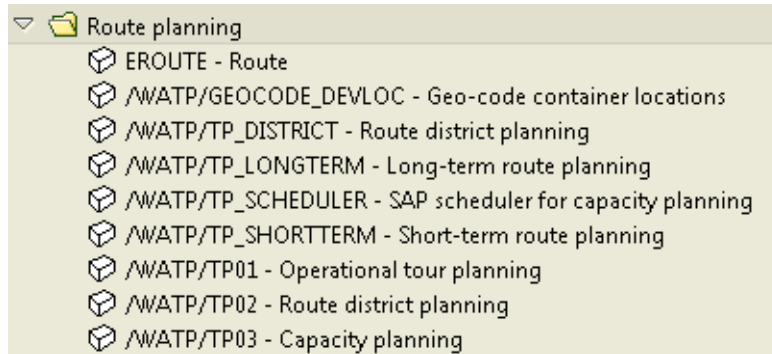


Figure 4: Role /WATP/ROUTEPLANNING

5.1.1.4 /WATP/SAMMELROLLE_MITPROFIL (for commercial clerks)

Brief description: Composite role of several waste & recycling and BC roles

This composite role was designed for commercial clerks who are responsible for various tasks in the field of waste and recycling and who are to be enabled to deal with route planning and mobile order management (BC, on-board computing) as well.

This composite role comprises the following single roles including the respective authorizations (and the associated authorization profiles):

- /WATP/WASTE_LEGAL_REQ_WITH_PRO
- /WATP/WASTE_FEES_WITH_PROFILE
- /WATP/MANAGE_CUSTOMERS
- /WATP/ROUTEPLANNING

The composite role *PROLOGA_SAMMELROLLE_MITPROFIL* provides extensive rights in the daily waste and recycling business and allows for necessary activities in adjacent areas such as sales. However, this role does not cover the entire area of waste and recycling but mainly focuses on the PROLOGA transactions and those SAP® standard transactions which are relatively closely associated with them. This role also provides the required authorizations to work with the *Dispatching and Planning solution by PROLOGA* application including the road map material.

This role does not provide authorizations to customize essential system settings. As regards system administration, ABAP development and transport management, this role does not provide any rights as it was designed for end-users.

5.1.1.5 /WATP/USERS_OWN_DATA (for commercial clerks)

Brief description: User's own data: address, spool requests, jobs of his own

This very "small" role enables the user to:

- Display and change his own address data and default values in transaction *SU3*
- Manage his own spool and print requests in transaction *SP02*
- Manage his own background processing jobs in transaction *SM37*
- Display his own authorizations with transaction *SU56* and detect missing authorizations with transaction *SU53*; the transactions *SU53* and *SU56* were deliberately not included in the menu in order to avoid calling the user's attention to them. However, these transactions may be very helpful when analyzing authorization problems.

Neither spool requests nor background processing jobs of other users can be managed with this role.

5.1.1.6 /WATP/BC_WEBSERVICE_ADMIN_TEC (for developers and consultants)

Brief description: Allows comprehensive administration of web services

This role is mainly designed for developers and consultants, but not for end users. This role allows comprehensive administration and testing of web services in the Internet Communication Framework. The administration of RFC connections is, however, only allowed with some restrictions.

5.1.1.7 /WATP/DEVELOPER_CONSULTANT (for developers and consultants)

Brief description: Allows everything except the most critical administrative actions

This role allows everything a developer, customizer or consultant needs to do in his or her daily work and it fully allows the user to maintain his or her own data. Moreover, this role grants generous display authorizations even in administrative areas.

But this role does NOT permit the following critical (and dangerous) administrative actions:

- Creating users and granting arbitrary authorizations to them
- Changing the system settings with regard to modifiability of the entire system
- Changing the system landscape and the transport routes in the TMS
- Creating, changing, deleting, exporting and importing entire clients (However, using transaction SCC1 - client copy based on a single change request - is allowed, which is appropriate for customizing work.)
- Changing server system profiles and operation modes
- Creating, changing and deleting RFC connections
- Copying, changing and deleting background jobs of other users
- Deleting spool requests of other users
- Administration of spool devices (printers) and spool servers

5.1.1.8 /WATP/MANAGE_CUSTOMERS (for commercial clerks)

Brief description: Allows displaying, changing and creating customer master data

This role provides the rights to display, change and create customers centrally as well as specifically in the sales and distribution area. Only few SAP standard transactions are involved here. Therefore, it is a "small" specialized role for commercial clerks which are mainly useful in combination with other roles.

This role also allows maintaining sample customers in SAP® *Waste and Recycling*. Access to debtors through all company codes and sales areas is granted.

5.1.1.9 /WATP/PROLOGA_LICENSE_MANAGEMENT (for administrators and consultants)

This role allows managing (especially registering) the licenses for the PROLOGA software modules. Apart from that, the role does not grant any rights.

The transaction allowed by this role is /WATP/BASE_KEYREG.

5.1.1.10 /WATP/SERVICE_PRODUCTS_MANAGEMENT (for consultants and developers)

Brief description: Allows creating, changing and deleting service products

This role was mainly designed for the work of consultants and customizers (in particular in the development and quality assurance systems); the role should not be granted to commercial clerks (end users) in the production system.

This role allows the comprehensive administration (creating, changing, displaying and deleting) of service products with all their components such as characteristics, classes, dependencies etc. However, distributing service products to other clients or systems by means of ALE or configuring ALE connections is deliberately not permitted by this role.

The authorizations in the areas of system administration, ABAP Workbench and general customizing are very strictly constrained in this role and are limited to the required uncritical minimum.

5.1.1.11 /WATP/WASTE_FEES_WITH_PROFILE (for commercial clerks)

Brief description: Municipal billing in the waste and recycling industry

This role is mainly designed for commercial clerks (end users) and provides a menu tree with the associated authorization profile for the field of municipal billing in the waste and recycling industry. This role contains only SAP standard transactions and provides the following transaction groups:

- Commercial master data with respect to municipal billing
- Overview customer/account/contractual partner
- Technical master data with respect to municipal billing
- Move-in / move-out / relocation of customer
- Executing municipal billing

5.1.1.12 /WATP/WASTE_MANAGEMENT (for commercial clerks)

This role provides a comprehensive menu tree for end users working in the business area "Waste and Recycling". It also contains the necessary authorizations for managing master data, contracts, waste disposal orders and weighing in the waste and recycling area. This role contains only standard SAP transactions but no *PROLOGA-/WATP/* transactions.

5.1.1.13 /WATP/GATEWAY_ADMIN_AND_DEV (for consultants and developers)

This role allows administration and development activities in the area of the SAP Gateway. The authorizations contained in this role are required for configuring, testing, monitoring and troubleshooting the SAP Gateway. (The SAP Gateway can be used, among other things, as an intermediate handler for SAPUI5-based web services.)

5.1.1.14 /WATP/SELFREG_SERVICEUSER_GWAY (for a special Gateway service user)

Brief description: Role for a Gateway service user, allowing the self-registration of users

This role belongs to the user self-registration functionality. This is a role for a service user which is used to enable anonymous users to create users or to reset the password for user accounts which they have created. This role is designed for SAP NetWeaver Gateway systems which are used as entry points to a customer or vendor portal in which users from the Internet are to be allowed to create portal user accounts for themselves.

5.1.1.15 /WATP/SICF_DEVELOPER_RIGHTS (for developers and consultants)

This role grants authorizations for transaction *SICF* (which deals with the HTTP service hierarchy maintenance) and some related transactions, and it also allows changing settings there (not only displaying). This role is mainly useful for web service developers and can be granted to them in addition to the role */WATP/BC_WEBSERVICE_ADMIN_TEC*.

5.1.2 Authorization Objects

Authorization objects enable you to define complex authorizations by grouping up to 10 authorization fields in an AND relationship to check whether a user is allowed to perform a certain action. To pass an authorization test for an object, the user must satisfy the authorization check for each field in the object. Therefore, it is essential to provide users and user groups with correct user rights.

The development follows the SAP® guidelines for creating authorization objects. The classes and objects of the PROLOGA add-on were evaluated considering whether the existence of an authorization is mandatory from a process perspective.

Having determined the objects a user is requiring rights for, those rights can be allocated.

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 for waste and recycling, environmental services add-on by PROLOGA uses the standard SAP® NetWeaver functions for high availability and business continuity.

For more information about these topics, see:

- Operations Guide under *Product Documentation* on the SAP® Help Portal under [SAP S/4HANA](#).
- SAP® HANA Technical Operations Manual at the SAP® Help Portal under [SAP HANA Platform](#) -> 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 [Software Logistics Toolset](#).

Change Management standardizes and automates the distribution of software in system landscapes. For more information, see the SAP® Help Portal under [Software Logistics](#).

7.1 Change and Transport Management

SAP® S/4HANA for waste and recycling, environmental services add-on 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 the Operations Guide under *Product Documentation* on the SAP® Help Portal under [SAP S/4HANA](#).

7.2 Support Packages and Patch Implementation

You can find detailed information about the released support packages for SAP® S/4HANA for waste and recycling, environmental services add-on by PROLOGA under [Software Downloads](#).

For more information about the tools for implementing patches, see also the SAP® Help Portal under [Software Logistics](#).

7.3 Release and Upgrade Management

Corrections for *SAP® S/4HANA for waste and recycling, environmental services add-on 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 [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 <http://support.sap.com/access-support> and the SAP® Help Portal under [Remote Support Setup](#).

9.2 Problem Message Handover

SAP® S/4HANA for waste and recycling, environmental services add-on 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 [SAP Solution Manager](#) -> *Application Help*.

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

For *SAP® S/4HANA for waste and recycling, environmental services add-on by PROLOGA* the application component is XX-PART-PLG-WAS.