

Application Operations Guide
SAP Solution Manager
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CUSTOMER

SAP Solution Manager 7.1



Document History



Caution

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

The current version is at <https://service.sap.com/instguides> in SAP Service Marketplace (→ *SAP Components* → *SAP Solution Manager* → → *7.1* → *Operations*).

Version	Date	Change
1.11	2013-10-31	First version of the Application Operations Guide for SAP Solution Manager in the new Template
1.12	2014-03-14	Updated version without general Support Package specification, i.e. this Guide is valid for all Support Packages of SAP Solution Manager 7.1
1.2	2014-07-25	Review and adoption for SAP Solution Manager 7.1 SP12
1.3	2014-09-09	Since SAP Solution Manager 7.1 SP11, there is a new guided procedure for the decommissioning of systems; Navigation to SL Toolset; Old chapters 2.5 and 7.3 SAP Solution Manager Upgrade and Maintenance are now integrated in new chapter 7.3; AI_CRM_IM_UPDATE_FROM_SAP_ISV replaces RNOTIFUPDATE07 since a longer time
1.4	2015-01-02	Update of - important SAP Notes (1.3) - Required Agent Versions (2.8.1) - Monitoring SAP Solution Manager (3.0) - SAP Service Marketplace links to SAP Support Portal links Further minor corrections.

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1 Getting Started



Caution

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

1.1 About this Guide

Designing, implementing, and running your SAP applications at peak performance, 24 hours a day, is vital to your business success.

This guide is a starting point for managing your SAP applications, and maintaining and running them optimally. It contains information about various tasks, and the tools that you can use to perform them. This guide also refers to the documentation of these tasks, when you also need other guides, such as the master guide, Technical Infrastructure Guide, and SAP Help Portal.

Target Groups

- Technical Consultants
- System Administrators
- Solution Consultants
- Business Process Owner
- Support Specialist

1.2 Global Definitions

SAP Application

An SAP application is an SAP software solution for a specific business area, like ERP, CRM, PLM, SRM, or SCM.

Business Scenario

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

Component

A component is the smallest unit considered in the Solution Development Lifecycle; they are produced, delivered, installed, and maintained separately.

1.3 Important SAP Notes



Caution

Check regularly for updates of the Application Operations Guide at <http://service.sap.com/instguides> → *Components* → *SAP Solution Manager 7.1* → *Operations*.

SAP Note Number	Title	Comment
1462137	Add. info. about Upgrading to SAP Solution Manager 7.1	This note describes problems that may occur when you upgrade the system, and provides you with information on how to solve them. This usually takes the form of references to other notes. The aim of this note is to prevent data loss, upgrade shutdowns, and long runtimes. Only database-independent problems are dealt with.
1552585	SAP Solution Manager - Basic functions SP1	Implement the following note to ensure the basic functions in SAP Solution Manager. This note is valid for SAP Solution Manager 7.1 SP1.
1584162	SAP Solution Manager - Basic functions 7.1 SP2	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 2
1613410	SAP Solution Manager - Basic functions 7.1 SP3	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 3
1633725	SAP Solution Manager - Basic functions 7.1 SP4	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 4
1652693	SAP Solution Manager - Basic functions 7.1 SP5	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 5.
1722332	SAP Solution Manager - Basic functions 7.1 SP6	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 6.
1734341	SAP Solution Manager - Basic functions 7.1 SP7	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 7.
1775242	SAP Solution Manager - Basic functions 7.1 SP8	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 8.
1817043	SAP Solution Manager - Basic functions 7.1 SP9	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 9.
1875627	SAP Solution Manager - Basic functions 7.1 SP10	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 10.
1933506	SAP Solution Manager - Basic functions 7.1 SP11	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 11
1969109	SAP Solution Manager - Basic functions 7.1 SP12	This SAP Note is the central correction note of SAP Solution Manager 7.1 Support Package 12
2048315	SAP Solution Manager - Basic functions 7.1 SP13	This SAP Note is the central correction note of SAP

SAP Note Number	Title	Comment
		Solution Manager 7.1 Support Package 13
1577909	Supplements to Solution Manager 7.1	This note describes preparatory measures and additional information for the Upgrade of SAP Solution Manager 7.0 to SAP Solution Manager 7.1 Upgrade of SAP Solution Manager 7.0 Enhancement Package 1 to SAP Solution Manager 7.1 Update of SAP Solution Manager 7.1 (installation) to the stack that is currently available
1583348	Documentation: SAP Solution Manager 7.1	Overview of the documentation available for SAP Solution Manager 7.1
706705	Solution Manager: Components for Messages	You want to create a customer message related to SAP Solution Manager on the appropriate component.

2 Technical System Landscape

SAP Solution Manager is the central tool for managing your customer solution landscape. It includes applications and scenarios to support the Application Lifecycle Management (ALM) and Run SAP like a Factory (RSLAF):

- ensuring business continuity
- accelerating innovation
- reducing risk and total cost of operations
- protecting your investment, as the key challenge for each IT organization

ALM and RSLAF address this challenge with an integrated ITIL-based approach.

Topic	Link
SAP Solution Manager	https://support.sap.com/solutionmanager
Product documentation on SAP Solution Manager	https://help.sap.com/solutionmanager71
Application Lifecycle Management (ALM)	https://support.sap.com/support-programs-services/solution-manager/processes.html
Run SAP like a Factory	https://support.sap.com/support-programs-services/solution-manager/processes.html
Ramp-Up Knowledge Transfer	https://service.sap.com/rkt-solman → SAP Solution Manager 7.1
Business Process Blueprinting	https://service.sap.com/instguides → SAP Solution Manager → Release 7.1 → Additional Guides
<ul style="list-style-type: none"> • Master Guide SAP Solution Manager 7.1 • SAP Solution Manager 7.1 Sizing Toolkit • Installation Guides • CA Introscope Setup Guide • SAP Solution Manager 7.1 Configuration Guide • Security Guide SAP Solution Manager 7.1 • Preparation and Follow-Up Guide for Upgrading to SR1 	https://service.sap.com/instguides
SAP Solution Manager Sizing	http://service.sap.com/sizing-solman http://service.sap.com/quicksizer

2.1 SAP Solution Manager: Built-In Software Components

SAP Solution Manager comprises several software components. It is based on an SAP NetWeaver platform, and includes the SAP CRM add-on, so the tasks and procedures for a standard SAP NetWeaver system generally also apply to SAP Solution Manager. For more information, see SAP Note [781448](#) (Support Package levels for SAP Solution Manager installations/upgrades).

Depending on the business scenarios, other software components can be added to SAP Solution Manager. This guide refers mostly to specific tasks and procedures in SAP Solution Manager.

You can use the software components described in the following sections in your system, depending on the scenarios you actually use.

2.1.1 Third-Party Integration

There are several standard interfaces to third-party tools, which can be used for specific scenarios:

Third-Party Tool	Link
SAP Quality Center by HP	SAP Note 1285941
SAP Central Process Scheduling by Redwood	SAP Note 1122497
SAP Productivity Pak by RWD	SAP Note 1131270
BMC AppSight for Client Diagnostics	SAP Note 1034902

2.2 SAP Solution Manager Complementary Components

2.2.1 Internet Graphics Server (IGS)

The Internet Graphics Server (IGS) generates graphics or charts in several areas, for example in the EarlyWatch Alert reports. The server can be administrated in transaction [SIGS](#). You can administer your WebDynpro Java IGS via a Web Interface.

Topic	Link
Internet Graphics Server (IGS), transaction SIGS	<a href="http://<IGS host>:<IGS port>">http://<IGS host>:<IGS port>
IGS HTTP administration commands	SAP Note 965201
IGS administration via ABAP	SAP Note 995471
IGS troubleshooting	SAP Note 514841

2.2.2 SAP NetWeaver Search and Classification (TREX)

The SAP NetWeaver Search and Classification (TREX) is used for some scenarios.

Topic	Link
Administration of TREX, transaction TREXADMIN	http://help.sap.com/saphelp_nw70/helpdata/en/46/c96a575b590e5be10000000a1553f7/content.htm
Using full-text searches in SAP Solution Manager	SAP Note 1466273

2.2.3 CA Introscope

CA Introscope (previously CA Wily Introscope) is a software component that collects performance and other system-related data, mainly from non-ABAP components in your system landscape. A detailed FAQ document is attached to SAP Note [797147](#) "Introscope Installation for SAP Customers". It includes a troubleshooting section. The latest information about CA Introscope can be found in the Wiki link.

Topic	Link
CA Introscope	http://wiki.scn.sap.com/wiki/x/NRBaDw
Introscope Installation for SAP Customers	SAP Note 797147
Introscope 9 Release Notes	SAP Note 1565954

2.3 Release Restrictions

When SAP Solution Manager 7.1 was released, a number of restrictions still applied to the productive use of certain functions. This information is collected in SAP Note [1480419](#) "Release Restrictions for SAP Solution Manager 7.1".

2.4 Installation

SAP Solution Manager 7.1 is an SAP system based on Application Server ABAP (AS ABAP) and Application Server Java (AS Java). SAP Solution Manager 7.1 is based on the SAP NetWeaver 7.0 technology, including Enhancement Package 2.

SAP recommends running SAP Solution Manager on Unicode. All new SAP Solution Manager Installations are on Unicode. For customers that have upgraded from previous releases of SAP Solution Manager 7.1, and are not yet on Unicode, SAP recommends migrating to Unicode. If this is not possible, SAP will support SAP Solution Manager on non-Unicode, until the customer has completed the Unicode conversion.

Topic	Link
SAP NetWeaver Releases	http://scn.sap.com/community/netweaver
SAP Solution Manager Installation Guides	http://service.sap.com/instguides → <i>SAP Components</i> → <i>SAP Solution Manager</i> → 7.1 → <i>Installation</i>
Unicode	http://service.sap.com/unicode

2.5 SAP Business Warehouse (BW) Client Strategy

SAP BW provides important reporting functions for the SAP Solution Manager applications, such as diagnostics.

There are three ways of integrating BW into the landscape:

1. BW in the productive SAP Solution Manager client

In this scenario, BW runs in the same client as the Solution Manager. This simplifies the BW configuration and the connection to SAP Solution Manager. The user administration is easier than in the other two scenarios. Since a lot of BW data and interfaces are integrated directly into the SAP Solution Manager applications, the runtime process is also simplified. Remote access is not required



Recommendation

Set up BW in the production SAP Solution Manager client.

2. BW in a separate client of SAP Solution Manager

In this scenario, the BW activities take place in a client different from the SAP Solution Manager system client.

This scenario provides increased security, because user access can be restricted, but this additional security requires increased administration effort, because users must be maintained separately in BW, and synchronized with those in the SAP Solution Manager client. This variant has no technical advantages.

3. BW in a separate BW system that is not yet used productively

In this scenario, the BW activities take place in a different system in the landscape. The SAP Solution Manager data is written to the remote BW system by RFC, and SAP Solution Manager reads this data again by remote access. This scenario is required in rare cases only, for example if there are sizing problems.

Note: If you use a separate BW system, it must have the same BW content version (software component BI-CONT) as SAP Solution Manager. The same applies to the SAP Solution Manager BW content as for the BW content. You can also not update the content independently, it must always correspond to the SAP Solution Manager version, so SAP recommends that you do not use a SAP BW system for SAP Solution Manager BW that is already used for other purposes, for example, for reporting to SAP CRM.

For more information on release restrictions, see SAP Note [1487626](#) (Where best to set up BW for SAP Solution Manager).

2.6 Root Cause Analysis (RCA) and Diagnostics

The requirements and limitations of the end-to-end RCA, delivered with SAP Solution Manager 7.1, which is also referred to as end-to-end diagnostics, or SAP Solution Manager Diagnostics. It is configured in *SAP Solution Manager: Configuration* (transaction `SOLMAN_SETUP`).

Topic	Link
Diagnostics in SAP Solution Manager 7.1	SAP Note 1478974
SAP Solution Manager 7.1: Root Cause Analysis prerequisites	SAP Note 1483508
End-to-End Root Cause Analysis Wiki	http://wiki.scn.sap.com/wiki/x/CBkMDg

2.7 SAP Solution Manager: Configuration

After installing SAP Solution Manager, configure it in the *SAP Solution Manager: Configuration* work center (transaction **SOLMAN_SETUP**). With basic settings wizards, you can quickly configure all main settings in a guided procedure. All settings for this WebDynpro application are made during the installation of SAP Solution Manager. All configuration activities are linked to the corresponding customizing activities in the standard basic settings configuration, in the SAP Reference IMG (transaction **SPRO**).

Configuration with **SOLMAN_SETUP** includes the following scenarios:

- System Preparation
- Basic Configuration
- Managed Systems Configuration
- EarlyWatch Alert Management
- Technical Monitoring
- Business Process Monitoring
- IT Service Management
- Change Request Management
- Business Process Change Analyzer
- Measurement Platform Setup
- Data Volume Management
- Custom Code Management
- Job Management
- SAP Test Acceleration and Optimization
- Component-Based Test Automation
- Service Availability Management Setup
- IT Task Management
- Further Configuration

Topic	Note / Link
SAP Reference IMG	Transaction SPRO
Configuration Guide SAP Solution Manager 7.1	http://service.sap.com/instguides → <i>SAP Components</i> → <i>SAP Solution Manager</i> → <i>Release 7.1</i> → <i>Configuration</i>

Topic	Note / Link
SAP Solution Manager Setup & Configuration Wiki	http://wiki.scn.sap.com/wiki/x/yoEtCg

2.8 Managed Systems Configuration

To ensure that all the systems in the system landscape can be managed and set up centrally, SAP Solution Manager should be connected to them. To be able to use applications, such as Change Analysis, Quality Gate Management and Change Request Management, connect all managed systems to the productive SAP Solution Manager system. For testing purposes, some managed systems should also be connected to the quality system's or development system's SAP Solution Manager.

The users should only have the authorizations which are assigned to them in the managed systems. Misuse of the communication connection must be prevented. In SAP Solution Manager this is usually ensured by using a trusted RFC with the same user.

To connect systems to SAP Solution Manager, proceed as follows:

4. In *SAP Solution Manager: Configuration* (transaction **SOLMAN_SETUP**), choose *Managed Systems Configuration*. The technical systems, technical scenarios, or databases which are known to the landscape management database (LMDB), are displayed on different tabs.
5. Select the entity you want to configure, for example a system on the *Technical Systems* tab.
6. Check the status of the configuration. For details, expand the help tray in the UI.
To manage a technical system, scenario, or database, choose *Configure...*
7. Follow the instructions in the guided procedure.

Topic	Link
SAP Solution Manager 7.1 - System Landscape Setup	SAP Note 1472465
Completing Technical System Information Manually	http://help.sap.com/saphelp_sm71_sp12/helpdata/en/10/c7a0eebab54975942b5aff2861b87d/frameset.htm

2.8.1 Required Agent Versions

On the managed system you need different agents for root cause analysis and technical system monitoring.

- Diagnostics Agent
 - In common you can use any version of the diagnostics agent (already installed agents applications will be updated automatically). Certain old versions of the diagnostics agents are not enabled to do certificate based authentications or agents-on-the-fly because this requires a newer version of the agent startup framework.
 - Find a table with Diagnostic Agent characteristics in the document attached to SAP Note [1365123](#).
 - For new installations use the latest available version of the diagnostics agent, as described in SAP Note [1858920](#) - Diagnostics Agent installation with SWPM

- SAP Host Agent
 - Install latest version of SAP Host Agent as available in Service Marketplace
 - The installation files are available from <http://support.sap.com/swdc> → *Support Packages and Patches* → *Browse Our Download Catalog* → *SAP Technology Components* → *SAP HOST AGENT* → *SAP HOST AGENT 7.20*.
 - This installation procedure is described in SAP Note [1031096](#).
 - Enable automatic update in the SAP Host Agent, so that you can update it centrally. This is described in SAP Note [1473974](#).

2.8.2 SAP Solution Manager and Trusted RFC

Trusted RFC connections are set up between SAP Solution Manager and the connected managed systems, during *SAP Solution Manager: Configuration* (transaction **SOLMAN_SETUP**), in the *Managed Systems Setup*. SAP Solution Manager does not manage connections between managed systems.

The trusted RFC connections can be used, and are acceptable from a security point of view, if the user management for SAP Solution Manager is as restrictive as for all other productive systems. In particular, the creation of new users and the resetting of passwords must be strictly controlled. The naming conventions for users must be consistent across systems.

Trusted relations between systems can be configured on different levels:

- 1) Trusted relationships from a system that offers services to another system (client), within these services. This kind of trusted relationship is usually realized by putting the login data of a service user of the server system, in the client system.

Examples:

- a) The login data of a display user (with limited authorization) of the transport management system (TMS) is entered in the RFC destination of the TMS.
- b) The login data of a service user (with more extensive authorizations) of the central user administration (CUA) is entered in the RFC destination of the CUA.

- 2) Trusted relationships between systems where one system accepts the authentication of the other system.

Examples:

- a) A Windows client accepts a Kerberos ticket of a Windows domain server, and logs its user in.
- b) An SAP backend system accepts the SAP Logon Ticket of the SAP Enterprise Portal, and logs on the user in the target system in which the login token is entered.
- c) An SAP system accepts an SSL client certificate in an https connection, finds the user, and logs it in with user ID.
- d) An RFC server system accepts the trusted RFC token and logs the user in to the target system, with the same user ID as in the source system.

The trusted RFC can be used for 1b) and 2d).

In case 1b), the login data of a service user is entered in the RFC connection, as in a normal RFC destination. Using trusted RFC you can now gain additional security:

- The RFC server system checks the identity of an RFC client system (authorization fields RFC_SYSID and RFC_CLIENT of the authorization object S_RFCACL).
- Through the authorizations of the service user for the authorization object S_RFCACL, it is also possible to restrict which users (authorization field RFC_USER) in the RFC client system can use the connection, with which applications (authorization field RFC_TCODE).

In case 2d), no login data is provided in the RFC destination, the option *same user* is selected. The users who use such a trusted RFC connection must have authorization for the authorization object S_RFCACL, with the authorization field RFC_EQUSER set to **Y**, and the field RFC_USER empty or set to the dummy value ' (inverted comma).

The trusted RFC connection has the following security attributes:

- Simple navigation (via Single Sign-On) from RFC client to RFC server.
- A user has his personal authorizations in the SAP Solution Manager system as well as in the connected managed systems.
- The RFC server system accepts the authorization by the RFC client system.

RFC connections between SAP systems can also be secured by secure network communication (SNC), and the authorizations in the RFC client system can be limited by the authorization object S_ICF, to restrict user access rights to RFC connections.

SAP Note	Short Text
SAP Note 128447	Trusted/trusting systems

2.8.3 System and Landscape Directory (SLD) and Landscape Management Database (LMDB)

Many functions in SAP Solution Manager require up-to-date landscape data. This is especially true for system maintenance, but also for various other applications. Since landscape data is mostly gathered outside the SAP Solution Manager system, the landscape needs to be taken into account. The main landscape management building blocks are the System Landscape Directory (SLD), and the landscape management database (LMDB). This is how to set up landscape data management:

- SLD

The technical system data is gathered by self-registration of technical systems in the SLD, which contains information about software installable from the SAP Service Marketplace, and technical system data which is mostly sent by data the suppliers in the systems..

Recommendation

Run one central SLD on an existing Java stack in the landscape, e.g. on an SAP Process Integration system.

To be compatible with the LMDB and to allow synchronization, certain minimum support package levels are required, depending on your SAP NetWeaver version for the SLD:

SAP NetWeaver Release of SLD System	Supported Support Package Stack Level	Supported Support Package Stack Level for SAP HANA
SAP NetWeaver 6.40	not supported	not supported
SAP NetWeaver 7.0	not supported	not supported
EHP1 for SAP NetWeaver 7.0	not supported	not supported
EHP2 for SAP NetWeaver 7.0	SPS 13	SPS 13
SAP NetWeaver 7.1	SPS 9	SPS 15
EHP1 for SAP NetWeaver 7.1	all SPS	SPS 10
SAP NetWeaver 7.2	all SPS	SPS 8
SAP NetWeaver 7.3	all SPS	SPS 8

SAP NetWeaver Release of SLD System	Supported Support Package Stack Level	Supported Support Package Stack Level for SAP HANA
EHP1 SAP NetWeaver 7.3	all SPS	SPS 3

If your central SLD does not fulfill these requirements, you can forward the landscape data to an SLD which fulfills the requirements above, and use this for the SAP Solution Manager.

- LMDB

From SAP Solution Manager 7.1, the data from the SLD is synchronized with the LMDB. The LMDB is a central, built-in repository for all SAP Solution Manager applications that consume landscape data. All system information in the SLD is synchronized with the LMDB without user interaction. Data can be enriched manually in the LMDB.

Applications like diagnostics, Monitoring and Alerting, BI Monitoring and PI Monitoring, use the LMDB data.

Note

If a local SLD was used in existing SAP Solution Manager environment before 7.1, the LMDB replaces it.

The LMDB replaces transaction **SMSY** in 7.1. For more information, see [Automatic Synchronization from LMDB to SMSY](#).

If productive SLDs are in use, their landscape information can be forwarded to a central SLD, and then to SAP Solution Manager. This forwarding has to be configured manually for each productive system.

Recommendation

Maintaining the system landscape manually, without SLD, is not recommended. Best practice is a central SLD in which all systems register themselves, directly or indirectly, via data supplier forwarding. This central SLD can be outside or inside SAP Solution Manager, depending on the conditions above. Configure the central SLD as the source of the landscape management database (LMDB) in SAP Solution Manager. All SLD data is propagated to LMDB automatically.

Only for landscapes with no productive Java stack outside SAP Solution Manager (as would be used for PI and WebDynpro Java), can you alternatively implement the SLD in SAP Solution Manager's own Java stack, to connect all SLD data suppliers.

Note

When you implement or update a scenario, you must update the Component Repository Content (SAP CR Content or SAP software catalog) in the SLD. For more information see SAP Note [669669](#).

Topic	Link
SLD planning guide	http://scn.sap.com/docs/DOC-8042
SLD Topology	http://www.sdn.sap.com/irj/scn/weblogs?blog=/pub/wlg/17579 http://scn.sap.com/people/wolf.hengevoss/blog/2010/01/28/sld-topology-how-to-gather-and-distribute-sld-data-in-your-it-landscape
Updating the SAP Component Repository in the SLD	SAP Note 669669
Integration of System Landscape Management	http://help.sap.com/saphelp_sm71_sp12/helpdata/en/15/89381c35a84e57b8ed31e3d7c76e2e/frameset.htm
Connecting LMDB to System Landscape Directory (SLD)	http://help.sap.com/saphelp_sm71_sp12/helpdata/en/a5/971735dd184f5c8d943c6cf423d13a/frameset.htm
Maintenance Planning Guide	https://scn.sap.com/docs/DOC-35437

When you have updated or upgraded a managed system, the information on product versions, product instances, and software components is automatically sent to the SLD, and synchronized with the LMDB, in SAP Solution Manager, so the landscape data is automatically up-to-date. If in doubt, check the information for the technical system and the related product system in transaction **LMDB**.

2.9 Moving from SAP Solution Manager Transaction DSWP to Work Centers

From SAP Solution Manager 7.01 SP15, all new SAP Solution Manager developments focus exclusively on work centers, which are now the single entry point for all activities. In the past, transaction **DSWP** (or **SOLUTION_MANAGER**) was the entry point for Operations and Operations Setup. With SAP Solution Manager 7.1, this transaction has been deactivated.

When all landscape components have been created, the solutions must now be created via the *Solution Manager Administration* work center.

Solution Concept and Design

SAP Note	Short Text
SAP Note 1117389	SAP Solution Manager: Solution for SAP Service Delivery
SAP Note 1541013	Deactivation of transactions SOLUTION_MANAGER and DSWP

2.10 Solution Transfer

When a new SAP Solution Manager is installed, you need to transfer some information from the previous SAP Solution Manager, such as issues, service plans, landscape info, and business processes. You can do this with transaction **SOLUTION_TRANSFER**, which comprises two steps:

1. Transfer information on systems and logical components from source to target. This is LMDB data, and it is usually transferred from TMS or SLD into the LMDB, so there is no need to transfer it manually. Additional steps are:
 - o Create a target solution in your target SAP Solution Manager,
 - o Create logical components there, and assign them to a target solution.
2. Transfer the data from your source solution. Business processes, business process monitoring configuration data, and all data in the service sessions, are transferred.

Short Text	Note / Link
Exporting Solution	http://help.sap.com/saphelp_sm71_sp12/helpdata/en/53/40689bc22b4787aea72b97700d7af6/content.htm
Importing Solution	http://help.sap.com/saphelp_sm71_sp12/helpdata/en/bd/cd30986d6544d5ac39d9dccab70613/content.htm

2.11 Service Delivery in SAP Solution Manager

SAP Solution Manager is the SAP service delivery platform. This includes self-services, which can be performed by the customer, and services delivered by SAP, such as EarlyWatch, GoingLive, etc. All services are solution-specific, and can be used for all systems in the solution.

SAP Note	Short Text
SAP Note 91488	SAP Support Services - Central preparatory note
SAP Note 1172939	Technical prerequisites for remote service delivery in SSM
SAP Note 1170668	The role of SAP Solution Manager in Remote Service Delivery

2.12 Multi-Tier Landscape for SAP Solution Manager

You should use at least a two-tier landscape for your SAP Solution Manager. Test new support packages, patches or configuration scenarios in a test system first. If the test is successful, the changes can be installed on the SAP Solution Manager production system. A transport between two SAP Solution Managers is usually not necessary.

Use a three-tier landscape with transports, if you perform classic customizing or own developments in SAP Solution Manager. In this environment, changes must first be developed in the development system, tested in the quality assurance system, and transported into the productive system. The usual scenarios for this case are change request management and/or service desk.

To be able to use all cross-functionality, such as Change Analysis, Quality Gate Management and Change Request Management, connect all managed systems to at least the SAP Solution Manager production system. For testing, also connect some managed systems to the quality SAP Solution Manager or development SAP Solution Manager.

2.13 Sizing for SAP Solution Manager

The Quick Sizer is a Web-based tool to make the sizing of SAP Business Suite easier and faster. It has been developed by SAP in close cooperation with all platform partners, and is free of cost. With the Quick Sizer, you can translate business requirements into technical requirements. Fill in the online questionnaire, an up-to-date survey based on business-oriented figures. The results help you to select an economically balanced system that matches your company's business goals.

The Quick Sizer tool calculates CPU, disk, memory, and I/O resource categories, based on throughput numbers, and the number of users working with the different SAP Business Suite components, in a hardware and database-independent format. It gives customers and prospects an idea of the size of the system required to process the expected workload, which is especially useful for initial budget planning. Sizing is an iterative process that continuously brings together customers, hardware vendors and SAP, so that, for example, direct links to SAP's hardware vendors facilitate the tendering procedure.

There is a sizing toolkit for SAP Solution Manager 7.1 in SAP Service Marketplace. It contains components (guides, cookbook, and spreadsheet) for an SAP Solution Manager sizing project, and offers the following functions:

- Determining the hardware resources required to implement SAP Solution Manager for a given landscape.
- Determining the corresponding SAP Solution Manager cluster configuration.
- Configuring SAP Solution Manager and CA Enterprise Manager, for performance and scalability.

Short Text	Note / Link
Quick Sizer tool	https://service.sap.com/quicksizer
SAP Solution Manager Sizing Tool-Kit	https://service.sap.com/sizing-solman

2.14 Related Documentation

Topic	Guide	Location
Detailed scenario description	SAP Solution Manager Master Guide	https://service.sap.com/instguides → SAP Components → SAP Solution Manager → Release 7.1
Support Package-specific configuration guide	SAP Solution Manager Configuration Guide	
SAP Solution Manager Upgrade Guide	Preparation and Follow-Up Guide for Upgrading to SR1	
Introscope Setup Guide	Introscope - Installation Guide	http://wiki.scn.sap.com/wiki/x/NRBaDw

3 Monitoring SAP Solution Manager

Monitoring is an essential task in the management of SAP technology, which is described in this section.

Proactive, automated monitoring helps ensure reliable operations in your SAP system environment. SAP provides you with the infrastructure and recommendations to set up your alert monitoring, to recognize critical situations for SAP Solution Manager as quickly as possible.

Proactive, automated monitoring helps ensure reliable operation of your SAP system environment. To ensure the correct functioning of the monitoring and alerting infrastructure and of other central functions, the SAP Solution Manager system itself must be working without errors and with good performance.

3.1 Monitoring and Alerting Infrastructure

With SAP Solution Manager 7.1 SAP has introduced the new monitoring and alerting infrastructure, an effective and reliable tool for monitoring the whole SAP solution landscape. Beside the SAP Solution Manager itself, there are different technical components, which are needed to make this Monitoring and Alerting Infrastructure work for the managed systems. These components include the Introscope Enterprise Manager as well as the Diagnostics agents, the SAP Host Agent and the Introscope Byte Code Adapter. This Infrastructure makes it possible to configure the Technical Monitoring, which includes metrics for system monitoring, database monitoring, and host monitoring. It is also useful to integrate the Technical Monitoring of SAP Solution Manager itself into the overall monitoring concept.

Short Text	Note / Link
Monitoring and Alerting Infrastructure (MAI)	SCN Home of Monitoring and Alerting Infrastructure

3.1.1 Self-Monitoring of SAP Solution Manager

With running IT Business crucial application (as Monitoring or IT Service Management) it becomes necessary to monitor also the SAP Solution Manager itself. This can be done with the SAP Solution Manager self-monitoring, which is based on the new Monitoring Infrastructure. The setup can be found in the *SAP Solution Manager: Configuration* work center (transaction [SOLMAN_SETUP](#)). Choose *Technical Monitoring* → *SolMan Self-Monitoring* (radio button).

Later on you can access the self-monitoring in the *SAP Solution Manager Administration* work center. It offers the following views:

- *Self-Monitoring Overview*
The metrics, events, and alerts are displayed grouped by technical components, like Solution Manager System, Event Calculation Engine, Agent Framework, Introscope Enterprise Manager, Extractors, Data Provider Connector, Exception Management Infrastructure, Landscape Management Database, Alert Consumer Connector, and Self-Diagnosis.
- *Self-Monitoring Alert Inbox*

The most important metrics are displayed, together with their status, and the number of associated alerts, broken down by technical components. From the alerts, you can directly access analysis tools like ECE Performance History, Log Viewer, and Agent Framework.

Short Text	Note / Link
New Monitoring Infrastructure	http://help.sap.com/solutionmanager71 → <i>Application Help</i> → <i>select release and language</i> → <i>Application Operations</i> → <i>Technical Monitoring and Alerting</i> → <i>Self-Monitoring of the Monitoring and Alerting Infrastructure</i>

3.1.1.1 Self-monitoring of SAP Solution Manager Infrastructure for Managed Systems

To keep track of the whole Monitoring Infrastructure it is also important to check all involved components on the managed systems. The setup of the self-monitoring for the managed systems is done together with the setup of the SAP Solution Manger self-monitoring.

Later on you can access the self-monitoring in the *SAP Solution Manager Administration* work center:

- *Self-Monitoring System View*
Information is displayed grouped by the selected technical systems, which have been set up and connected to SAP Solution Manager. You can check, for example, the statuses of RFC, monitoring, agents, and plug-ins.

3.1.1.2 Connection Monitoring

RFC connections to the managed systems are required for the technical operation of SAP Solution Manager. With connection monitoring, which is also part of the new monitoring and alerting infrastructure, you can check the connection to business-critical systems, in real-time.

You can, for example, monitor the connection performance and define scenarios of all systems on which certain business scenarios depend. It is also integrated with incident and notification management, and with central Exception Management. So you can access alerts in the Alert Inbox of Technical Monitoring, display exceptions in the Exception Management Cockpit, and generate notifications or incidents automatically.

Set up connection monitoring in transaction **SOLMAN_SETUP** under *Technical Monitoring* → *Integration Monitoring* (radio button) → *Connections* (header line).

Short Text	Note / Link
Interface and Connection Monitoring	http://help.sap.com/solutionmanager71 → <i>Application Help</i> → <i>select release and language</i> → <i>Application Operations</i> → <i>System and Application Monitoring</i> → <i>Integration Monitoring</i>
Connection Monitoring Setup Wiki	http://wiki.scn.sap.com/wiki/display/TechOps/ICMon_Home

3.2 SAP EarlyWatch Alert in SAP Solution Manager

SAP EarlyWatch Alert (EWA) is a monitoring service for SAP customers, to monitor SAP systems in the solution landscape. All customers should monitor all connected managed systems, centrally, in SAP Solution Manager, to have access to all important information from a central location. You can also use SAP Solution Manager to tailor service level reports to your requirements, for example, by using customizable transactions and threshold values to trigger the creation of the reports.

You can receive a regular e-mail with the reports for specific systems or solutions, to monitor the content of the SAP EarlyWatch Alert, SAP EarlyWatch Alert for solutions, and service level reports. To configure this, go to the *System Monitoring* work center → *Configure Automatic Reports Mailing* → <select a solution> → *Edit* → *Create E-Mail Recipient*.

3.3 Other Problem Analysis and Monitoring Tools

3.3.1 Application Monitoring

Several SAP Solution Manager components use the application log in transaction **SLG1**. These components are basic SAP Solution Manager functions, but you can also monitor the application log for other applications in SAP Solution Manager. Besides the usual SAP NetWeaver-based log object, the most important log objects for SAP Solution Manager are shown in the following table:

Log Objects in SLG1

Object	Subobject	Area
/TMWFLOW/CMSCV	*	application log /TMWFLOW/
AISDK	*	SAP Solution Manager service desk
AI_LMDB	*	landscape management
AGSGEN	*	generic extractor
CCDB	*	configuration and change database
CRM_SOCM	*	Change Request Management
DIAGNAV	*	SAP Solution Manager diagnostics navigation
E2E_ALERTING	*	Monitoring and Alerting Infrastructure
E2E-CA	*	E2E change analysis
E2E-DIAG	*	SAP Solution Manager diagnostics
E2E-EA	*	E2E exception analysis
E2E-WA	*	E2E workload analysis
EEM	*	End user Experience Monitoring
LMDB	*	landscape management database

Object	Subobject	Area
RBE40	*	solution documentation assistant
SDOK	*	SAP Knowledge Provider
SOLAR	*	SAP Solution Manager

Application Log

Short Text	Note / Link
Reorganize Solution Manager application logs	SAP Note 1911102

4 Management of SAP Solution Manager

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

You can find more information about the underlying technology under *Technical Operations for SAP NetWeaver* at <http://help.sap.com/netweaver> → SAP NetWeaver 7.0 Including Enhancement Package 2 → *System Administration and Maintenance Information*.

4.1 Solution Manager Administration Work Center

The *Solution Manager Administration* work center provides applications for:

- Management of the SAP Solution Manager landscape
- Management of the SAP Solution Manager infrastructure
- Self-diagnosis for
 - SAP Solution Manager
 - Managed systems
- SAP Solution Manager self-monitoring
- Maintenance of
 - Solutions
 - Projects

You can access the SAP Solution Manager administration functions in different views.

4.1.1 Landscape View

The *Landscape* view of the *Solution Manager Administration* work center provides an overview of all components of a landscape entity (like technical system, host, database, etc.), from which you can start applications such as the following:

- System details in the landscape management database, under *System Operations*.
You can go directly to the editor for technical systems, in the landscape management database (LMDB), where you can complete technical system information manually, and assign it to a product system for maintenance, etc.
- Maintenance of RFC connections.
You can manage the following RFC connections for managed systems:
 - READ RFC
 - TMW RFC
 - RFC for Solution Manager applications (login and trusted)
 - Back RFC (with user and trusted)
- Extractor Framework

- Agent Framework
- Change Database

The applications for system status and details (button: [Show Details](#)) contain information to verify the modeling of the system landscape defined in SAP Solution Manager, including detailed information about the following:

- System status providers
- System details in the landscape browser, like
 - Software component versions
 - Clients
 - Product instances
 - Parameters
 - Database
 - etc.

4.1.2 Infrastructure View

The *Infrastructure* view of the *Solution Manager Administration* work center provides landscape-independent administration applications, like the following:

- [Agent Framework](#)
- [Extractor Framework](#)
- [Alerting Framework](#)
- [Root Cause Analysis Content](#)
- [Introscope](#)
- [Offline Log Viewer](#)
- [LMDB Administration](#)
- [BW Reporting](#)

The *Agent Framework application* is the central point of maintenance for all diagnostics agents, across all managed systems. It manages the following:

- Access to the agent administration
- Agent role assignment for data collection
- Diagnostics agent performance metrics
- Exceptions from the agent infrastructure

The *Extractor Framework* application gives you information about the data extraction, across all managed systems. This includes the following:

- Status information (failed, banned, inconsistent extractors) for extractors and the resource manager
- Configuration of resource caps
- Detailed configuration of extractors
- Activation and deactivation of extractors
- Performance data
- Exception from the extractor framework

The *Alerting Framework* application gives you detailed information on the status, configuration, performance, and exceptions, for the main infrastructure elements of the alerting infrastructure:

- Status check for 'pull' and 'push' data collection
- Traces of the alert calculation engine
- Load balancing configuration
- Detailed performance metrics
- Exceptions of the alerting infrastructure

The *Root Cause Analysis Content* view includes access to the templates for the following:

- Configuration and change reporting stores
- Extractors
- Work center view configuration
- URL framework (this is for troubleshooting and customization, and should be handled with care.)

The *Introscope* application allows you to manage your CA Introscope Enterprise Manager (EM) landscape, centrally:

- See the status and versions of the Introscope Enterprise Managers
- Perform central user administration
- Import existing installations
- Install new EM
- Maintain EM configuration parameters
- Performance metrics

The *BW Reporting* application is one of the main infrastructure components of an SAP Solution Manager system. It provides detailed information on the following:

- The overall status of your BW system
- Overall usage data, and breakdown of space used per scenario
- Reporting scenario setup
- Detailed log information for each reporting use case, with self-checks for error analysis

4.1.3 Self-Diagnosis View

The *Self-Diagnosis* view integrates the SAP Solution Manager diagnostics self-diagnosis and self-check, in one infrastructure. It provides information about the status of the managing system and of all managed systems.

4.1.4 Solution View

The *Solutions* view provides access to all solution-relevant operations and setup tasks:

- Creation of a solution
- Solution settings
- Solution copy and transfer
- Setup of operational tasks (EarlyWatch Alert, Service Level Reporting, etc.)

4.1.5 Project View

The *Project* view gives you access to all project-relevant operations and setup tasks:

- Creation of a project
- Project administration
- Project copy

4.2 Starting and Stopping

When you start the SAP System, you start the system database, the application server, and the processes of which the system consists. In the simplest case, an SAP system consists of only a database and a single application server.

There are different processes, depending on the SAP system and operating system platform.

You can start and stop systems and instances centrally, in the following ways:

- *SAP Management Console* for all platforms (as of SAP NetWeaver 7.0)
- *Technical Administration* work center in SAP Solution Manager
- *Microsoft Management Console* under Windows

For details, see <http://help.sap.com> → Technology → SAP NetWeaver 7.0 including Enhancement Package 2 → <language> → Administrator's Guide → Technical Operations Manual for SAP NetWeaver → General Administration Tasks → Starting and Stopping SAP NetWeaver ABAP and Java.

4.3 Backup and Restore

As SAP Solution Manager is based on SAP NetWeaver, all general SAP NetWeaver backup and restore strategy recommendations apply. Depending on the processes you run on the SAP Solution Manager system, you may also need to back up external components, and handle cross-system data dependencies.

The backup and restore strategy for your system landscape should be embedded in overall business requirements and include your company's entire process flow, not only SAP systems. The backup and restore strategy must cover disaster recovery processes, such as loss of a data center through fire. You must ensure that backup devices are not also lost, as well as the normal data storage (separation of storage locations).

- SAP recommends that you run the database in archive mode

All actions on the database that modify data are recorded by the database and written to a transaction log. With regular full backups of your database (offline or online), and a complete set of transaction logs since the last backup, it is possible to restore a crashed database to any point in time before the crash.

- Backup your database every day

Back up the log files several times a day. For more information, see SAP Help Portal, at:

- <http://help.sap.com> → Technology → SAP NetWeaver 7.0 including Enhancement Package 2 → <language> → Administrator's Guide → Technical Operations for SAP NetWeaver → General Administration Tasks → Database Administration → <Database Name>.

A backup process saves business data and keeps the downtime of the system landscape to a minimum during restoration of the infrastructure and business data. The main issues in a backup and recovery process are:

- Develop a backup concept in the implementation phase.

A backup process must ensure logical and physical consistency. Consistency technology allows you to create a consistent image (or consistent copy) of a federated system landscape, without taking the systems offline. There are currently two different types of consistency technologies available:

- Coordinated database suspension
- Consistent split technology on storage level
- Consider a detailed backup and recovery concept, if you have a distributed business system landscape. This concept must account for both the business data in databases, and the runtime infrastructure.
- Do not use a backup and recovery concept for your system landscape and system components, just for SAP systems. It should include all business requirements, and the entire process flow in your enterprise
- Consider the following elements, when you plan a backup and recovery strategy for application, software, and configuration files:
 - Operating system
 - Database data files
 - Database software
 - SAP software and file systems
 - Log files (SAP and others)
 - Software of other system components (file systems and configuration files)
- Perform a backup in the following cases:
 - After the initial installation and configuration of the system landscape
 - After changes, such as changes to the configuration, software upgrade of individual components, or replacement of components in the system landscape. This depends on the frequency of such changes. Back up components regularly, to ensure that you can restore and recover them if there is a system failure.

4.3.1 Backup Introscope Enterprise Manager

The CA Introscope Enterprise Manager is temporary storage for workload-related data. In the standard setup, this data is transferred once an hour to the BI of the SAP Solution Manager, so a separate backup of this component is usually not needed.

SAP recommendation: No backup strategy is required for CA SmartStor.

However, if you want to backup this component, its directories have to be backed up regularly:

CA Introscope supports only offline backup, with the following procedure

- Shutdown CA Enterprise Manager,
- Backup SmartStor (file backup)
 - The directory '../data' contains all agent data
 - The directory '../traces' contains all introscope trace data.
- Restart Enterprise Manager

4.4 Periodic Tasks

This chapter describes the automatic tasks that run periodically to keep the application running over time. Such tasks may be required on component level, and are relevant in all scenarios that uses the component. The mapping is in the chapter scenario/component matrix, above. Other tasks may be relevant for some business scenarios only. You must monitor the performance of these tasks regularly.

Also schedule the standard basis jobs in transaction [SM36](#) in SAP Solution Manager.

4.4.1 Background Processing in SAP Solution Manager

Background processing in SAP Solution Manager does not require regular administration; the administrator just has to ensure that no jobs are aborted. The background jobs can be scheduled with transaction [SM_CONFIG_JOBS](#), which minimizes the administration required. The standard jobs are scheduled automatically in the SAP Solution Manager setup (transaction [SOLMAN_SETUP](#)) under *Basic Configuration* → *Configure Automatically* → *Schedule Sol. Manager Background Jobs*. Some SAP

Schedule	Background Job Name	Name of internal report	Variant name	Period Type	Immediate	Connection to SAP
<input checked="" type="checkbox"/>	DIAOLS_CLEANUP	PR_DIAOLS_CLEANUP		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	DIAOLS_COMPUTE_STATUS	PR_DIAOLS_COMPUTE_STATUS		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	EZE BI HOUSEKEEPING	EZE_HK_CONTROLLER		DAY	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	EFWK RESOURCE MANAGER	EZE_EFWK_RESOURCE_MOR		MIN	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ON_GENERATE_CHECK	ON_GENERATE_CHECK		DAY	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ON_WORKLIST_GENERATE	ON_WORKLIST_GENERATE		DAY	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	HRBCLATTRIBUTES_BUFFER_UPDATE	HRBCLATTRIBUTES_BUFFER_UPDATE		DAY	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	LANDSCAPE FETCH	RSOET_SMSY		DAY	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	REFRESH MESSAGE STATUS	AL_CRM_IM_UPDATE_FROM_SAP		HOR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	REFRESH ADMIN DATA FROM SUPPORT	AL_SC_REFRESH_READ_ONLY_DATA		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SAP_NOTIFADMIN_SYNC_DLS	PROM_DSWP_NA_SYNC_DLS		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SEND_SYSTEM_RELATIONSHIP_TO_SUPP	AL_SC_SEND_SYSTEM_RELATIONSHIP		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SERVICE_CONNECTION_LISTENER	AL_SC_LISTENER		MIN	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM_GET FILE TYPES FROM SAP	AL_SDK_FILL_FILE_TYPE_TABLE		MON	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM ACCELERATE DOC USAGE	RDMD_ACCELERATE_DOC_USAOE		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM CSA SESSION REFRESH	DGVAS_APPL_CSA_REORO_TASKTABLE		DAY	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM CSA UPDATE TASKSTATUS	DGVAS_APPL_CSA_UPD_TASKSTATUS		MIN	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM CSOCC HANDLE TASKS	RCSDCCHANDLETASKS		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM EXEC SERVICES	RDSMOPBACK_AUTOSSESSIONS_ALL		DAY	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SM FILL BPM CACHE FOR WORKCENTER	RAOS_WORK_BPM_CACHE		DAY	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM FILL SD CACHE FOR WORKCENTER	RAOS_WORK_SD_CACHE		HOR	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM GET CSN COMPONENTS	DGWP_GET_CSN_COMPONENTS		WEEK	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM GET FPMS DATA FROM OSS	DGWP_GET_FPMS_DATA_AUS_OSS		DAY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SM LONG FILE EXT DOWNLOAD	RAOS_FILE_EXT_L_DL		WEEK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SM MIGRATE_ISSUE_PROJECT_CONTEXT	RDSWPC_ISSUE_PROJECT_CONTEXT1		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM MIGRATE_LANG_DEP_SAPSCRIPT	RMIGRATE_LANG_DEP_SAPSCRIPT		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM MIGRATE_TECH_INTERFACE	RDMD_MIGRATE_TECH_INTERFACE		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM MOVE TO ARCHIVE QUEUE	RDSWP_SSA_MOVE_2_ARCHIVE_QUEUE		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM RDSWP_CLEAN_DSWPJOB	RDSWP_CLEAN_DSWPJOB		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM REFRESH_INDEX	RDMD_REFRESH_INDEX		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM REMOVE INCONSISTENCIES	RDMD_REMOVE_INCON		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM RS_VBA_REFRESH_POWL_BUFFER	RS_VBA_REFRESH_POWL_BUFFER		HOR	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM SCHEDULER	RDSWPJOBSCHEDULER		HOR	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM SELF DIAGNOSIS	RDSWP_SELF_DIAGNOSIS		DAY	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM SELF DIAGNOSIS SELF CHECK	RDSWP_SC_MANAGED_SYSTEMS		WEEK	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	SM SEND SOLUTIONS TO SAP	RDSMOPBACK_CONTROLIONDATA		DAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Solution Manager applications may require additional background jobs.

For more information on background processing in SAP Solution Manager, and a detailed list and short description of the jobs, see SAP Note [894279](#).

SAP Solution Manager Background Jobs

Job name	Program / Variant	Frequency	Description
SM:SCHEDULER	RDSWPJOBSCHEDULER	?	Starts a job that automatically executes service sessions.
EFWK Resource Manager	E2E_EFWK_RESOURCE_MGR	?	This job is automatically scheduled and starts the extractors in the extractor framework.
E2E BI HOUSEKEEPING	E2E_HK_CONTROLLER	?	BI housekeeping for diagnostics (for details, see SAP Note 1480588)
SAP_ALERT_CALCULATION_ENGINE	ACE_CALCULATION_CONTROLLER	?	Central job for the monitoring and alerting infrastructure.

Scenario-specific scheduled periodic tasks

Required for scenarios	Program Name / Task	Frequency	Description
Partner Service Desk	AI_CRM_IM_UPDATE_FROM_SAP_ISV	every 15 minutes	Activates regular data exchange between the SAP Solution Manager system and SAP Support Portal, checks if there are new messages for your support team in the SAP global support backbone, and forwards them to your SAP Solution Manager. Conversely, it transfers from your system into the SAP global support backbone
Integration of SAP Solution Manager Projects, Project Management Projects and Change Request Management	DPR_CATS_CPR_TRANSF	As needed	Integration of requests for change and change documents in Change Request Management. Transfers recorded data from Change Request Management to Project Management.

Notes for Service Delivery

SAP Note	Short Text
SAP Note 894279	Background processing in SAP Solution Manager
SAP Note 16083	Standard jobs, reorganization jobs
SAP Note 1480588	ST: E2E Diagnostics - BI Housekeeping - Information

4.5 User Management

User management is a critical task in SAP Solution Manager, which is a single-client system, so users can only be differentiated by an authorization concept. Work centers which separate functions between different users have been available since 7.01 SP15.

For more information, see *Authorization Concept for SAP Solution Manager* in the *Security Guide SAP Solution Manager*, at <http://service.sap.com/solmaninstguides> → *SAP Solution Manager Release 7.1* → *Operations*.

4.5.1 User Administration and Authentication

A lot of RFC read connections are used in SAP Solution Manager. Users must be able to get information from the managed systems and send data to SAP Solution Manager.

The RFC wizard generates the RFC connections and users automatically, in the managed systems and SAP Solution Manager. If managed systems are in a central user administration, this user must be defined previously in the Central User Administration (CUA) system. You can use the generated users with the setup. Some applications expect named RFC connections. If this connection is not available, authorize the RFC connection user used, manually.

Business partners must be defined for some scenarios, such as Service Desk, Change Request Management, in transaction **BP** (*Maintain Business Partners*).

The following table provides an overview of user management tools for SAP and third-party systems:

Tool	Usage
SAP User Management Engine (UME) for ABAP Engine (transaction SU01)	CUA for SAP Web Application Server
Profile Generator (transaction PFCG)	Tool for Web Application Server role administration, especially authorization administration
Maintain Business Partners (transaction BP)	Maintenance of Business Partners
SAP User Management Engine Administration Platform	Tool for administration of portal users and roles
SAP J2EE Engine user management using the Visual Administrator	Tool for administration of J2EE security roles, as explained in the SAP Solution Manager Security Guide

4.5.2 Create Users and Business Partners for End Users

The following lists give an overview of functions that require users in the SAP Solution Manager system and managed systems, and functions that require business partner users in the SAP Solution Manager system:

- Functions that require users for SAP Solution Manager and Managed Systems
 - Implementation: If you use *Implementation* and subsequently *Customizing Distribution*, to configure your managed systems centrally, trusted RFC connections, which always require users in both systems, are required.
 - Test Management: When testers test in managed systems. Test Management uses trusted RFC connections, which require users in both systems.

- Service Desk: for key user, see the example below.
- System Administration and System Monitoring (and Business Process Operations): If the system administrator needs to check transactions in managed systems via SAP Solution Manager, using a trusted RFC connection, he needs a user.
- Change Request Management: If the users in the Change Request Management process log on to the managed systems via SAP Solution Manager, they need a user.
- Root Cause Analysis: The user SAPSUPPORT is created automatically in the SAP Solution Manager system and in the managed systems, during Root Cause Analysis configuration.
- Functions that require business partners based on users in SAP Solution Manager
 - Delivery of SAP Services: If you use Issue Management.
 - Service Desk: For key user and processors of service desk messages, see the example below.
 - Change Request Management
 - Job Scheduling Management
 - Change Control: For the Maintenance Optimizer tool.
- Create users with transaction **ST01**
 - Enter your user and choose change.
 - Enter the required data and save.
- Address Data
 - First Name and Last Name
 - Function: Digital Signature
 - E-Mail
 - Function: Business Process Operations
 - Function: Solution Directory (Check in/Check out)
 - Function: Issue Management
 - Function: Service Desk
 - Function: E-Learning Management

The user can receive and send e-mails. The e-mail address can be any address known to the mail server.

Create a business partner with transaction **BP_GEN**:

1. Choose *User list* → *Add system*.
2. Select a system from which you want to create business partners.
3. Select users.
4. Choose *Edit* → *Create Business Partner*.
5. Confirm your entries.



Example

You want to create end users for Service Desk functionality. The system landscape consists of SAP Solution Manager and two managed systems, three systems in total. Create all end users known to SAP Solution Manager, as Business Partners, in the SAP Solution Manager system and the managed systems.

1. Create users for all end users in all three systems, as described above.
 2. Create business partners for end users, in the SAP Solution Manager system, as described above.
- Create user or business partners automatically

To ensure that users of managed systems can, for example, check the processing status of support messages in SAP Solution Manager, they must be created as users and business partners in SAP Solution Manager. The report **AI_SDK_USER_BP_GEN** determines new users in the managed systems.

You can perform the following functions with this report:

- List new users by comparing SAP Solution Manager and managed systems:
 - As administrator, check in which managed systems there are new users.
 - As SAP partner, find new managed systems for a customer, or new users in a customer's managed systems.
- If your security policy permits it, you can automatically create or update new users and business partners in SAP Solution Manager.

 Recommendation

Create a variant, and schedule the report as a weekly background work process. For more information, see the help.

Create Users and Business Partners for End Users

Topic	Transaction	Description
User Management	SU01	Create Users
Create Business Partner	BP_GEN	If you change e-mail addresses for users, update the business partners

Create Users or Business Partners, Automatically

Tool	Link
Report AI_SDK_USER_BP_GEN	http://help.sap.com/saphelp_sm70ehp1_sp26/helpdata/en/85/390f6e3c534892b18f5ec4212d0571/frameset.htm

4.5.3 Update Authorizations after Support Package Upgrade

After the new installation, and an update of your SAP Solution Manager system, update your tables with new default field values for authorization objects, in transaction **SU25**. This is especially relevant for all new authorization objects delivered with an update.

 Caution

When you update your system, you must import new roles and profiles from client 000 into your productive client.

Procedure

1. Call transaction **SU25**.
2. Choose *Information*. The dialog explains in detail what you need to do.

 Recommendation

Perform at least the first step.

Topic	Transaction	Description
Profile Generator: Upgrade and First Installation	SU25	Update authorizations after support package upgrade

4.5.4 Adapt Work Center Queries

End users and system administrators can adjust work centers to their needs.

- End User
 - See *Work Centers*, at <http://support.sap.com/solutionmanager> → Knowledge Transfer → Archive → *SAP Solution Manager 7.1 – Work Centers*.
- System Administrator
 - Configure query settings for all end users, or customize the logon screen for WebDynpro applications. See document, *How to Adapt a Work Center View in the Service Marketplace*.
 - Deleting queries from database: Execute program POWL_D01
 - Refreshing active POWL queries: Execute program POWL_WLOAD
- More Information
 - See IMG activity *Adjust Queries* (technical name: SOLMAN_WC_QUERY)

4.5.5 Create End User Roles

You need to grant authorizations for which SAP does not deliver template roles, in SAP Solution Manager and managed systems. To assign the correct authorization, you can create a dedicated role for them. This section describes how to create your own roles, using the example of critical authorizations of transactions **SU01** (User Management) and **PFCG** (Role Management).

- Creating a Role in Transaction PFCG
 - a) Choose transaction **PFCG**.
 - b) Enter a role name in your namespace, for example **ZSU01_PFCG**, and choose *Single Role*.
 - c) Enter a description for your role, for example 'Full authorization for **SU01** and **PFCG**'.
 - d) Go to the tab menu and enter the transactions **SU01** and **PFCG**.

The authorization objects required in role creation are maintained in transactions. When you enter a transaction in the menu tab in your role, the system traces all authorization objects required for this transaction.

- e) Save your role. You are asked for a transport request.

- Maintaining Authorization Objects

Default authorization objects delivered by SAP contain only minimal authorizations. To grant full authorization to authorization objects, edit them:

- a) Choose the *Authorizations* tab in the *Role Maintenance*.
- b) Choose *Change*.
- c) Maintain all activity values per authorization object, according to your needs, for instance, if you want to grant full authorization, always choose all activities.



Caution

All authorization objects need to have a green traffic light. If you are not sure about the function of the authorization object, double-click the green line. The system opens the documentation for this object in a separate window.

- d) Generate the profile.
- e) To assign this profile to a user, choose the *User* tab, add your user in the table, and perform the user comparison.
- f) Save.

4.5.6 Assign Roles to Users

After you have generated profiles from roles, assign the role to your users, in one of the following ways:

- In transaction **SU01**:
 1. Enter the user and choose *Edit*.
 2. Choose the *Roles* tab.
 3. Enter your role.
 4. Save.
- In transaction **PF03**:
 1. Enter your role and choose *Edit*.
 2. Choose the *Users* tab.
 3. Enter the user name.
 4. Choose *User Comparison*.
 5. Save.

See also SAP Note [1272331](#) ("PF03: Status of user comparison").

4.6 Decommissioning of Systems That Are No Longer Used in SAP Solution Manager (SP11 and Higher)

Since SAP Solution Manager 7.1 SP11, there is a new guided procedure for the decommissioning of systems.

- SP11: In the *Technical Administration* work center, choose *Guided Procedure Management* and select the technical system to be deleted. Then choose *Guided Procedures* → *Start Embedded* and search for the type *Guided Procedure* in the application area *All*. You can *Decommissioning* in the list.
- SP12: The automatic steps have been extended in this version. In the *SAP Solution Manager: Configuration* work center, choose *Managed Systems Configuration* and select the technical system to be deleted. Choose *Advanced Options* → *Decommissioning*, and follow the guided procedure.

This new guided procedure completely replaces the following sub-chapters. The Existing BW Housekeeping will automatically remove orphan data related to the decommissioned system, after the decommissioning.

For more information, see the embedded help texts and http://wiki.scn.sap.com/wiki/x/_glaDw.

4.7 Decommissioning Systems that Are No Longer Used in SAP Solution Manager (SPOO-10)

If you have SAP Solution Manager 7.1 SP11 or higher see chapter 4.6 about the new guided procedure for the decommissioning of systems. It replaces the steps that are described in the following.

4.7.1 Extractors

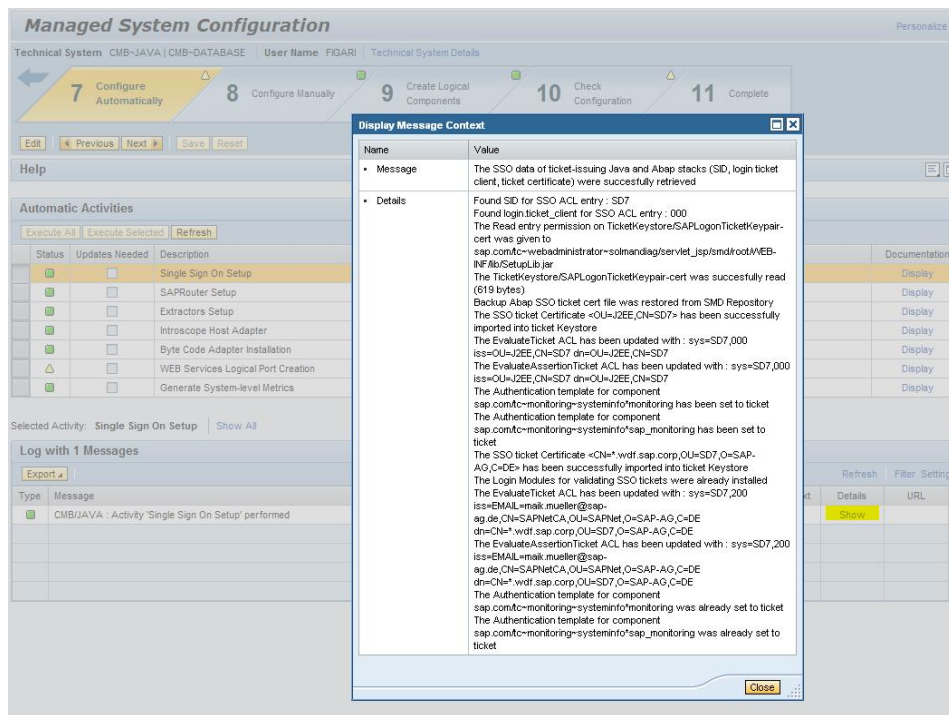
While logged in as SAP Solution Manager administrator, start transaction **SM_WORKCENTER**, and go to *Solution Manager Administration* → Landscape. Select the managed system that is no longer relevant in this SAP Solution Manager system, and choose *Extractor Framework*. Switch to change mode and select and delete all extractor entries. The housekeeping will delete other related data (E2E resources, etc.).

4.7.2 Managed System Settings Affected by Managed System Configuration

You can revert the modifications made to managed systems by automatic activities, manually, in *SAP Solution Manager: Configuration*:

- SSO configuration (i.e. deleting imported certificated from the managed stack)
- JVM parameters (i.e. removing the JVM parameters added by the setup)
- HTTP logging configuration (i.e. reverting log settings)
- User creation (i.e. deleting created users)

All actions performed by automatic activities in *SAP Solution Manager: Configuration* are logged in detail. Expand the execution details of each activity for information on how to undo them manually.

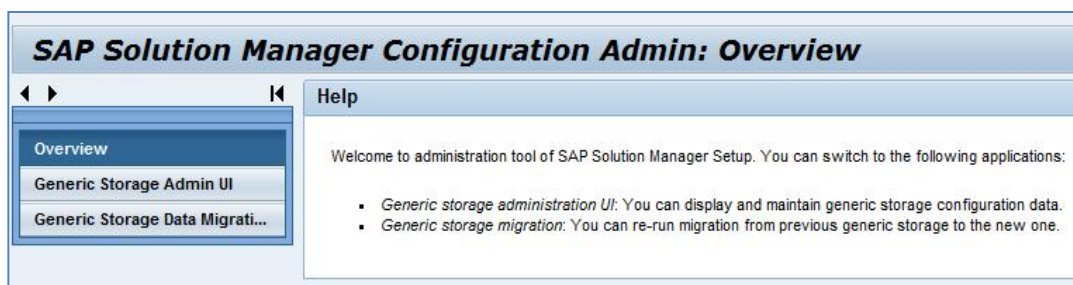


4.7.3 Setting Up Persistent Data (SAP Solution Manager ABAP)

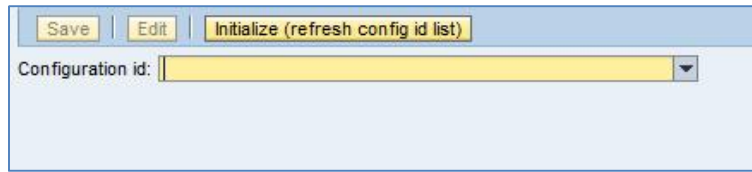
Generic storage contains a lot of configuration data for *SAP Solution Manager: Configuration*. If managed systems become obsolete, related configuration data may need to be cleaned up. The following configuration IDs correspond to managed system configuration:

- AGS_MNGD_RFC
- AGS_USER_MNGD_ADMIN
- AGS_USER_MS_SUPPORT
- AGS_USER_MS_WILYAGT
- AGS_USER_MS_SUPPORTJ
- AGS_USER_MS_SM_COLLJ
- DIAG_MNGD_JVM
- RCA_SETUP

To view and edit configuration data, start transaction **SOLMAN_SETUP_ADMIN**. Choose *Generic Storage Admin UI*.

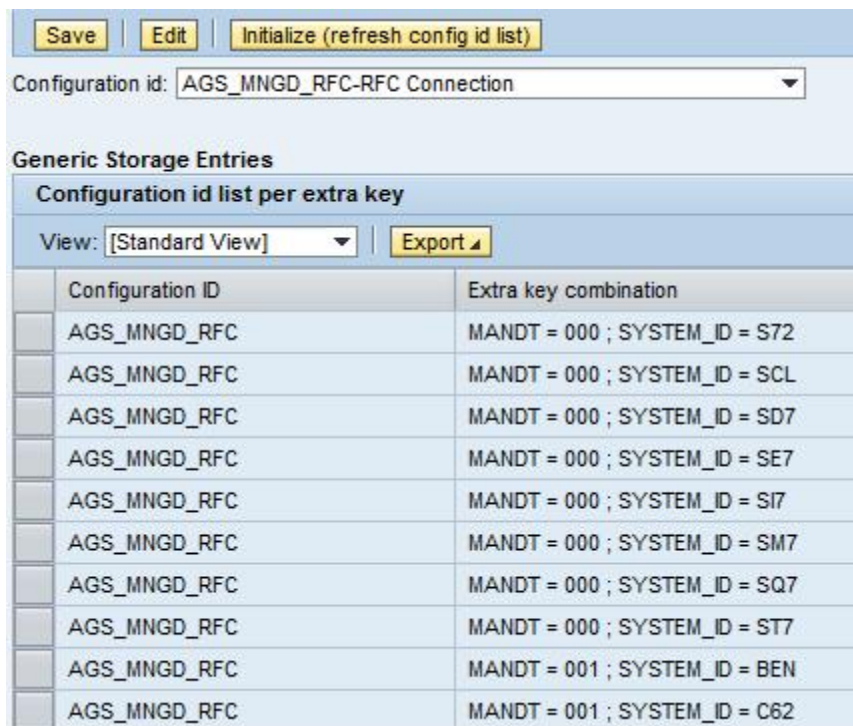


Enter the configuration ID.:



The screenshot shows a user interface with three buttons at the top: 'Save', 'Edit', and 'Initialize (refresh config id list)'. Below the buttons is a text field labeled 'Configuration id:' followed by a dropdown menu.

Select each of the configuration IDs listed above, sequentially, to clean up unnecessary data. This is an example for the configuration AGS_MNGD_RFC:



The screenshot shows the same interface as above, but with the 'Configuration id:' dropdown set to 'AGS_MNGD_RFC-RFC Connection'. Below this, there is a section titled 'Generic Storage Entries' with a sub-section 'Configuration id list per extra key'. It includes a 'View:' dropdown set to 'Standard View' and an 'Export' button. A table lists configuration IDs and their extra key combinations.

Configuration ID	Extra key combination
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = S72
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SCL
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SD7
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SE7
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SI7
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SM7
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SQ7
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = ST7
AGS_MNGD_RFC	MANDT = 001 ; SYSTEM_ID = BEN
AGS_MNGD_RFC	MANDT = 001 ; SYSTEM_ID = C62

Because the selected configuration ID stores configuration data for each of the existing managed systems, you see a long list with many extra key combinations, as shown above. Use the filter and scrolling function. Look for the configuration data corresponding to the managed system to be deleted.

Select the configuration, and choose *Edit*:

Save Edit Initialize (refresh config id list)

Configuration id: AGS_MNGD_RFC-RFC Connection

Generic Storage Entries

Configuration id list per extra key

View: [Standard View] Export

Configuration ID	Extra key combination
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SI7
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SM7
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = SQ7
AGS_MNGD_RFC	MANDT = 000 ; SYSTEM_ID = ST7
AGS_MNGD_RFC	MANDT = 001 ; SYSTEM_ID = BEN
AGS_MNGD_RFC	MANDT = 001 ; SYSTEM_ID = C62
AGS_MNGD_RFC	MANDT = 001 ; SYSTEM_ID = C70
AGS_MNGD_RFC	MANDT = 001 ; SYSTEM_ID = CD4
AGS_MNGD_RFC	MANDT = 001 ; SYSTEM_ID = CTE00001
AGS_MNGD_RFC	MANDT = 001 ; SYSTEM_ID = CTF00001

View in key/value format by default: Apply user preference

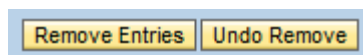
Configuration details for: MANDT = 001 ; SYSTEM_ID = CD4

Configuration as a list of key/value

View: [Standard View] Export Add new entry Change secure storage value Remove Entries Undo Remove Refresh View as XML

Parameter name	Parameter value	Is secure storage
READ_RFC_NAME	CD4	<input type="checkbox"/>

,The number of parameters depends on the configuration data. To clean up all of the whole configuration data, select all parameters, and choose [Remove Entries](#).



If you removed entries by mistake, and have not yet saved, you can still revert the change by clicking [Undo Remove](#).

Note: After saving the configuration data, the whole configuration is deleted, and the only way of restoring it is to repeat the activities in transaction [SOLMAN_SETUP](#).

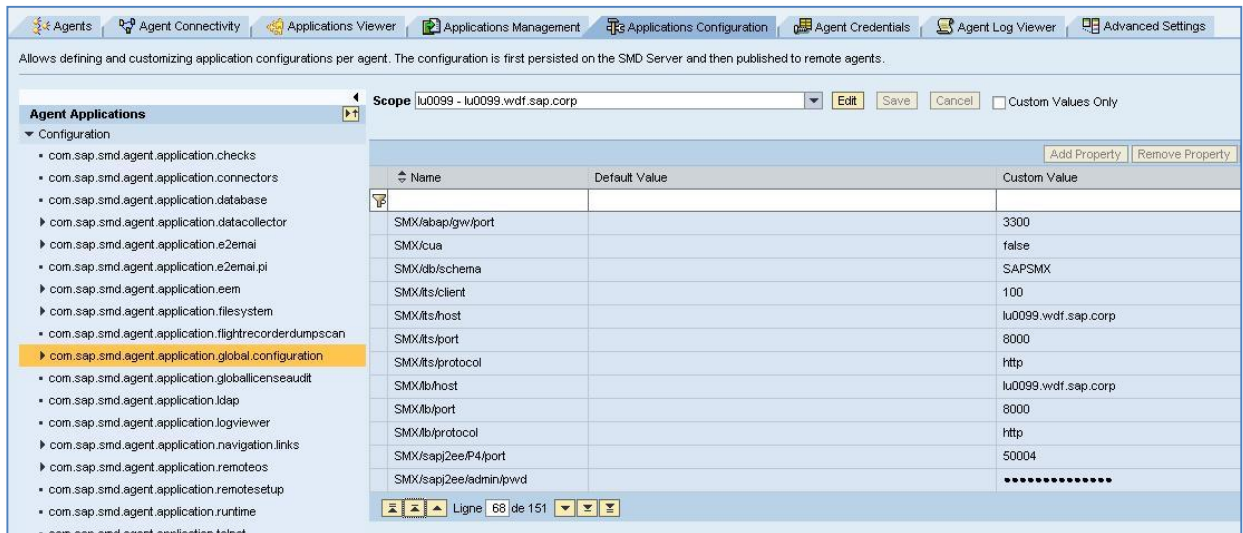
You can clean up generic storage configurations with the same transaction. Select each of the configuration IDs listed at the beginning of this chapter.

4.7.4 Setting Up Persistent Data (SAP Solution Manager Java)

Global persistent data which is shared by several RCA applications, is kept in the diagnostics agent repository of the Java stack of SAP Solution Manager.

You can access and delete this data in the *Agent Administration* application, under *Solution Manager Administration* → *Infrastructure* → *Framework* → *Agent Framework* → *Agent Admin*,

Go to the *Applications Configuration* tab, select the scope of the agents of the managed system, select the agent application **com.sap.smd.agent.application.global.configuration**, and delete all properties that have the SID of the managed system as prefix.

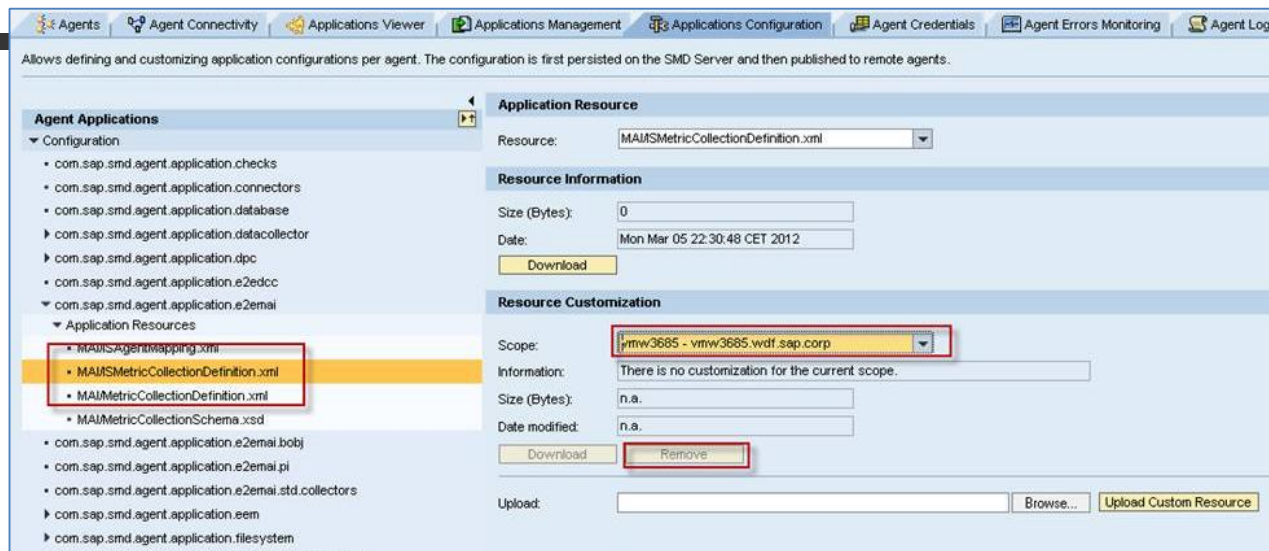


4.7.5 Monitoring and Alerting Infrastructure Configuration Data of Diagnostics Agents

In the Agent Administration UI, choose *Applications Configuration*, select the application **e2emai** in the tree, and select the agent or host name in the *Scope* field, of the managed system that is no longer relevant.

If you have made any configuration for Monitoring and Alerting, choose *Remove* for each of the following three XML files:

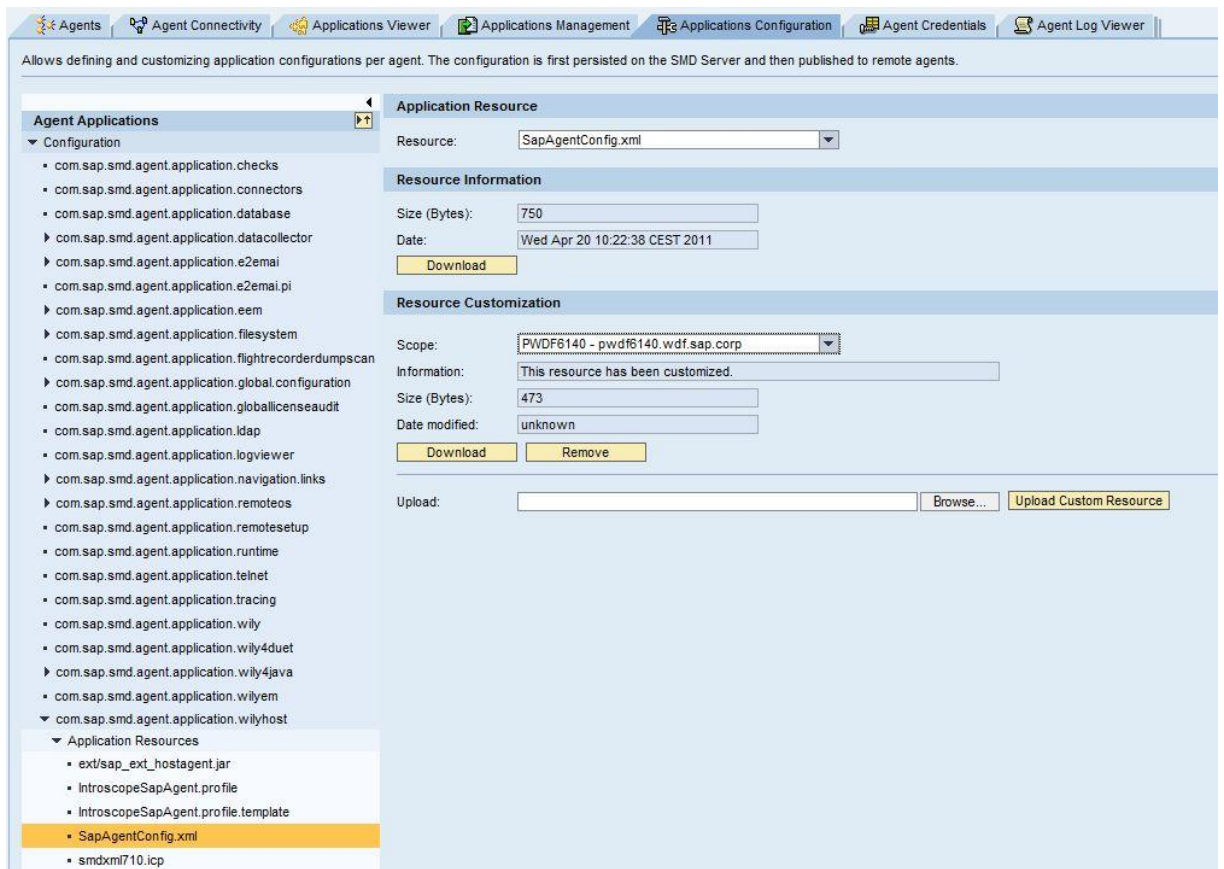
- MAI/ISAgentMapping.xml
- MAI/ISMetricCollectionDefinition.xml
- MAI/MetricCollectionDefinition.xml.



4.7.6 Introscope Host Adapter Persistent Data

The xml configuration file for the Introscope Host Adapter is generated during the setup. It is kept in the diagnostics agent repository of the SAP Solution Manager Java stack.

You can access and delete this file in the Agent Administration application. Choose *Applications Configuration*, select the agent application `com.sap.smd.agent.application.wilyhost`, select the resource `SapAgentConfig.xml`, select the scope of the agents belonging to the managed system, and delete the resource with *Remove*.



4.7.7 Metrics Stored in BW

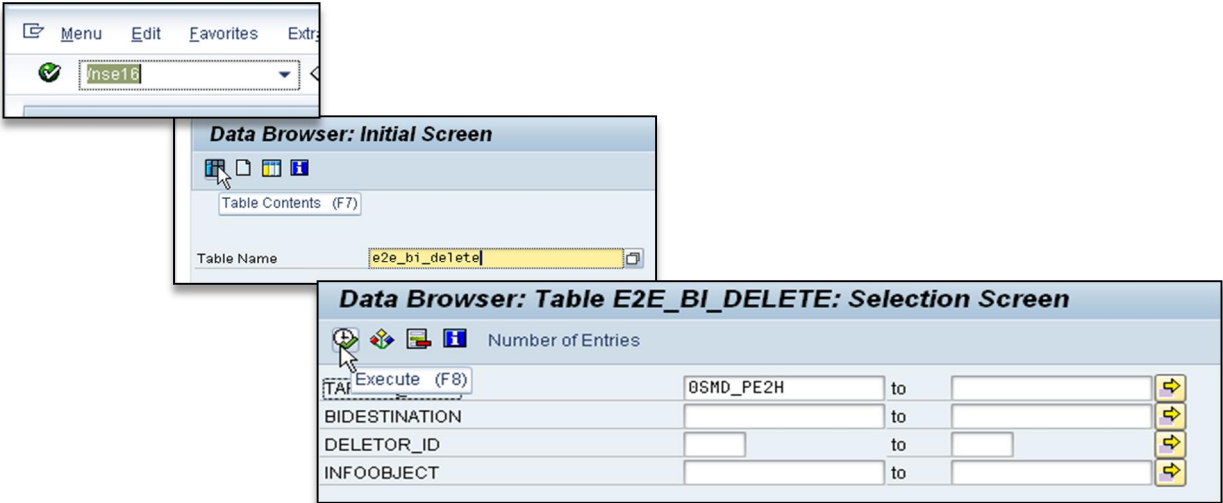
As described in SAP Note [1480588](#), a set of InfoCubes is currently filled with managed system-related metrics for Root Cause Analysis. The following procedure applies to each of the InfoCubes in turn. To delete the metrics, this procedure will configure the E2E BI Housekeeping framework. With Solution Manager 7.1, some metrics are kept in twin InfoCubes. For the metrics stored in these InfoCubes, no managed system-specific delete procedure is possible.

InfoCube	SAP Solution Manager 7.1 (ST710)
OCCMARCH	X
OCCMARSH	X
OCCMSAEXE	X
OCCMSATPH	X
OSMD_ADCH	X
OSMD_ADCH	X

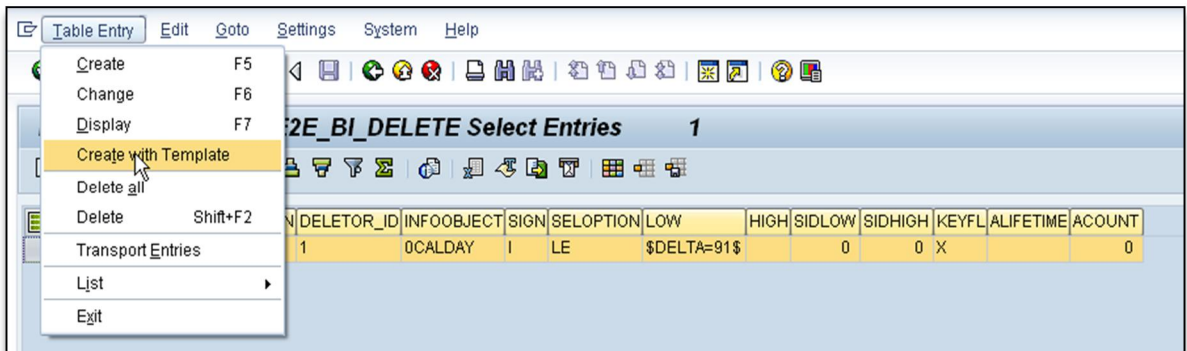
InfoCube	SAP Solution Manager 7.1 (ST710)
OSMD_EA1H	X
OSMD_EA1D	X
OSMD_EA2H	X
OSMD_EA2D	X
OSMD_EA3H	X
OSMD_EA3D	X
OSMD_EA4H	X
OSMD_EA4D	X
OSMD_EA5H	X
OSMD_EA5D	X
OSMD_KACH	X
OSMD_KACD	X
OSMD_PE2H	X
OSMD_PE2D	X
OSMD_PI2H	X
OSMD_PI2D	X

Procedure description:

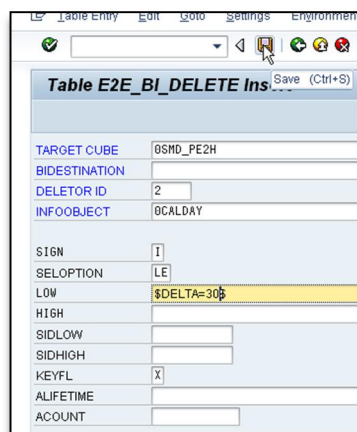
- Start transaction **SE16**, select Table **E2E_BI_DELETE**, and select the InfoCube from which you want to delete metrics next.



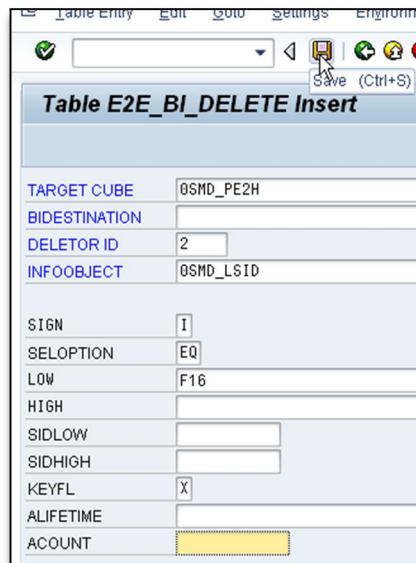
- Select one entry and choose *Table Entry* → *Create with Template*.



- Choose a deleter ID that has not yet been assigned (e.g. 2). This will be the ID of the new deleter.
- The first selection statement in the new deleter should be for **0CALDAY**. For the new deleter ID, select the allowed lifetime, by reducing the **LOW** value in **\$DELTA=N\$**
Example: In this use case, you want to delete data for the system after 2 days, so set the value to **\$DELTA=1\$**.
- Save the first entry of your new deleter.



- Create a second entry for the new deleter, for the second characteristic you want to select
- To choose the system, enter **OSMD_LSID** as characteristic, under **INFOBJECT**.
- Use the same deleter ID as in the previous step
- Enter the selection criteria. To select a system, enter the system name as the **LOW** parameter, and choose **SIGN** and **SELECTION** appropriately: The Select Option should be **EQ** to include the value under **LOW** in the selection. For **SIGN**, select **I**, to include the selection statement. The value helps for the fields **SIGN** and **SELECTION** tell you more about the available parameters and options.
- Save the second line of the new deleter.



Verify the entries in the table E2E_BI_DELETE for your new deleter. For example:

Data Browser: Table E2E_BI_DELETE Select Entries 2												
TARGET_CU...	BIDESTINATI...	DELETOR_...	INFOOBJE...	SIGN	SELOPTIO...	LOW	HIGH	SIDLOW	SIDHIGH	KEYFL	ALIFETIME	ACCOUNT
0SMD_PE2H		1	0CALDAY	I	LE	\$DELTA=91\$		0	0	X		0
0SMD_PE2H		2	0SMD_LSID	I	EQ	F16		0	0	X		0
0SMD_PE2H		2	0CALDAY	I	LE	\$DELTA=30\$		0	0	X		0

Repeat the steps described above, for all listed InfoCubes, using different deleter IDs.

When the data has been cleaned from the InfoCubes (after the nightly execution of the housekeeping job), also remove the deletors that you have just created, manually.

SAP Note	Short Text
SAP Note 1480588	ST: E2E Diagnostics - BI Housekeeping - Information

4.7.8 Diagnostics Agent

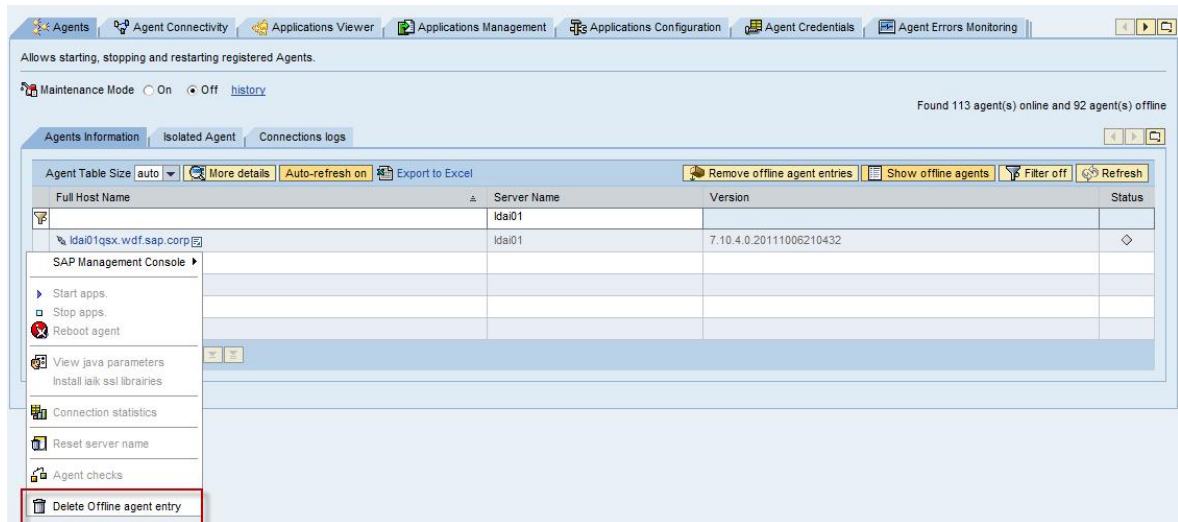
- Uninstall Diagnostics Agent

If the logical (or physical) host that previously ran the no longer relevant managed system is operating no other managed components, uninstall the diagnostics agent. For more recommendations, see the associated chapter in the document that is referenced in SAP Note [1365123](#).

Especially for Java-managed systems, ensure that the system no longer exists; Follow the recommendations to also un-install the CA Introscope Byte Code Adapter, by removing the associated JVM parameters.

- Remove Offline Agent Entry

In the *Agent Administration* application, choose *Offline agents*, and find the agent that has been uninstalled. Click on the icon next to the full host name, and choose *Delete offline agent entry*.



4.7.9 End-to-End Trace Analysis

Business transactions and the associated collected server side traces that are older than 60 days (configurable in the *Options* tab) are deleted every 24 hours, when the E2E Trace Analysis tool runs, so no action is needed. Certain business transactions can be retained on demand, by selecting them in E2E Trace Analysis and setting a lock.

The script executions in the scope of end user experience monitoring, are only available for one day if they are rated green, and a week if they are rated red.

4.7.10 End User Experience Monitoring (EEMon)

Identify the technical scenarios to which the system is assigned. Delete all scripts of these technical scenarios, and then delete the technical scenarios themselves.

Deleting a script removes the script from EEMon repository and I from all diagnostics agents on which it was deployed.

Deleting the technical scenario deletes the scenario and its trace extractor from the SAP Solution Manager LMDB. The script to which it was assigned is not deleted, only the assignment is deleted.

When the housekeeping is running, results of script executions are not deleted when a script is deleted.

5 High Availability

There are no general high availability (HA) requirements for SAP Solution Manager. With HA applications, you can maximize downtime security and minimize downtimes, by controlling the growth of redundant data and implementing control logic for redundant systems.

At SAP, HA is always focused on business applications and their components. SAP relies on the HA applications of partner products for components which are required as infrastructure, such as the operating system, database, and hardware.

Collaborative business can give you a competitive advantage. This means integrating existing heterogeneous system landscapes to include business partners, customers, and suppliers. You may also have requirements of your own, depending on the availability requirements of the existing IT management processes.

Components with Single Point of Failure

Component	Description	HA Setup Description
<Component 1>	Describe the function of this component in this scenario that is a single point of failure.	Refer to the component high availability setup description, if available. Otherwise explain here.

Each of the above components can be a single point of failure in this scenario. To achieve HA for the complete scenario, all components with single points of failure must be set up with HA.

Further Documentation

Tool	Link
SAP Community Network: High Availability	http://www.sdn.sap.com/irj/sdn/ha
SAP Help Portal	http://help.sap.com/netweaver → <i>SAP NetWeaver 7.0 Including Enhancement Package 2</i> → <i>System Administration and Maintenance Information</i> → <i>Technical Operations for SAP NetWeaver</i> → <i>General Administration</i> → <i>High Availability</i>

6 Archiving and Data Deletion in SAP Solution Manager

6.1 Archiving functionality in core SAP Solution Manager

There is only limited archiving functionality in SAP Solution Manager 7.1. The following objects, which usually do not contain a lot of data, cannot be archived with default SAP archiving mechanisms:

- SAP Solution Manager projects
- Solution landscapes
- CRM transactions, such as service tickets, change requests, change documents and issues.
- Monitoring data in central performance history database
- Test packages and test cases

Documents in SAP Solution Manager projects

The only function that might need a lot of database space is document management in the *Implementation* scenario. Depending on the number, type, and frequency of documents checked in, several hundred MBs per week and project are required, because usually every version of a document is saved. Document versions in SAP Solution Manager projects are archived with the report [SOLMAN_DOCU_VERSION_ARCHIVE](#). This report moves the document contents (files) from the built-in knowledge warehouse (KW) layer, to another repository, for example an archive. However, the document attributes needed to administer the documents will be kept in SAP Solution Manager. The report [SOLMAN_DOCU_VERSION_DEL](#) deletes interim versions of any documents. It deletes all versions in all accessible repositories, particularly those documents that have already been archived with the report [SOLMAN_DOCU_VERSION_ARCHIVE](#), if they can still be deleted.

Service Reports in Solutions

Service sessions such as SAP EarlyWatch Alert reports, service level reports, and the documents attached to them, can be archived in SAP ArchiveLink. SAP Note [546685](#) explains the functionality and setup in detail. SAP Note [1092503](#) describes how to automate archiving. You can archive documents from the following areas:

- Service reporting
- System availability reporting
- System administration reporting
- Change management reporting
- Service desk reporting
- Issue und top issue reporting
- Expert-on-demand reporting

6.2 SAP Solution Manager Extended Archiving Functionality

The *Extended Traceability* (ET) extension package, delivered with ST400 SP13, and generally available to customers with ST400 SP15, archives the documents (or old versions) in SAP Solution Manager projects, with the report **SOLMAN_DOCU_VERSION_ARCHIVE**. The report **SOLMAN_DOCU_VERSION_DEL** can then delete the archived documents. Similar functions are available to archive documents that are added to the CRM transaction tabs (such as change documents), but only for those that refer to an SAP Solution Manager project (a function also delivered with the ET extension package). Documents on the generic CRM tabs cannot be archived with this function.

The ET extension package requires a separate license; it is not part of the SAP Solution Manager core functionality.

6.3 Alternative Storage and Deletion Strategies

Although generic archiving is not supported by most scenarios in SAP Solution Manager, there are several functions to reduce the amount of data in the database. A customer can save the objects by other methods (put objects in transport requests using migration functions, store reports on separate file server, use SAP content server for knowledge warehouse documents, or back up the whole system before data deletion).

- Solutions

Solutions can be deleted from SAP Solution Manager in transaction **DSWP**, or by directly executing the report **RDSMOPDELETESOLUTIONS**. When you delete a solution, all objects that were produced within that solution (such as service sessions and reports) are deleted, if possible. If CRM transactions, such as service tickets, which carry an attribute for the solution, have been created, deleting the solution might not be possible, because the related CRM transactions cannot be deleted.

- Service reports in solutions

SAP EarlyWatch Alert and service level reports can be stored on a separate file server. They can be deleted from SAP Solution Manager with report **RDSMOPREDUCEDATA**.

- Projects

SAP Solution Manager projects can be stored in a transport with transaction **SOLAR_PROJECT_ADMIN**. However, this function will only store the business process structure and related documents; it will not save referenced data, such as CRM transactions or test workbench items. SAP Solution Manager projects can also be deleted with transaction **SOLAR_PROJECT_ADMIN**.

Archiving Projects

Topic	Link
SAP Solution Manager Help	http://help.sap.com → <i>Application Lifecycle Mgmt</i> → <i>SAP Solution Manager</i>

- Templates

Contents in templates should also be stored in transport requests, because whenever a new template version is defined in the template project, the older versions can no longer be accessed (retrieved). Store the contents in a template transport, if you want to reapply and distribute the template to other systems, (otherwise it would be sufficient to keep a backup copy of the project state, as defined under *Projects*).

- Test Management

Test plans and packages are repository objects, and can therefore be saved or stored with transport mechanisms. They can be deleted in transaction **STWB_2**. Test results can be consolidated and extracted in a test report, which can be stored as

an MS Word document. Test messages (service tickets created during tests) cannot be archived or deleted – see [Archiving functionality in core SAP Solution Manager](#).

Test cases of type *manual* or *external application* are repository objects, and can therefore be saved or stored with transport mechanisms. They can be deleted in transaction **SCAT** and **STWBM**.

eCATT objects (system data container, test data container, test scripts, test configurations) are repository objects, and can therefore be saved or stored with transport mechanisms. They can be downloaded as .xml files. They can be deleted using transaction **SECATT** and **STWBM**. eCATT logs can be archived. For more information, see the [Archiving Logs](#) at <http://help.sap.com> → Technology → *SAP NetWeaver 7.0 including Enhancement Package 2* → *SAP Library* → *Function-Oriented View* → <language> → *Solution Life Cycle Management by Key Capability* → *Test* → *eCATT: Extended Computer Aided Test Tool (BC-TWB-TST-ECA)* → *Logs*.

CATT objects are repository objects, and can therefore be saved or stored using transport mechanisms. They can be deleted using transaction **SCAT** and **STWBM**. CATT scripts should be migrated to eCATT.

- Business partners
Obsolete business partners can be deleted with transaction **BUPA_DEL**, but only if they have not been used in a service transaction.
- Data extracted to Business Intelligence (BI)
If data from SAP Solution Manager has been extracted for BI (reporting on EWA raw data, CPH monitoring data, LMDB data, root cause analysis data, and Business Process Monitoring data), the BI aggregation and deletion mechanisms can be used to reduce the amount of data in the BI database.

6.4 SAP Notes for Additional Information

SAP Note	Short Text
SAP Note 544295	Basis message: Deletion flag status
SAP Note 546685	Archiving in Solution Manager (Operation)
SAP Note 566225	Report to delete the basis notifications with deletion flag
SAP Note 638785	SAP Solution Manager - reduce data volumes
SAP Note 845433	Deleting a service process with support message
SAP Note 976695	New features for RDSMOPDELETESOLUTIONS in SP08
SAP Note 1077447	Solution Manager: TEST_DSMOPSERSESSN_DELETE
SAP Note 1091497	Deleting in archive: RDARCH_ARCHIVE_DELETE_SOLMAN
SAP Note 1092503	Archiving reporting documents in SAP Solution Manager

7 Software Change Management

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

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

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

After installing, upgrading, or updating SAP Solution Manager, the basic configuration should be checked in transaction **SOLMAN_SETUP**. After you have implemented a new support package or support package stack, check your configuration settings for new and updated configuration tasks. This is especially important for the basic settings. For instance, with every newly-delivered WebDynpro application, its ICF service needs to be activated.

7.1 Agents Consideration

Before you update any software in SAP Solution Manager, the SMD agent connectivity layer must be set to maintenance mode, in the *Solution Manager Administration* work center, under → *Infrastructure* → *Agent Framework*.

All agents will be in „sleep“ mode, waiting to reconnect when SAP Solution Manager returns to normal operation mode. Agent contents (runtime + agent application: agelets) are automatically updated to the latest version after an upgrade or update of the SAP Solution Manager to which they were connected.

7.2 Support Packages and Patch Implementation

Note

ST software component support packages require certain SAP_BASIS and BBPCRM support packages. Support package stacks combine compatible support packages for SAP Solution Manager software components. Always update complete SAP Solution Manager support package stacks.

You can download them either from the SAP Software Download Center at <http://support.sap.com/swdc> → *Support Packages and Patches* → *SAP Support Package Stacks* (<http://support.sap.com/sp-stacks>), or by calculation by the maintenance optimizer.

SAP Solution Manager has several software components which have their own release strategies. For more information, see the following SAP Notes:

SAP Note	Short Text
SAP Note 394616	Release strategy for SAP Solution Manager (ST)
SAP Note 539977	Release strategy for add-on ST-PI

SAP Note	Short Text
SAP Note 569116	Release strategy for Solution Manager Service Tools (ST-SER)
SAP Note 608277	Installing and updating content for SAP Solution Manager
SAP Note 631042	Release strategy for Implementation Content (ST-ICO)
SAP Note 939897	SAP Solution Manager usage data
SAP Note 1109650	SAP Solution Manager 7.x Extension Add-Ons
SAP Note 1575395	Changes to SAP Solution Manager 7.1 IMG as of SP01
SAP Note 1562694	SM 7.1 SP01: Authorizations in SAP Solution Manager system
SAP Note 1552585	SAP Solution Manager: Basic functions 7.1 SP1

7.3 SAP Solution Manager Upgrade and Maintenance

To upgrade to SAP Solution Manager 7.1, you require separate upgrade programs for the ABAP and the Java parts of your SAP Solution Manager system.

The SAP Solution Manager Upgrade Tool (SOLMANUP), which was used for the upgrade to SAP Solution Manager 7.1, is replaced by the Software Update Manager (as of SUM 1.0 SP06). SUM is part of the Software Logistics Toolset (SL Toolset).

From SAP Solution Manager 7.1 SP12, two new guided procedures have been introduced, which describe the additional steps when an SAP Solution Manager has to be patched or upgraded:

- Pre-processing for Solman SW Maintenance
- Post-processing for Solman SW Maintenance

Both procedures are in the Guided Procedure Management, in the Technical Administration work center.

Topic	Link
Preparation and Follow-Up Guide for Upgrading to SR1	http://service.sap.com/instguides → SAP Components → SAP Solution Manager → Release 7.1
Software Logistics Toolset	http://service.sap.com/sl-toolset → Software Logistics Toolset 1.0 → Documentation → System Maintenance

7.4 Configuration after Support Package Update

After you have implemented a new support package or support package stack (SAP enhancement package), check *SAP Solution Manager: Configuration* (transaction **SOLMAN_SETUP**) for new and updated configuration tasks. This is especially important for the basic settings. For instance, with every newly shipped WebDynpro application, its ICF service needs to be activated. Rerun the guided procedure under *Basic Configuration*.

7.4.1 Automatic Update Configuration

To update your basic settings, check all activities in the *Overview* area in transaction **SOLMAN_SETUP**. Use your initially created project to track update changes (see section *Basic Configuration* area in **SOLMAN_SETUP**). In the following, we give an overview of both procedures.

- Prerequisites
 - Initially configure all basic settings in the guided procedure for *Basic Configuration* in transaction **SOLMAN_SETUP**.
 - To update your authorizations, see SAP Note [1236420](#).
- Using the Overview for Update Activities
 1. Call transaction **SOLMAN_SETUP**.
 2. In the *Overview*, a configuration table shows all activities you need to perform after an update. If you select an entry in this table, the *Open Activities* column shows the steps you need to execute, under *Basic Configuration*. The system updates this list automatically.
 3. In an update, you can specify here whether you have to re-execute activities that have already been executed.

You can use the existing implementation project to track all information about the setup progress of your basic settings. Call transaction **SOLAR02** and choose your project.

Description	Link
Update your authorizations	https://help.sap.com/solutionmanager71 → Application Help → release and language → <i>Basic Settings</i> .
Online Help for transaction SOLAR02 and/or work center implementation	https://help.sap.com/solutionmanager71 → Application Help → release and language → <i>Solution Implementation</i> .
Tutorial on SAP Solution Manager configuration (transaction SOLMAN_SETUP)	http://service.sap.com/~sapidb/011000358700001735062008E

7.4.2 SAP Reference IMG – Manual Update Configuration

You can update basic settings configuration, and scenario-specific configuration, in the SAP Reference IMG (transaction: **SPRO**).

Recommendation

Update your basic settings with the automated guided procedure described in *Guided Procedure Automated Update Configuration*.

Activate Release Notes

In transaction **SPRO**, choose SAP Reference IMG → *Release Notes*. A blue information icon in front of the IMG activity indicates activities that are subject to change.

7.5 Ensure Basic Functions via SAP Note

To ensure that the basic functions of SAP Solution Manager are running properly, check SAP Note [1652693](#) regularly. It includes other required SAP Notes that are extended and renewed regularly. As soon as a new version of the note exists, you should

implement it with the Note Assistant (transaction **SNOTE**), in which you can automatically implement all included notes. If these notes contain manual actions, these are only described in the note. The note is valid for Solution Manager 7.1 SP05.

8 Troubleshooting

8.1 Connection to SAP

To send data to SAP, an SAP Support Portal connection is required. It is usually created by the configuration of SAP Solution Manager (transaction [SOLMAN_SETUP](#)).

In transaction [SM59](#), check if connection [SAPOSS](#) works; if not, adjust it as required. For more information, see SAP Note [33135](#) "Guidelines for OSS1".

Check whether the distribution group is set to EWA; if not, adjust it as required. For more information, see SAP Note [766505](#) "OSS1: Changes to RFC Connection SAPOSS".

SAP Note	Short Text
SAP Note 33135	Guidelines for OSS1
SAP Note 766505	OSS1: Changes to RFC Connection SAPOSS
SAP Note 182308	Incorrect Logon Data in R/3 Destination SAPOSS

8.2 SAP EarlyWatch Alert

SAP EarlyWatch Alert (EWA) is a good indicator of the functioning of the RFC connections, so check EWA regularly in the [System Monitoring](#) work center. Choose [Reports](#) → [SAP EarlyWatch Alert](#), and select a managed system. If something is wrong with the EWA data collection, a small red flag or a grey icon is displayed.

In this case, check the RFC connections and SDCC. For more information, see SAP Note [216952](#) "Service Data Control Center (SDCC) – FAQ" and SAP Note [762696](#) "Grey rating for EarlyWatch Alert".

8.3 Self-Diagnosis

The Self-Diagnosis in the [Solution Manager Administration](#) work center checks the system requirements for SAP Solution Manager operations. It is configurable, and can perform solution-specific or cross-solution self-diagnosis. You can analyze your SAP Solution Manager system, or a solution, with the self-diagnosis function, to identify and solve problems.

You can customize SAP Solution Manager self-monitoring, to avoid red alerts. In [Self-Diagnosis](#), choose [Self-Diagnosis Settings](#) and select which type should generate an alert, in the [Alert Type](#) area.

SAP Solution Manager Self-Diagnosis Settings

Summary of Self-Diagnosis activation status

Active Alert Types: 177 Active Functionalities: 35 Active Solutions: 3 Active Systems: 0
 Inactive Alert Types: 6 Inactive Functionalities: 1 Inactive Solutions: 0 Inactive Systems: 0

Alert Types Alert Types by Functionality Solution-Specific Alert Types by Solution Managed Systems

Activation of Alert Types in Self-Diagnosis

Filter

Alert ID	Short Description	Alert Group	Active
00001	SAP Service System Integration	Communication	<input checked="" type="checkbox"/>
00002	Consistency of CRM customizing	Consistency	<input checked="" type="checkbox"/>
00003	Consistency of solution repository	Consistency	<input checked="" type="checkbox"/>
00004	Check background job SM:SCHEDULER	Background processing	<input checked="" type="checkbox"/>
00005	Check background job SM:ACCELERATE DOC USAGE	Background processing	<input checked="" type="checkbox"/>
00006	Check connections to satellite systems and SDOCC related jobs	Communication	<input checked="" type="checkbox"/>
00009	Check background job SM:CSDCC HANDLE TASKS	Background processing	<input checked="" type="checkbox"/>
00010	Check background job SM:DOWNLOAD DELETION	Background processing	<input checked="" type="checkbox"/>
00011	Check background job SM:GET CSN COMPONENTS	Background processing	<input checked="" type="checkbox"/>
00012	Check background job SM:MOVE TO ARCHIVE QUEUE	Background processing	<input checked="" type="checkbox"/>

Details of Alert Type SAP Service System Integration

Description: Check the status of the RFC destination that serves as "Backend Integration", i.e. enables the communication of SAP Solution Manager with the service planning systems at SAP.
 Procedure: Please correct the connection data as described in SAP Note 982045; then unlock the RFC connection. Use the link "RFC Watcher" in Self-Diagnosis to unlock a repaired RFC connection.
 Context: Cross-solution
 Metric: Checks the functionality of RFC connections
 Rating Strategy: If the rating of this alert is very critical (red) the higher-level Functionality is also rated very critical (red)
 Last Changed on: 17.07.2010 01:26:02
 Last Changed by: SOLMAN_BTC

Functions Diagnosed with this Alert Type

ID	Short Description
0003	Top Issue Management
0004	Expertise-on-Demand
0006	Service Plan
0014	General Infrastructure

The self-diagnosis checks the RFC connection, batch jobs, and performance values. It runs daily, in the background, by default. You can perform a new analysis at any time, for example to check whether the problems shown by alerts have been resolved. You can display the self-diagnosis results in various levels of detail:

- For SAP Solution Manager cross-solution, for example to identify SAP Solution Manager system performance problems.
- For the SAP Solution Manager single solution, for example to check that master data of a solution is consistent.

For more information, see SAP Note [1073382](#) "New self-diagnosis in SAP Solution Manager: a quick guide".

8.4 CA Introscope

To check whether the CA Introscope is running properly, proceed as follows:

1. Connect to your CA Introscope WebView via web browser (standard): <http://hostname:8081/webview/jsp/login.jsp>. If the logon screen of your WebView does not appear, CA Introscope Enterprise Manager may not be active.
2. Choose *SMD* → *Diagnostics Setup* → *Managed Systems* → *Introscope Agent* and check which Introscope Agent is running for the system.
3. Ensure that the version of your agent is the same as the version on SAP Solution Manager. The equal icon indicates that the version is up-to-date.
4. Check that CA Introscope Enterprise Manager receives information from CA Introscope Agent.

For more information, see the CA Introscope User Guide, SAP Note [797147](#) "Introscope Installation for SAP Customers", and [SAP Community Network: Introscope](#).

8.5 Logging and Tracing

Logging and tracing is essential to analyze problems in the Java-based parts of SAP Solution Manager, which all use the standard logging of AS Java. This can be configured using the log configuration function of the SAP NetWeaver Administrator, under [Problem Management](#) → [Logs and Traces](#) → [Log Configuration](#). The main logging categories and tracing locations are in the tables:

Logging Categories

Logging Category	Comment
/Applications/AdminConsole/*	AdminConsole

Tracing Locations

Tracing Locations	Comment
com.sap.sup.admin.*	AdminConsole
com.sap.smd.server.*	SMDServer

Related Information

Logging Category	Comment
SAP NetWeaver Administrator	http://help.sap.com/saphelp_nwpi71/helpdata/en/44/98320f33bf60d6e1000000a114a6b/content.htm
Solution Manager Java application logs and operation	SAP Note 1911751
ADD_TRUSTED_TICKET_ISSUER: handling S_DATASET authorizations	SAP Note 1917041

8.6 Other Important Notes

Topic	SAP Note
Inbound qRFC Error/unwanted BDocs on Solution Manager system	SAP Note 1960627

9 Appendix

9.1 Related Information

For more information about installation and configuration, see the master guide. It is the central starting point for the technical implementation of SAP Solution Manager 7.1 and its scenarios.

The configuration guide describes the configuration of SAP Solution Manager and its scenarios and functions. All security-related information, particularly about roles and authorizations, is in the security guide.

The following table contains links to information relating to the Application Operations Guide.

Content	Quick Link to the SAP Service Marketplace
Master guide, installation guide and guide for upgrading to SR1	http://service.sap.com/instguides
Related SAP Notes	http://service.sap.com/notes
Released Platforms	http://service.sap.com/platforms
Network Security	http://service.sap.com/securityguide
SAP Solution Manager	http://support.sap.com/solutionmanager

Material Number

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