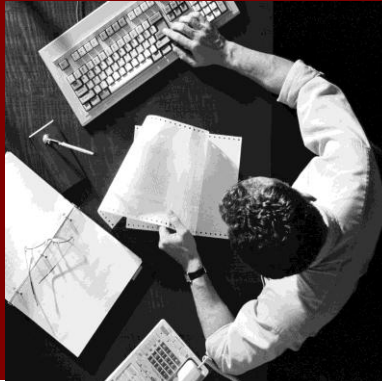


Application Operations Guide



EHP5 for SAP ERP 6.0 **Operation Guide**

Document Version 2.02 – April 14th, 2011

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Documentation in the SAP Service Marketplace






You can find this documentation at the following Internet address:
service.sap.com/instguides

In order to make your document available under this alias, contact GBU AI.

Typographic Conventions

Type Style	Represents
Example Text	Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options. Cross-references to other documentation
Example text	Emphasized words or phrases in body text, titles of graphics and tables
EXAMPLE TEXT	Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
Example text	Screen output. This includes file and directory names and their paths, messages, names of variables and parameters, source code as well as names of installation, upgrade and database tools.
Example text	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example text>	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.
EXAMPLE TEXT	Keys on the keyboard, for example, function keys (such as F2) or the ENTER key.

Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

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1 Getting Started



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

About this Guide

Designing, implementing, and running your SAP applications at peak performance 24 hours a day has never been more vital for your business success than now.

This guide provides the documentation that is required for productive operation with EHP5 for SAP ERP 6.0 and is delivered as a supplement to the SAP ERP 6.0 SR3 Solution Operation Guide. It is recommended that customers first read the SAP ERP 6.0 SR3 Solution Operation Guide in detail before reading this guide. The present guide for EHP5 for SAP ERP 6.0 complements, but by no means replaces, the SAP ERP 6.0 SR3 Solution Operation Guide.

The application and release mySAP ERP 2005 was associated with product version SAP ERP 2005. SAP ERP 2005 has been renamed SAP ERP 6.0. This guide exclusively refers to the name SAP ERP 6.0, rather than the formerly used name mySAP ERP 2005.

The following table provides an overview of the most important changes in naming:

Release	Former Name	Product Version / Notation in Guide
SAP ERP 6.0	mySAP ERP 2005 / SAP ERP 2005	SAP ERP 6.0
EHP1 for SAP ERP 6.0	SAP enhancement package 1 for SAP ERP 6.0	SAP enhancement package 1 for SAP ERP 6.0
	SAP ERP Enhancement Package 2005.1	
EHP2 for SAP ERP 6.0	SAP enhancement package 2 for SAP ERP 6.0	SAP enhancement package 2 for SAP ERP 6.0
	SAP ERP Enhancement Package 2005.2	
EHP3 for SAP ERP 6.0	SAP enhancement package 3 for SAP ERP 6.0	SAP Enhancement package 3 for SAP ERP 6.0
EHP4 for SAP ERP 6.0	SAP enhancement package 4 for SAP ERP 6.0	SAP Enhancement package 4 for SAP ERP 6.0
EHP4 for SAP ERP 6.0 / NW 7.01	SAP enhancement package 4 for SAP ERP 6.0 / NW 7.01	SAP Enhancement package 4 for SAP ERP 6.0 / NW 7.01

This guide refers to the documentation required for operational tasks, so you might at some point need to refer to other documentation, such as the Master Guide, the Technical Infrastructure Guide, the SAP ERP SR3 Solution Operation Guide and SAP Library documentation. This document also describes specific tasks and lists the tools that you can use

to implement them. The structure of this document follows that of the SAP ERP 6.0 SR3 Solution Operation Guide.

The six main sections of this document are:

- *Technical System Landscape*: This section provides an overview of the architecture of the components in EHP5 for SAP ERP 6.0.
- *Detailed Monitoring*: This section describes both standard and specific monitors that are available for various components. It also provides information about tasks that are necessary for detailed monitoring.
- *Managing SAP Technology*: This section addresses topics that relate to SAP technology, such as starting and stopping, backup and restore, system copy, periodic tasks, load balancing, user management, printing, and archiving.
- *High Availability*: This section discusses topics that relate to high availability.
- *Software Change Management*: This section summarizes the two areas of transport change management and software maintenance.
- *Troubleshooting*: This section provides helpful information that may assist you in solving specific problems.

Target Audience

This documentation contains both high-level information about applications at the business process level, as well as very detailed technical information. It is therefore intended for the following audiences:

- Decision makers
- SAP consultants
- SAP system administrators with operating system, database, and SAP system knowledge
- Technical Consultants
- Solution Consultants
- Business Process Owner
- Support Specialist

1.1 Global Definitions

SAP™ Business Suite: Applications

Applications of the SAP™ Business Suite represent a market view of groups of related business scenarios. The delivery of an application contains SAP components that are essential for implementing all application-related business scenarios, processes, and functions. Implementation knowledge is included with each application.

SAP Application:

A SAP application is an SAP software solution that serves a specific business area like ERP, CRM, SRM, and SCM.

Business Scenario:

From a microeconomic perspective, a business scenario is a cycle that consists of several different logical processes interconnected in time. Typically, a business scenario includes several company departments and involves other business partners. From a technical point of view, a business scenario requires at least one SAP application component (SAP ECC, SAP SCM, or others) for each cycle; third-party systems may also be required. A business scenario is a unit that can be implemented separately and that reflects the customer's prospective course of business.

Component:

A component is the smallest individual unit within the application development lifecycle; components are produced, delivered, installed, and maintained separately.

1.2 Important SAP Notes

SAP Notes are available on SAP Service Marketplace at service.sap.com/notes.



Check SAP Service Marketplace regularly, at service.sap.com/notes, to see which SAP Notes are available for the Solution Operation Guide for EHP5 for SAP ERP 6.0.

List of General SAP Notes

SAP Note Number	Title	Description
855534	Embedded NetWeaver Components in ERP	Contains installation information
864172	SAP NetWeaver 7.0 (2004s) Documentation	Provides details on documentation errors
852008	Release Restrictions for SAP NetWeaver 2004s	Provides information about release restrictions for the Basis components
852235	Release Restrictions for SAP ERP 6.0	Contains information about release planning
852008	Release Restrictions for SAP NetWeaver 2004s	Describes the release restrictions for the Basis component

SAP Note Number	Title	Description
998833	Release Restrictions SAP ERP 6.0 - Enhancement Packages	Describes limitations of SAP enhancement packages for SAP ERP 6.0
1066110	ERP Enhancement Package: Installing the SAP Library	
1122966	Maintenance Optimizer: Notes for Enhancement Packages	
1298878	Installation of SAP Enhancement Package 5 on SAP ERP 6.0	
1324838	Enhancement package 5 for SAP ERP 6.0:Required SWC	Contains installation information for SAP EHP5
1325776	Enhancement package 5 for SAP ERP: Required support packages	Contains information about support package levels
1325211	Enhancement package 5 for SAP ERP: Info for portal content	Contains information and prerequisites how to deploy instances of EHP5 on a central Java system
1323537	Release Info SAP Enhancement Package 5 for SAP ERP 6.0	This note contains release and installation information and restrictions
1325283	Enhancement package 5 for SAP ERP: Installing JAVA	
1359215	Technical prerequisites for using enterprise services	
1318299	SAP Enhancement Package 5 for SAP ERP 6.0:Compatible Add-ons	
1448100	Enhancement package 5 for SAP ERP: Info for portal content	
1304648	SAP ERP Enhan.Pk.5 SP Stack 01(10/2009) - Release Info. Note	
1319289	PLM 7.1 Release Notes and Information	

1.3 General SAP Service Marketplace and SAP Help Portal Links



We recommend that you regularly review the following links in SAP Service Marketplace (at service.sap.com) and SAP Help Portal (at help.sap.com) for announcements and updated content.

1.3.1 SAP Service Marketplace Links

The following documentation is published on SAP Service Marketplace at service.sap.com.

Type of Information	Description	Location
SAP ERP in Detail	Information about business and technical aspects of SAP ERP including news, services, events, demos, education, and workshops	service.sap.com/erp
SAP ERP - Installation And Upgrade Information	Comprehensive information about the installation and upgrade of SAP ERP	service.sap.com/erp-inst
SAP ERP Upgrade	Tailored information to facilitate the preparation of the upgrade decisions and the execution of the upgrade project	service.sap.com/erp-upgrade
Master Guide – SAP ERP 6.0	Detailed information about the technical system landscape of SAP ERP 6.0	service.sap.com/instguides → SAP Business Suite Applications → SAP ERP → SAP ERP 6.0 → Installation
Solution Operation Guide – SAP ERP 6.0	Detailed information about how to operate your ERP 6.0 system landscape	service.sap.com/instguides → SAP Business Suite Applications → SAP ERP → SAP ERP 6.0 → Operations
Master Guide - EHP5 for SAP ERP 6.0	Detailed information about the technical system landscape of EHP5 for SAP ERP 6.0	service.sap.com/instguides → SAP Business Suite Applications → SAP ERP → SAP ERP 6.0 → SAP enhancement packages for SAP ERP 6.0 → SAP enhancement package 5 for SAP ERP 6.0

Type of Information	Description	Location
First steps document for EHP5 for SAP ERP 6.0	First steps and operations for EHP5 for SAP ERP 6.0	service.sap.com/erp-inst → <i>SAP Business Suite Applications</i> → <i>SAP ERP</i> → <i>SAP ERP 6.0</i> → <i>SAP enhancement packages for SAP ERP 6.0</i> → <i>SAP enhancement package 5 for SAP ERP 6.0</i>
SAP NetWeaver	Information about the application and integration platform SAP NetWeaver	service.sap.com/netweaver
SAP NetWeaver 7.0	Details on SAP NetWeaver Release 7.0	service.sap.com/instguidesNW70
SAP NetWeaver 7.0 Installation Information	Installation information including the Master Guide, Technical Infrastructure Guide, and Installation guides	service.sap.com/installNW70
SAP NetWeaver 7.0 Upgrade Information	Upgrade information, including the Upgrade Master Guide and Upgrade Guides	service.sap.com/upgradeNW70
SAP NetWeaver 7.0 Maintenance Information	Maintenance information, including the Support Package Guides	service.sap.com/maintenanceNW70
SAP NetWeaver 7.0 Central SAP Notes	SAP Notes, including SAP Notes specific to SAP NetWeaver 7.0 installation, upgrade, and implementation	service.sap.com/SAPNotesNW70
SAP's Release Strategy	Release and maintenance strategy of SAP	service.sap.com/releasestrategy
SAP Best Practices	Comprehensive information about SAP Business Suite solutions that are affordable, simple to understand, and quick to implement	service.sap.com/bestpractices

Type of Information	Description	Location
Product Availability Matrix (PAM)	Quick reference to technical and release planning information about SAP components, featuring SAP component releases and maintenance end dates, plus release information based on languages, country versions, DB-platforms, JSE-platforms and so on	service.sap.com/pam
Hardware Sizing	Detailed information about the calculation of hardware, including access to the SAP Quick Sizer	service.sap.com/sizing
Security	Information about the security infrastructure of SAP NetWeaver SAP delivers comprehensive security technologies to protect the heterogeneous environments of the SAP Business Suite. Combined with specialized partner solutions, it makes the SAP Business Suite a secure place to do business. Documentation, guides, best practices, and tools for SAP NetWeaver Security is provided here.	service.sap.com/security
SAP Security Guides	Guidelines and recommendations relating to system and network security	service.sap.com/securityguide
Platform and Technology Information Center	Overview of platform and technology-related topics	service.sap.com/platforms
High Availability	Overview of high-availability aspects for SAP solutions	service.sap.com/ha

Type of Information	Description	Location
Unicode at SAP	Information about support for multiple local-language characters	service.sap.com/unicode
SAP Installation	Installation and upgrade information	service.sap.com/installation
SAP Solution Manager	Information about SAP Solution Manager	service.sap.com/solutionmanager
SAP System Administration	Comprehensive information about technical infrastructure issues and network integration	service.sap.com/sysadmin
SAP Support Package Stacks	Information about SP stacks, that is, sets of support packages and patches for the product version in question, which must be used in the given combination	service.sap.com/sp-stacks
SAP Software Distribution Center	A software center that allows you to obtain SAP software electronically by downloading packages, or by ordering CDs and DVDs, with access, based on your licenses, to the entire SAP software portfolio	service.sap.com/swdc
SAP NetWeaver Business Intelligence	Information about Business Intelligence	service.sap.com/bi
SAP Strategic Enterprise Management (SAP SEM)	Details on SAP Strategic Enterprise Management	service.sap.com/sem
SAP Supplier Relationship Management (SAP SRM)	Information about SAP Supplier Relationship Management	service.sap.com/srm
SAP NetWeaver Exchange Infrastructure	Details on SAP NetWeaver Exchange Infrastructure	service.sap.com/xi
SAP NetWeaver Portal	Information about SAP NetWeaver Portal	service.sap.com/nw-ep

Type of Information	Description	Location
SAP Product Lifecycle Management (SAP PLM)	Information about SAP Product Lifecycle Management	service.sap.com/plm
SAP GUI Family	Information about the various members of the SAP GUI family	service.sap.com/sapgui

1.3.2 SAP Help Portal Links

The following documentation is published on SAP Help Portal at help.sap.com.

Type of Information	Description	Location
SAP NetWeaver Library	SAP NetWeaver documentation	help.sap.com → <i>Documentation</i> → <i>SAP NetWeaver</i>
Technical Operations Manual for SAP NetWeaver	Instructions for operating your SAP NetWeaver or SAP ERP system	help.sap.com → <i>Documentation</i> → <i>SAP NetWeaver</i> → <i>SAP NetWeaver 7.0 (2004s)</i> → <i>Access to SAP NetWeaver Library</i> → <i>SAP NetWeaver Library</i> → <i>Administrator's Guide</i> → <i>Technical Operations Manual for SAP NetWeaver</i>
SAP Solution Manager	Solution Manager documentation	help.sap.com → <i>Documentation</i> → <i>SAP Solution Manager</i>
SAP Library	SAP ERP documentation	help.sap.com → <i>Documentation</i> → <i>SAP ERP</i>
SAP ERP Business Functions	Information about Business Functions for SAP ERP	help.sap.com → <i>Documentation</i> → <i>SAP ERP</i> → <i>SAP ERP Central Component</i> → <i>SAP Library</i> → <i>Business Function Sets and Business Functions</i>
Enterprise SOA	Enterprise SOA documentation	help.sap.com → <i>Enterprise SOA</i> → <i>Enterprise Services for SAP ERP</i>

1.4 History of Changes



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

The current version of the Application Operations Guide is at service.sap.com/instguides on *SAP Service Marketplace*.

The following table provides an overview of the most important changes in prior versions.

Version	Important Changes
1.0	First version of the Application Operation Guide for EHP5 for SAP ERP 6.0
2.01	Minor changes the Application Operation Guide for EHP5 for SAP ERP 6.0
2.02	Minor changes the Application Operation Guide for EHP5 for SAP ERP 6.0

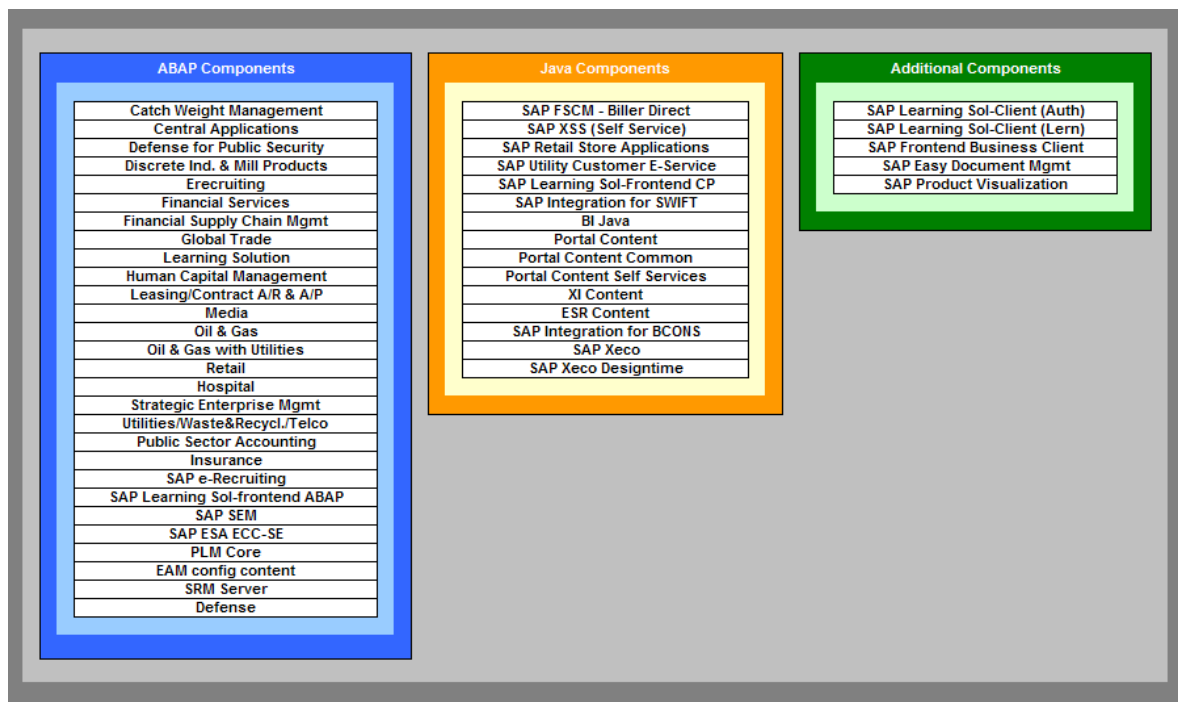
2 Technical System Landscape

EHP5 for SAP ERP 6.0 consists of various technical components, each representing a particular function as described in the Master Guide for SAP enhancement package 5 for SAP ERP 6.0.



You can find the current version of the Master Guide for SAP enhancement package 5 for SAP ERP 6.0 and the SAP ERP 6.0 SR3 Solution Operation Guide on SAP Service Marketplace at service.sap.com/instguides → *SAP Business Suite Applications* → *SAP ERP* → *SAP ERP 6.0* → *SAP enhancement packages for SAP ERP 6.0* → *SAP enhancement package 5 for SAP ERP 6.0*.

The following diagrams summarize the technical system landscape of EHP5 for SAP ERP 6.0. The diagrams for EHP5 FOR SAP ERP 6.0 consist of one overview diagram representing the instances for ABAP, Java and additional components, as well as three detailed diagrams for each type of component (ABAP components, Java components and additional components).



Each specific business function of EHP5 FOR SAP ERP 6.0 includes distinct software components.



For current information about the business functions and for further information, see SAP Note [1324838](#).

For further information about business functions, refer to:

- SAP Help Portal at help.sap.com → *Documentation* → *SAP ERP* → *SAP ERP Central Component* → *SAP Library* → *Business Function Sets and Business Functions*
- the SAP enhancement package 5 for SAP ERP 6.0 Master Guide on SAP Service Marketplace at service.sap.com/instguides → *SAP Business Suite Applications* → *SAP ERP* → *SAP ERP 6.0* → *SAP enhancement packages for SAP ERP 6.0* → *SAP enhancement package 5 for SAP ERP 6.0*

2.1 Component matrix

2.1.1 Component matrix ABAP components

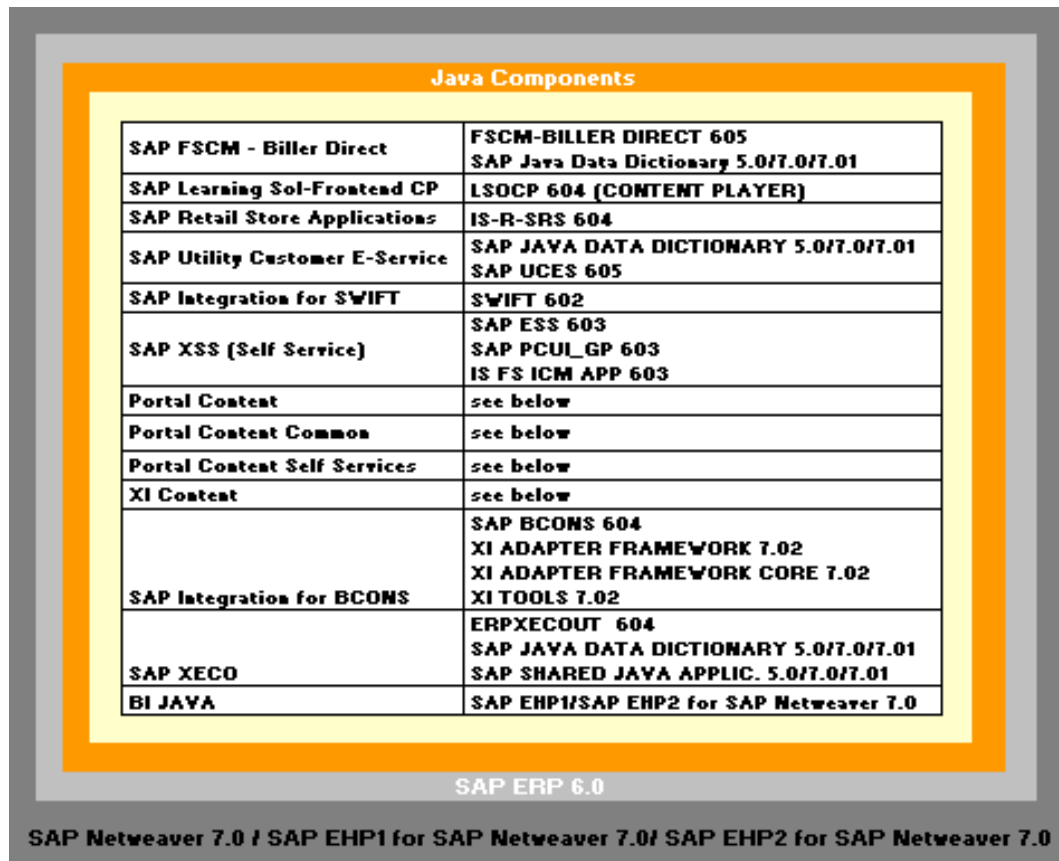
The following diagram summarizes the ABAP components in EHP5 FOR SAP ERP 6.0.



2.1.2 Component matrix Java components

With the current enhancement package different installation options and system landscape alternatives are foreseen in terms of Java based system instances 7.0. You can run your Java based hubs on either SAP Netweaver 7.0 or on one of the related Enhancement Packages for SAP Netweaver 7.0, being SAP EHP1 for SAP Netweaver 7.0 or SAP EHP2 for SAP Netweaver 7.0.

The following diagram summarizes the Java components in EHP5 FOR SAP ERP 6.0.



These instances comprise the following software component versions:

Portal Content Common

BP ERP05 BUYER 1.51
BP ERP05 COMMON PARTS 1.51

Portal Content Self Services

BP ERP ICM PARTICIPANT 1.51
BP ERP ICM SALES REP (INS) 1.51
BP ERP NETWORK OP. MNG 1.20
BP ERP SITE TECHNICIAN 1.20
BP ERP UT XSS 1.51
BP ERP WORKFORCE MANAGER 1.20

BP ERP05 ESS 1.41
BP ERP05 MSS 1.51
BP ERP05 PROJ SELF-SERV 1.0
BP ERP05 SELF-SERV ADMIN 1.0
BP HIGHER EDUCATION & RES 1.0

Portal Content:

BP COMPENSATION SPECIAL. 60.2

BP ERP TMS 1.51

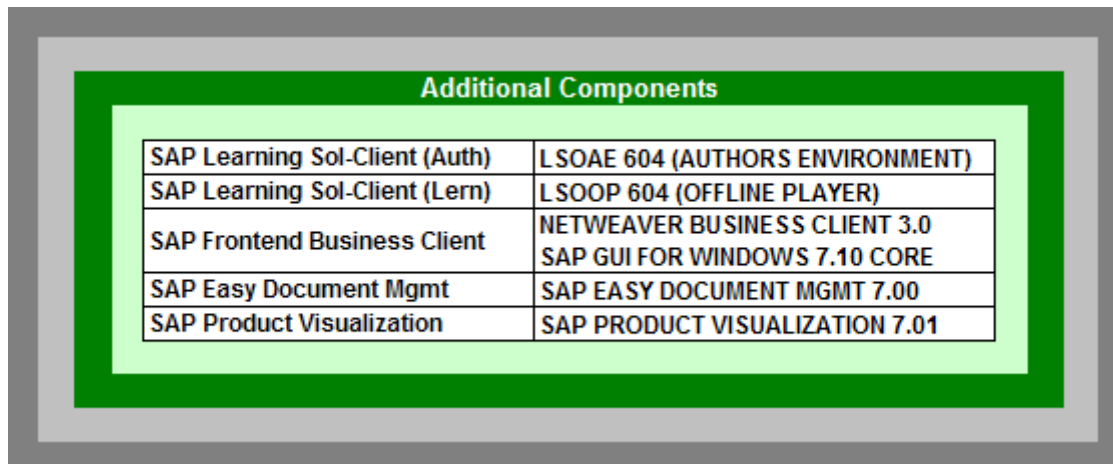
BP DMS CONNECTOR KM 1.0	BP ERP TRAINING ADMIN 1.51
BP EAM GENERIC FUNCT 1.50	BP ERP WAREHOUSE OP MNGR 1.30
BP ERP ACADEMIC ADVISOR 1.51	BP ERP XBRL REPORTING 1.30
BP ERP ADW 1.40	BP ERP05 BUS UN ANALYST 20 1.0
BP ERP BUSINESS CONSOLIDATION 1.30	BP ERP05 DEV COLLABORATION 1.0
BP ERP CASH MANAGER 1.20	BP ERP05 HR ADMINISTRATOR 1.51
BP ERP CLAIM CENTER AGENT 1.30	BP ERP05 INT SALES REP 1.51
BP ERP CLAIM HANDLER 1.30	BP ERP05 INVOICING CLERK 1.0
BP ERP CLOSING COCKPIT 1.51	BP ERP05 MAINTENANCE TECH 1.2
BP ERP CRD MNG (INS) 1.41	BP ERP05 PLANT MNG 20 1.0
BP ERP CREDENTIALS MNG 1.41	BP ERP05 PROD SUPERVISOR 1.41
BP ERP CREDIT MANAGER 1.41	BP ERP05 QUALITY INSPECT 1.31
BP ERP DISPUTE MANAGER 1.41	BP ERP05 SUPPLIER 1.0
BP ERP EXPENDITURE CERT 1.31	BP ERP05 TALENT DEV 1.01
BP ERP FIN MDM 1.51	BP ILM PROD LIAB 1.50
BP ERP FRESH ITEM PROC. 1.40	BP ILM TAX 1.50
BP ERP HR EIC 1.40	BP IS AADSP 1.40
BP ERP ICM ANALYST 1.51	BP IS AADV 1.40
BP ERP ICM SALES AL (INS) 1.51	BP IS DFPS 1.51
BP ERP ILM 1.51	BP IS HERST 1.51
BP ERP INSTRUCTOR TUTOR 1.41	BP IS RRT POWL 1.40
BP ERP LEAN MAINTENANCE 1.20	BP IS TRP 1.40
BP ERP MAINTENANCE PLAN 1.20	BP IS-R-SRS 1.51
BP ERP MAINTENANCE SUPER 1.20	BP LOSS PREVENTION ANALYT 1.50
BP ERP MDGM 1.50	BP REORG MANAGEMENT 1.50
BP ERP MDGS 1.50	BP RETAIL 3.1
BP ERP REA 1.50	BP TECHNICAL INFORMATION 1.51
BP ERP RECRUITER 1.51	BPERPESSWDA 1.50
BP ERP RECRUITING ADMIN 1.51	BP ERPMCM 1.50
BP ERP SIMPLFYD REPORTING 1.30	BP ERPRET 1.40
BP ERP SMI 1.40	BP ERPSRVPROV 1.40
BP ERP TAX OFFICER 1.51	BP ERPWHOP 1.40
BP ERP THO TECHNICAL OBJ 1.51	BP PLMWD 1.51

XI Content

XI CONTENT CNT-LOC 6.05	XI CONTENT INSURANCE 605
XI CONTENT DEMAND MGMT 1.0	XI CONTENT IS-H 605
XI CONTENT EA-APPL 605	XI CONTENT IS-H_IC 605
XI CONTENT EA-DFPS 605	XI CONTENT IS-M 605
XI CONTENT EA-FINSERV 605	XI CONTENT IS-OIL 605
XI CONTENT EA-GLTRADE 605	XI CONTENT IS-PS-CA 605
XI CONTENT EA-HR 605	XI CONTENT IS-UT 605
XI CONTENT EA-PS 605	XI CONTENT ISO20022 1.0
XI CONTENT EA-RETAIL 605	XI CONTENT ISO20022 ERP 1.0
XI CONTENT ECC-DIMP 605	XI CONTENT NW 7.0 BI CONT 7.05
XI CONTENT ERECRUIT 605	XI CONTENT PROMERLAYERINTEG 6.7
XI CONTENT ESA ECC-SE 605	XI CONTENT SAP_APPL 605
XI CONTENT FI-CA 605	XI CONTENT SAP_BS_FOUND 702
XI CONTENT FINBASIS 605	XI CONTENT SEM-BW 605
XI CONTENT GS1 1.0	XI CONTENT STORE CONNTECT.3.0
XI CONTENT HR 604	XI CONTENT SWIFT 602
XI CONTENT HR-XML 605	XI CONTENT UN/CEFACT 1.0

2.1.3 Component Matrix additional components

The following diagram summarizes the additional components in EHP5 or SAP ERP 6.0



2.1.4 Optional components

Optional components of EHP5 FOR SAP ERP 6.0 include:

ESR 7.10

XI CONTENT ESM BS FOUND 702

XI CONTENT ESM ERP 605

XI CONTENT ESM INTEGRATION 3.0

XI CONTENT SAPGLOBAL 2.0

XI CONTENT SAPGLOBAL MODEL 2.



This product instance is only relevant if you are leveraging a solution based on SAP NetWeaver 7.1 – for example, SAP NetWeaver CE 7.1 – with an underlying enterprise services repository on release SAP NetWeaver 7.1.

With EHP5 for SAP ERP 6.0, SAP also provides corresponding ESR content to describe the enterprise services shipped as part of this enhancement package in SAP NetWeaver PI 7.0, as well as Enterprise Services Repository for SAP NetWeaver CE 7.1.

For conventional service enablement, you are at liberty to use the ESR content delivered with SAP NetWeaver 7.0. Additional information is provided below.

If you choose to perform service enablement with the Enterprise Services Repository and have access to the necessary SAP NetWeaver 7.1 components (for example, SAP NetWeaver CE 7.1, including Enterprise Services Repository for SAP NetWeaver CE 7.1), then you can leverage the ESR content provided with EHP5 for SAP ERP 6.0, but you must consult the corresponding Solution Operation Guide for SAP NetWeaver 7.1.



No additional information is delivered in the remainder of the present guide for the software component versions included in ESR 7.10. Refer to help.sap.com → SAP NetWeaver → SAP NetWeaver CE → SAP NetWeaver Composition Environment 7.1 Knowledge Center → System Administration

2.1.5 Scenarios

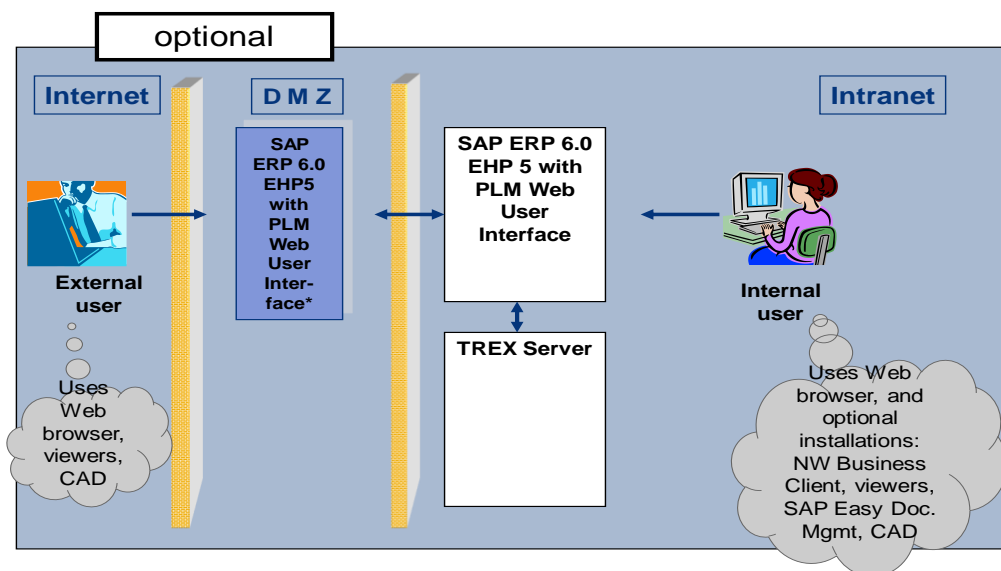
SAP does provide realization alternatives for the setup of (business) scenarios within a customer landscape.

These alternatives needed to realize a scenario (or process) are described in the so-called Scenario Component List (Process Component List) that can be found at **service.sap.com** → *Release & Upgrade Info* -> *Realization Alternatives*.

A scenario (or process) can have no, or multiple scenario templates. The object matrix defines for each scenario template, which application versions, application components and software component versions can be used to realize the scenario. Furthermore restrictions, patch-level regulations and notes can be defined for the template. The Object Matrix and related restrictions and notes define the Scenario Component List (Process Component List).

You can find some more information on special administration issues concerning some outlined scenarios beneath:

SAP Product Lifecycle Management



* Same software components as for the PLM Web User Interface Installation in the Intranet.

In addition to the applications SAP NetWeaver, SAP ERP, and SAP Product Lifecycle Management, you can use a TREX system for search functions. You use SAP NetWeaver Business Client to run the SAP Product Lifecycle Management Web user interface within an Enterprise Portal installation.

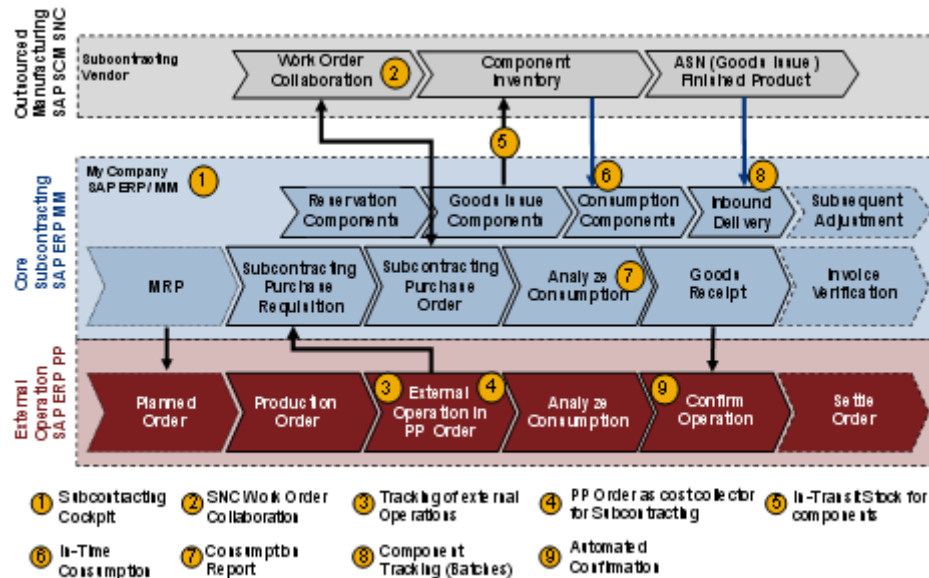
For more information about the system landscape and business processes for SAP Product Lifecycle Management, see the SAP ERP Master Guide on SAP Service Marketplace at **service.sap.com/instguides** → *SAP Business Suite Applications* → *SAP ERP* → *SAP ERP 6.0* → *SAP enhancement packages for SAP ERP* → *SAP enhancement package 5 for SAP ERP 6.0*.

For more information about automotive industry scenarios for SAP Product Lifecycle Management, see the Automotive Master Guide on SAP Service Marketplace at **service.sap.com/instguides** → *Industry Solutions* → *Industry Solution Guides* → *SAP for Automotive*.

Outsourced Manufacturing

The trend for Outsourced Manufacturing is still growing these days. Many companies (so called "Brand Manufacturers") let certain activities more and more be performed by subcontractors (aka "Contract Manufacturer"). With the current SAP ERP solution the following goals were reached:

- enable visibility of the subcontractor's activities by using the SNC solution
- extending the existing ERP functionality in order to meet the current market requirements



Outsource Manufacturing Scenario Definit 1

Regardless of whether or not a company has chosen to outsource manufacturing operations the key concerns are the following:

1. Product availability
2. Product cost
3. Product quality
4. Product- and Process Traceability

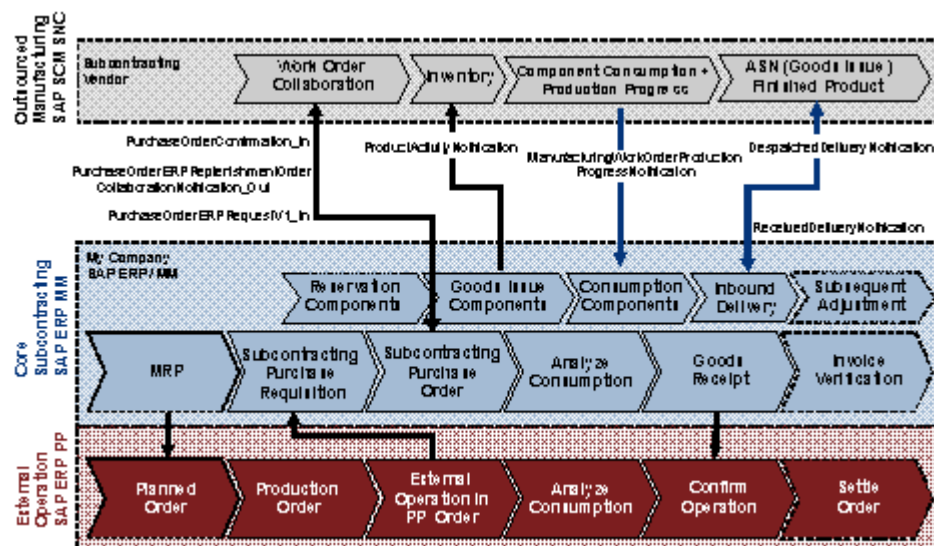
The customers have the possibility to use the following 'Outsourcing Monitor' transactions, where they can track the business issues in ERP (Open Purchase orders, due list of deliveries etc).

The scenario consists of three process variants:

- 1) ERP process – subcontracting
- 2) ERP process – external processing
- 3) ERP + SNC process – collaborative manufacturing

For the first two variants only existing transactions have been enhanced in EHP5 for SAP ERP 6.0. So the existing monitoring and inconsistency tools within ERP and the existing BPM content in Solution Manager can be re-used.

For customers who want to use the full-blown scenario including the SNC system we also have some monitoring capabilities in place. The interfaces from ERP to SNC are eSOA services. They can be monitored using the FEH (Forward Error Handling) tool. This is a general tool for monitoring/managing eSOA services. You can find all SNC related information in the very Application Operation Guide of SAP Supply Network Collaboration Operations Guide 7.0 that can be found at service.sap.com -> *Release and Upgrade Info -> Installation and Upgrade Guides -> SAP Business Suite Applications -> SAP SCM -> SAP SNC -> Using SAP SNC 7.0*



The SNC system itself runs on an SCM basis, i.e. here customers can use the existing SCM tools for monitoring the technical things.

2.2 Related Documentation

The following table lists where you can find more information about the technical system landscape.

Topic	Guide/Tool	Quick Link on SAP Service Marketplace (service.sap.com)
Application- and Industry-specific Components such as SAP Financials and SAP Retail	Master Guide	instguides
Technology Components such as SAP Web Application Server	Master Guide	instguides
Sizing	Quick Sizer Tool	sizing
Technical Configuration	Master Guide	instguides
Security	Application Security Guide	Securityguide

3 Monitoring of EHP5 for SAP ERP 6.0

Within the management of SAP Technology, monitoring is an essential task. A section has therefore been devoted solely to this subject.

You can find more information about the underlying technology in the SAP NetWeaver Technical Operations Manual on SAP Help Portal at help.sap.com → SAP NetWeaver SAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library -> English -> SAP NetWeaver Library Administrator's Guide -> Technical Operations Manual for SAP NetWeaver

You may also want to have a look at the Problem Analysis Guide for the CCMS Monitoring Infrastructure in the Troubleshooting chapter 7.

3.1 Alert Monitoring with CCMS

Proactive, automated monitoring is the basis for ensuring reliable operations for your SAP system environment. SAP provides you with the infrastructure and recommendations needed to set up your alert monitoring to recognize critical situations within your system landscape.

EHP5 for SAP ERP 6.0 based on SAP NetWeaver technology, so you can use standard SAP NetWeaver monitoring tools. This includes the Computing Center Management System (CCMS). With the monitoring architecture of the CCMS, SAP provides an infrastructure with which you can monitor your IT landscape centrally. The monitoring architecture is delivered with every SAP NetWeaver Application Server. The architecture runs on every SAP NetWeaver Application Server and can be extended to include additional SAP and non-SAP components. The concept of the monitoring architecture is to make all required information available in a central monitoring system, such as alerts or log files.

For more information about the CCMS, see SAP Help Portal at help.sap.com → SAP NetWeaver -> SAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library -> English -> SAP NetWeaver Library Administrator's Guide -> Technical Operations Manual for SAP NetWeaver

3.1.1 Component-Specific Monitoring

You can use the ERP monitoring templates given in the Solution Operation Guide SAP ERP 6.0 for monitoring of the EHP5 for SAP ERP 6.0 components. The Solution Operation Guide can be found here:

service.sap.com/instguides → *SAP Business Suite Applications* → *SAP ERP* → *SAP ERP 6.0* → *Operations*

As for all specific monitoring instructions and information on comprised components you can find them in the following:

SAP Product Lifecycle Management

There are no additional CCMS monitor templates specific for SAP Product Lifecycle Management. However, we recommend that you monitor the RFC connections between an SAP PLM system in a demilitarized zone (DMZ) and within a firewall (see section *Technical System Landscape*). You can use the SAP CCMS monitor templates in the *SAP CCMS Monitor Sets* transaction (transaction code RZ20) and SAP NetWeaver tools for monitoring RFC connections. For more information about monitoring RFC connections, see the SAP NetWeaver Technical Operations Manual on SAP Help Portal at help.sap.com → *SAP NetWeaver* *SAP NetWeaver 7.0 (including Enhancement Package 2)* → *SAP NetWeaver 7.0 Library* → *English* → *SAP NetWeaver Library Administrator's Guide* → *Technical Operations Manual for SAP NetWeaver* → *Administration of SAP NetWeaver Systems* → *AS ABAP (Application Server ABAP)* → *Administration* → *Connectivity* → *RFC Administration*.

The SAP Product Lifecycle Management user interface is an ABAP Web Dynpro application. For more information about monitoring ABAP Web Dynpro applications, see SAP Help Portal at help.sap.com → *SAP NetWeaver* *SAP NetWeaver 7.0 (including Enhancement Package 2)* → *SAP NetWeaver 7.0 Library* → *English* → *SAP NetWeaver Library Administrator's Guide* → *Technical Operations Manual for SAP NetWeaver* → *Administration of SAP NetWeaver Systems* → *AS ABAP (Application Server ABAP)* → *Administration* → *Web Dynpro ABAP Administration*.

Product-Centric View is an analytic application that does not produce actively used data. For this reason, there is no need for CCMS monitoring or alerts. PCV provides is a database table with an associated maintenance view /PLMPCV/V_QSTAT (delivered as read-only) which contains statistics on query level. In this maintenance view, you can see the maximum, minimum and average values of processing times, the number of retrieved data records and when the data record was used for the first time or last time. This view is available for the role Administrator. You can display the view in transaction SM30. For more information on roles, see the Product Lifecycle Management Security guide at <http://service.sap.com/securityguide>.

SAP FS-CM

There are no additional CCMS monitor templates specific for SAP FS-CM.

However, we recommend that you monitor the RFC connections between an SAP FS-CM and SAP FS-PM.

You can use the SAP CCMS monitor templates in the *SAP CCMS Monitor Sets* transaction (transaction code RZ20) and SAP NetWeaver tools for monitoring RFC connections. For more information about monitoring RFC connections, see the SAP NetWeaver Technical Operations Manual on SAP Help Portal at help.sap.com → *SAP NetWeaver* *SAP NetWeaver 7.0 (including Enhancement Package 2)* → *SAP NetWeaver 7.0 Library* -

*>English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual
for SAP NetWeaver → Administration of SAP NetWeaver Systems → AS ABAP
(Application Server ABAP) → Administration → Connectivity → RFC Administration.*

3.1.2 Trace and Log Files

Logging and tracing for ABAP components is done using transaction SLG1. An Application Log log comprises a log header and a set of messages. The log header contains general data (type, created by/on, etc.). Each log in the database also has the attributes *Object* and *Subobject*. These attributes describe the application which wrote the log, and classify this application. This guide outlines new categories and sub-categories for logs that have been established with EHP5 for SAP ERP 6.0 only.

IS-Oil and IS-PRA provide the following log objects, accessible in transaction SLG1:

Component	OBJECT	SUBOBJECT	SUBOBJTXT
IS-Oil	OIO_CROSS	CONS	Logs from consistency reports/tools
IS-Oil	OIO_CROSS	XPRA	Various XPRA logs if necessary (optional use)
IS-Oil	OIG_MASSPROCESS		1 IS-OIL TD: Shipment mass processing with ROIGTRSL
IS-Oil	OIJ	NOM1	Nomination
IS-Oil	OIJ	TICKET	Ticket
IS-Oil	OIR_PROCESS_CONTROL	CMP1	Complaint processing
IS-Oil	OIR_PROCESS_CONTROL	FM01	Fuels meter readings
IS-Oil	OIR_PROCESS_CONTROL	FM02	Fuels meter readings: Clear
IS-Oil	OIR_PROCESS_CONTROL	FPR1	Fuels Pricing
IS-Oil	OIR_PROCESS_CONTROL	FPR2	Fuels Price check results
IS-Oil	OIR_PROCESS_CONTROL	FS01	Fuels dip readings
IS-Oil	OIR_PROCESS_CONTROL	FS02	Fuels dip readings: Clear
IS-Oil	OIR_PROCESS_CONTROL	FS03	Fuels stocks
IS-Oil	OIR_PROCESS_CONTROL	IS01	SSP Invoicing
IS-Oil	OIR_PROCESS_CONTROL	MM01	Material movements based on meter readings
IS-Oil	OIR_PROCESS_CONTROL	MM02	Material movements based on dip readings
IS-Oil	OIR_PROCESS_CONTROL	PC01	Payment card transaction upload
IS-Oil	OIR_PROCESS_CONTROL	PC02	Clearing house settlement/transmission
IS-Oil	OIR_PROCESS_CONTROL	PC03	PC Reconciliation upload
IS-Oil	OIR_PROCESS_CONTROL	PC04	PC Reconciliation run
IS-Oil	OIR_PROCESS_CONTROL	PRN1	SSR Print Processing
IS-Oil	OIR_PROCESS_CONTROL	PRNL	Location based collective output
IS-PRA	OIU	CA	Contract Allocation
IS-PRA	OIU	PC	Product Cotroll
IS-PRA	OIU	PR	Production volume allocation
IS-PRA	OIU	REP_MMS_2014	Reporting - MMS-2014
IS-PRA	OIU	REP_REG	Regulatory Reporting
IS-PRA	OIU	VL	Valuation
IS-PRA	OIU	XX	Default heading
IS-PRA	OIUX3	STEP_LOG	Reporting Step Log
IS-OIL	OI_PROPT	MARKET_COST	
IS-OIL	OI_PROPT	OWN_PRICE	
IS-OIL	OI_PROPT	SALES_VOLUME	

Master Data Governance (MDG) provides the following application logs:

- validation log for change requests
- validation log for editions
- replication log from distribution monitor

In order to access both validation logs in transaction SLG1 enter the object FMDM and select the subobject CREQUEST from the value help.

In order to access the replication log in transaction SLG1 enter the object DRF_OUTBOUND and select one of the following subobjects from the value help:

- ADHOC
- CHANGES
- DIRECTLY
- INIT

All application logs will be displayed in a hierarchical view and can be filtered via message types.

All MDG-applications call the log display via web dynpro applications.

Global Trade Management

Global Trade Management (EA-GLTRADE) provides the application log “Trading Contract Synchronization”. To access this application log in transaction SLG1, enter object WB2_SYNC. No subobject is defined for it.

Component	OBJECT	SUBOBJECT	TXT
LO-GT-TC	WB2_SYNC		Trading Contract Synchronization

The ‘External Identification’ field contains the name of the queue for which the log was created. Once the errors are fixed, you can restart the queues in transaction SMQ1 (qRFC Monitor).

Reversely, you can also select the erroneous queues in transaction SMQ1 and then display the logs for those queues using transaction SLG1. To display the queues, enter the queue name in the field ‘External Identification’ and choose object WB2_SYNC’.

We recommend that you do not to use any time restrictions. You can select the erroneous queues in transaction SMQ1 by using the following generic search parameters for the queue names:

- 1) Completely generic: WB2_TC_*
- 2) Generic for purchase side: WB2_TC_M*
- 3) Generic for sales side: WB2_TC_V*
- 4) Single document on purchase side: WB2_TC_M_xxx, -> xxx is used for the document number (leading zeroes have to be considered)
- 5) Single Document on sales side: WB2_TC_V_xxx, -> xxx is used for the document number (leading zeroes have to be considered)

Creation of Chargeback Requests by Using Post Processing Framework

In Compensation Management (component LO-GT-CHB) you can create chargeback requests by using the Post Processing Framework. Depending on your Customizing settings in Compensation Management (Logistics General ->Global Trade Management->Compensation Management->Condition Contract->Define and Configure Actions), chargeback requests are automatically created in a synchronous or asynchrons way when the document is saved, or manually by calling up report RSPPFPROCESS. The processing status is tracked in the log of the Post Processing Framework. To select actions with processing errors, go to transaction

WCB_SPPFP, set the processing time to initial and select action status 2. After execution, the system displays all actions with processing errors. The processing log helps you to analyze the cause of the error.

To select actions that have not been processed yet, select actions status 0. Adding the creation date as an additional search parameter allows you to find successful actions that have not been processed for a long period of time.

3.1.3 Data Growth and Data Archiving Monitors

SAP Product Lifecycle Management

The following tables are the fastest growing tables in SAP Product Lifecycle Management:

Technical Name of Table	Description
/PLMB/AUTH_OBSID	The table contains assignments of business objects (for example, materials) to access control contexts.
/PLMB/AUTH_UGSID	The table contains assignments of users and user groups to contexts.
/PLMB/AUTH_SIDRP	This is an SAP ECC table. Monitor this table closely, too, if you use Product Lifecycle Management.

Use the archiving object /PLMB/SID to archive this data.

For periodic tasks required to contain data growth (that is, to reorganize temporary data), see the *Periodic Tasks* section in this guide.

EHP5 for SAP ERP 6.0 uses the standard tools for archiving and monitoring data archiving available in SAP NetWeaver, and does not require an application-specific tool. For more information, see the following sources:

help.sap.com -> SAP NetWeaver -> SAP NetWeaver 7.0 including Enhancement Package 2 -> SAP NetWeaver 7.0 Library (including Enhancement Package 2) -> English -> SAP NetWeaver Library -> SAP NetWeaver by Key Capability -> Solution Life Cycle Management by Key Capability -> Data Archiving (CA-ARC)

help.sap.com -> SAP NetWeaver -> SAP NetWeaver 7.0 including Enhancement Package 2 -> SAP NetWeaver 7.0 Library (including Enhancement Package 2) -> English -> SAP NetWeaver Library -> SAP NetWeaver by Key Capability -> Solution Life Cycle Management by Key Capability -> Solution Monitoring -> Monitoring in the CCMS -> Data Archiving Monitor

SAP FS-CM

FS-CM data can be archived using the archiving engine (AR_ENGINE).

Following scenarios can be archived.

- 1)ICLCLAIM : Claim
- 2)ICLECCEVT : Claim Bundle
- 3)ICLINDRES : Reserve Lot

- 4) ICLSC : Benefits Catalog
Fastest growing FS-CM object is ICLCLAIM.

4 Management of EHP5 for SAP ERP 6.0

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

For more information, see SAP Help Portal at help.sap.com → SAP NetWeaver SAP NetWeaver 7.0 (including Enhancement Package 2) → SAP NetWeaver 7.0 Library → English → SAP NetWeaver Library Administrator's Guide → Technical Operations Manual for SAP NetWeaver

4.1 Starting and Stopping

When you start SAP NetWeaver, you start the system database, the application servers, and the respective processes of which the system consists.

You can find general information on starting and stopping of SAP NetWeaver based systems at help.sap.com → SAP NetWeaver SAP NetWeaver 7.0 (including Enhancement Package 2) → SAP NetWeaver 7.0 Library → English → SAP NetWeaver Library Administrator's Guide → Technical Operations Manual for SAP NetWeaver → General Administration Tasks → Starting and Stopping SAP NetWeaver ABAP and Java

Refer to the SAP ERP 6.0 SR3 Solution Operation Guide for additional background information.

In contrast to the SAP ERP 6.0 SR3 Solution Operation Guide and the Solution Operation Guides for SAP enhancement packages 1, 2, 3 and 4 for SAP ERP 6.0, the present guide only lists those components for which specific information is relevant. The preceding guides listed all components, without regard to the existence of specific information to consider for operation.

SAP Product Lifecycle Management

When you start your SAP Product Lifecycle Management system, make sure you follow the order below:

Start and Stop Sequences and Tools

Software Component	Start and Stop Sequences and Tools		
	Start Sequence ¹	Tool	Detailed Description

SAP ERP	1	STARTSAP/ STOPSAP (Unix) Microsoft Management Console (Windows)	For more information, see the SAP NetWeaver Technical Operations Manual on SAP Help Portal at help.sap.com → SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver → General Administration Tasks → Starting and Stopping SAP NetWeaver ABAP and Java.
SAP Product Lifecycle Management Add-On	2	STARTSAP/ STOPSAP (Unix) Microsoft Management Console (Windows)	For more information, see the on SAP Help Portal at help.sap.com → SAP NetWeaver → SAP NetWeaver 7.0 (2004s) → SAP NetWeaver 7.0 (English) → SAP NetWeaver Technical Operations Manual → General Administration Tasks → Starting and Stopping SAP NetWeaver ABAP and Java.

¹The stop sequence is in reverse order to the start sequence.

If you work with a system landscape with SAP Product Lifecycle Management running in a DMZ and as a back-end system, make sure you stop the SAP Product Lifecycle Management system in the DMZ first before stopping the back-end system. When you start the systems, start the back-end system first before you start the SAP Product Lifecycle Management system in the DMZ.

4.2 Software Configuration

This chapter explains which components or scenarios used by this application are configurable and which tools are available for adjusting.

Component Configuration Tools

Component	Configuration Tool(s)	Detailed Description
SAP ERP	Implementation Guide (IMG)	The IMG is the standard SAP tool for ABAP-based system used for Component Customizing.

SAP ERP	SAP Solution Manager	SAP Solution Manager is the standard SAP tool for process- and scenario-based configuration.
SAP Product Lifecycle Management	Implementation Guide (IMG)	The IMG is the standard SAP tool for ABAP-based system used for Component Customizing.
SAP Product Lifecycle Management	SAP Solution Manager	SAP Solution Manager is the standard SAP tool for process- and scenario-based configuration.

Configure the Workflow of Master Data Governance

You use this process to make all Customizing settings that are needed to run the workflow for the change process in Master Data Governance.

Which settings you have to make depends on whether you use a Rule-Based Workflow or a different workflow (for example, the standard workflow templates for the business partner/supplier or Financials).

For the rule-based workflow, you integrate rules from the Business Rule Framework plus (BRFplus) with the workflow.

Prerequisites

You have made the necessary general settings for workflows and defined the organizational plan in Customizing for SAP NetWeaver under Application Server Business Management SAP Business Workflow .

Process

You can find Customizing for Master Data Governance for the following steps under General Settings Process Modeling Workflow or Change Requests.

End of the note.

1. To assign processors to a workflow task, classify the workflow task in Customizing step Configure Workflow Tasks as a General Task.
2. For a rule-based workflow, make the following settings:
 1. In Customizing activity Define Steps for Rule-Based Workflow, define the individual workflow steps that are to be executed for a particular change request type.
 2. In Customizing activity Define Service Names for Rule-Based Workflow, define a corresponding service name for each Business Add-In (BAI) implementation that you want to create.
Service names are used as filter values for the BAI implementations used in the rule-based workflow.
 3. In the Customizing activity Configure Rule-Based Workflow, configure the workflow rules.
 4. Assign the workflow template WS60800086 in Customizing activity Create Change Request Type to your change request type.

For more information, see Setting of Rule-Based Workflows.

The use of rule-based workflows can be part of your enhancement concept. For more information, see Enhancement of Master Data Governance Content.

3. For all other workflows (for example, the the standard workflow templates for the business partner/supplier or Financials) of Master Data Governance make the following settings:
 1. In Customizing activity Define Workflow Step Numbers, check whether the delivery Customizing is being used.
 2. In Customizing activity Assign Processor to Workflow Step Number (Simple Workflow), assign one or more processors to each workflow step.
 3. When processing a change request, assign the workflow templates to be used (for example, the standard workflow template for Financials WS75700027) to your change request type in Customizing activity Create Change Request Type.

In addition, there are Customizing BADls available to enhance the standard functions.

4.3 Backup and Restore

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

The backup and restore strategy for SAP Product Lifecycle Management consists of two parts:

- Backup and restore coverage for each component (see table below)
- Cross-system data dependencies and handling

The backup and restore strategy for your system landscape should not only consider SAP systems but should also be embedded in overall business requirements and incorporate your company's entire process flow.

In addition, the backup and restore strategy must cover disaster recovery processes, such as the loss of a data center through fire. It is most important in this context that you ensure that backup devices are not lost together with normal data storage (separation of storage locations).

EHP5 for SAP ERP 6.0 recommends you to back up your database on a daily basis. For more information about the frequency of the backup, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at help.sap.com → *SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver -> General Administration Tasks -> Database Administration*

EHP5 for SAP ERP 6.0 is based on SAP NetWeaver technology. All related SAP NetWeaver backup procedures also work for EHP5 for SAP ERP 6.0. Therefore, there is no special procedure for EHP5 for SAP ERP 6.0. For more information on backup and recovery please refer to the SAP NetWeaver information given on the following locations:

Usage Type AS ABAP

help.sap.com → *SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver -> Administration of SAP NetWeaver Systems -> AS ABAP (Application Server ABAP) -> Administration -> Backup and Recovery*

Usage Type AS JAVA

help.sap.com → *SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver -> Administration of SAP NetWeaver*

Systems -> AS JAVA (Application Server for JAVA) -> Management -> Tasks -> Backing Up and Restoring AS Java

Usage Type BI

help.sap.com -> SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver -> Administration of SAP NetWeaver Systems -> BI (Business Intelligence) -> Backup and Recovery (AS ABAP)

Usage Type PI

help.sap.com -> SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver -> Administration of SAP NetWeaver Systems -> PI (Process Integration) -> Management -> Backup / Restore and Recovery

SAP FS-CM

FS-CM is based on AS ABAP and uses BI, PI. Use the standard SAP Netweaver tools to backup and restore.

In addition, FS-CM application data can be archived and restored using archiving engine (Transaction : AR_ENGINE).

Refer to section 3.1.3 on FS-CM archiving scenarios.

Online Backup

The data contained in the database can be backed up online: however, it is not possible to do the same for the runtime infrastructure. An online backup refers to the system landscape and not the databases that contain the business-critical application, or the infrastructure components.



If you perform a backup while the server is running, open files may not be backed up.

4.4 Application Copy

In different situations during the life-cycle of your solution, it may be appropriate for you to perform a system copy or a migration. SAP recommends that you perform a system copy if you are planning to set up a test, demo or training system. You must also perform a system copy if you want to change your operating system or your database. For more information about system copies, see SAP Service Marketplace at <http://service.sap.com/systemcopy>.

4.4.1 Homogeneous system copy

For a homogeneous system copy of EHP5 for SAP ERP 6.0 the standard procedures of SAP NetWeaver apply. For more information about system copies, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at help.sap.com -> SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver -> General Administration Tasks -> System Copy

SAP Product Lifecycle Management

In a system landscape with multiple systems, you might have to adjust the RFC connections after the system copy. For example, you run two SAP Product Lifecycle Management systems – one system runs in the DMZ, another system serves as a back-end system (see the Technical System Landscape chapter in this guide). If you want to replace the system in the DMZ or the back-end system by a system copy, proceed as follows:

- in Customizing, maintain the logical system of the new system
- Set up an RFC connection to the new system.

4.4.2 Heterogeneous system copy

Heterogeneous system copies for EHP5 for SAP ERP 6.0 are currently supported on request and on a project basis. For more information see SAP Note 543715. More details and forms are available on service.sap.com/osdbmigration.



A client copy from one system into another system with different operating system or database is not an alternative to a complete heterogeneous migration. For example, client copies do not ensure that all repository changes are taken over into the new system. Therefore, if you want to change your EHP5 for SAP ERP 6.0 database or application server platform, a heterogeneous system copy is the only procedure that ensures full data replication into the new system.

4.5 Periodic Tasks

This chapter describes all automatable tasks required to run periodically in order to keep the application running smoothly over time. Such tasks may be required on component level and are therefore relevant in each scenario that uses the component. You can find the mapping in the chapter Scenario / Component Matrix above. Other tasks may be relevant for certain business scenarios only. It is important that you monitor the successful execution of these tasks on a regular basis.

Refer to the SAP ERP 6.0 SR3 Solution Operation Guide for additional background information. In contrast to the SAP ERP 6.0 SR3 Solution Operation Guide and the Solution Operation Guides for EHP1, EHP2, EHP3 and EHP4 for SAP ERP 6.0, the present guide only lists those components for which specific information is relevant.

SAP Product Lifecycle Management

SAP Product Lifecycle Management uses the standard tools and procedures based on SAP NetWeaver ABAP technology. For more information about periodic tasks, see SAP Help Portal at <http://help.sap.com> → *SAP NetWeaver* → *SAP NetWeaver 7.0 (2004s)* → *SAP NetWeaver 7.0 (English)* → *Administrator's Guide* → *Technical Operations Manual for SAP NetWeaver*.

If you are using Search Engine Service (SES), for each object type you have to run the periodic task COM_SE_DISPATCHER in delta mode.

If you are using Enterprise Search (ES), you have to maintain and monitor periodic tasks via the Enterprise Search Administration Cockpit.

4.5.1 Scheduled Periodic Tasks

This chapter describes all automatable tasks required to run periodically in order to keep the application running smoothly over time. Such tasks may be required on component level and are therefore relevant in each scenario that uses the component. You can find the mapping in the chapter *Scenario/Component Matrix* above. Other tasks may be relevant for certain business scenarios only. It is important that you monitor the successful execution of these tasks on a regular basis.

Refer to the SAP ERP 6.0 SR3 Solution Operation Guide for additional background information.

In contrast to the SAP ERP 6.0 SR3 Solution Operation Guide and the Solution Operation Guides for EHP1, EHP2, EHP3 and EHP4 for SAP ERP 6.0, the present guide only lists those components for which specific information is relevant.

SAP Product Lifecycle Management

Scenario-Specific Scheduled Periodic Tasks

Required for scenario(s)	Program Name/Task	Task scheduling tool	Recommended Frequency	Detailed Description
PLM Authorization Checks	/PLMB/R_UPDATE_RT_FROM_CP	Transaction SM36	5 minutes - once per day	This report transforms changes to access control contexts or user groups to database tables that are used by the PLM authorization check. It must be scheduled as a regularly running batch job. Its frequency determines how fast changes to user groups and access control contexts take effect for PLM authorization checks.
PLM Authorization Checks	SBAL_DELETE	Transaction SM36	Weekly	This report deletes old log entries. It should be scheduled regularly to ensure that log entries from report /PLMB/R_AUTH_UPDATE_RT_FROM_CP are deleted when they have reached their expiry date.
PLM Authorization Administration	/PLMB/R_DELETE_CONTEXT_ASSIGNMENT	Transaction SM36	Once a day or depending on archiving runs	This report checks for assignments of contexts to objects that have been archived and deleted recently. The report removes those assignments.

4.5.2 Required Manual Periodic Tasks

This chapter describes all manual tasks required to run periodically in order to keep the application running smoothly over time. A manual task needs a person to execute, in contrast to the scheduled tasks listed above, which can be automated using a task scheduler program. Such tasks may be required on component level and are therefore relevant in each scenario that uses the component. You can find the mapping in the chapter Scenario/Component Matrix above. Other tasks may be relevant for certain business scenarios only. It is important that you monitor the successful execution of these tasks on a regular basis.

SAP Product Lifecycle Management

Scenario-specific manual tasks

Required for scenario(s)	Task	Tool(s) supporting this task	Recommended Frequency	Detailed Description
Check for duplicate user groups	/PLMB/R_DUPLICATE_USRGRPS	Transaction SM6	On demand	This report can be used to check for duplicate user groups.

If you are using Search Engine Service (SES), for each object type you have to run the periodic task COM_SE_DISPATCHER in delta mode.

If you are using Enterprise Search (ES), you have to maintain and monitor periodic tasks via the Enterprise Search Administration Cockpit.

4.6 Load Balancing

EHP5 for SAP ERP 6.0 uses the standard functionality of SAP NetWeaver for logon and load balancing. For more information on load balancing, see SAP Service Marketplace at help.sap.com → SAP NetWeaver SAP NetWeaver 7.0 (including Enhancement Package 2) - > SAP NetWeaver 7.0 Library -> English -> SAP NetWeaver Library Administrator's Guide -> Technical Operations Manual for SAP NetWeaver -> General Administration Tasks -> High Availability -> Network High Availability -> Web Server Networks and DMZs

4.7 User Management

EHP5 for SAP ERP 6.0 uses the standard functionality of SAP NetWeaver for user management, such as creating users with transaction SU01 and creating and using roles with transaction PFCG. For more information on user management, see SAP Service Marketplace at help.sap.com → SAP NetWeaver SAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library -> English -> SAP NetWeaver Library Administrator's Guide -> Technical Operations Manual for SAP NetWeaver -> General Administration Tasks -> Security and User Management

4.8 Printing

EHP5 for SAP ERP 6.0 uses the standard functionality of SAP NetWeaver for printing. For more information on printing, see SAP Service Marketplace at help.sap.com → SAP NetWeaver SAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library -> English -> SAP NetWeaver Library Administrator's Guide -> Technical Operations Manual for SAP NetWeaver -> Administration of SAP NetWeaver Systems -> AS ABAP (Application Server ABAP) -> Administration -> Printing

5 High Availability

EHP5 for SAP ERP 6.0 follows the general high availability concept for all SAP NetWeaver based systems. For more information on high availability, see SAP Service Marketplace at

help.sap.com → SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver -> General Administration Tasks -> High Availability

6 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 teams, development teams, and application support teams.

The goal of Software Change Management is to establish 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.

The following topics are covered:

Transport and Change Management – Enables and secures the distribution of software changes from the development environment to the quality assurance and production environment.

Development Request and Development Release Management – Enables customer-specific maintenance procedures and open integration with third-party products.

Template Management – Enables and secures the rollout of global templates, including localizations.

Quality Management and Test Management – Reduce the time, cost, and risk associated with software changes.

Support Packages and SAP Notes Implementation – Provide standardized software distribution and maintenance procedures.

Release and Upgrade Management – Reduces the time, cost, and risk associated with upgrades.

6.1 Transport and Change Management

For transport and change management issues, the procedures of SAP NetWeaver apply for EHP5 for SAP ERP 6.0. For more information, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at help.sap.com → SAP NetWeaverSAP NetWeaver 7.0 (including Enhancement Package 2) -> SAP NetWeaver 7.0 Library ->English -> SAP NetWeaver LibraryAdministrator's Guide -> Technical Operations Manual for SAP NetWeaver -> Administration of SAP NetWeaver Systems -> AS ABAP (Application Server ABAP) -> Software Logistics -> Transport and Change Management

6.2 Development Requests and Development Release Management

The standard procedures of SAP NetWeaver apply. See the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at help.sap.com → *SAP NetWeaver* *SAP NetWeaver 7.0 (including Enhancement Package 2)* → *SAP NetWeaver 7.0 Library* → *English* → *SAP NetWeaver Library Administrator's Guide* → *Technical Operations Manual for SAP NetWeaver*

6.3 Template Management

You can deploy Customizing settings by using Business Configuration Sets (BC sets). For more information about BC sets, you can refer to note 877008 "Composite SAP note about Switch BC Sets".

6.4 Quality Management and Test Management

You may use the SAP NetWeaver Development Infrastructure to learn about the various possibilities to test your software changes.

6.5 Support Packages and Patch Implementation

We recommend that you implement Support Package Stacks (SP-Stacks), which are sets of Support Packages and patches for the respective product version that must be used in the given combination. The technology for applying Support Packages and patches will not change. You can find detailed information about the availability of SP-Stacks for EHP5 for SAP ERP 6.0 on the SAP Service Marketplace at service.sap.com/sp-stacks. Please read the corresponding Release and Information Notes (RIN) before you apply any Support Packages or Patches of the selected SP Stack.

Use the Maintenance Optimizer (transaction DSWP) of the SAP Solution Manager to select, download, and install the needed usages, or software components and required support packages. For more information, see the following:

SAP Solution Manager documentation on SAP Help Portal at help.sap.com under SAP Solution Manager Change Management Maintenance Optimizer

SAP Service Marketplace at service.sap.com/solman-mopz

The documentation for transaction SAINT (SAP Add-On Installation Tool)

For more information about the implementation of support packages as well as possible side effects, see service.sap.com/patches → SAP Support Packages in detail.

For more information about the tools necessary for implementing patches, see the Technical Operations Manual for SAP NetWeaver on SAP Help Portal at help.sap.com → *SAP NetWeaver* *SAP NetWeaver 7.0 (including Enhancement Package 2)* → *SAP NetWeaver 7.0 Library* → *English* → *SAP NetWeaver Library Administrator's Guide* → *Technical Operations Manual for SAP NetWeaver* → *General Administration Tasks* → *Software Logistics (Overview)*

6.6 Release and Upgrade Management

Following SAP ERP 6.0 SAP delivers new functions through enhancement packages. With SAP enhancement packages, you can install and activate new functions driven by your business needs without performing a system upgrade. The enhancement package installation requires two different tools – SAP Solution Manager Maintenance Optimizer and the Enhancement Package Installation tool.

As before, corrections are available in Support Packages. SAP provides Support Packages on a regular basis during the defined maintenance period. In parallel, SAP provides equivalent Support Packages for enhancement packages. You must install parts of the enhancement packages in combination with the latest available Support Packages. This approach reduces installation, modification adjustment, and testing effort. Using this strategy, SAP enhancement packages can be installed as a normal maintenance activity together with Support Packages.

For more information system landscape and installation, see the Master Guide for EHP5 for SAP ERP 6.0 on SAP Service Marketplace at

service.sap.com/instguides → *SAP Business Suite Applications* → *SAP ERP* → *SAP ERP 6.0* → *SAP enhancement packages for SAP ERP 6.0* → *SAP enhancement package 5 for SAP ERP 6.0*

7 Troubleshooting

Please note that not for all components part of EHP5 for SAP ERP 6.0 detailed troubleshooting information is available. For all WebAS based applications we advise you to have a look at the Problem Analysis Guide (PAG) that can be found at help.sap.com → *SAP NetWeaver* → *SAP NetWeaver 7.0 (including Enhancement Package 2)* → *SAP NetWeaver 7.0 Library* → *English* → *SAP NetWeaver Library Administrator's Guide* → *Technical Operations Manual for SAP NetWeaver* → *General Administration Tasks* → *Troubleshooting for SAP Web Application Server*

The PAG contains a list of problem analysis scenarios which describe all activities and their sequence in order to analyze a problem which might occur with SAP NetWeaver™ (NW).

The description of each activity contains:

- A list of the necessary tools or programs as well as the steps in the tools, if necessary
- A description of the problem-specific content semantics (e.g. log or trace messages)

PAS can cover cases of either error analysis or performance analysis.

In addition, there can be both component and scenario-oriented PAS:

- Component-oriented PAS

Error and performance analysis within single NW components (e.g. XI) or sub-components (e.g. XI-AF)

- Scenario-oriented PAS

Error and performance analysis within NW scenarios (e.g. broadcasting)

Problem analysis scenarios are available for the following areas of SAP NetWeaver™:

Usage Type	AS ABAP	SAP Knowledge Warehouse Problem Analysis Scenarios (KW)
		CCMS Monitoring Infrastructure Problem Analysis Guide
		VM Container Problem Analysis Guide
	AS JAVA	J2EE Engine Problem Analysis Scenarios
		Process Monitoring Infrastructure Problem Analysis Scenarios (PMI)
		Mobile Web Dynpro Problem Analysis Scenarios
		Web Dynpro Java Problem Analysis Scenarios (ESS)
		Problem Analysis Scenarios for Adobe Document Services
		SAP Java Connector Problem Analysis Scenarios (JCo)
		System Landscape Directory Problem Analysis Scenarios (SLD)
	Enterprise Portal (EP)	SAP Enterprise Portal Problem Analysis Scenarios
		Portal Platform Problem Analysis Scenarios
		Guided Procedures Problem Analysis Scenarios (GP)
	Mobile Infrastructure (MI)	Mobile Infrastructure Problem Analysis Scenarios
	Business Intelligence (BI)	Business Intelligence Problem Analysis Scenarios
	Process Integration (PI)	Exchange Infrastructure Problem Analysis Scenarios
	Development Structure (DI)	Design Time Repository Problem Analysis Scenarios (DTR)
		Change Management Server Problem Analysis Scenarios (CMS)
		Component Build Service: Problem-Analysis Scenarios (CBS)
Standalone Engine	Administration of a	Search and Classification Problem Analysis

	Standalone Engine	Scenarios (TREX)
General Administration	Security	Security Problem Analysis Scenarios

8 Support Desk Management

Support Desk Management enables you to set up an efficient internal support desk for your support organization that seamlessly integrates your end users, internal support employees, partners, and SAP Active Global Support specialists with an efficient problem resolution procedure.

For support desk management, you need the methodology, management procedures, and tools infrastructure to run your internal support organization efficiently.

The following topics are covered:

- Remote Support
- Component hierarchy relevant for this application

8.1 Remote Support Setup

SAP support needs to be able to work remotely for highest efficiency and availability. Therefore all required support tools must be remotely accessible for SAP support. For SAP SNC, the standard SAP procedures for setting up remote support setup apply.

For information about Remote Support Setup, see SAP Service Marketplace at service.sap.com/access-support.

All support tools are accessible by SAPGui or web browser using a support role. This role does not allow to perform any changes to the component.

For SAP J2EE based components the Java roles SAP_JAVA_SUPPORT is pre-delivered with Netweaver and recommended to be used for this purpose.

For ABAP based components e.g. the role SAP_RCA_SAT_DISP is shipped via the ABAP add-on component ST-PI.

8.2 Problem Message Handover

For information about processing of internal support messages and forwarding them to SAP, see SAP Help Portal at help.sap.com -> SAP Solution Manager -> SAP Solution Manager 7.0 -> English -> Service Desk. To send problem messages to SAP, use the referent ERP application component in the SAP application component hierarchy.

The following table includes all components of SAP Master Data Governance in the application component hierarchy (ACH):

CA-MDG	Master Data Governance
--------	------------------------

Infrastructure	
CA-MDG-DRF	Data Replication Framework
CA-MDG-RIF	Replication Interface Framework
CA-MDG-KM	Key Mapping
CA-MDG-ML	Mass Load
CA-MDG-AF	Application Framework
CA-MDG-TRR	Transport Registry
CA-MDG-VM	Value Mapping
CA-MDG-ANR	Analytics and Reporting
CA-MDG-DQ	Data Quality
Applications	
CA-MDG-APP	Applications
CA-MDG-APP-CLF	MDG Classification
CA-MDG-APP-MM	MDG Material
CA-MDG-APP-BP	MDG Business Partner (central parts)
CA-MDG-APP-SUP	MDG Supplier (central parts)
CA-MDG-APP-SUP-FI	MDG Supplier (financial parts)
CA-MDG-APP-SUP-LO	MDG Supplier (logistics parts)
CA-MDG-APP-SUP-SRM	MDG Supplier (SRM parts)
CA-MDG-APP-FIN	MDG Financials
BI Content	
BW-BCT-MDG	Master Data Governance

9 Appendix

9.1 Related Guides

You can find more information about installation and configuration in the Master Guide.

9.2 Related Information

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

Content	Quick Link to the <i>SAP Service Marketplace</i> (service.sap.com)
Master Guide, Installation Guide	instguides
Related SAP Notes	notes
Released Platforms	platforms
Network Security	securityguide network
Technical Infrastructure	ti
<i>SAP Solution Manager</i>	solutionmanager