

Interns 2.0 - HANA PS Quick Start Guide

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1. Administration & Set up

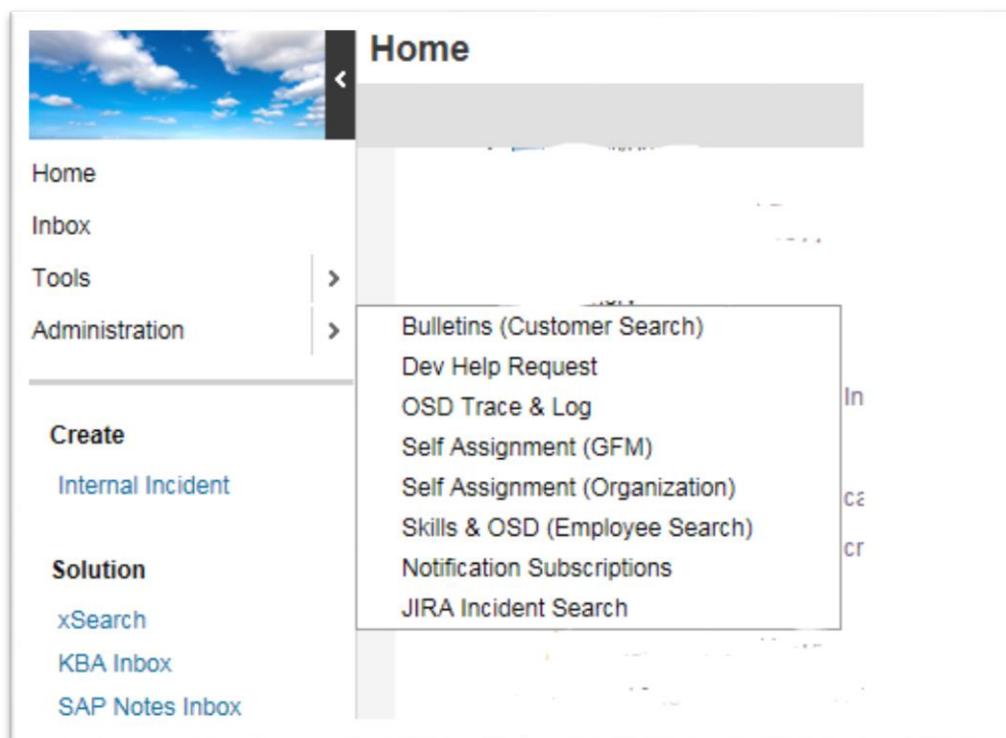
As well as setting up the BCP HANA queue it is useful to add the URLs below to your favourites, join relevant JAM groups and download at least one SPS version (SPS 11) of all HANA official documentation.

1.1 Set up BCP

BCP URL:

https://support.wdf.sap.corp/sap%28bD1lbiZjPTAwMSZkPW1pbiZpPTE=%29/crm_logon/default.htm?saprole=ZCSSNEXTPROC

- Click “Administration” -> “Self Assignment (Organization)”:



- Select the following:

The screenshot shows the 'Customer Incident Processing (CIP)' configuration screen. Under the 'Product Support (PS)' section, there are three expandable categories: 'PS VGSC AMER', 'PS VGSC APJ', and 'PS VGSC EMEA'. Each category contains a list of checkboxes for different regions and a 'Global' option.

Category	Option	Status
PS VGSC AMER	PS GSC AMER Brazil	<input type="checkbox"/>
	PS GSC AMER NA West	<input type="checkbox"/>
	PS GSC AMER Ireland	<input type="checkbox"/>
	PS GSC AMER NA East	<input type="checkbox"/>
	PS GSC AMER Global	<input checked="" type="checkbox"/>
PS VGSC APJ	PS GSC APJ China	<input type="checkbox"/>
	PS GSC APJ Global	<input checked="" type="checkbox"/>
PS VGSC EMEA	PS GSC EMEA India	<input type="checkbox"/>
	PS GSC EMEA Austria	<input type="checkbox"/>
	PS GSC EMEA Hungary	<input type="checkbox"/>
	PS GSC EMEA Spain	<input type="checkbox"/>
	PS GSC EMEA UK	<input type="checkbox"/>
	PS GSC EMEA Global	<input checked="" type="checkbox"/>

- Return to BCP homepage click "Administration" -> "Self Assignment (GFM)" and select:

The screenshot shows the 'Global Functional Manager (GFM)' configuration screen. It contains a list of checkboxes for various functional areas. The 'GFM NW DBOS' option is selected.

Functional Area	Status
GFM ASE+	<input type="checkbox"/>
GFM BI	<input type="checkbox"/>
GFM CEC	<input type="checkbox"/>
GFM CRM	<input type="checkbox"/>
GFM NW DBOS	<input checked="" type="checkbox"/>
GFM EIM	<input type="checkbox"/>
GFM EPM	<input type="checkbox"/>
GFM ERP FIN & BANKING	<input type="checkbox"/>
GFM HCM	<input type="checkbox"/>
GFM ERP MM	<input type="checkbox"/>
GFM ERP SD	<input type="checkbox"/>

1.2 Set up BCP Queue

- EMEA Unassigned:

The screenshot shows the SAP Customer Support System interface. On the left is a navigation menu with options: Home, Inbox, Tools, Administration, Create (Internal Incident, Security Incident), and Solution (xSearch, SAP Notes Inbox, KBA Inbox). The main area is titled 'Inbox' and contains a 'Search Criteria' section. This section has a table with search criteria:

Field	Operator	Value	Action
Transaction Type	is	Customer Incident	+ -
Preselection	is	Work Monitor	+ -
Assigned To	is	No one	+ -
PS Functional Area	is	0004	+ -
PS Nexus Area	equals	00040002	+ -
PS Nexus Area	equals	00040001	+ -
Processing Org.	is	PS VGSC EMEA	+ -

Below the table, there is a 'Maximum Number of Results' field set to 1.000. At the bottom, there are buttons for 'Search', 'Clear', 'Reset', 'Save Search As: EMEA Unassigned', 'Include View', and 'Save'.

1.3 Useful URLs

- Product Support Wiki: <https://wiki.wdf.sap.corp/wiki/display/pshana/Home>
- Development Support Wiki: <https://wiki.wdf.sap.corp/wiki/display/ngdb>
- Bugzilla: <https://hdbits.wdf.sap.corp/bugzilla/query.cgi>
- Crash Inspector: <https://ld7130.wdf.sap.corp/ui/>
- Mobile Docs: <https://mdocs.sap.com/mcm/public/start/index.jsp>
- JAM Social platform used for team admin etc: <https://jam4.sapjam.com>
- Corporate portal, Employees services, IT/HR tickets etc: <https://portal.wdf.sap.corp/irj/portal/>
- HANA official docs admin guide etc, customer facing:
 - Current SPS - http://help.sap.com/hana_appliance
 - Older SPS - http://help.sap.com/hana_platform_earlier_releases

1.4 Relevant JAM Groups

- HANA Product Management
- HANA High Availability Community
- SAP HANA Implementation Community

1.5 Useful Notes

[1758890](#) - SAP HANA: Information needed by Product/Development Support

[1732157](#) - Collecting diagnosis information for SAP HANA

[1592925](#) - SAP HANA Studio service connection

[508140](#) - Customer incident - Customer logon data

[2000003](#) - FAQ: SAP HANA

2. Software Installation

2.1 Install HANA Studio

- SAP HANA Studio available in: <\\production.wdf.sap.corp\\newdb\\NewDB100\\rel>

- Download the release and platform from the relevant folder e.g:

\\production.wdf.sap.corp\\newdb\\NewDB100\\rel\\<release number>\\studio\\<platform - e.g. NTintel>

- Inside folder SAP_HANA_STUDIO
Run hdbsetup.exe

- If you already have an existing Hana studio installation it will ask if you want to update or install new.

- Default install is to: C:\Program Files\sap\hdbstudio – as we need a number of versions installed it's handy to add the revision number to the end e.g. hdbstudiorev111

2.2 Install Cliphook

<https://jam4.sapjam.com/blogs/show/7Ff3Vz3rpruhvuG3fBAhN9>

The document along with the download details how to set up shortcuts. A few handy ones can be found here: <https://jam4.sapjam.com/blogs/show/u5004AokTPPlvJcmFJEOYf>

2.3 Other from Software Centre/Corner

Other 3rd party software can be downloaded from the software centre which should already be on your company laptop. The following will be useful:

- Notepad++

3. Incident Handling Process

3.1 Product Support Incident Handling Processes

Full details of this will be covered in Work Instructions In Product Support (WIPS) training. Please ask your mentor about any processes you are unsure of (consulting queries, handovers, SLAs, IRTs etc.) Full details can also be found in WIPS:

<https://portal.wdf.sap.corp/go/incidenthandling>

3.2 How incidents are assigned on HANA team

- High/Medium/Low Priority

Product Support pick 3 incidents per day per person. Incidents are chosen top down, highest work priority first. After this any additional incidents can be chosen in your specific area of interest. As you are new on the team you will not be asked to pick up this number of incidents. It will probably

be roughly 1-2 per day. Please follow guidance from your weekly mentors about the number of incidents you should be picking and in what areas.

- Very High

You will not generally be asked to process Very Highs.

3.3 Development Support Handover template

Connections and a full system dump must be included in all handovers to Dev Support. DS have also requested that all handovers include a template. See SAP Note 2288086 - SAP HANA: Incident Handover to Development Support

4. Additional Tasks

4.1 Install HANA Database – performance analysis

- This activity will most likely **not be necessary** however if one of your mentors asks you to review a performance trace using hdbadmin they may request you install the database locally:

- Builds are at:

\\production\newdb\POOL\HANA_WS_COR\opt\NTamd64

- Dara Mullally wrote article with steps:

https://jam4.sapjam.com/c/jamatsap.com/#groups/526184/documents/331333/slide_viewer