



SAP Solution Manager Landscape Assessment: Critical Considerations for Configuring and Deploying SAP Solution Manager the Right Way

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Enowa

In This Session

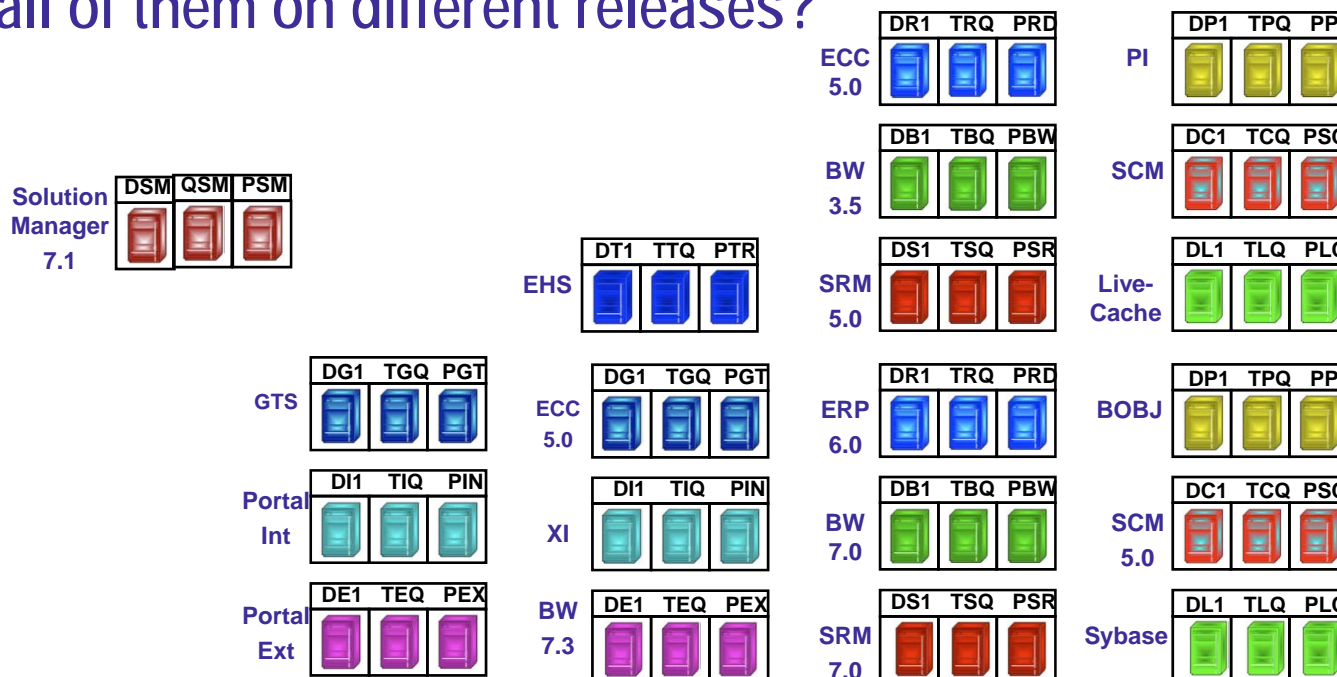
- We will review various scenarios of how SAP Solution Manager may already be deployed in your company
- We will explore ways to assess your current SAP Solution Manager landscape and how the managed systems are connected
- We will look into ways to fix and optimize your SAP Solution Manager implementation and help you to choose the right type of landscape
- We will discuss best practices for setting up SAP Solution Manager and keeping the connection to your managed systems current
- We will review what it means that SAP Solution Manager 7.0 maintenance ended at the end of 2013

What We'll Cover

- SAP Solution Manager Landscape – Overview
- How to best assess your current landscape
- Best practices to efficiently and correctly set up your SAP Solution Manager landscape considering the multiple connected managed systems
- Moving to Release 7.1 as SAP ends Maintenance for 7.0
- Wrap-up

Landscape: Size Matters!

- Do you have just a single DEV/QAS/PRD SAP ERP 6.0 system landscape?
- Or... do you have 3x23 SAP ERP boxes (DEV, QAS, PRD), 4x3 SAP BW, 2x3 SAP CRM, 2x3 SAP SCM, some SAP NetWeaver BusinessObjects, SAP NetWeaver PI, and others... let's say 93 boxes, and all of them on different releases?

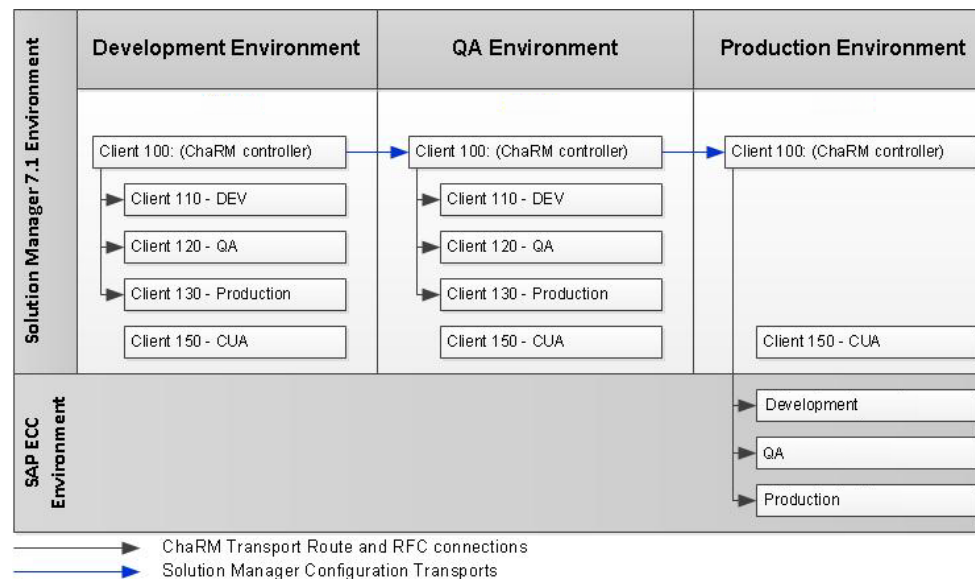


What's Important for a Solution Manager Landscape

- When reviewing your own Solution Manager landscape, many topics need to be considered
 - ♦ Solution Manager's very own landscape
 - ♦ Expected data volume on Solution Manager
 - ♦ Type and number of managed systems
 - ♦ Roadmap for Solution Manager scenarios that you want to deploy over time
 - ♦ Technical system components and important repositories
 - ♦ Ongoing SAP initiatives in your company

Landscape Strategy

- Each customer's SAP Solution Manager strategy will vary, which determines the landscape strategy and capacity
- We recommend, at minimum, a two-tier SAP Solution Manager landscape to facilitate implementation and testing activities
- Example for a Solution Manager landscape with ITSM scenario deployed:



■ Key Questions to Success

- How many Solution Manager Systems do you have?
- How should they be sized?
- How do you archive and delete possibly obsolete data?
- How many managed systems do you have connected and to which Solution Manager systems?
- How do you keep information current within Solution Manager about all your systems?
- What individual components are required on both the Solution Manager system as well as the managed systems?
- Managed Systems Information management: How do you transition from SMSY to SLD to IBase to LMDB?
- What Solution Manager scenarios do you have deployed?

One Key Element: Know the Administration Work Center

- With Release 7.1, this new work center, called “Solution Manager Administration,” allows you to:
 - ♦ Manage the landscape with the ability to:
 - ▶ Maintain RFC connections
 - ▶ Manage the extractor and agent framework
 - ▶ Verify how the system landscape is defined in Solution Manager
 - ♦ Run self-diagnosis for:
 - ▶ Solution Manager itself
 - ▶ Managed Systems
 - ♦ Maintain Solutions and Projects

You Need to Know the “Administration” Work Center

SAP Solution Manager: Work Centers

Solution Manager Administration | Technical Administration | System Monitoring | Technical Monitoring | Incident Management

⏪ ⏩

Overview

- Landscape
- Infrastructure
- Self-Diagnosis
- Self-Monitoring
- Solutions
- Projects

▼ **Related Links**

- Configuration**
 - Solution Manager Configuration
 - Managed System Setup
 - Service Connections
 - Defective RFC Connections
 - Offline Log Viewer
- Notification**
 - My Notification Settings
 - Global Recipient Pool Setup
 - Recipient Lists setup
- SAP Links**
 - SAP Support Portal
 - SAP Help Portal
 - Notes

Landscapes
Provides management applications for all landscape related elements (technical systems, databases, hosts,...).

Self-Diagnosis
Check your SAP Solution Manager system and the managed systems for configuration or runtime errors.

Solutions
Gives an overview of the configured solutions.

Infrastructure
Gives access to SAP Solution Manager centric infrastructure management applications

Self-Monitoring
Access SAP Solution Manager Self-Monitoring Alerts and Notifications

Projects
Create or maintain projects in SAP Solution Manager.

⚠ Setup completed with warnings

Quick links to all things about managing your Solution Manager landscape and self-diagnosis of your Solution Manager system

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Step 1: How Many Solution Manager Systems?

- You have one Solution Manager system
 - ♦ Still the situation with many SAP customers
 - ♦ Mostly used to generate the license key and to do “some” monitoring and EarlyWatch Alerts
 - ♦ “We only use it as a document repository”
 - ♦ Largely not utilized

Step 1: How Many Solution Manager Systems? (cont.)

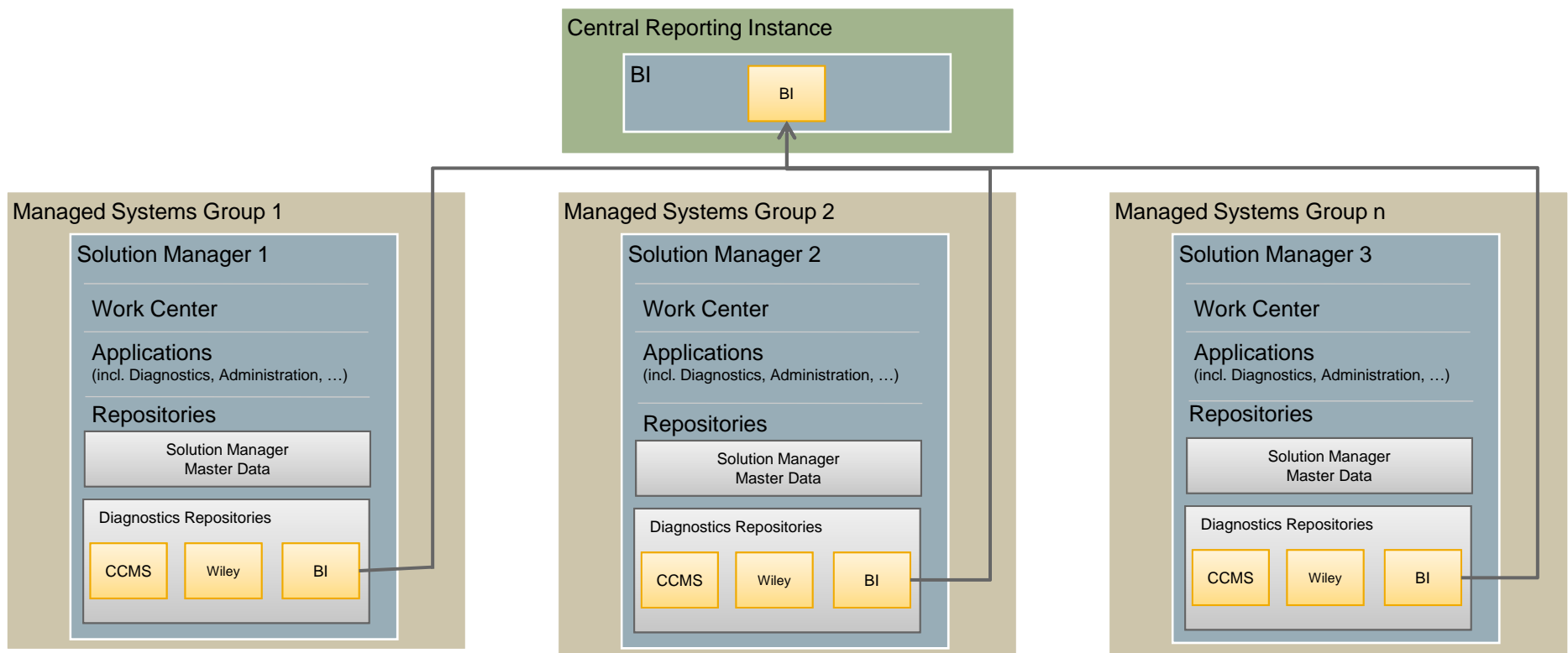
- You have two Solution Manager systems
 - ♦ Customers utilizing one or more of the “more involved” scenarios
 - ♦ Examples: Project Management, Test Management, Change Request Management, Incident Management, Custom Code Management, etc.
 - ♦ This is SAP’s minimum recommendation

■ Step 1: How Many Solution Manager Systems? (cont.)

- You have three Solution Manager systems
 - ♦ Fully deployed, three-tier Solution Manager landscape
 - ♦ You are following SAP's standard recommendation
 - ♦ Typically, many scenarios configured and deployed

Step 1: How Many Solution Manager Systems? (cont.)

- Review your own SAP Solution Manager landscape
 - You have more than three Solution Manager systems
 - Large, regional SAP landscapes by world area
 - Multi-divisional organization with divisional IT organizations



■ Step 2: Sizing of Solution Manager?

- The sizing tool kit will require a lot of input, and without a roadmap of which scenarios you plan to deploy, it's not going to be a big help
- Be aware that there are still old versions of the sizing tool around: If a file called "SSM_Sizing_ToolKit_V2_3.zip" ends up in your download folder – you downloaded the old version



Step 2: Sizing of Solution Manager? (cont.)

- Use the SAP Sizing Toolkit as a starting point



1. Select Scenario

Scenario:

2. Sizing Recommendations

Product	Component	Type	Disk (GB)	CPU (SAPS)	RAM (GB)
Solution Manager	System	Application	46	4589	22
		DataBase	219	2082	9
	Additional Java Server Node	Application	0	0	0
Solution Manager Total			264	6671	31
Introscope	EM	Application	0	2000	4
		DataBase	0	0	0
	EM (Collector)	Application	0	0	0
		DataBase	0	0	0
	EM (MOM)	Application	0	0	0
		DataBase	0	0	0
Introscope Total			0	2000	4
Grand Total			265	8671	35

How to use the SAP Solution Manager Sizing?

Select the Scenarios you want to implement for your Solution Manager.
The sheet will automatically compute the Sizing Recommendations, the Product Configurations, the Sizing Repartition between scenarios and the Database Growth based on selected scenarios.

3.1. Solution Manager Configuration

Component	Number
- Java Server Node	1
- ABAP Dialog Work Process	16

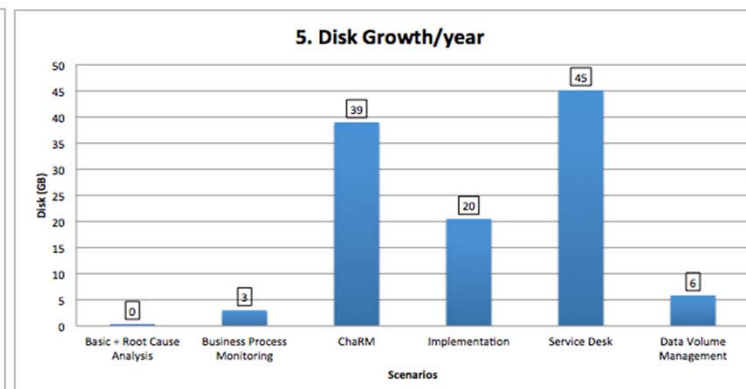
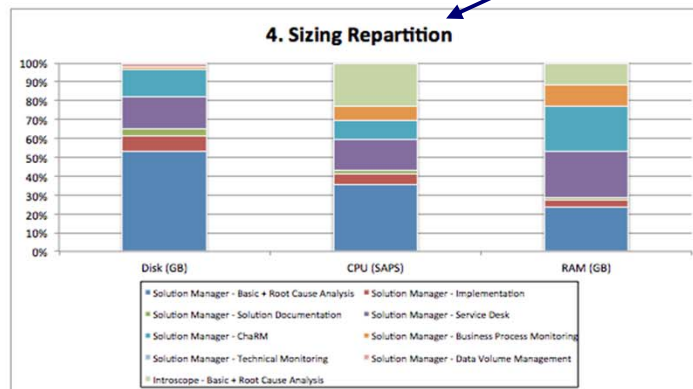
3.2. Introscope Configuration

Component	Number
- EM	1
- EM (Collector)	0
- EM (MOM)	0

<http://service.sap.com/sizing-solman> *
(zip file to download)



Tip



* Requires login credentials to the SAP Service Marketplace

Step 3: Cleaning House – Archiving in Solution Manager

- Archiving is still limited with 7.1; these objects cannot be archived at this point:
 - Projects
 - Solution landscapes
 - Incidents, change requests, change documents, issues
 - Test packages, test cases
- Documents in projects can be archived with `SOLMAN_DOCU_VERSION_ARCHIVE`
 - Attributes of these documents will stay in Solution Manager
- SAP Notes 546685 and 1092503 have details about archiving in Solution Manager



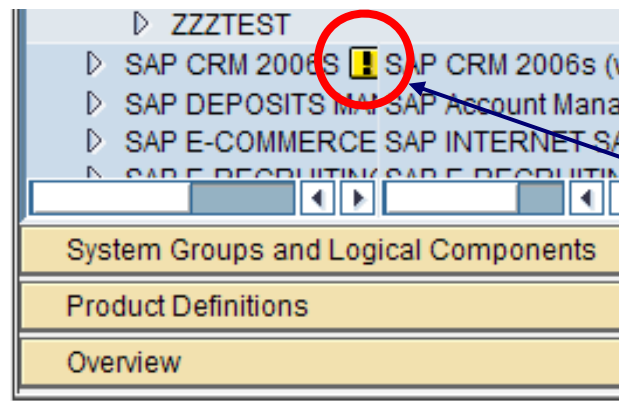
Tip

Step 3: Cleaning House – Deleting in Solution Manager

- You can clean up old or unwanted/obsolete data in SAP Solution manager. Examples are:
 - ♦ Projects (if you want to keep a copy, put it in a transport) with transaction SOLAR_PROJECT_ADMIN
 - ♦ Solutions (if dependent objects, such as issues or tickets exist, you might not be able to delete them) with the report RDSMOPDELETESOLUTION
 - ♦ Test plans and packages with transaction STBW_2
 - ♦ Business Partners with transaction BUPA_DEL

Step 4: Check Product Version

- If you have upgraded a managed system since you installed and configured Solution Manager, you need to validate or update the settings of that managed system in Solution Manager using the following steps:
 - Start the Landscape Management database with transaction LMDB (in 7.0 and 7.1 up to SP4, you had to go to SMSY)
 - Validate the logical component and create a new logical component for your upgraded managed system



Do you remember these icons in SMSY from Release 7.0?

Step 4: Check Product Version (cont.)

- Start transaction LMDB and select/enter the system you want to validate on the tab "Technical Systems"

Landscape Management Database

LMDB Infrastructure Status: ⚠ Warning (Check tooltip for details)

Other Functions ▾

Start Screen for Landscape Maintenance

Technical Systems Hosts Product Systems

Create, Display, and Edit Technical Systems

Create Technical System Display License Data Generate Installation Key

Technical System Selection

Type: * Application Server ABAP

Extended System ID: * S71 [Display] [Edit]

Enter the system you want to validate the product version for and select "Edit"

Step 4: Check Product Version (cont.)

System Landscape Product System - Edit Namespace: active

Product System Name S71

Save Read Only **Check** LMDb Start Screen Hide Navigation Tree

Navigation Tree

- S71 (Product System)
 - Technical Systems
 - S71 (Application Server ABAP)**
 - Software
 - System Database
 - Technical Instances
 - ABAP Clients
 - Hosts
 - Destinations
 - S7100001 (Application Server Java)
 - Related Product Systems
 - Verification completed on 13.10.2012 23:32:08

System Overview

System Type: Application Server ABAP
 Extended System ID: S71
 System ID: S71
 Database Host: solman71
 Installation Number: 0020656821
 System Number: 00000000311571905

Description:

Release: 702

Technical System Status: Active (2)

Landscape Pattern: Used in One Product System (SIDECAR)

Java Part of Dual-Stack: [S7100001](#) Application Server Java

[Where Used](#) [Details](#) [Unassign Java Stack](#) [Advanced](#)

Last Manual Change: 08.04.2013 20:48:20 EROWA_ADMIN [Details](#)
 Last Change by Data Supplier: 14.10.2012 03:27:01

Product Versions Product Systems Technical Scenarios Custom Attributes SAP Support Portal

Product Versions Installed on Technical System

Product Version	Supplier	Installed	Diagnostics
SAP SOLUTION MANAGER 7.1	automatic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Click "Check" to validate

Product Version(s) for Solution Manager or any managed system are listed in this tab

Step 4: Check Product Version (cont.)

- Validate the logical components and create a new logical component for your upgraded managed system
- Then, replace your obsolete logical component in your solutions. Before you do that, de-activate the solution and any business process monitoring sessions that you may have active (using the Solution Manager Administration Work Center or transaction SOLMAN_DIRECTORY).
- Don't forget to activate your solution and business process monitoring sessions again
- For implementation projects, you can choose to leave or update the logical component
 - ♦ It is recommended to leave any outdated logical components in your project if it's closed
 - ♦ For any active projects, update the logical component



Don't Forget



Tip

Step 5: Check Your Connections to Managed Systems

- Which managed system should be connected to which Solution Manager System?
 - ♦ The entire landscape of all managed systems, i.e., all development, quality assurance, production systems of all SAP products (examples: ERP, SRM, BW, SCM, CRM, etc.), should be connected as managed systems to your production Solution Manager system
 - ♦ Your production Solution Manager system is the one central system for the management and setup of the connected systems
 - ♦ Having all systems connected allows you to utilize scenarios such as Change Analysis, ChaRM, Quality Gate Management, etc.

Step 5: Check Your Connections to Managed Systems (cont.)

- Which managed system should be connected to which Solution Manager System? (cont.)
 - ♦ Your development and/or quality Solution Manager system should also be connected to some managed systems, primarily for testing purposes
 - ♦ We often recommend considering connecting sandboxes from the landscapes to the DEV/QAS Solution Manager system
 - ♦ For some scenarios (primarily ITSM), we recommend applying a special client strategy on your test Solution Manager system

Step 6: Landscape Verification Tool

- Tool to verify your landscape information
 - ♦ First introduced by SAP in June 2010 (LV 1.0) as an add-on to Solution Manager 7.0, EHP1, SP23
 - ♦ Tremendously increased functionality and stability and has now been made a part of the Product System Editor of the LMDB (as of 7.1, SP05)
 - ♦ Valuable tool for administrators of complex landscapes (pre SP05: use transaction LVSM)



Step 6: Landscape Verification Tool (cont.)

- Executing the verification for a system in your landscape
 - ♦ Go to the Solution Manager Administration work center, select the landscape view, choose the system you want to verify, and click "Edit"

The screenshot displays the SAP Solution Manager Administration work center interface. The left sidebar shows the navigation menu with the 'Landscape' tab selected. The main area shows a table of product systems. The first row, highlighted in orange, represents the system BC0_0001. The 'Edit' button in the top toolbar is highlighted with a red arrow.

Status	Status Text	Product System Name	Description	Assigned Product Version(s)
Unknown	Unknown	BC0_0001		EHP1 FOR SAP CRM 7.0 , SAP CRM 7.0
Unknown	Unknown	BR0		EHP1 FOR SAP SRM 7.0 , SAP SRM 7.0 , SAP SRM 7.0 / NW7.01
Unknown	Unknown	BS0		SAP ADAPTER FOR QC 1.0 , SAP EHP2 FOR SAP NETWEAVER 7.0 , SAP PRODUCTIVITY PAK ADPT. 1.0 , SAP SOLUTION MANAGER 7.0 EHP 1 , SAP SOLUTION MANAGER 7.1 , SAP TAO 2.0 , SL TOOLSET 1.0

Step 6: Landscape Verification Tool (cont.)

- Executing the verification for a system in your landscape (cont.)
 - ♦ Start the verification by selecting the “Verification status unknown” entry for your system and clicking on the “Execute Verification Check (Asynchronous)”

System Landscape Product System - Display Namespace: active [Help](#)

Product System Name: BS0

☒ Verification check started in background - [Display Help](#)
☒ Verification check still running; choose 'Refresh' to update view - [Display Help](#)

[Display Message Log](#)

[Edit](#) [Close](#) [Refresh](#) [LMDB Start Screen](#) [Hide Navigation Tree](#)

Navigation Tree

- BS0 (Product System)
 - Technical Systems
 - Related Product Systems
 - Verification status unknown**

Verification

Verification Check

[Execute Verification Check \(Asynchronous\)](#) [Filter](#)

Check Ended At	Check Name	Runtime (m...)	Performed By

Verification Results

[Filter](#)

Status	Check Object	Message Text	...	In...

Step 6: Landscape Verification Tool (cont.)

- Executing the verification for a system in your landscape (cont.)
 - ♦ Review the verification check results
 - ♦ If the results show errors, they can be corrected using the button in the info column

System Landscape Product System - Display Namespace: active [Help](#)

Product System Name BS0

✓ Verification check finished; you can review new check results

[Display Message Log](#)

[Edit](#) [Close](#) [Refresh](#) [LMDb Start Screen](#) [Hide Navigation Tree](#)

Navigation Tree

- BS0 (Product System)
 - Technical Systems
 - Related Product Systems
 - Verification completed on 07/17/2012 11:48:08

Verification

[Execute Verification Check \(Asynchronous\)](#) [Filter](#)

Check Ended At	Check Name	Runtime (m...)	Performed By
07/17/2012 11:48:08	Product System Consistency Checks	66,615	BANERJV1

Verification Results

Status	Check Object	Message Text	...	Info
✗	BS0 (Product System)	Cannot recognize product instance SAP SOLUTION MANAGER 7.0 EHP 1 - Solution Manager ABAP Stack	...	Info
✗	BS0 (Product System)	Cannot recognize product instance SAP SOLUTION MANAGER 7.0 EHP 1 - Solution Manager JAVA Stack	...	Info

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Best Practices: Basic Understanding

- Solution Manager needs to be Unicode
 - ♦ If you are on a prior release and not yet on Unicode with your Solution Manager system, a migration is highly recommended
- Solution Manager needs to be dual stack (ABAP & JAVA)
- For new customers running only on HANA environments, SAP Solution Manager 7.12, powered by SAP HANA (SP1) is available
 - ♦ SAP Note 1831407: Solution Manager 7.12 – Basic Functions
 - ♦ SAP Note 1847305: Profile parameters for Solman 7.12 on HANA
- Comprehensive planning is required (sizing, landscape design, etc.) – We recommend a planning workshop before you start
- Installation guides can be found as usual:
 - ♦ <http://service.sap.com/instguides> *

Best Practice: SOLMAN_SETUP

- No matter what you do, SOLMAN_SETUP has to be done
- First three sections are part of the key set-up procedure

SAP Solution Manager Configuration: System Preparation

Technical System S71~ABAP~100 User Name WHESEL

1 Create Users 2 Check Installation 3 Implement SAP Note 4 Configure Connectivity 5 Prepare Landscape D...

Edit Previous Next Save Reset

Help

In this step, you have to create or update dialog and system users, and assign the appropriate default roles.

In the case of dialog users, you have the following options:

- Create a default user
- Update the authorizations of an existing user automatically
- Update the authorizations of an existing user manually

To create a user, do the following:

Users

Create all Users

Status	Current ID	Standard ID	User Type	System
■	SOLMAN_ADMIN	SOLMAN_ADMIN	Dialog User	S71
■	SMD_ADMIN	SMD_ADMIN	System User	S71
■	SOLMAN_BTC	SOLMAN_BTC	System User	S71
■	SM_EXTERN_WS	SM_EXTERN_WS	System User	S71
■	SM_INTERN_WS	SM_INTERN_WS	System User	S71

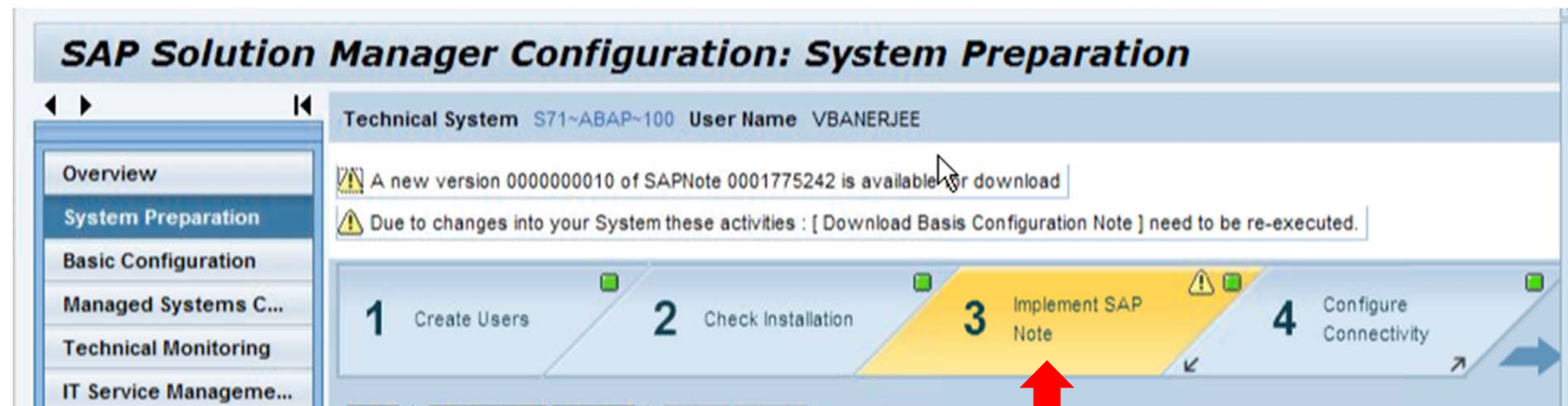
Important step for setting up the landscape

Best Practice: SOLMAN_SETUP (cont.)

- Section “System Preparation”
 - ♦ For a new install:
 - ▶ Perform all steps – all steps are mandatory except the migration of system data into LMDB from SMSY
 - ▶ “Outside Discovery Step” must be performed to collect all system information
 - ♦ For upgrade/patch:
 - ▶ Perform selected steps
 - ▶ If you are not yet using the LMDB, migrate all systems from the current SMSY/SLD into the LMDB

Best Practice: SOLMAN_SETUP (cont.)

- Central Correction Note (CCN) is another key step
- Make sure to implement it and keep it current at all times
- The Note is updated several times during the year by SAP



Best Practice: SOLMAN_SETUP (cont.)

- Prepare Landscape Description (Step 5 in System Preparation)



- Includes all the key steps to properly prepare all landscape-related settings
 - ♦ Select SLD
 - ♦ Set up LMDB
 - ♦ Migrate Data into LMDB
 - ♦ Prepare Outside Discovery
 - ♦ Connect Diagnostics

What About the System Landscape Directory (SLD)?

- Over the years, there were different recommendations
 - ♦ Put it on Solution Manager
 - ♦ Put it on SAP NetWeaver PI/XI
- Then came the “central” or “master” SLD concept, and the recommendation has been stable over the past 4-5 years:
 - ♦ “Run one central SLD on an existing Java stack in your landscape”
 - ♦ If Solution Manager is the only Java stack you have, you can consider installing and configuring it there, but typically it is the SAP NetWeaver PI system

What About the System Landscape Directory (SLD)? (cont.)

- If you want to use the SLD together with the Landscape Management Database (LMDB), be aware of minimum requirements in support packs
 - ♦ Lower than EHP2, SP6, Patch 5 for SAP NetWeaver 7.0: Not supported
 - ♦ SAP NetWeaver 7.1: Need to be on SP9
 - ♦ EHP1 for SAP NetWeaver 7.1 and above: All service packs



Best Practice: SOLMAN_SETUP



- SLD strategy
 - ♦ If you have a PI/XI instance in your landscape, the SLD on PI will act as the central/master SLD
 - ♦ The PI SLD is pushing data to the Solution Manager SLD
 - ♦ The Solution Manager SLD then provides data for the LMDB
- Outside discovery
 - ♦ Generally recommended, but critical step if you have any form of virtualization in the landscape



Best Practice

Best Practice: SOLMAN_SETUP (cont.)

- Basic configuration section
 - It is very important not to skip the configuration of the CA Wily Introscope at this time (size the CA Wiley host)
 - Revisiting this particular area of setup later is usually a lot of effort and an expensive proposition

SAP Solution Manager Configuration: Basic Configuration

Technical System: S71~ABAP~100 User Name: VBANERJEE

1 Specify Solution 2 Specify User & Connectivity ... 3 Specify Landscape Data 3.1 Configure CA Wily Introscope

Edit Previous Next Save Reset

Help

Steps

Status	Updates Needed	Description	Last Changed at
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Configure CA Wily Introscope	09.04.2013 01:09:04
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Configure SAProuter	07.04.2013 00:17:22
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Configure SAPconnect	21.11.2012 11:56:41

Details of Step: All

Best Practice: SOLMAN_SETUP (cont.)

- Basic configuration section (cont.)
 - Configure Automatically (Step 5) is important to ensure that specifically these steps are performed without any errors:

SAP Solution Manager Configuration: Basic Configuration

Technical System: S71~ABAP~100 User Name: VBANERJEE

Progress: 5 Configure Automatically (Active) 6 Configure Engagement Rep... 7 Create Configuration Us... 8 Complete

Buttons: Edit, Previous, Next, Save, Reset

Help

Automatic Activities

Buttons: Show All Logs, Execute All, Execute Selected, Refresh

Status	Updates Needed	Description	Navigation	Execution Status	Documentation
	<input type="checkbox"/>	Activate BW Source System	Open URL	Execute	Display
	<input type="checkbox"/>	Activate Piece Lists	Start Transaction	Execute	Display
	<input type="checkbox"/>	Create External Aliases	Start Transaction	Execute	Display
	<input type="checkbox"/>	Activate Services	Start Transaction	Execute	Display
	<input type="checkbox"/>	Prepare Business Partner Change	Start Transaction	Execute	Display
	<input type="checkbox"/>	Business Partner for SAP Support	Start Transaction	Execute	Display
	<input type="checkbox"/>	Generate Business Partner Screen		Execute	Display
	<input type="checkbox"/>	Schedule SolMan Manager Background Jobs	Start Transaction	Execute	Display
	<input type="checkbox"/>	Connection to SAP	Start Transaction	Execute	Display
	<input type="checkbox"/>	Schedule NetWeaver Standard Jobs	Start Transaction	Execute	Display

Best Practice: SOLMAN_SETUP (cont.)

- Basic configuration section (cont.)
 - Configure Engagement Reports (Step 6) is critical for ensuring data is transferred to SAP (when service reports are run)

SAP Solution Manager Configuration: Basic Configuration Personalize

Technical System S71~ABAP~100 User Name VBANERJEE

5 Configure Automatically 6 Configure Engagement Rep... 7 Create Configuration Us... 8 Complete

Edit Previous Next Save Reset

Help

Manual Activities

Show All Logs Filter

Status	Updates Needed	Description	Navigation	Execution Status	Documentation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Enable Usage and Landscape data transfer	Start Transaction	Performed	Display
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Enable Engagement Reports data transfer	Start WebDynpro	Performed	Display

Best Practice: SOLMAN_SETUP (cont.)

- Basic configuration section (cont.)
 - Critical step for security administrators (Step 7) – this ensures the quick setup for users using the different scenarios
 - Authorizations management in Solution Manger is typically a very underestimated effort!



Caution

SAP Solution Manager Configuration: Basic Configuration Personalize

Technical System **S71-ABAP-100** User Name **VBANERJEE**

5 Configure Automatically 6 Configure Engagement Rep... **7 Create Configuration Us...** 8 Complete

Edit Previous Next Save Reset

Help

Users Refresh

Status	Scenario	Current ID	Standard ID	User Type	System	Documentation
	Incident, Problem & Reques...	SMC_IM_S71	SMC_IM_S71	Dialog User	S71	Display
	BI Monitoring	VVEK	SMC_BIMN_S71	Dialog User	S71	Display
	Data Volume Management	VVEK	SMC_DVM_S71	Dialog User	S71	Display
	Change Request Management	VVEK	SMC_CHRM_S71	Dialog User	S71	Display
	End-User Experience	VVEK	SMC_EEM_S71	Dialog User	S71	Display
	PI Monitoring	VVEK	SMC_PI_S71	Dialog User	S71	Display
	System Monitoring	VVEK	SMC_SM_S71	Dialog User	S71	Display
	Business Process Monitoring	VVEK	SMC_BPO_S71	Dialog User	S71	Display
	Business Process Change ...	VVEK	SMC_BPCA_S71	Dialog User	S71	Display

Best Practice: Simulation Clients for ITSM Scenarios

- Create four clients on your DEV/QAS Solution Manager System to allow simulation/testing of the ChaRM functionality within one SAP Solution Manager system



Best Practice

SAP

New password

Client: 100

User: whes1

Password: *****

Language:

Information

Solution Manager 7.1 (S71)

Clients:

- 100: Standard Solman Client
- 200: Simulation: CHARM DEV client
- 201: Simulation: CHARM QAS client
- 202: Simulation: CHARM PRD client

Each client simulates a role:

100: ChaRM Control

200: Simulated DEV

201: Simulated QAS

202: Simulated PRD

Best Practice: Be Smart on SAP Service Marketplace Search

- In September 2013, this search returned 60+ SAP Notes, which were over 50% relevant



Best Practice

SAP SUPPORT PORTAL

Welcome, Winni Hesel

my Profile | my Inbox | my Favorites

Quick Link

HOME | **Help & Support** | Software Downloads | Keys & Requests | Data Administration | Maintenance & Services | SAP Solution Manager | Release & Upgrade Info | Knowledge Exchange

SAP xSearch | **Search for SAP Notes & KBAs** | Report a Product Error | Connect to SAP | Support for Analytics Solutions | Support For Recent Acquisitions | Contact SAP

Search for SAP Notes and SAP Knowledge Base Articles

Search for SAP Notes and SAP Knowledge Base Articles

- SAP HotNews - Priority 1 SAP Notes
- SAP Security Notes
- SAP Legal Change Notes
- SAP TopNotes
- SAP Analytics Notifications
- Side-Effects of SAP Notes
- Media Library
- Note Assistant
- Learning Map
- Support Enabling Sessions

Quick Link Information

Access this topic directly at <http://service.sap.com/notes>

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SEARCH FOR SAP NOTES AND SAP KNOWLEDGE BASE ARTICLES

In your search results, SAP Knowledge Base Articles are marked with an asterisk (*). Find out more about the [difference between SAP Notes and SAP Knowledge Base Articles](#).

Search options

Used Template: no template used

Language: ☐ German ☒ English ☐ Japanese

Search Term: managed system configuration

Search Method: All Terms (AND)

Search Range: All

Search behavior: ☒ Linguistic search ☐ Exact search

Application Area: SV-SMG-INS-CFG

Restrictions: No Restriction

Additional Criteria: Default selection

Load Temp

Search

Select

Select

Select

Application Area/Component: SV-SMG-INS-CFG

Best Practice: Be Smart on SAP Service Marketplace Search (cont.)

- These “basic” searches will provide you with key SAP Notes required after any maintenance step on your Solution Manager system
- Then, “scenario-specific” searches will deliver key tips, tricks, bug fixes, and documentation on individual Solution Manager functionality (all 7.1 Release)
 - ♦ Change Request Management (SAP Note 1574224)
 - ♦ Quality Gate Management (SAP Note 1509091)
 - ♦ Central System Administration (SAP Note 1686849)
 - ♦ Custom Development Management Cockpit (SAP Note 1244713)

What About SAP NetWeaver BW on Solution Manager?

- BW has become a very important part of SAP Solution Manager's reporting capabilities
- Two approaches to install it into the Solution Manager landscape:
 - ♦ As part of the productive Solution Manager client
 - ▶ Simpler configuration, separates the BW activities for Solution Manager from the business reporting on the BW instance
 - ▶ SAP's recommendation
 - ♦ As a separated client on Solution Manager
 - ▶ More complex configuration, separate user management
 - ▶ Increased security (if needed), but no technical benefit

What We'll Cover

- SAP Solution Manager Landscape – Overview
- How to best assess your current landscape
- Best practices to efficiently and correctly set up your SAP Solution Manager landscape considering the multiple connected managed systems
- Moving to Release 7.1 as SAP ends Maintenance for 7.0
- Wrap-up

Upgrade Considerations

- If you have data to protect (i.e., ChaRM and Service Desk live, many projects and solutions, etc.), it is strongly recommended that you upgrade
- Fresh installations should be considered if SAP Solution Manager is used for very basic purposes
- You should be at least planning your upgrade now, as support for Solution Manager 7.0 ended at the end of 2013
- SAP is not offering extended maintenance
- 7.1 has been out for a while, is stable, and is on SP10
- When planning to use new 7.1 features, check your maintenance agreement, as you will not have access to many features if you are not on Enterprise Support → <http://tinyurl.com/l78h4cj>

■ Upgrade Considerations (cont.)

- Scenario A: No additional hardware investment needed
 - ♦ No plans to build upon current architecture
 - ▶ Configuration of data, scenario deployment/expansion, large volume of new users
 - ♦ Adding a small number of additional managed systems and users
- Scenario B: Hardware review recommended
 - ♦ Significant scope increase across environment
 - ▶ Scenarios (Technical Monitoring, SAP ITSM, Documents, etc.)
 - ▶ Users (e.g., 5,000+ users to support full ITSM rollout)
 - ▶ Managed systems (e.g., to support monitoring, ITSM, etc.)

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Where to Find More Information

- Vivek Banerjee, "Explore the New Features of LMDb with Support Package 05" (*SAP Professional Journal*, March 2013).
 - ♦ <http://sapexperts.wispubs.com/Solution-Manager/Articles>
- Podcast on SAPinsider Web site with Winni Hesel
 - ♦ <http://sapinsider.wispubs.com/Assets/Blogs/2013/September/Winni-Hesel-on-the-Benefits-of-Upgrading-to-SAP-Solution-Manager-7-dot-1-Podcast>
- <http://service.sap.com/instguides> *
 - ♦ Select SAP Components → SAP Solution Manager → Release 7.1
- SAP Wiki on Solution Manager setup
 - ♦ <http://wiki.scn.sap.com/wiki/display/SMSETUP/Maintenance+of+Product+in+the+System+Landscape>

7 Key Points to Take Home

- Landscape design and management for Solution Manager itself, as well as how to connect managed systems, needs to be planned well
- Know your terms: Understand what to use when and how they interact – SMSY, SLD, LMDB
- Landscape Verification Tool from SAP is now (as of 7.1, SP05) integrated into LMDB
- Plan for at least a two-tier Solution Manager landscape
- SOLMAN_SETUP is mandatory, whether you install new, upgrade, or just apply the latest service pack
- “Smart” SAP Service Marketplace search avoids headaches during the implementation
- You can simulate an entire ChaRM scenario on one Solution Manager system

■ Your Turn!



Questions?

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Please remember to complete your session evaluation

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