

# System Recommendations in SAP Solution Manager 7.2

## PRESENTATION – MEET THE EXPERT

Meet the Expert session powered by SAP Enterprise Support Academy  
February, 2016



# Agenda

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- **System Recommendations Introduction**
- **Setup System Recommendations in SAP Solution Manager 7.2**
- **Start working with System Recommendations in SAP Solution Manager 7.2**
- **Additional Customizing Possibilities**
- **Support Offer**
- **Additional Information**

# Where can you find this Slide Deck?

<http://support.sap.com/sysrec> → More Information → Usage, configuration and customizing of System Recommendations in SAP Solution Manager 7.2

**SAP Solution Manager**

Usage Rights

Processes

- > Solution Implementation
- > Solution Documentation
- > Template Management
- > Test Management
- > Change Control Management
- > IT Service Management
- > Application Operations
- > Business Process Operations
- ▼ Maintenance Management
  - > Scope and Effort Analyzer
  - > Maintenance Certificate
  - > Maintenance Planner
  - > Maintenance Optimizer
  - > System Recommendations**
- > Landscape Transformation

## System Recommendations

**Tailored automated recommendation for SAP Notes**

System Recommendations provides a detailed recommendation of ABAP and non-ABAP notes which should be implemented, based on the actual status of the system and already implemented notes.

**Advantages and Features of System Recommendations**

- The recommendation comprises the following notes categories:
  - Security notes
  - Performance-relevant notes
  - HotNews
  - Legal change notes
  - Correction notes / Patch notes
- Powerful calculation method for notes provides a comprehensive recommendation for the selected system
- Increase system security by applying up-to-date security-relevant notes exactly tailored for the respective system
- Integration into Change Request Management to directly create a Request for Change for the selected notes
- Integration with Usage Procedure Logging (UPL) to distinguish between used and unused code
- Integration into Change Impact Analysis to calculate the impact and testing scope
- Easy-to-use filter settings allow exact selection of system or solution

**Latest News**

**Februar 2016:** This page has been updated with information on new System Recommendation features in SAP Solution Manager 7.2 SP01.

**More Information**

How to implement and use SAP Solution Manager Fiori App for System Recommendations (SAP Solution Manager 7.2 SP01)

[Usage, configuration and customizing of System Recommendations in SAP Solution Manager 7.2](#)

SCN Blog on System Recommendations (based

# SAP notes



SAP System

You have to apply various types of notes and patches to keep your SAP systems up-to-date and secure.



## Security notes

Advice from SAP experts regarding important actions and patches to **ensure the security of your systems**: <https://support.sap.com/securitynotes>



## Performance relevant notes

SAP notes containing information and corrections for performance improvement of SAP systems



## Java patches

A **patch** is a code correction for a specific version of an SAP product.



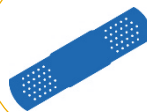
## Legal Change notes

Respond to requirements caused by changes in legal regulation



## HotNews

SAP customer notes with priority 1 (very high priority) to resolve or avoid problems that can cause the SAP system to shut down or lose data.



## General SAP notes

<https://support.sap.com/notes>

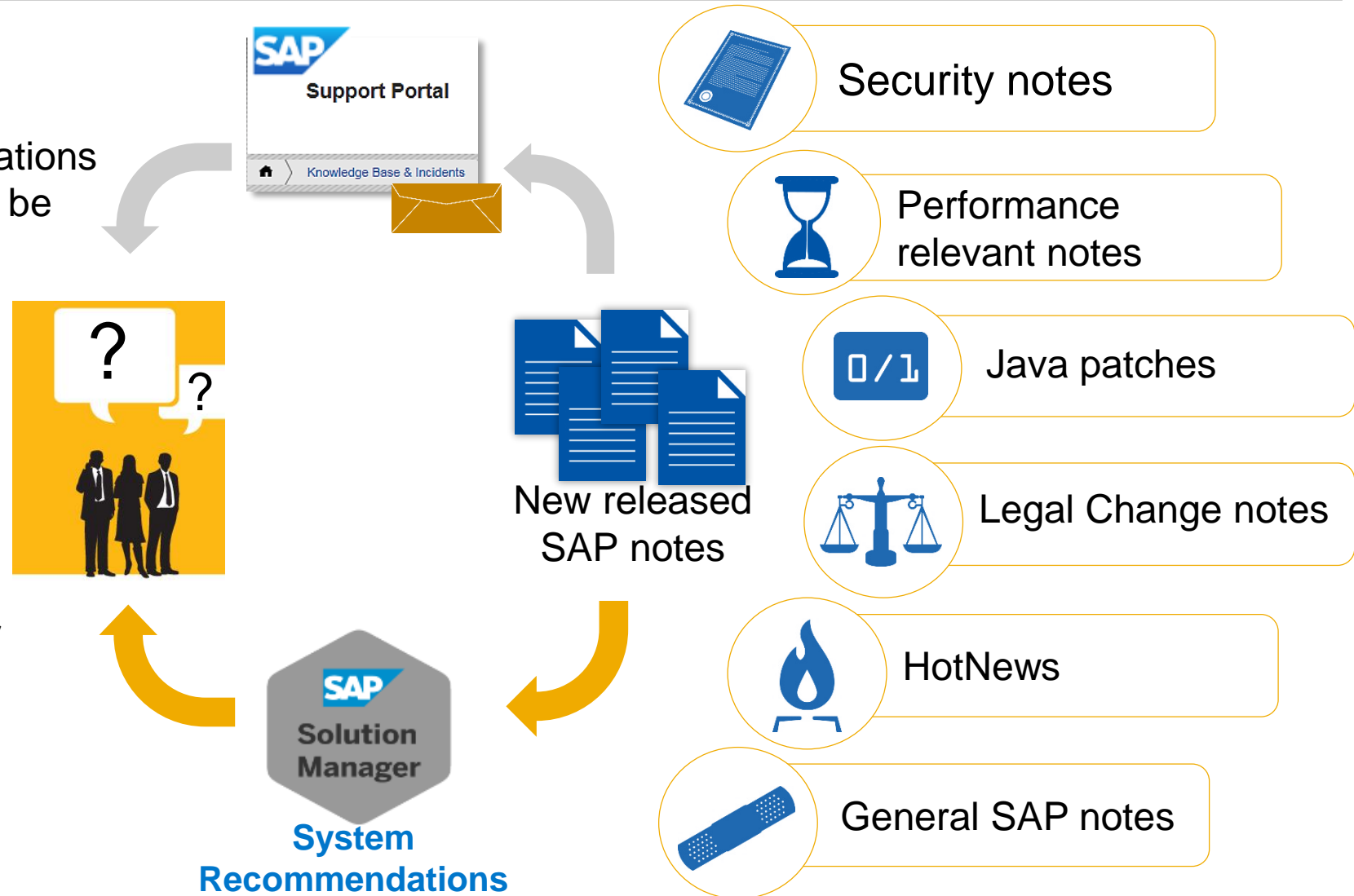
# Where to get information and recommendations about new released SAP notes

- You can set up filters and notifications function in SAP Support Portal to be informed about the new notes:

<https://support.sap.com/kb-incidents/notifications.html>

OR

- **(Recommended)** You can use System Recommendations function in SAP Solution Manager to check all relevant notes and patches for the selected systems and easily keep all of your systems up-to-date.





# System Recommendations

## Advantages & Features

- Increase system security by applying up-to-date security-relevant notes exactly tailored for the respective system
- Provides a detailed recommendation based on the system release and already implemented SAP notes
- Easy-to-use filter settings allow exact selection of system or solution

SAP Note Overview

SD7~A...

☒ Advanced Search

Application...

Priority:

Category:

Security Ca...

- The recommendations comprise the following notes categories:
  - Security notes
  - Performance relevant notes
  - HotNews
  - Legal change notes
  - Correction notes / Patch notes (deactivated by default)

SAP Note Overview

SD7~A...

☒ Advanced Search

☐ Correction Note

☐ HotNews

☐ Legal Change Note

☐ Performance Note

☐ Security Note

System with SAP Notes

- Integration into Change Request Management (ChaRM) to directly create Requests for Change for the selected notes
- Integration with Usage Procedure Logging (UPL) to distinguish between used and unused code
- Integration into Change Impact Analysis to calculate the impact and testing scope

System with SAP Notes

Note Number	Technical System	Short text	Release Date
<input checked="" type="checkbox"/> 2262060	SD7~ABAP	DMEE: Warning when using exit module and conversion simultaneously for the same tree node	05.01.2016

Priority: 3 - Correction with medium priority

Category: T - Correction of legal function

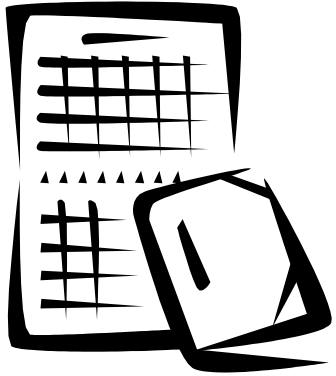
Status: New

Save as Tile

# How System Recommendations supports your security

## Process flow

### SAP Patch Day



SAP releases security patches on the **second Tuesday** every month

<https://support.sap.com/securitynotes>

### System Recommendations

23 12 5 3 1 2 All ABAP HANADB JAVA BOBJ ATC							
System							
<input type="checkbox"/> Technical System	IT Admin Role	Priority	Security Notes	Hot News	Performance Notes	Legal Change Notes	Favorite
<input type="checkbox"/> SD7~ABAP	Undefined	Undefined	295	202	343	64	☆
<input type="checkbox"/> FBT~ABAP	Production System	Undefined	189	189	189	30	★
<input type="checkbox"/> A24~ABAP	Undefined	Undefined	637	239	363	84	☆
<input type="checkbox"/> WNX~ABAP	Development System	Medium	462	222	455	89	☆
<input type="checkbox"/> HRX~HANADB	Test System	Medium	54	58	11	0	☆
<input type="checkbox"/> HRX~ABAP	DEVELOP	Undefined	313	212	759	61	★

Select system(s) to check & update and the time frame

SAP Note Overview

SD7~ABAP

01.01.2016 - 05.02.2016

able

New

Search

Advanced Search

System with SAP Notes

<input type="checkbox"/> Note Number	Technical System	Short text	Release Date	Priority	Category	Status	Correction Types
<input type="checkbox"/> 1973081	A24~ABAP	XSRF vulnerability: External start of transactions with OKCode	05.01.2016	3 - Correction with medium priority	B - Consulting	New	
<input type="checkbox"/> 2262060	SD7~ABAP	DMEE: Warning when using exit module and conversion simultaneously for the same tree node	05.01.2016	3 - Correction with medium priority	T - Correction of legal function	New	Pre Manual, Automatic

System Recommendations identifies the relevant patches and SAP notes

### Implementation Tools



The checked relevant SAP notes and patches are applied to the SAP system using the corresponding tools, e.g. SNOTE, SUM.

# **System Recommendations Setup in SAP Solution Manager 7.2**



# System Recommendations: Setup in SAP Solution Manager 7.2

## Entry point

Generally the System Recommendations scenario is ready to be used when the following guided procedures have been successfully finished:

- Mandatory configuration  
(transaction `SOLMAN_SETUP`)
  - System Preparation
  - Infrastructure Preparation
  - Basic Configuration
- Managed Systems Configuration

**SAP Solution Manager Configuration: Mandatory Configuration**

Personalize | Help

Scenarios

- ▼ Mandatory Configuration
  - System Preparation
  - Infrastructure Preparation
  - Basic Configuration
  - Managed Systems Configuration
- IT Infrastructure Management
- Requirements Management
- Project Management
- Process Management
- Custom Code Management
- ▶ Test Management
- ▶ Change Control Management
- IT Service Management
- ▶ Application Operations
- ▶ Business Process Operations
- SAP Engagement BI Data
- Data Volume Management
- Value Management Dashboard

Help

Scenarios

Export | Show: All | Export to HTML | Send by E-Mail | Refresh |

St...	U...	Scenario	Last Cha...	Last Cha...	Description
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	System Preparation	03.12.20...	Mandatory Configuration - System...
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Infrastructure Preparation	02.11.20...	Mandatory Configuration - Infrastru...
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Basic Configuration	23.09.20...	Mandatory Configuration - Basic Co...

Mandatory Activities

Export | Show All Logs | Show: To be done | Refresh |

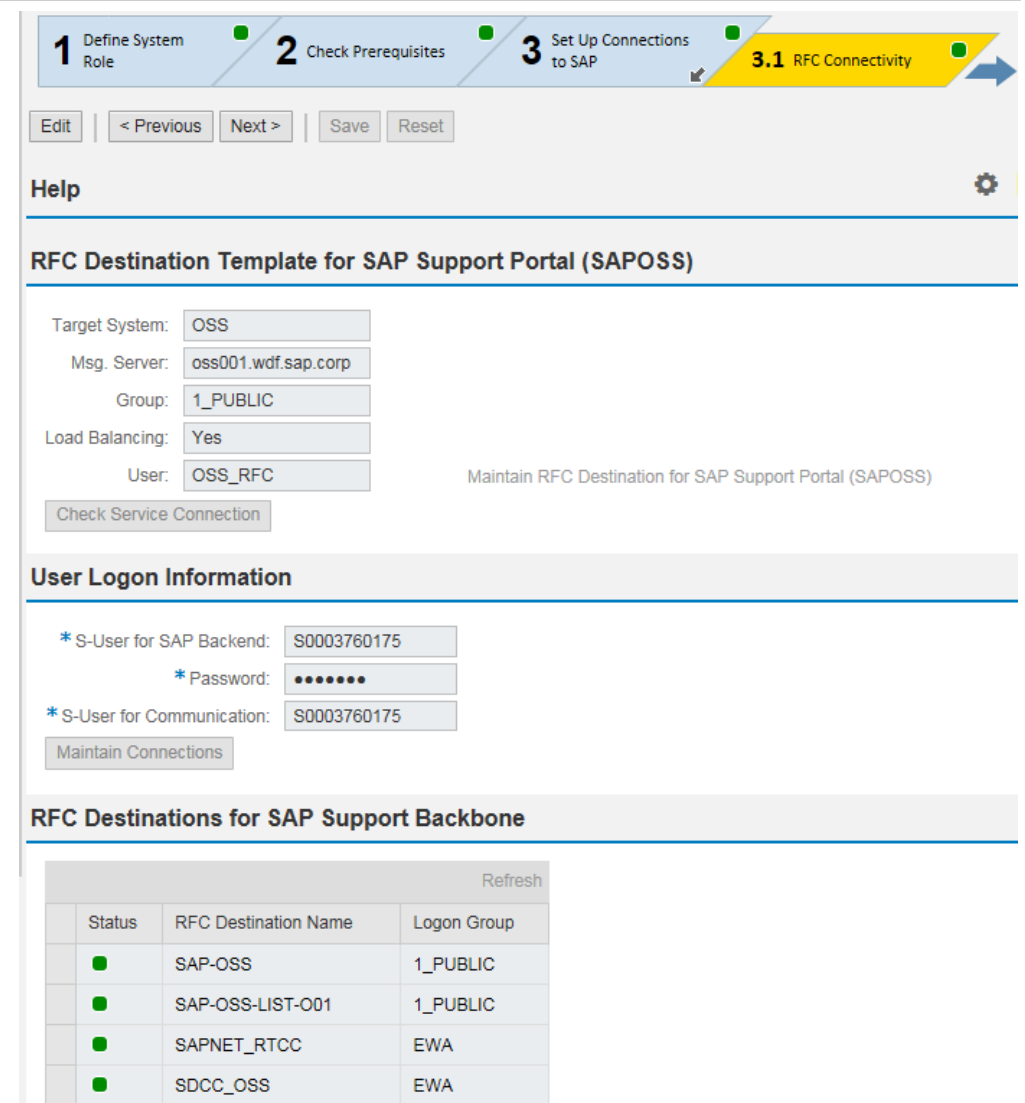
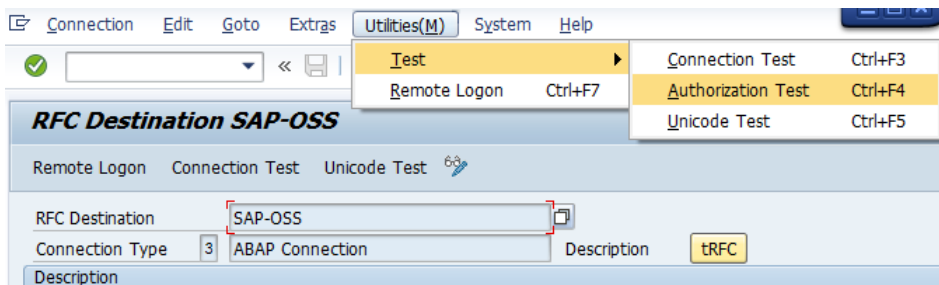
St...	U...	Configuration...	Activity	Last Cha...	Last Cha...	Description
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Define System...	Define System...	16.09.20...	Define System Role

# System Recommendations: Setup in SAP Solution Manager 7.2

## RFC connection SAP-OSS

### Check setup of RFC destination SAP-OSS

- Transaction SOLMAN\_SETUP
  - System Preparation
  - Step 3.1 Setup Connectivity
  - RFC destination SAP-OSS should be successfully created and rated green.
- You can additionally check this RFC in transaction SM59
  - ABAP Connections
  - Choose RFC destination SAP-OSS
  - Utilities
  - Test
  - Authorization test



# System Recommendations: Setup in SAP Solution Manager 7.2

## System Recommendations job

### Check System Recommendations Job scheduling

- Transaction SOLMAN\_SETUP
  - Basic Configuration
  - Step 2 “Schedule Jobs”
  - Select the System Recommendations job and schedule it by clicking on “Schedule Jobs as Planned”

1 Configure Basic Functions 2 Schedule Jobs 3 Configure Manually 4 Create Basic Dialog Users 5 Complete

Edit < Previous Next > Save Reset

Help

### Jobs Schedules

Schedule Jobs as Planned Refresh

Job Name	Report Name	Current State	Planned State	Frequency	Documentation
SM:SYSTEM RECOMMENDATIONS	AGSNO_RPT_COLLECT_DATA	Scheduled	Scheduled	Weekly	<a href="#">Display</a>

# System Recommendations: Setup in SAP Solution Manager 7.2

## Enable System Recommendations for Managed Systems

### Enable System Recommendations for managed systems

- Transaction SOLMAN\_SETUP
  - Managed Systems Configuration
  - Select technical system (with green RFC status)
  - Start full of minimal configuration
  - Navigate to step 5 “Enter Landscape Parameters”
  - Set the mark to “Enable System Recommendations”

Technical Systems ( 1252 )									
Databases   Hosts   Cloud Services									
View: * [Standard View]   Export <b>Configure System</b> System Operations   Advanced Options   Show Details									
Extended Sy...	Extended System Type	Display Name	I	Configuration...	RF...	Auto. Conf. St...			
FQ7	Application Server ABAP	FQ7 on lddbfq7	D.	Full	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			



### Common Parameters

**Introscope**

\* Introscope EM: dewdfgwp01539.wdf.sap.corp:6001 (Mom)

**Managed System**

\* Load Balancer Host: ldcifq7.wdf.sap.corp

\* Load Balancer Port: 44300   ☒ HTTPS   [Check URL...](#)

RCA Extractor level: Level 3 (default): Collect all RCA-related metrics

Activate EWA Alerts in Alert Inbox: ☐

**Enable System Recommendations:** ☒

# System Recommendations: Setup in SAP Solution Manager 7.2

## Enable System Recommendations for Managed Systems

### Apply Settings for System Recommendations

- Transaction `SOLMAN_SETUP`
  - Managed Systems Configuration
  - Select technical system (with green RFC status)
  - Start full of minimal configuration
  - Navigate to step 8 “Finalize Configuration”
  - Ensure that this step has been executed and rated green

6 Enter Landscape Parameters 7 Maintain Users 8 Finalize Configuration 9 Check Configuration 10 Complete

Edit < Previous Next > Save Reset

Help

Automatic Activities

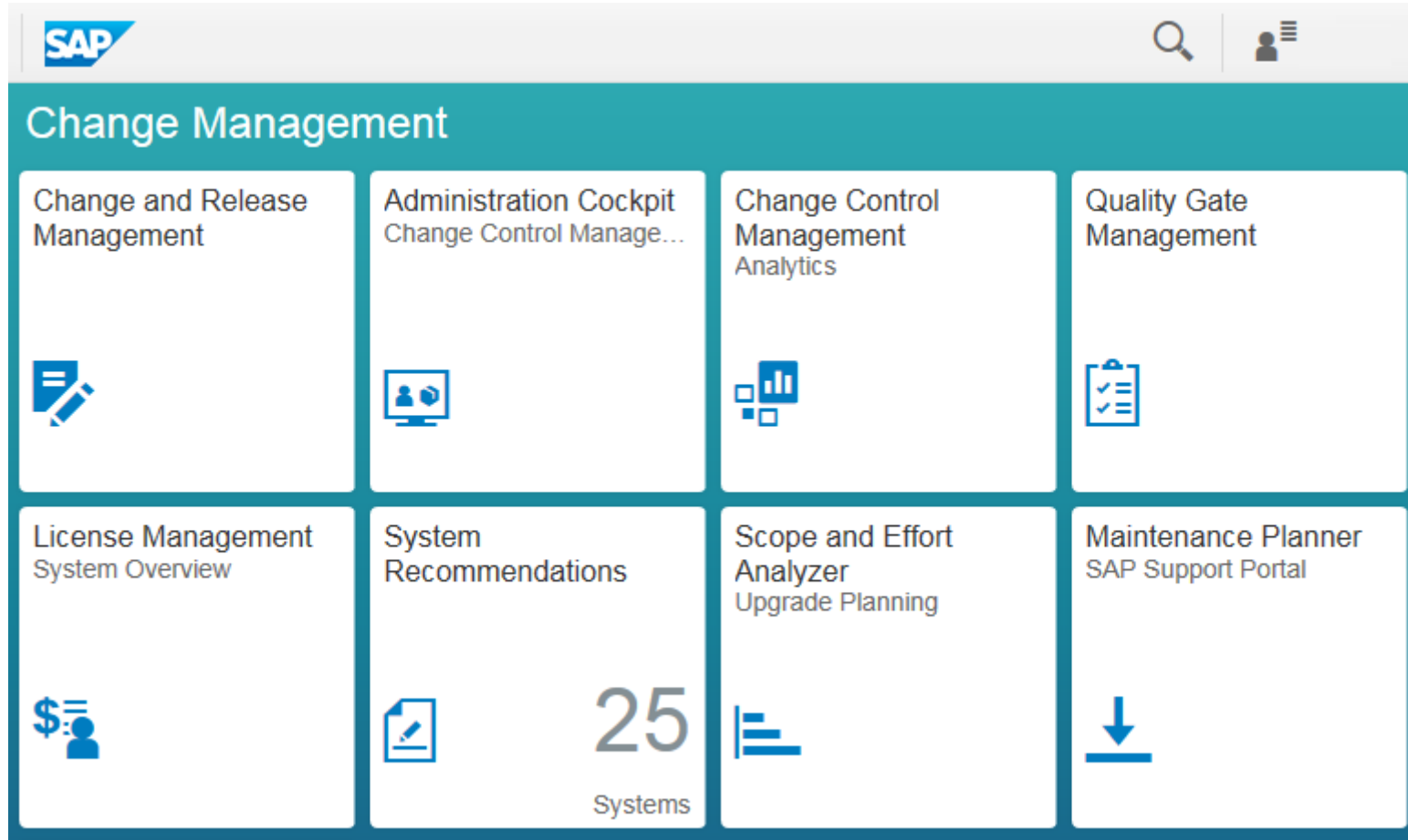
Show All Logs Execute All Execute Selected Refresh

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
■	<input type="checkbox"/>	Database Extractor Setup	Mandatory			Execute	<a href="#">Display</a>
■	<input type="checkbox"/>	Extractors Setup	Mandatory		Start Web Dynpro	Execute	<a href="#">Display</a>
■	<input type="checkbox"/>	Schedule SCMON / UPL job in System	Optional			Manually Performed	<a href="#">Display</a>
■	<input type="checkbox"/>	Setup Extractor & House Keeping (SCMON / UPL)	Optional			Manually Performed	<a href="#">Display</a>
■	<input type="checkbox"/>	Activate E2E Trace Upload Service	Optional			Manually Performed	<a href="#">Display</a>
■	<input type="checkbox"/>	Introscope Host Adapter	Mandatory			Execute	<a href="#">Display</a>
■	<input type="checkbox"/>	BW Admin Cockpit Integration	Mandatory			Execute	<a href="#">Display</a>
■	<input type="checkbox"/>	Apply Settings for EWA Monitoring	Mandatory			Execute	<a href="#">Display</a>
■	<input type="checkbox"/>	Apply Settings for System Recommendations	Mandatory		Open URL	Execute	<a href="#">Display</a>
■	<input type="checkbox"/>	Check Connection to BW client	Optional		Start Transaction	Manually Performed	<a href="#">Display</a>

# **Start working with System Recommendations in SAP Solution Manager 7.2**



# Fiori Launchpad



- Call transaction `SM_WORKCENTER` to start Fiori Launchpad
- Navigate to *Change Management* area and start *System Recommendations* application

**Tip:** You can store your own individual views and selections as Fiori tiles, e.g. security notes in the status “new” for systems you are responsible for.

# System Overview

System Overview

25 All 13 ABAP 6 HANADB 3 JAVA 1 BOBJ 2 ATC

System	Technical System	IT Admin Role	Priority	Security Notes	Hot News	Performance Notes	Legal Change Notes	Favorite
<input checked="" type="checkbox"/> SD7~ABAP	Undefined	Undefined	298	213	373	72	★	
<input type="checkbox"/> FA7~HANADB	Undefined	Undefined	82	93	24	1	☆	
<input type="checkbox"/> A24~ABAP	Undefined	Undefined	642	251	366	92	☆	
<input type="checkbox"/> WNX~ABAP	Development System	Medium	468	217	455	98	★	
<input type="checkbox"/> HRX~HANADB	Test System	Medium	75	94	24	1	☆	
<input type="checkbox"/> HRX~ABAP	DEVELOP	Undefined	231	217				
<input type="checkbox"/> SMA~ABAP	Undefined	Undefined	766	257				
<input type="checkbox"/> ZQX~ABAP	DEVELOP	Undefined	905	277				

Mark as Favorite **Actions** Integrated Desktop Actions

Mark one or several systems and select one of available actions:

- *Show Support Package Patches* to prepare an update of the selected system(s)
- *Show SAP Notes* to work with the list of recommended SAP notes for the selected system(s)
- *Refresh SAP Notes* to run the corresponding background job, collecting the information.

# SAP Note Overview

SAP Note Overview

SD7~ABAP 14.12.2015 - 17.02.2016 Security Note able New Search

Advanced Search

System with SAP Notes

Note Number	Technical System	Short text	Release Date	Priority	Category	Status	Correction Types
<input type="checkbox"/> 1973081	A24~ABAP	XSRF vulnerability: External start of transactions with OKCode	05.01.2016	3 - Correction with medium priority	B - Consulting	New	
<input type="checkbox"/> 2262060	SD7~ABAP	DMEE: Warning when using exit module and conversion simultaneously for the same tree node	05.01.2016	3 - Correction with medium priority	T - Correction of legal function	New	Pre Manual, Automatic
<input type="checkbox"/> 2262060	A24~ABAP	DMEE: Warning when using exit module and conversion simultaneously for the same tree node	05.01.2016	3 - Correction with medium priority	T - Correction of legal function		Pre Manual, Automatic

Show Object List  
Show Prerequisite Notes  
Change Status

Save as Tile Actions Integrated Desktop Actions

- You can filter this list of available SAP notes by
  - Technical system
  - Release date
  - Note type
  - Note status
- Use *Advanced Search* for further filter options.
- Click on the *note number* or *short text* for more details
- At *Actions* you can navigate to the Object List or Prerequisite Notes for the selected SAP notes

# Advanced Search

The screenshot shows the SAP Advanced Search interface. At the top, there are input fields for 'SD7~ABAP' and 'FBT~ABAP', a date range 'dd.MM.yyyy - dd.MM.yyy' with a calendar icon, and a dropdown menu. A blue 'Search' button is located to the right. Below this is a section titled 'Advanced Search' with a downward arrow. It contains two columns of filters. The left column includes 'Application Component' (with a copy icon), 'Priority' (dropdown), 'Category' (dropdown), and 'Security Category' (dropdown). The right column includes 'Correction Types' (dropdown), 'Status' (with buttons for 'New' and 'New version available'), 'Kernel' (dropdown showing 'Kernel'), and 'Release Independent' (dropdown).


In the *Advanced Search* you can reduce the list of SAP notes.

- Only SAP notes in status *New* and *New version available* are shown by default. Keep this in mind working with the note list. Other note types can be selected manually if needed.
- SAP notes marked *Kernel* in the corresponding field contain kernel corrections.
- *Release-dependent* SAP notes should be implemented.
- For *Release Independent* SAP notes the relevance can't be determined automatically. System administrator should check the resulting list.
- After setting additional filters click on *Search* button.

# Integration with Service Marketplace

<input type="checkbox"/> Note Number	Technical System	Short text	Release Date
<a href="#">Show in Service Marketplace</a> <a href="#">Show Detail Page</a>	ABAP	XSRF vulnerability: External start of transactions with OKCode	05.01.2016
<input checked="" type="checkbox"/> 2236380	FBT~ABAP	LC - Emenda Constitucional 87/2015	31.12.2015

Clicking on the Note number or on the short text navigates you to this note on the SAP Support Portal  
<http://support.sap.com/notes>



SAP Note

Statistik | Druckerfreundliche Version | PDF-Version | Zu Favoriten hinzufügen | Abonnieren | Quick Link | Button

Bearbeiten nicht sichtbar? | SAP-Hinweis öffnen

## SAP 2255088 - HANA: similar SELECT entries for M\_CE\_CALCSCENARIOS in SQL plan cache

Version 3

Gültigkeit: 01.02.2016 - aktiv

Sprache English

Änderungsprotokoll anzeigen | Versionen vergleichen | Download | Korrekturanleitung ausblenden | Schließen

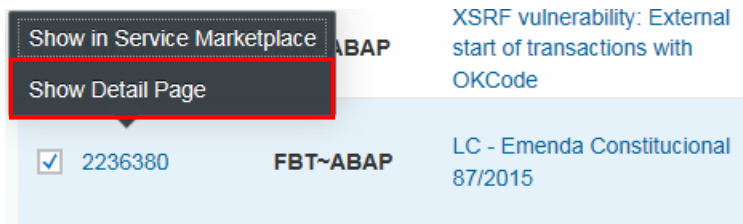
Inhalt: [Übersicht](#) | [Kopfdaten](#) | [Gültigkeit](#) | [Korrekturanleitungen](#) | [Support Packages & Patches](#)

### Symptom

Very similar entries related to the monitoring view M\_CE\_CALCSCENARIOS are found in SQL plan cache, and the number of such entries are increased. This leads to performance degradation because more time is required to communication with SQL plan cache.

Most of the similar entries are the following kinds of statements:

# Note Details: Overview



A screenshot of the SAP Note list interface. A red box highlights the 'Show in Service Marketplace' and 'Show Detail Page' buttons. A yellow arrow points from this area towards the right, indicating the next step in the process.

Check	Note Number	System	Description
<input checked="" type="checkbox"/>	2236380	FBT~ABAP	LC - Emenda Constitucional 87/2015

## Log area of SAP Note Details:

- Status records and comments are stored with timestamp and user and never get modified or deleted
- Using *Actions* → *Change Status* you can change the current status or add a comment to this SAP note



A screenshot of the SAP Note details page for note 2255088. The page shows the title 'HANA: similar SELECT entries for M\_CE\_CALCSCENARIOS in SQL plan cache', priority, category, and status. A red box highlights the 'Log' icon in the bottom navigation bar. A 'Change Status' button is also visible.

← Show SAP Note

**HANA: similar SELECT entries for M\_CE\_CALCSCENARIOS in SQL plan cache** 2255088

Priority: 3 - Correction with medium priority Version: 0001

Category: P - Performance Technical System: FBT~ABAP

Security Category: Status: New

Correction Types: Automatic Application Component: HAN-DB-ENG

Release Date: 14.12.2015

1 Log 13 Object List 3 Prerequisite Notes

**SR\_TST\_04 SR\_TST\_04:** Request for Change 8000017317 has been created for the following SAP Notes:  
System SD7 ~ABAP SAP Note 2262060  
System FBT ~ABAP SAP Note 2236380  
System FBT  
17.02.2016 18:08:21

Change Status

Actions Integrated Desktop Actions



# Note Details: Status and Comments

The screenshot displays the SAP Note Details interface. On the left, the note title is "Potential false redirection of Web site content Framework". Below the title, the priority is "3 - Correction with medium priority", the category is "A - Program error", the security category is "S - Support Package Notes", and the correction type is "Automatic". At the bottom left, there are three icons: a clock for "Log" (0), a folder for "Object List" (5), and a document for "Prerequisite Notes" (0). On the right, a "Change Status" dialog is open, showing a list of status options with radio buttons: "Directory Traversal Project" (Postponed for specific Directory Traversal Project), "To Be Implemented" (To Be Implemented), "New version available" (New version available), "New" (New), "Irrelevant" (Irrelevant), and "Project 'Rob'" (Project 'Rob'). Below the list is a text input field labeled "Enter your comment here".

- The *Change Status* Option allows to adjust the status individually (for one SAP note). Alternatively you can use cross-system mass status management
- You can customize your own status values, e.g. for “fast track transport”, “normal transports”, or specific projects (see slides about “Additional Customizing Possibilities” below).


# Note Details: Integration with Usage Procedure Logging (UPL)


## HTTP\_SERVER\_GROUPS: Funktionsbaustein liest am Datenbankpuffer vorbei


Priority: 3 - Correction with medium priority  
Category: P - Performance  
Security Category:  
Correction Types: Automatic

2198564

Version: 0002  
Technical System: FBT~ABAP  
Status: New  
Application Component: BC-MID-ICF  
Release Date: 8/26/2015

 0 Log

 1 Object List

 0 Prerequisite Notes

### Object List

Transport Program ID	Transport Object Type	Transport Object Name	Program ID(TADIR)	Object Type(TADIR)	Object Name(TADIR)	Usage count
LIMU	FUNC	HTTP_GET_SERVER_GROUPS	R3TR	FUGR	HTTPPTREE	3742

The information about the usage count comes from UPL

# Note Details: Prerequisite Notes

1 Log 13 Object List 3 Prerequisite Notes

Prerequisite Notes

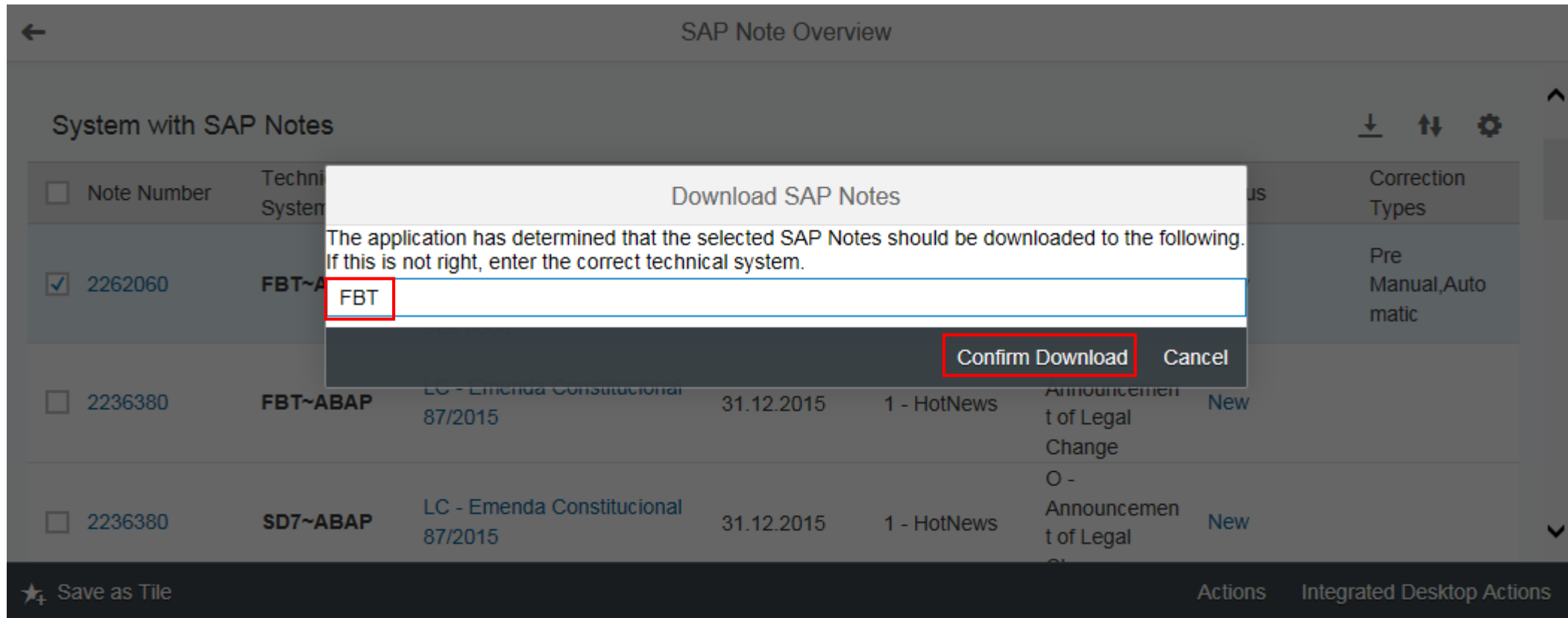
Note Number	Short text	Application Component	Priority	Category
2093418	HANA: SQL conversion of search functions with TREX_EXT function modules	HAN-DB-ENG	3 - Correction with medium priority	D - Advance development
2124048	HANA: size of SQL plan cache very big during the bulk insert via TREX_EXT_INDEX_CELL_TABLE	HAN-DB-ENG	3 - Correction with medium priority	A - Program error
2228463	HANA: list only object names by the function module TREX_EXT_LIST_INDEXES	HAN-DB-ENG	3 - Correction medium priority	

Download SAP Notes  
Start Change Impact Analysis  
Create Request for Change

Actions Integrated Desktop Actions

- A list of prerequisite SAP notes for the selected one is available
- Using “Action” menu it is possible to change the notes status
- Using “Integrated Desktop Actions” it is possible to download the SAP notes into the managed systems from SAP Solution Manager directly  
(Over trusted RFC and corresponding authorizations).  
Or start integrated Change Impact Analysis or Change Request Management

# Confirm download of SAP Notes into managed system



- Check the system ID and click on *Confirm Download*
- Transaction `SNOTE` will be automatically called in the new window and you can start with the note implementation

# Show Support Package Patches

The screenshot displays the 'System Overview' interface in SAP. At the top, there is a filter bar with counts for different system types: 26 All, 13 ABAP, 6 HANADB, 4 JAVA (selected), 1 BOBJ, and 2 ATC. Below this is a table titled 'System' with columns: Technical System, IT Admin Role, Priority, Security Notes, Hot News, Performance Notes, Legal Change Notes, and Favorite. Four systems are listed: JW5~JAVA, FQJ~JAVA, FTJ~JAVA, and GEA~JAVA. The first column of the table has checkboxes, all of which are checked. A context menu is open over the 'FQJ~JAVA' row, showing three options: 'Show Support Package Patches', 'Show SAP Notes', and 'Refresh SAP Notes'. The 'Actions' button in the bottom right corner of the table is also highlighted.

<input checked="" type="checkbox"/>	Technical System	IT Admin Role	Priority	Security Notes	Hot News	Performance Notes	Legal Change Notes	Favorite
<input checked="" type="checkbox"/>	JW5~JAVA	Undefined	Undefined	0	0	0	0	☆
<input checked="" type="checkbox"/>	FQJ~JAVA	DEVELOP	Undefined	179	206			☆
<input checked="" type="checkbox"/>	FTJ~JAVA	Undefined	Undefined	185	205			☆
<input checked="" type="checkbox"/>	GEA~JAVA	DEVELOP	Medium	80	99			☆

Mark as Favorite **Actions** Integrated Desktop Actions

Select at least one system for which you want to install a support package patch and choose *Actions* → *Show Support Package Patches*

# Support Package Patch Overview

←

Support Package Patch Overview

<input checked="" type="checkbox"/>	Technical System	Software Component	Software Component Version	Support Package	Current Patch	Latest Available Patch	Patch Name
<input checked="" type="checkbox"/>	FQJ~JAVA	AJAX-RUNTIME	7.40	11	0	14	AJAXRUNTIME11P_14-20009921.SCA
<input checked="" type="checkbox"/>	FQJ~JAVA	BASETABLES	7.40	11	0	1	BASETABLES11P_1-20009934.SCA
<input checked="" type="checkbox"/>	FQJ~JAVA	BI-BASE-B	7.40	11	0	30	BIBASEB11P_30-20009987.SCA
<input checked="" type="checkbox"/>	FQJ~JAVA	BI-BASE-E	7.40	11	0	30	BIBASEE11P_30-20009988.SCA
<input checked="" type="checkbox"/>	FQJ~JAVA	BI-BASE-S	7.40	11	0	30	BIBASES11P_30-20009986.SCA
<input checked="" type="checkbox"/>	FQJ~JAVA	BI-IBC	7.40	11	0	30	BIIBC11P_30-20010006.SCA

★ Save as Tile

Put in Download Basket

- Select the support package patches you want to download and choose *Put in Download Basket*.
- Open your web browser and navigate to <https://support.sap.com/download-basket> → *my Download Basket*
- Download and install the support package patches



# Integration with Change Impact Analysis and Change and Request Management (ChaRM)

<input type="checkbox"/>	Note Number	Technical System	Short text	Release Date	Priority	Category	Status	Correction Types
<input checked="" type="checkbox"/>	2262060	FBT~ABAP	DMEE: Warning when using exit module and conversion simultaneously for the same tree node	05.01.2016	3 - Correction with medium priority	T - Correction of legal function	New	Pre Manual, Automatic
<input type="checkbox"/>	2236380	FBT~ABAP	LC - Emenda Constitucional 87/2015	31.12.2015	1 - HotNews	O - Announcement of Legal Change	New	
<input type="checkbox"/>	2236380	SD7~ABAP	LC - Emenda Constitucional 87/2015	31.12.2015	1 - HotNews	O - Announcement of Legal Change	New	

Download SAP Notes

Start Change Impact Analysis

Create Request for Change

Save as Tile

ActionsIntegrated Desktop Actions

- The Change Impact Analysis has been automatically opened in the new window
- The Object Type and Object Name of the selected SAP note are taken over.

Business Process Change Analyzer - SAP Solution Manager

Change Impact Analysis

1. Select Impact Analysis Type

☐ Support Packages/Support Package Stacks

☐ Transport Requests

☐ Enhancement Packages

☒ Object List

☐ Planned Business Function Activation

☐ Change Transaction

2. Select System and Client in which Objects are Located

\* System: FBT

\* Client: 200

3. Select Objects

Show Context Information

View: [Standard View] Add Delete Upload Download

Object Type	Description	Object Name	Keys
REPS		LDMEE1_ABACIN	

- A new Request for Change (RfC) has been created automatically
- You can be navigated to the RfC by clicking on its number

SAP Note Overview

Create Request for Change

The following Request for Change has been created, click the following link to open.

[8000017328](#)

Cancel

<input type="checkbox"/>	Note Number	Technical System	Status	Correction Types
<input checked="" type="checkbox"/>	2262060	FBT~ABAP	New	Pre Manual, Automatic

Save as Tile

ActionsIntegrated Desktop

# Request for Change created from System Recommendations

**SAP Solution Manager IT Service Management** 10:25:12 Share Personalize Help Center System News Log Off

Saved Searches [ ] Go Advanced [ ]

### Request for Change: 8000017339, Created from System Recommendations

Save Display Cancel Edit New New from Template [ ]

Create Follow-Up Attach Overview PDF Actions Auto Complete More [ ]

#### Status Overview

1 Created → 2 Validation → 3 To Be Approved → 4 Rejected → 5 Extend Scope → 6 Approved → 7 Being Implemented

#### Details [Edit]

General Data		Release Data	
ID:	8000017339	Change Cycle / Pha...	
Description:	Created from System Recommendation...	Type / ID:	
Sold-To Party:		Landscape / Branch:	
Requester:	SR_TST_04 SR_TST_04	Development Close:	
Change Manager:		Go-Live Date:	
Change Advisory Bo...			
Processing Data		Change Planning	
Status:	Created	Approval Procedure:	Change Request Approval Procedure
Impact/Urgency:		Risk:	
Recomm.Prio/Prio:	3: Medium	Project Planning	
		Project:	
		Task:	
Created On:	18.02.2016 18:29	Task Start Date:	
Changed On:	18.02.2016 18:29	Task Finish Date:	
Requested Start:	18.02.2016 18:29	Task Duration:	

#### Dates

Dates	
Created On:	18.02.2016 18:29
Changed On:	18.02.2016 18:29
Requested Start:	18.02.2016 18:29

- The RfC Description “Created from System Recommendation” and the user data are taken over into General Data AB
- The note number is added into SAP Notes Assignment Block (AB)

SAP Notes		
[Edit] Search for SAP Notes [More]		
ID	Description	Details
2262060	DMEE: Warning when using exit module and c...	<a href="#">Details</a>

# Additional Customizing Possibilities

# Adding additional SAP Note Types

Field Value	Type	Retrieved by default in System Recommendations
H	HotNews	✓
S	Security Notes	✓
L	Legal Change Notes	✓
P	Performance Notes	✓
C	Correction Notes	✗

Correction notes (Type C – containing vital corrections to the SAP Solution Manager core functions) must be specified manually to be retrieved:

- Call transaction `SM30_DNOC_USERFC_SR`
- In the field `SYSREC_NOTE_TYPE` add or remove the relevant value

# Status and comments customizing (1)

---

Status ID	Default Statuses
IMP	To Be Implemented
INP	New Version available
NEW	New
NOR	Irrelevant
PSP	Postponed

To add your own status proceed as follows:

- Call transaction `SM30`
- Maintain table `AGSSR_STATUS`
- Select existing status and copy it with Copy as...
- Edit the information in the table
- Save your changes

# Status and comments customizing (2)

## Example (Table AGSSR\_SYSTOEC)

Show System Recommendations results										1
0001487330	FBT	ABAP	NEW	ROB	SR_TST_01	04.09.2015	14:41:24	test with rob#		
0001487606	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001488406	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001490172	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001494879	FBT	ABAP	NEW	PSP	SAVELSBERGW	21.06.2015	17:37:57	please postpone this note		
	SD7	ABAP	PSP	PSP	SR_TST_01	16.07.2015	11:14:33			
			PSP	PSP	SR_TST_01	16.07.2015	11:12:27			
			PSP	PSP	SR_TST_01	16.07.2015	11:12:05			
			PSP	PSP	SR_TST_01	16.07.2015	11:11:48			
0001497104			NEW	PSP	SAVELSBERGW	21.06.2015	17:37:57	please postpone this note..		
	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001501945			NEW	NEW	SR_TST_01	24.06.2015	12:12:58	The change request 8000005935 is created		following
	FQJ	JAVA	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001502781	FBT	ABAP	NEW	ROB	SR_TST_01	04.09.2015	14:41:24	test with rob#		
0001507721	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001509604	FBT	ABAP	NEW	ROB	SR_TST_01	04.09.2015	14:41:24	test with rob#		
	FQJ	JAVA	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
			NEW	NEW	SR_TST_01	24.06.2015	12:12:58	The change request 8000005935 is created for the following		
0001523254	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001523839	FBT	ABAP	NEW	NEW	LUANE	10.11.2015	14:44:51	A change impact analysis has been started in Business Proc		
0001526853	SD7	ABAP	NEW	IMP	SR_TST_01	23.06.2015	10:15:25	Implement me! :)		
0001528905	FQ7	HANADB	NEW	NEW	SR_TST_02	11.09.2015	13:11:46	Der Änderungsauftrag 8000011640 wird für die folgenden SAP		
0001542033	FQJ	JAVA	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001543851	SD7	ABAP	NEW	ET	SR_TST_01	12.08.2015	14:59:15			
0001550925	SD7	ABAP	NEW	NEW	SR_TST_01	24.06.2015	12:12:58	The change request 8000005935 is created for the following		
0001552405	FBT	ABAP	NEW	NEW	LUANE	10.11.2015	14:44:51	A change impact analysis has been started in Business Proc		
0001555144	SD7	ABAP	NEW	PSP	SR_TST_01	23.06.2015	14:42:52	Das ist ein Test von Gordon - zurück auf New... dann New v		
			ISW	NEW	SR_TST_01	23.06.2015	14:42:29	Das ist ein Test von Gordon - zurück auf New... dann New v		
			INP	ISW	SR_TST_01	23.06.2015	14:41:46	Das ist ein Test von Gordon - zurück auf New... dann New v		

Mockup



# Hide not relevant Application Components

SysRec: OS/DB Filter					
	Typ	Pattern	Application Component	Vendor	Active
	Database	DB6	BC-DB-DB6	SAP	Active
	Database	DB6	BW-SYS-DB-DB6	SAP	Active
	Database	HDB	BC-DB-HDB	SAP	Inactive
	Database	HDB	BW-SYS-DB-HDB	SAP	Inactive
	Database	HDB	HAN-DB	SAP	Inactive
	Database	INF	BC-DB-INF	SAP	Inactive
	Database	INF	BW-SYS-DB-INF	SAP	Inactive
	Database	LVC	BC-DB-LVC	SAP	Inactive
	Database	MSS	BC-DB-MSS	SAP	Inactive
	Database	MSS	BW-SYS-DB-MSS	SAP	Inactive
	Database	ORA	BC-DB-ORA	SAP	Inactive
	Database	ORA	BW-SYS-DB-ORA	SAP	Inactive
	Operation System	AIX	BC-OP-AIX	SAP	Inactive
	Operation System	AIX	BC-OP-BUL	SAP	Inactive
	Operation System	HP-UX	BC-OP-HPX	SAP	Inactive
	Operation System	LINUX	BC-OP-LNX	SAP	Active
	Operation System	LINUX	BC-OP-PLNX	SAP	Active
	Operation System	LINUX	BC-OP-ZLNX	SAP	Active
	Operation System	LINUX OS/3	BC-OP-LNX	SAP	Inactive

To hide Application Components not relevant for your system:

- Call transaction SM30
- Maintain table AGSSR\_OSDB
- Set components not matching your used OS and DB to *Inactive* (for additional information refer to the next slide).
- Save your changes

# Overview about Application Components for DB/OS:

## Databases

ADA	BC-DB-SDB	LVC	BC-DB-LVC
ADA	BW-SYS-DB-SDB		
		MSS	BC-DB-MSS
DB2	BC-DB-DB2	MSS	BW-SYS-DB-MSS
DB2	BW-SYS-DB-DB2		
		ORA	BC-DB-ORA
DB4	BC-DB-DB4	ORA	BW-SYS-DB-ORA
DB4	BW-SYS-DB-DB4		
		SAP	BC-DB-SDB
DB6	BC-DB-DB6	SAP	BW-SYS-DB-SDB
DB6	BW-SYS-DB-DB6		
		SYB	BC-DB-SYB
HDB	BC-DB-HDB	SYB	BW-SYS-DB-SYB
HDB	BW-SYS-DB-HDB		
HDB	HAN-DB	TD	BC-DB-TD
		TD	BW-SYS-DB-TD
INF	BC-DB-INF		
INF	BW-SYS-DB-INF		

## Operating Systems

AIX	BC-OP-AIX	SINIX	BC-OP-FSC-REL
AIX	BC-OP-BUL		
		SOLARIS	BC-OP-FSC-SOL
HP-UX	BC-OP-HPX	SOLARIS	BC-OP-SUN
LINUX	BC-OP-LNX	SUNOS	BC-OP-SUN
LINUX	BC-OP-PLNX		
LINUX	BC-OP-ZLNX	TRU64-UNIX	BC-OP-CPQ
		TRU64-UNIX	BC-OP-TRU64
LINUX OS/3	BC-OP-LNX		
LINUX OS/3	BC-OP-PLNX	UNIX	BC-OP-CPQ
LINUX OS/3	BC-OP-ZLNX	UNIX	BC-OP-TRU64
OS/400	BC-OP-AS4	WIN-NT	BC-OP-NT
		Z/OS	BC-OP-S390

# General Customizing and Personalization

## Transaction SM30\_DNOC\_USERCFG\_SR

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SYSREC_STATUS_FILTER (*)	Defines which SAP Notes are counted on the overview page: By default it only shows SAP Notes that are in the 'new' or 'new version available' status.
SYSREC_UPL_ACTIVE (*)	Activate/deactivate the integration with UPL while showing the object list of ABAP notes.
SYSREC_UPL_MONTH (*)	Count of month for which UPL data get loaded. The default is 2 which represents the current and the previous month.
SYSREC_NOTE_TYPES	Defines for which types of SAP Notes the application calculates results. Enter the list of characters representing the note types HotNews, Security, Performance, Legal Change, Correction.
SYSREC_LAST_MONTHYEAR	Defines the earliest calculated SAP Notes. By default the application calculates all SAP Notes which were released between January 2009 and the current month.
SYSREC_BPCA_USER	Defines if the current user should be added as selection for BPCA.
SYSREC_BPCA_DATE	Defines the earliest filter for BPCA results. You can change the start date for this period.
SYSREC_CHARM_LOG_TYPE	Defines the text id according to table TTXID for the text object CRM_ORDERH.
SYSREC_CHARM_USER	Defines if the current user should be added as selection for CharM.
SYSREC_CHARM_DATE	Defines the earliest filter for CharM results. You can change the start date for this period.
SYSREC_OBJECT_EXP	Lifetime of the cache which contains the object list of SAP notes. The default is 14 days.
SYSREC_REQ_EXP	Lifetime of the cache which contains the required notes of SAP notes. The default is 14 days.
SYSREC_SIDE_EFFECT	Lifetime of the cache which contains the side-effect notes of SAP notes. The default is 14 days.
(*) User specific personalization	

# Support Offer



# Experience SAP Solution Manager 7.2 in CAL

## Test Drive for a nominal fee in your own private cloud with personalization

### SAP Cloud Appliance Library (CAL) is available for SAP Solution Manager!

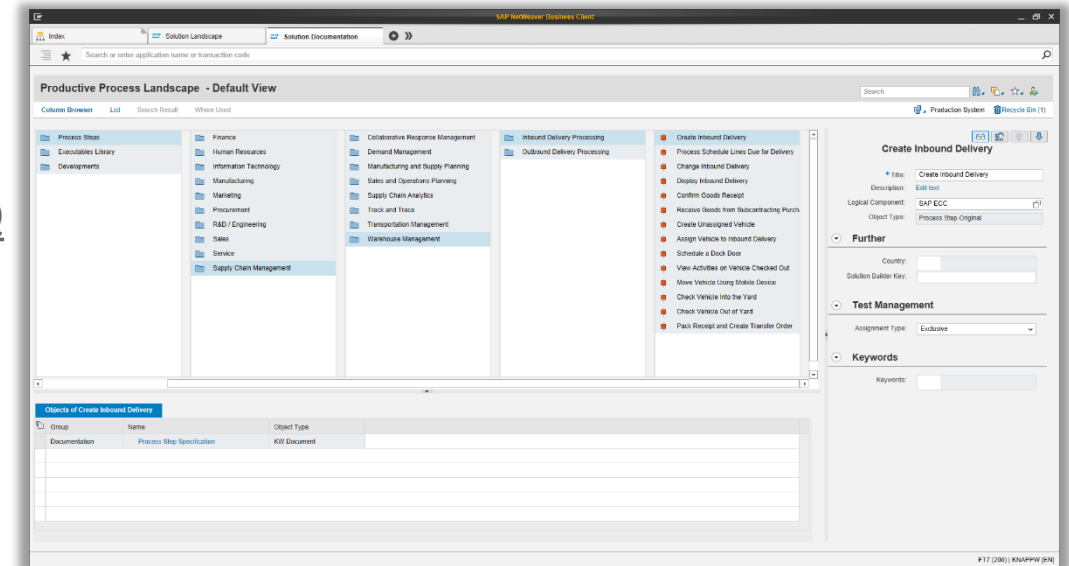
Using SAP CAL, it's possible to create a system in less than 1 hour from a standard solution! Then you can log on and perform the data upload and the activation process. The system can be restored over and over from backup via the cloud infrastructure, so that the defined as a one-time activation process can be easily repeated.

### Official announcement in the SAP CAL SCN community

<http://scn.sap.com/community/cloud-appliance-library/blog/2016/01/18/sap-solution-manager-72-coming-soon-to-sap-cal#>

### Direct link to PDF presentation and training materials:

<https://mdocs.sap.com/mcm/public/v1/open?shr=8TrKpRTPmeQQoLTQ6DPGis95h09G4RmwOjGqXt9yUF4>




# Guided Discovery Tutorials

You will find Guided Discovery Tutorials under <http://support.sap.com/esacademy> → Delivery Formats

The screenshot shows the SAP Enterprise Support Academy website. On the left is a navigation menu with categories like 'Support Programs & Services', 'Support Offerings', 'Support Programs & Strategy', 'Support Services', 'Methodologies', 'Customer Center of Expertise', 'SAP Customer Quote Program', and 'About the SAP Support Portal'. The main content area is titled 'SAP Enterprise Support Academy' and 'Delivery Formats'. It describes the academy's offerings and lists several formats: Guided Self-Services (GSS), Expert-guided Implementations (EGI), Accelerated Innovation Enablement (AIE), Meet-the-Expert sessions (MTE), Meet-the-Expert Replay Library, QuickIQs, Continuous Quality Check & Improvement Services (CQC & IS), Best Practices, and Guided Discovery Tutorials (GDT). The 'Guided Discovery Tutorials (GDT)' section is highlighted with a red box, showing a description of short demonstrations for SAP Solution Manager 7.2 and a 'Browse GDTs >' button.

- Focused on a very restricted topic
- Duration between some minutes and hours
- Rollout of theory, practice and hands on
- Get the first touch and feel without real system access
- Repeat viewing whenever wanted and needed
- No standby demo system needed

## Guided Discovery Tutorials (GDT)

 Short demonstrations to get a theoretical and practical impression of small pieces within the application lifecycle management using SAP Solution Manager 7.2.

[Browse GDTs >](#)

# Where to get support

## Accelerated Innovation Enablement: Expert on Demand Request

If you are interested in further information about specific SAP Solution Manager functionality or if you still have follow-up questions after attending an EGI session or after a service, or if you require support in topics which are not covered by any service, you might be interested in taking advantages of the AIE EoD service for SAP Solution Manager:

- 1:1 session with a remote presentation
- Flexible session scheduling
- Direct interaction with an SAP expert
- Now available also for many SAP Solution Manager topics

To make use of this service simply navigate to the link below and order it. For each AIE EoD session SAP charges 0,25 days of your AIE contingent. We recommend to submit your questions to our experts in advance.

[AIE Expert on Demand Request](#)

# Additional information



# System Recommendations Online Documentation

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- In the Help Portal [SAP Solution Manager Fiori Apps](#)
- In SAP Support Portal <https://support.sap.com/sysrec>

# SAP Solution Manager 7.2

## Additional Information

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- Changes and New Features in SAP Solution Manager 7.2 SPS 1
- Early Knowledge Transfer for SAP Solution Manager 7.2  
<http://support.sap.com/ekt-solutionmanager>
- SAP Support Portal <https://support.sap.com/solutionmanager>
- Wikis zu different functions and scenarios of SAP Solution Manager 7.1 and 7.2  
<http://wiki.scn.sap.com/wiki/display/SM/SAP+Solution+Manager+WIKI+-+General+Topics>
- SAP Solution Manager Roadmap <https://service.sap.com/roadmaps> → Product and solution roadmaps  
→ Database and Technology → Platform → SAP Solution Manager.

# Additional information

## Security Services

Additional information about general Security topics, Security notes and Security services:

- Security Notes:  
<https://support.sap.com/securitynotes>
- SAP Security Services:  
<https://support.sap.com/sos>

SAP Secure Operations Map

Security Compliance	Security Governance	Audit	Cloud Security	Emergency Concept
Secure Operation	Users and Authorizations	Authentication and Single Sign-On	Support Security	Security Review and Monitoring
Secure Setup	Secure Configuration	Communication Security		Data Security
Secure Code	Security Maintenance of SAP Code		Custom Code Security	
Infrastructure Security	Network Security	Operating System and Database Security		Frontend Security



# Thank you

Contact information:

**SAP Enterprise Support Academy**

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