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

- 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 notes

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](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](https://support.sap.com/notes)
Where to get information and recommendations about new released SAP notes

- Your 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

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

- 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
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 identifies the relevant patches and SAP notes

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

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

- **Show Support Packages**
- **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

- 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.

<table>
<thead>
<tr>
<th>Note Number</th>
<th>Technical System</th>
<th>Short text</th>
<th>Release Date</th>
<th>Priority</th>
<th>Category</th>
<th>Status</th>
<th>Correction Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>1973081</td>
<td>A24-ABAP</td>
<td>XSRF vulnerability: External start of transactions with OKCode</td>
<td>05.01.2016</td>
<td>3 - Correction with medium priority</td>
<td>B - Consulting</td>
<td>New</td>
<td></td>
</tr>
<tr>
<td>2262080</td>
<td>SD7-ABAP</td>
<td>DMEE: Warning when using exit module and conversion simultaneously for the same tree node</td>
<td>05.01.2016</td>
<td>3 - Correction with medium priority</td>
<td>T - Correction of legal function</td>
<td>New</td>
<td></td>
</tr>
<tr>
<td>2262080</td>
<td>A24-ABAP</td>
<td>DMEE: Warning when using exit module and conversion simultaneously for the same tree node</td>
<td>05.01.2016</td>
<td>3 - Correction with medium priority</td>
<td>T - Correction of legal function</td>
<td>New</td>
<td></td>
</tr>
</tbody>
</table>
Advanced Search

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.
Intergration with Service Marketplace

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
**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.
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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Correction with medium priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>P - Performance</td>
</tr>
<tr>
<td>Security Category:</td>
<td></td>
</tr>
<tr>
<td>Correction Types:</td>
<td>Automatic</td>
</tr>
</tbody>
</table>

Version: 0002
Technical System: FBT~ABAP
Status: New
Application Component: BC-MID-ICF
Release Date: 8/26/2016

Object List

<table>
<thead>
<tr>
<th>Transport Program ID</th>
<th>Transport Object Type</th>
<th>Transport Object Name</th>
<th>Program ID(TADIR)</th>
<th>Object Type(TADIR)</th>
<th>Object Name(TADIR)</th>
<th>Usage count</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIMU</td>
<td>FUNC</td>
<td>HTTP_SERVER_GROUPS</td>
<td>R3TR</td>
<td>FUGR</td>
<td>HTTPTREE</td>
<td>3742</td>
</tr>
</tbody>
</table>

The information about the usage count comes from UPL
Note Details: Prerequisite Notes

- 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

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

- 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](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)

- 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.

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

- 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)
Additional Customizing Possibilities
Adding additional SAP Note Types

<table>
<thead>
<tr>
<th>Field Value</th>
<th>Type</th>
<th>Retrieved by default in System Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>HotNews</td>
<td>✅</td>
</tr>
<tr>
<td>S</td>
<td>Security Notes</td>
<td>✅</td>
</tr>
<tr>
<td>L</td>
<td>Legal Change Notes</td>
<td>✅</td>
</tr>
<tr>
<td>P</td>
<td>Performance Notes</td>
<td>✅</td>
</tr>
<tr>
<td>C</td>
<td>Correction Notes</td>
<td>✗</td>
</tr>
</tbody>
</table>

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)

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

<table>
<thead>
<tr>
<th>Status ID</th>
<th>Default Statuses</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMP</td>
<td>To Be Implemented</td>
</tr>
<tr>
<td>INP</td>
<td>New Version available</td>
</tr>
<tr>
<td>NEW</td>
<td>New</td>
</tr>
<tr>
<td>NOR</td>
<td>Irrelevant</td>
</tr>
<tr>
<td>PSP</td>
<td>Postponed</td>
</tr>
</tbody>
</table>
### Status and comments customizing (2)

#### Example (Table AGSSR_SYSNOTEC)

<table>
<thead>
<tr>
<th>Key</th>
<th>Status</th>
<th>Project</th>
<th>System</th>
<th>Code</th>
<th>System Note</th>
<th>Date</th>
<th>Time</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001487330</td>
<td>FBT</td>
<td>ABAP</td>
<td>NEW</td>
<td>ROB</td>
<td>SR_TST_01</td>
<td>04.09.2015 14:41:24</td>
<td>test with rob#</td>
<td></td>
</tr>
<tr>
<td>0001487606</td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0001488406</td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
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<td></td>
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<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
<td></td>
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<tr>
<td>0001494079</td>
<td>FBT</td>
<td>ABAP</td>
<td>NEW</td>
<td>PSP</td>
<td>SAVELBERGW</td>
<td>21.06.2015 17:37:57</td>
<td>please postpone this note..</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>PSP</td>
<td>SAVELBERGW</td>
<td>16.07.2015 11:14:33</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td>PSP</td>
<td>SR_TST_01</td>
<td>16.07.2015 11:12:27</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>PSP</td>
<td>SR_TST_01</td>
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<td></td>
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<tr>
<td></td>
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<td>PSP</td>
<td>SR_TST_01</td>
<td>16.07.2015 11:11:48</td>
<td></td>
<td></td>
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<tr>
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<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NEW</td>
<td>SR_TST_01</td>
<td>24.06.2015 12:12:58</td>
<td>The change request 8000005935 is created for the following</td>
<td></td>
</tr>
<tr>
<td>0001501945</td>
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<td>JAVA</td>
<td>NEW</td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0001502781</td>
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<td>ABAP</td>
<td>NEW</td>
<td>ROB</td>
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<td>04.09.2015 14:41:24</td>
<td>test with rob#</td>
<td></td>
</tr>
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<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
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<tr>
<td>0001509604</td>
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<td>ABAP</td>
<td>NEW</td>
<td>ROB</td>
<td>SR_TST_01</td>
<td>04.09.2015 14:41:24</td>
<td>test with rob#</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FQ7</td>
<td>JAVA</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
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<tr>
<td>0001523254</td>
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<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0001523839</td>
<td>FBT</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>10.11.2015 14:44:51</td>
<td>A change impact analysis has been started in Business Proc</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>IMP</td>
<td>SR_TST_01</td>
<td>23.06.2015 10:15:25</td>
<td>Implement me :)</td>
<td></td>
</tr>
<tr>
<td>0001528905</td>
<td>FQ7</td>
<td>HANA DB</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>11.09.2015 13:11:46</td>
<td>Der Änderungsauftrag 8000011640 wird für die folgenden SAP</td>
<td></td>
</tr>
<tr>
<td>0001542033</td>
<td>FQ7</td>
<td>JAVA</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
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<td></td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
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<td>12.08.2015 14:59:15</td>
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</tr>
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<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>12.08.2015 14:59:15</td>
<td></td>
<td></td>
</tr>
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<td>0001550925</td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>24.06.2015 12:12:58</td>
<td>The change request 8000005935 is created for the following</td>
<td></td>
</tr>
<tr>
<td>0001552405</td>
<td>FBT</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>10.11.2015 14:44:51</td>
<td>A change impact analysis has been started in Business Proc</td>
<td></td>
</tr>
<tr>
<td>0001555144</td>
<td>SD7</td>
<td>ABAP</td>
<td>NEW</td>
<td>ET</td>
<td>SR_TST_01</td>
<td>23.06.2015 14:42:52</td>
<td>Das ist ein Test von Gordon - zurück auf New... dann New v</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ISW</td>
<td>SR_TST_01</td>
<td>23.06.2015 14:42:29</td>
<td>Das ist ein Test von Gordon - zurück auf New... dann New v</td>
<td></td>
</tr>
</tbody>
</table>
|              |        |         |        | INP  | SR_TST_01   | 23.06.2015 14:41:46 | Das ist ein Test von Gordon - zurück auf New... dann New v
Hide not relevant Application Components

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
- **ADA**  BW-SYS-DB-SDB
- **DB2**  BC-DB-DB2
- **DB2**  BW-SYS-DB-DB2
- **DB4**  BC-DB-DB4
- **DB4**  BW-SYS-DB-DB4
- **DB6**  BC-DB-DB6
- **DB6**  BW-SYS-DB-DB6
- **HDB**  BC-DB-HDB
- **HDB**  BW-SYS-DB-HDB
- **HAN**  HAN-DB
- **INF**  BC-DB-INF
- **INF**  BW-SYS-DB-INF

## Operating Systems
- **AIX**  BC-OP-AIX
- **AIX**  BC-OP-BUL
- **BP-UX**  BC-OP-HPX
- **LINUX**  BC-OP-LNX
- **LINUX**  BC-OP-PLNX
- **LINUX**  BC-OP-ZLNX
- **LINUX OS/3**  BC-OP-LNX
- **LINUX OS/3**  BC-OP-PLNX
- **LINUX OS/3**  BC-OP-ZLNX
- **OS/400**  BC-OP-AS4
- **WIN-NT**  BC-OP-NT
- **Z/OS**  BC-OP-S390
- **SAP**  BC-DB-SDB
- **SAP**  BW-SYS-DB-SDB
- **SYB**  BC-DB-SYB
- **SYB**  BW-SYS-DB-SYB
- **TD**  BC-DB-TD
- **TD**  BW-SYS-DB-TD
- **LVC**  BC-DB-LVC
- **LVC**  BW-SYS-DB-LVC
- **MSS**  BC-DB-MSS
- **MSS**  BW-SYS-DB-MSS
- **ORA**  BC-DB-ORA
- **ORA**  BW-SYS-DB-ORA
- **SAP**  BC-DB-SDB
- **SAP**  BW-SYS-DB-SDB
- **SYB**  BC-DB-SYB
- **SYB**  BW-SYS-DB-SYB
- **TD**  BC-DB-TD
- **TD**  BW-SYS-DB-TD
- **SAP**  BC-DB-SDB
- **SAP**  BW-SYS-DB-SDB
- **SYB**  BC-DB-SYB
- **SYB**  BW-SYS-DB-SYB
- **TD**  BC-DB-TD
- **TD**  BW-SYS-DB-TD

## Operating Systems
- **SINIX**  BC-OP-FSC-REL
- **SOLARIS**  BC-OP-FSC-SOL
- **SOLARIS**  BC-OP-SUN
- **SUNOS**  BC-OP-SUN
- **TRU64-UNIX**  BC-OP-CPQ
- **TRU64-UNIX**  BC-OP-TRU64
- **UNIX**  BC-OP-CPQ
- **UNIX**  BC-OP-TRU64
- **WIN-NT**  BC-OP-NT
- **Z/OS**  BC-OP-S390
General Customizing and Personalization
Transaction SM30_DNOC_USERCFG_SR

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 then 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

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](http://support.sap.com/esacademy) → Delivery Formats

- 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.
Additional information
System Recommendations Online Documentation

- 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

- 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
- SAP Solution Manager Roadmap https://service.sap.com/roadmaps → Product and solution roadmaps
  → Database and Technology → Platform → SAP Solution Manager.
Additional information about general Security topics, Security notes and Security services:

- **Security Notes:**
  [https://support.sap.com/securitynotes](https://support.sap.com/securitynotes)

- **SAP Security Services:**
  [https://support.sap.com/sos](https://support.sap.com/sos)

### SAP Secure Operations Map

<table>
<thead>
<tr>
<th>Security Compliance</th>
<th>Security Governance</th>
<th>Audit</th>
<th>Cloud Security</th>
<th>Emergency Concept</th>
</tr>
</thead>
</table>
Thank you

Contact information:

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