SM100

SAP Solution Manager
Configuration for Operations

COURSE OUTLINE

Course Version: 15
Course Duration: 5 Day(s)
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About This Handbook

This handbook is intended to complement the instructor-led presentation of this course, and serve as a source of reference. It is not suitable for self-study.

**Typographic Conventions**

American English is the standard used in this handbook. The following typographic conventions are also used.

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TARGET AUDIENCE
This course is intended for the following audiences:

- System Administrator
- System Architect
- Technology Consultant
Lesson 1: Planning the SAP Solution Manager Environment

Lesson Objectives
After completing this lesson, you will be able to:

- Explain how SAP support levels affect the Solution Manager environment
- Plan application lifecycle management with SAP Solution Manager

Lesson 2: Assigning Composite Roles to SAP Solution Manager System Users

Lesson Objectives
After completing this lesson, you will be able to:

- Add roles in SAP Solution Manager

Lesson 3: Planning the Installation of SAP Extensions and Adapters for Third Party Extensions

Lesson Objectives
After completing this lesson, you will be able to:

- Plan the SAP extensions to be added to Solution Manager
- Plan the installation of adapters for third-party extensions
Lesson 1: Planning the SAP Solution Manager Architecture and Landscape

Lesson Objectives
After completing this lesson, you will be able to:

• Design the landscape with SAP Solution Manager and the managed systems

Lesson 2: Planning the Agent Infrastructure for the SAP Solution Manager System Landscape

Lesson Objectives
After completing this lesson, you will be able to:

• Outline the agent infrastructure for the SAP Solution Manager system landscape
Lesson 1: Sizing an SAP Solution Manager System

Lesson Objectives
After completing this lesson, you will be able to:

- Identify the main factors that influence sizing

Lesson 2: Preparing to Install or Upgrade an SAP Solution Manager System

Lesson Objectives
After completing this lesson, you will be able to:

- Outline the SAP Solution Manager installation process

Lesson 3: Preparing to Upgrade an SAP Solution Manager System

Lesson Objectives
After completing this lesson, you will be able to:

- Outline the SAP Solution Manager upgrade process
Lesson 1: Setting Up the System Landscape Directory

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the System Landscape Directory and its data consumers
- Determine the optimal System Landscape Directory configuration

Lesson 2: Setting Up the Landscape Management Database

Lesson Objectives
After completing this lesson, you will be able to:

- Determine the optimal configuration for the Landscape Management Database

Lesson 3: Describing the Landscape Model, Landscape Management Database, and Landscape Verification

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the elements and relationships in an SAP solution
- Explain Landscape Verification
- Create data in the Landscape Management Database with the technical system editor
- Edit data in the Landscape Management Database with the technical system editor
Lesson 1: Performing Prerequisite Checks for Configuring SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

• Perform prerequisite checks for SAP Solution Manager guided configuration

Lesson 2: Explaining the Guided Procedures for Configuring SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

• Identify the elements of the SAP Solution Manager Guided Procedure interface

Lesson 3: Performing the SAP Solution Manager System Preparation

Lesson Objectives
After completing this lesson, you will be able to:

• Prepare the SAP Solution Manager system for configuration

Lesson 4: Performing Basic Configuration of SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

• Configure basic settings in SAP Solution Manager

Lesson 5: Customizing SAP Solution Manager Work Centers

Lesson Objectives
After completing this lesson, you will be able to:

• Personalize SAP Solution Manager work centers
Lesson 1: Preparing Managed Systems for Configuration in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Connect managed systems to the System Landscape Database and the Landscape Management Database
Lesson 1: Configuring a Dual-Stack Managed System in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Perform a dual-stack system configuration in SAP Solution Manager
Lesson 1: Configuring an ABAP Managed System in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Perform an ABAP system configuration in SAP Solution Manager
Lesson 1: Configuring a Java System in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Perform a Java system configuration in SAP Solution Manager
Lesson 1: Creating Business Partners in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Create business partners for issue management
Lesson 1: Administering Systems in the SAP Solution Manager Landscape

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the SAP Solution Manager Administration work center

Lesson 2: Accessing Landscape Component Management Tools in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Administer system landscape components using the Landscape view

Lesson 3: Administering SAP Solution Manager Infrastructure Components

Lesson Objectives
After completing this lesson, you will be able to:

- Administer CA Wily Introscope Enterprise Manager installations in SAP Solution Manager
- Access infrastructure components from a central location
- Describe the management of the CCDB within the Infrastructure view
- Describe the management of the LMDB within the Infrastructure view

Lesson 4: Performing Self Diagnosis in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Perform self-diagnosis in SAP Solution Manager

Lesson 5: Managing SAP Solution Manager Self-Monitoring

Lesson Objectives
After completing this lesson, you will be able to:

- Configure SAP Solution Manager self-monitoring
- Process alerts in SAP Solution Manager self-monitoring

Lesson 6: Creating and Maintaining Solutions in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the concept of solutions as used in SAP Solution Manager
- Create and maintain solutions in SAP Solution Manager
- Maintain solutions in SAP Solution Manager

Lesson 7: Creating and Maintaining Projects in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the use of projects in SAP Solution Manager
- Create projects in SAP Solution Manager
- Maintain projects in SAP Solution Manager
Lesson 1: Monitoring Components with SAP EarlyWatch Alerts

Lesson Objectives
After completing this lesson, you will be able to:

• Set up SAP EarlyWatch Alerts

Lesson 2: Managing SAP EarlyWatch Alert Reports

Lesson Objectives
After completing this lesson, you will be able to:

• Create an SAP EarlyWatch Alert report in an ABAP system
• Access SAP EarlyWatch Alert reports
• List the SAP EarlyWatch Alert checks available for the SAP NetWeaver AS Java stack

Lesson 3: Using SAP EarlyWatch Alert for Solutions

Lesson Objectives
After completing this lesson, you will be able to:

• Monitor the system landscape status with SAP EarlyWatch Alert for Solutions
• Generate a report in SAP EarlyWatch Alert for Solutions
• Analyze SAP EarlyWatch for Solutions
Lesson 1: Explaining Service Delivery and Engagement in SAP Solution Manager
Lesson Objectives
After completing this lesson, you will be able to:

- Describe the SAP Solution Manager engagement and service delivery process

Lesson 2: Creating Issues in SAP Solution Manager
Lesson Objectives
After completing this lesson, you will be able to:

- Create issues and top issues

Lesson 3: Summarizing Task Management Within the SAP Engagement and Service Delivery Work Center
Lesson Objectives
After completing this lesson, you will be able to:

- Describe how tasks are managed in SAP Solution Manager

Lesson 4: Using Service Delivery Options in SAP Solution Manager
Lesson Objectives
After completing this lesson, you will be able to:

- Access SAP-delivered services and self-services in SAP Solution Manager
Lesson 1: Controlling Maintenance Activities with Maintenance Optimizer (MOpz)

Lesson Objectives
After completing this lesson, you will be able to:

- Perform prerequisite checks for using MOpz
- Process maintenance transactions in SAP Solution Manager

Lesson 2: Managing Licenses and Maintenance Certificates

Lesson Objectives
After completing this lesson, you will be able to:

- Check the distribution and status of SAP licenses and maintenance certificates

Lesson 3: Managing SAP Notes with System Recommendations in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Configure System Recommendations
Lesson 1: Explaining Job Management Processes in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Outline the challenges of job management
- Describe the job management workflow

Lesson 2: Processing a Job Request in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Create a job request
- Process a job request incident in SAP Solution Manager

Lesson 3: Organizing Job Documentation in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Document background jobs in SAP Solution Manager

Lesson 4: Monitoring Background Jobs with SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the options for monitoring background jobs in SAP Solution Manager

Lesson 5: Optimizing the Background Job Schedule with SAP Solution Manager Tools

Lesson Objectives
After completing this lesson, you will be able to:
• Analyze background jobs in SAP Solution Manager
• Carry out job management health checks in SAP Solution Manager

Lesson 6: Setting Up Job Scheduling Management in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:
• List the prerequisites for using job scheduling management applications in SAP Solution Manager

Lesson 7: Using External Schedulers in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:
• Explain how external schedulers support job scheduling management
Lesson 1: Configuring SAP Solution Manager Notification Management

Lesson Objectives
After completing this lesson, you will be able to:

- Configure notification settings in SAP Solution Manager

Lesson 2: Planning Work Modes with SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Set up work modes in SAP Solution Manager

Lesson 3: Managing User Tasks with Central System Administration (CSA)

Lesson Objectives
After completing this lesson, you will be able to:

- Set up central system administration to manage user tasks

Lesson 4: Managing Tasks with the Task Inbox

Lesson Objectives
After completing this lesson, you will be able to:

- Process tasks with the Task Inbox

Lesson 5: Grouping Administrative Tools with Central Tool Access

Lesson Objectives
After completing this lesson, you will be able to:

- Locate administrative tools in the Central Tool Access area
Lesson 1: Describing the Architecture of SAP Solution Manager Diagnostics

Lesson Objectives
After completing this lesson, you will be able to:

• Explain end-to-end root-cause analysis in SAP Solution Manager

Lesson 2: Viewing Performance Data and Metrics With CA Wily Introscope

Lesson Objectives
After completing this lesson, you will be able to:

• Access key performance information using CA Wily Introscope

Lesson 3: Analyzing Changes to Managed Systems with End-to-End Change Analysis

Lesson Objectives
After completing this lesson, you will be able to:

• Identify changes to managed systems with end-to-end change analysis

Lesson 4: Analyzing Statistical Performance Data with End-to-End Workload Analysis

Lesson Objectives
After completing this lesson, you will be able to:

• Access performance data with end-to-end workload analysis

Lesson 5: Identifying the Cause of System Errors with End-to-End Exception Analysis

Lesson Objectives
After completing this lesson, you will be able to:
• Perform end-to-end exception analysis

Lesson 6: Analyzing Trace Data with End-to-End Trace Analysis

Lesson Objectives
After completing this lesson, you will be able to:
• Perform end-to-end trace analysis

Lesson 7: Performing Client-Side Diagnostics with BMC AppSight

Lesson Objectives
After completing this lesson, you will be able to:
• Trace client-side applications with BMC AppSight
Lesson 1: Creating an Integrated Landscape Monitoring Solution with the Monitoring and Alerting Infrastructure

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the SAP Solution Manager monitoring and alerting infrastructure

Lesson 2: Assigning Monitoring Templates to Systems

Lesson Objectives
After completing this lesson, you will be able to:

- Configure monitoring templates

Lesson 3: Monitoring the System Landscape Using the Monitoring and Alerting Infrastructure

Lesson Objectives
After completing this lesson, you will be able to:

- Set up system monitoring in SAP Solution Manager

Lesson 4: Analyzing Metrics with Interactive Reporting

Lesson Objectives
After completing this lesson, you will be able to:

- Configure interactive reporting

Lesson 5: Accessing Key Reports Using Dashboards

Lesson Objectives
After completing this lesson, you will be able to:

- Configure dashboards to display key reports at a glance
Lesson 1: Explaining How Mobile Apps Connect to SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Explain how mobile apps connect to SAP Solution Manager

Lesson 2: Identifying the Mobile Apps Available for SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the scenario-specific mobile apps available for SAP Solution Manager
Lesson 1: Configuring Service Level Reporting

Lesson Objectives
After completing this lesson, you will be able to:

- Configure service level reporting
- Create a service level report

Lesson 2: Accessing Service Level Reports

Lesson Objectives
After completing this lesson, you will be able to:

- Locate service level reports in different work centers