



SAP

Solman

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About the Tutorial

SAP Solman is a SAP product used to provide a centralized, robust solution management product that allows you to manage technical support in distributed environment. It covers all key functions like solution deployment, IT Service Management, Business and Application Operations and continuous maintenance and improvement.

Using SAP Solman, you ensure that SAP solution environment is performing at its maximum potential with minimum cost.

Audience

This tutorial has been prepared for anyone who has a basic knowledge of SAP Product suite, SAP ECC installation, and SAP Basis. After completing this tutorial, you will find yourself at a moderate level of expertise in maintaining SAP Solution Manager effectively.

Prerequisites

Before you start proceeding with this tutorial, we assume that you are well-versed with basic meaning of terms like Work Center, IT Service Management, System Administration, SAP products. If you are not aware of these concepts, then we recommend that you first go through an overview chapter of any of these topics.

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1. SAP Solman – Overview

SAP Solution Manager is a platform to manage life cycle of your SAP solution in a distributed environment.

The key features of SAP Solman are-

- It provides tools, methods, and process management content that can be used during preparation of business blueprint, configuration, and implementation.
- Using SAP Solman you can ensure that SAP solution environment is operating at its maximum potential with minimum cost.
- SAP Solman provides integration tools for SAP BASIS Administrators to manage underlying infrastructure and application and business processes.
- It reduces the amount of effort required to manage the centralized SAP and non-SAP systems.
- In a distributed environment, SAP Solution Manager is managing system and SAP applications like- ECC, BI, and Customer Relationship module CRM and also covers the non-SAP system in solution life cycle.

Current version of SAP Solution Manager and Release date

Latest version of SAP Solution Manager is SAP Solman 7.2. This version was made available since H1/2016.

Previous SAP Solution Manager 7.1 support Package Stack 14 was released in October 2015, included various new features to run SAP Solution.

The following table shows the SAP Solution Manager Release details-

Product Name	SAP Solution Manager
Version	7.1 Support Pack Stack 14
Released Date	October 2015
Underlying based product	SAP NetWeaver 7.0 EHP2

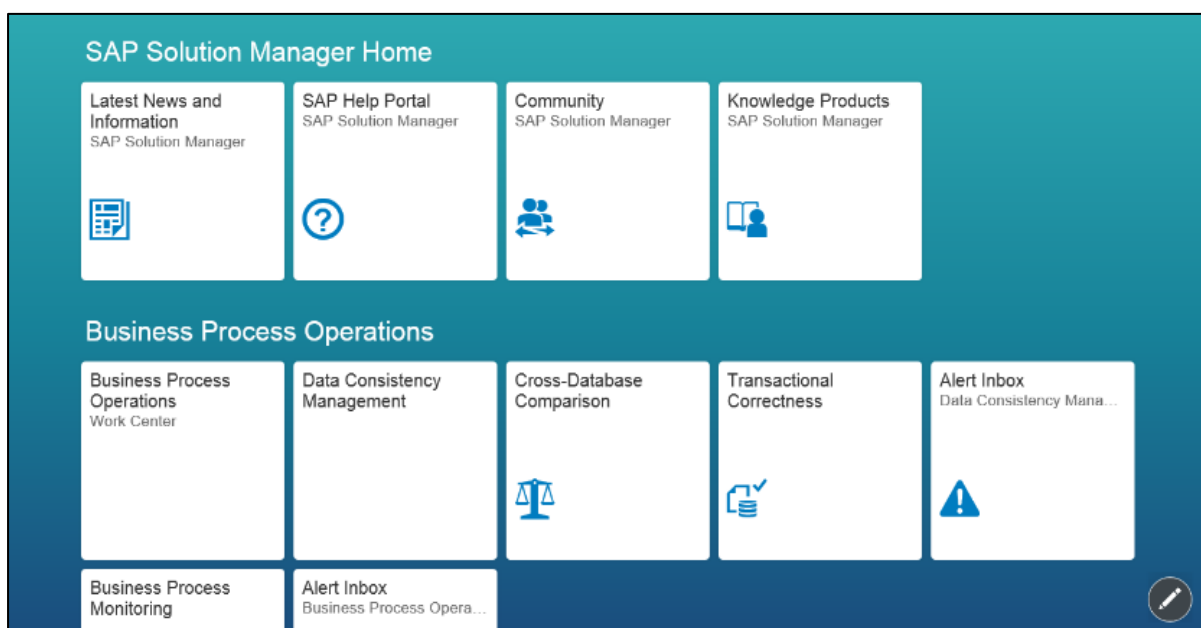
Product Name	SAP Solution Manager
Version	7.2 Support Pack Stack 3
Released Date	H1/2016
Underlying based product	SAP NetWeaver

Key Features

Key features supported in SAP Solution Manager 7.2 are-

- New User Interfaces
- New Release management
- ITSM and Change Request Management
- Adapt SAP HANA in your landscape
- New Process Management
- Enhanced Cloud Support

In the following screenshot, you can see the homepage of SAP Solution Manager 7.2 with new Fiori-based Launchpad as per defined user roles.



This Fiori-based Launchpad offers role based access to all relevant applications and Work Centers

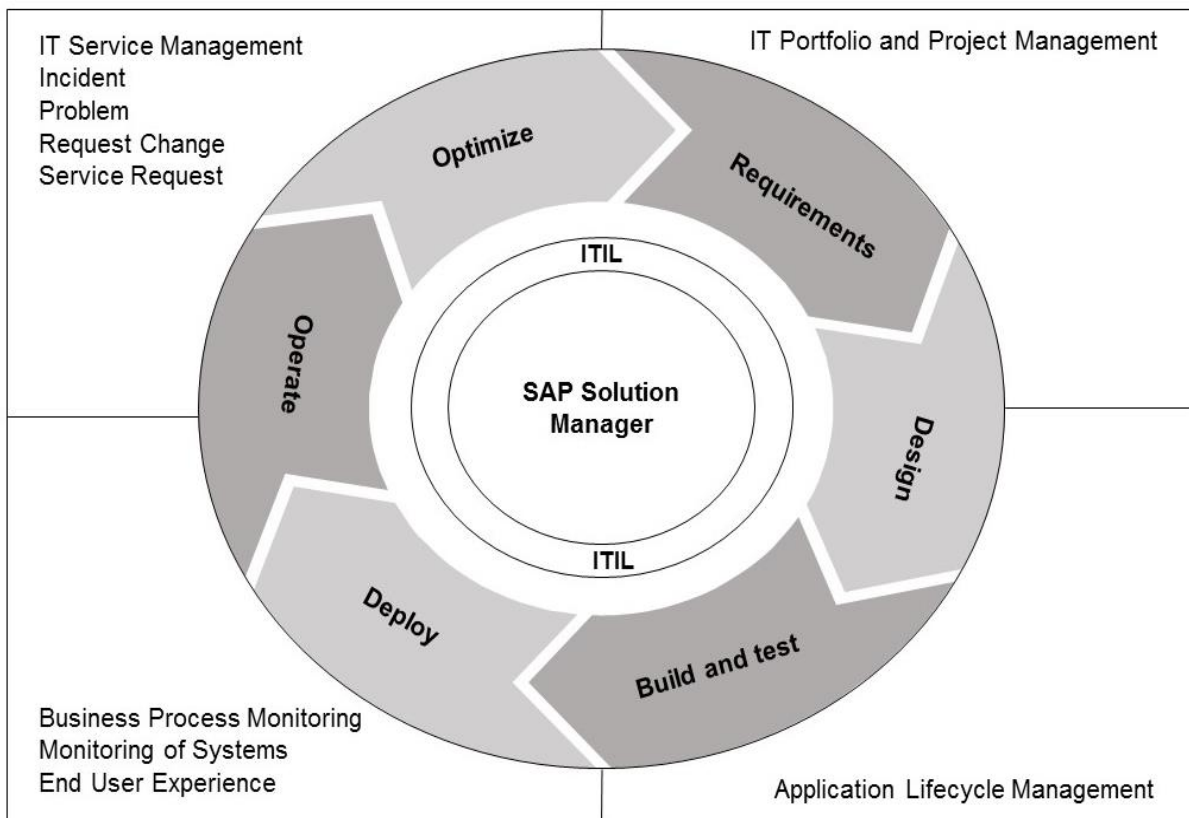
Supported Browser:

- **Microsoft Internet Explorer**
 - IE11 Desktop (recommended)
 - IE7-IE10 until Jan 2016
- **Mozilla Firefox**
 - Latest Extended Support Release Cycle (SAP recommended)
 - Latest Rapid Release Cycle (a backup browser is needed)
- **Google Chrome**
 - Cycle for Windows
- **Apple Safari**
 - On OS X for 3 years from version release date

SAP Solution Manager Product can be divided into following functional categories-

- SAP Solution Manager Operations
- SAP Engagement and Service Delivery
- Solution Implementation
- Template Management
- Test Management
- Change Control Management
- IT Service Management
- Business processes Operations
- Application Operations
- Upgrade and Maintenance

In the following illustration, you can see the SAP Solution Manager and integration with Lifecycle management, IT Service Management, IT Portfolio and Project Management and Business and Application Operations.



2. SAP Solman – Features

Following are the key features that are provided by SAP Solution Manager-

- **Centralized Administration Work Center:** Using SAP Solman, you can manage central access of all functions for administrative tasks.
- **Landscape Management Database:** It provides central source of system-landscape description data.
- **Issue Management:** You can document the problem and issue tracing using issue management feature.
- **Roadmaps:** Using Roadmaps, you can create predefined project plans to cover most important tasks and phases in project implementation as a part of solution implementation.
- **Template Management:** To roll out templates globally, you can use template management.
- **Test Management:** Using Test management, you can perform central test management from test planning to evaluation phase.
- **Change Control Management:** You can use a central change management process, which is integrated with Transport Management. You can transport ABAP and non-ABAP projects using Transport Management Infrastructure.
- **IT Service Management:** This is centrally managed and covers IT infrastructure. You can align IT management processes as per Information Technology Infrastructure Library ITIL. You can set up external Service Desk and access SAP service-support center.
- **Business Process Operations:** Automation of business processes is available in SAP Solution Manager. You can also monitor business critical processes.
- **Application Operations:** You can use Application Operations dashboards to display the availability and performance of your managed systems.
- **Maintenance Management:** You can use Maintenance Planner to create maintenance plans and stack XML files for installation using Software Update Manager (SUM). You can also use system recommendations option to find and display suitable SAP Notes. Maintenance optimizer can be used to start the maintenance process in production system. This provides you detailed instructions for downloading and installing maintenance files in the system.

3. SAP Solman – Work Center

To perform role specific functions, you can use Work Centers in SAP Solution Manager. Work Centers are work environments that allow you to access role specific options. You can access different options like alerts, notifications, messages, and reports as per the assigned role.

Work Centers provide a set of tools under SAP Solution Manager to manage complete IT Life Cycle. Work Centers perform different technical operations such as System Landscape Management, System Administration, System Monitoring, Project based, and IT Service Management Work Centers.

The available Work Centers in SAP Solution Manager 7.1 are-

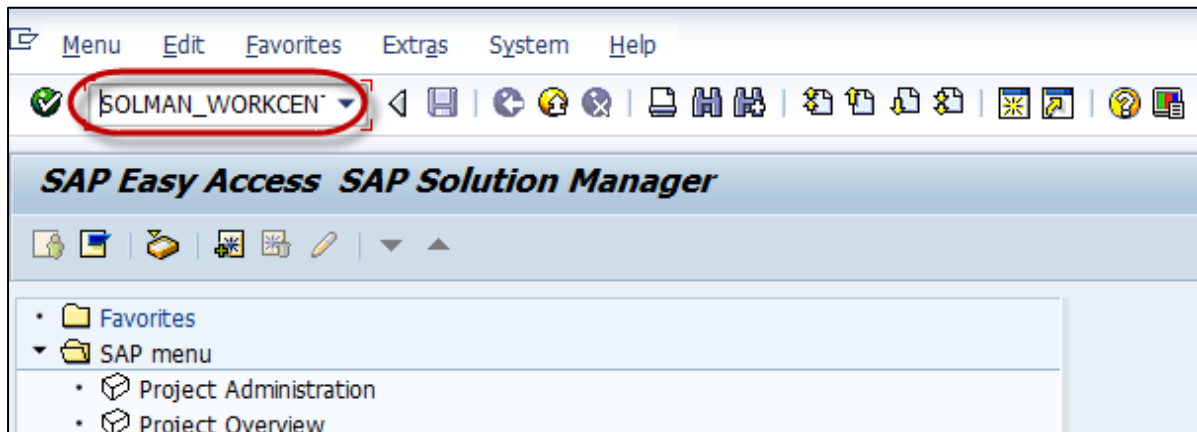
- My Home
- Implementation and Upgrade
- Solution Documentation Assistant
- Business Process Operations
- Job Management
- Root Cause Analysis
- Data Volume Management
- SAP Solution Manager Administration
- Change Management
- Test Management
- Incident Management
- SAP Engagement and Service Delivery
- Technical Administration
- System Monitoring
- Technical Monitoring
- Solution Manager Configuration

When you login to SAP Solution Manager Work Center, you can see the following options at the top-

- My Home
- Implementation/Upgrade
- Solution Manager Administration
- Technical Administration
- System Monitoring

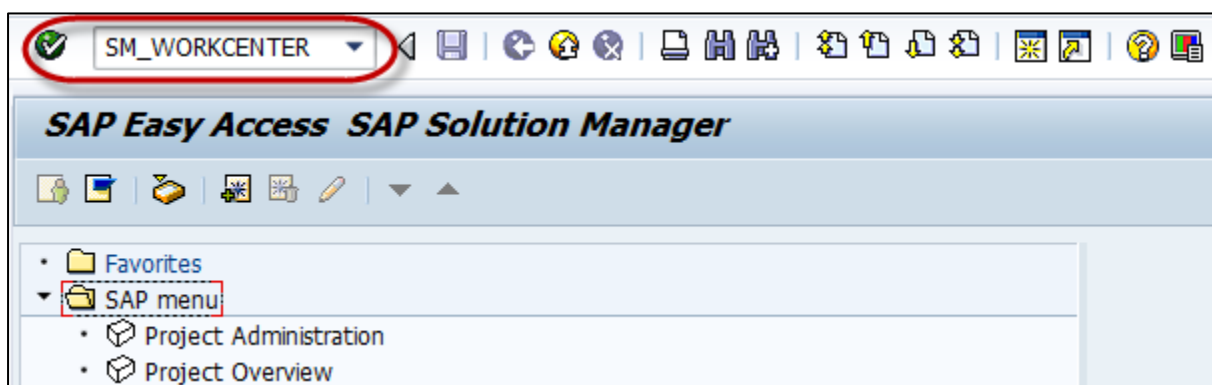
To access any of the work center, you should be authorized to access that Work Center, which means that the work center should be assigned to you.

Step 1: To run Work Center home screen, use T-Code: **SOLMAN_WORKCENTER**



Step 2: To start all work centers for which you are authorized, you can use the following transaction. For example,

In the SAP GUI for Windows, you can run the Transaction SM_WORKCENTER.



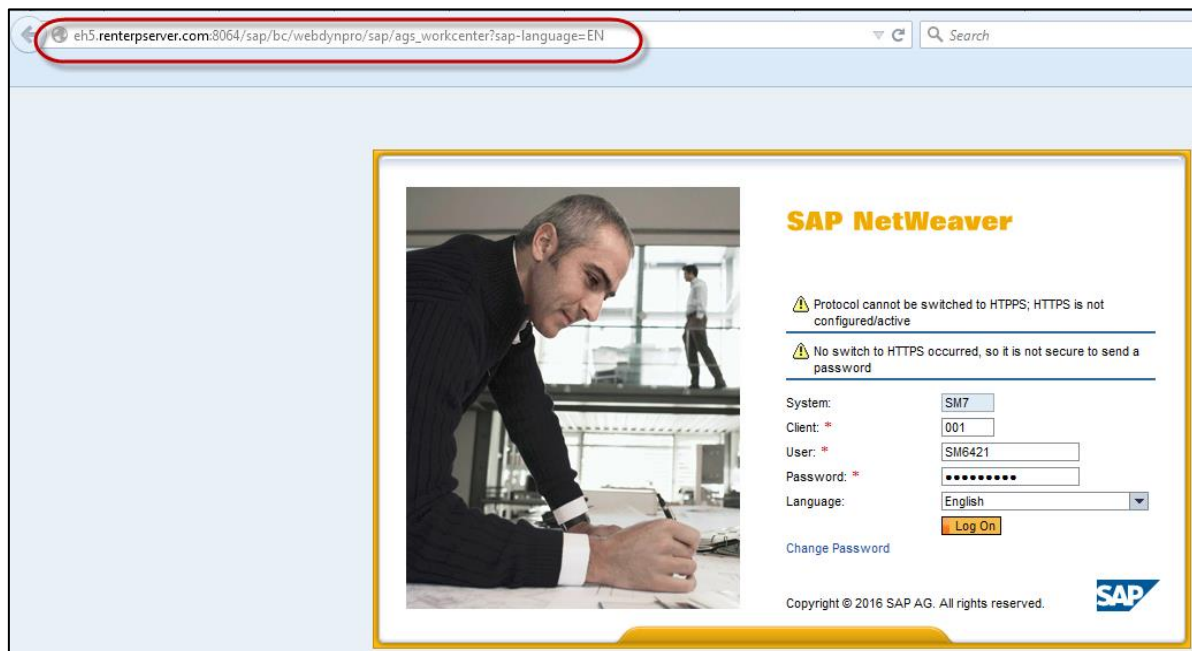
When you call the transaction, the URL for calling up the Web Dynpro application has the following format-

http://< host >:< port >/sap/bc/webdynpro/sap/ags_workcenter?sap-language=EN

Example

Enter the URL-

http://eh5.renterpserver.com:8064/sap/bc/webdynpro/sap/ags_workcenter?sap-language=EN

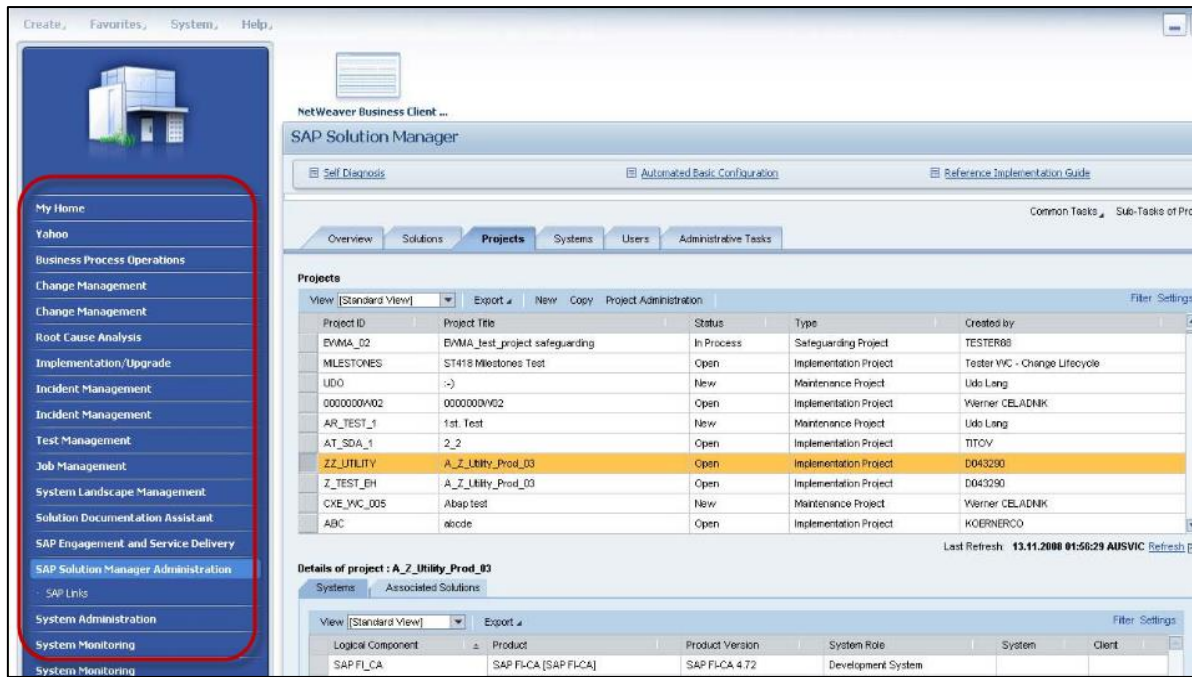


You can also start an individual work center by following Web Dynpro application directly.

To open the Incident Management work center, you can use the URL-

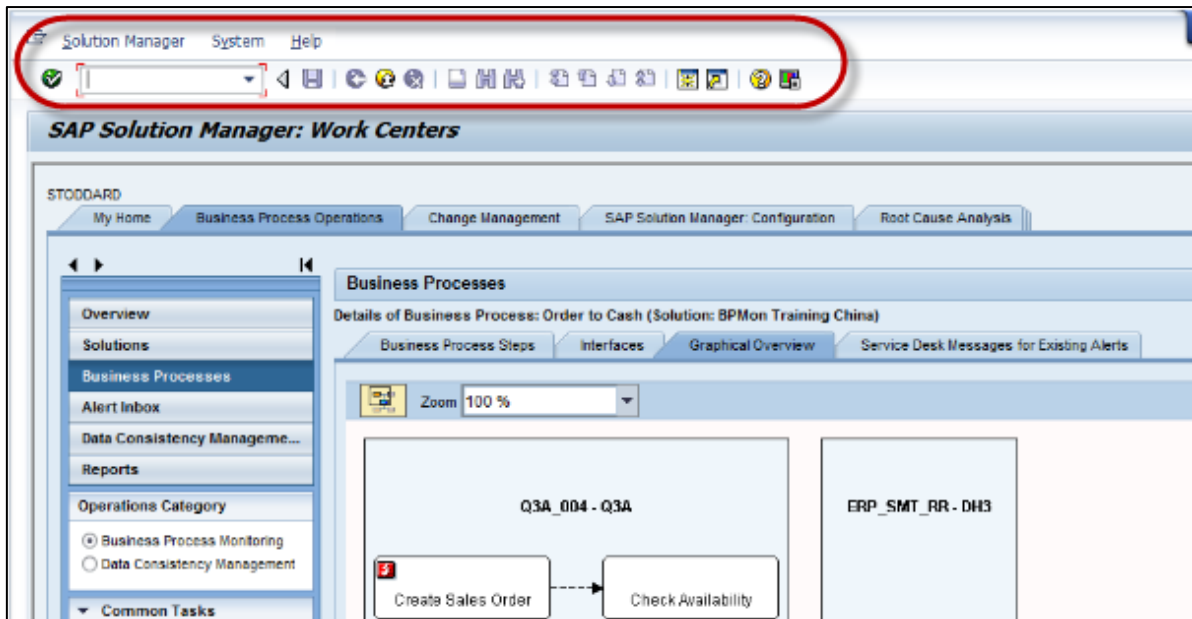
http://<host>:<port>/sap/bc/webdynpro/sap/ags_work_incident_man?sap-language=EN

You can see all Work centers that are available under SAP Solman.

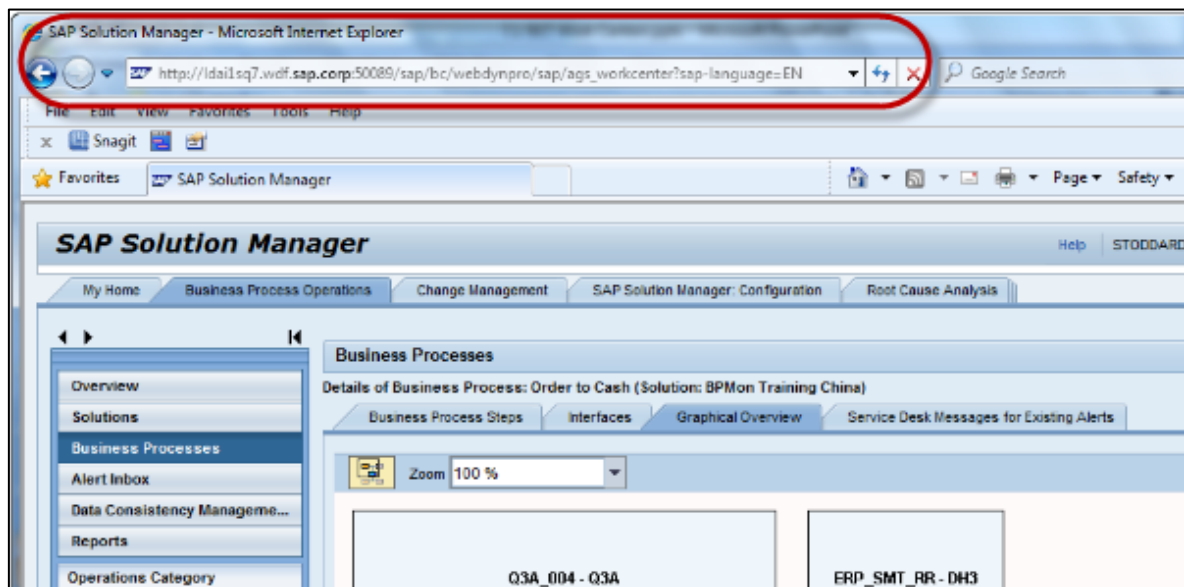


Note: In SAP Solman, there can be one user with one or more roles assigned. In SAP Solman, You can have a role with one or more Work Centers assigned.

Look at the following two screen shots. Here you can see the difference between Work Center using Transaction- **SOLMAN_WORKCENTER** and Work Center with Web Browser: Service **AGS_WORKCENTER**.



The ribbons of both the Work Centers are different and are highlighted as shown below.



My Home Work Center

In SAP Solution Manager, to access My Home Work Center, you should be authorized for **My Home**. Using My Home Work Center, you can access all the key data related to other Work Centers in SAP Solman. Using hyperlinks, you can access the work centers that are assigned to you.

My Home Work Center contains the following functions-

- **Overview:** To see the overview of all the work areas under My Home Work Center.
- **Hyperlink:** You can access important links directly under Hyperlink.
- **Refresh:** To Refresh the Work Center and its tab.
- **Tasks:** You can access the assigned Task under Tasks tab.
- **Reports:** To view the available reports, quickly.

4. SAP Solman – Work Center Structure

All the work centers of SAP Solution Manager have a common user interface. It has same basic navigation features and vary slightly as per the role and use of the work center.

Each Work Center contains the following elements-

Navigation Bar

It shows first level of navigation that you use to choose the Work Center. It provides a role specific navigation bar with access to all the Work Centers associated with the role and assigned to the user who is logged in.

Navigation Area

It shows second level of navigation and you can select different references for a specific work center such as-

- Hyperlinks
- Views
- Functions

Content Area

The content area changes as per the navigation area selected.



End of ebook preview

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