

# SM100

## SAP Solution Manager Configuration for Operations

### COURSE OUTLINE

Course Version: 20  
Course Duration:

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# Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation



Demonstration



Procedure



Warning or Caution



Hint



Related or Additional Information



Facilitated Discussion



User interface control

*Example text*

Window title

*Example text*



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# Course Overview

## **TARGET AUDIENCE**

This course is intended for the following audiences:

- System Administrator
- System Architect



## Lesson 1: Introducing the Course

### Lesson Objectives

After completing this lesson, you will be able to:

- Get an overview of SAP Enterprise Support Academy

## Lesson 2: Explaining Application Lifecycle Management (ALM) and Usage Rights

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain Application Lifecycle Management (ALM) and usage rights

## Lesson 3: Explaining the Integrated Tools

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Solution Manager architecture and integrated tools

## Lesson 4: Authorization Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Managing authorizations for SAP Solution Manager



### **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: 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:

- Describe the sizing considerations for SAP Solution Manager

## Lesson 2: Installing an SAP Solution Manager System

### Lesson Objectives

After completing this lesson, you will be able to:

- Install an SAP Solution Manager system

## Lesson 3: Preparing to Upgrade an SAP Solution Manager System

### Lesson Objectives

After completing this lesson, you will be able to:

- Upgrade an SAP Solution Manager system





## UNIT 4

# Management of System Data in the SAP Solution Manager System Landscape (SLD, LMDB and Support Portal)

### **Lesson 1: Describing the Functions and Consumers of the System Landscape Directory (SLD)**

#### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the functions and consumers of the System Landscape Directory (SLD)

### **Lesson 2: Synchronizing Data to the Landscape Management Database (LMDB)**

#### **Lesson Objectives**

After completing this lesson, you will be able to:

- Determine the optimal configuration for the Landscape Management Database



## **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 System Preparation**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Prepare the SAP Solution Manager system for configuration

## **Lesson 4: Performing the Infrastructure Preparation**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Perform the Infrastructure Preparation

## **Lesson 5: Performing the Basic Configuration**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Perform the basic configuration

## **Lesson 6: Appendix: Explaining Embedded Search Architecture and Configuration**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain the embedded search function and explain the embedded search configuration
- Explain the Embedded Search configuration

## Lesson 1: Preparing the Managed Systems Configuration

### Lesson Objectives

After completing this lesson, you will be able to:

- Prepare the Managed Systems Configuration

## Lesson 2: Performing the Managed Systems Configuration for SAP S/4HANA and Java Systems

### Lesson Objectives

After completing this lesson, you will be able to:

- Perform the Managed Systems Configuration

## Lesson 3: Explaining the Managed Systems Configuration - Additional Functions

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the additional functions of the managed system configuration

## Lesson 4: Cross Scenario Configuration - Usage Logging (UPL)

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe and configure usage logging
- Configure Usage and Procedure Logging (UPL) using the SAP Solution Manager SOLMAN\_SETUP transaction

## Lesson 5: Describing the Available User Interfaces

### Lesson Objectives

After completing this lesson, you will be able to:

- Get an overview of the available user interfaces for SAP Solution Manager



## UNIT 7

# Business Partner Types 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 and other scenarios





## Lesson 1: Describing Solution Administration

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Solution Administration function

## Lesson 2: Describing Solution Documentation

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Solution Documentation function



## **Lesson 1: Describing SAP EarlyWatch Alert (EWA) Concept and Configuration**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the SAP EarlyWatch Alert (EWA) concept and configuration

## **Lesson 2: Creating an SAP EarlyWatch Alert (EWA) Report Manually**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Create an SAP EarlyWatch Alert (EWA) report manually

## **Lesson 3: Accessing SAP EarlyWatch Alert Reports**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Access SAP EarlyWatch Alert reports

## **Lesson 4: Describing the EarlyWatch Alert Management Guided Procedure (GP)**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the EarlyWatch Alert Management guided procedure (GP)

## **Lesson 5: Appendix: Describing an Example of an EarlyWatch Alert Java**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe an example of an SAP EarlyWatch Alert Java



## **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:

- Work with issues

## **Lesson 3: 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 4: Appendix: Describing the Engagement and Service Delivery Guided Procedure (GP)**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the Engagement and Service Delivery guided procedure (GP)



## Lesson 1: Using Maintenance Planner

### Lesson Objectives

After completing this lesson, you will be able to:

- Use the Maintenance Planner

## 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: Using System Recommendations

### Lesson Objectives

After completing this lesson, you will be able to:

- Use System Recommendations





## Lesson 1: Explaining the Challenges of Job Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the challenges of job management

## Lesson 2: Controlling End User Jobs using the Job Request Function

### Lesson Objectives

After completing this lesson, you will be able to:

- Control end user jobs using the Job Request function

## Lesson 3: Using Job Documentation

### Lesson Objectives

After completing this lesson, you will be able to:

- Use Job Documentation for documentation and scheduling

## Lesson 4: Monitoring Background Jobs with SAP Solution Manager

### Lesson Objectives

After completing this lesson, you will be able to:

- Monitor background jobs

## 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

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

## **Lesson Objectives**

After completing this lesson, you will be able to:

- Set up job scheduling management

## **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: Explaining End-to-End Root Cause Analysis – Overview

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain end-to-end root cause analysis

## Lesson 2: Using CA APM Introscope

### Lesson Objectives

After completing this lesson, you will be able to:

- Use CA APM Introscope

## Lesson 3: Using End-to-End Workload Analysis (WA)

### Lesson Objectives

After completing this lesson, you will be able to:

- Use end-to-end workload analysis (WA)

## Lesson 4: Using End-to-End Exception Analysis (EA)

### Lesson Objectives

After completing this lesson, you will be able to:

- Use end-to-end exception analysis (EA)

## Lesson 5: Using End-to-End Change Analysis (CA)

### Lesson Objectives

After completing this lesson, you will be able to:

- Use end-to-end change analysis (CA)

## Lesson 6: Using End-to-End Trace Analysis (TA)

### Lesson Objectives

After completing this lesson, you will be able to:

- Use end-to-end trace analysis (TA)

## **Lesson 7: Appendix: Exception Management**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain the Exception Management function

## **Lesson 8: Appendix: Configuration Validation**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain the Configuration Validation function

## **Lesson 1: Introducing the Monitoring and Alerting Infrastructure (MAI)**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Introduce Monitoring and Alerting Infrastructure (MAI)

## **Lesson 2: Introducing the Monitoring Template Concept, Configuration**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Introduce the monitoring template concept, configuration

## **Lesson 3: Using the System and Application Monitoring functions**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Use the System and Application Monitoring functions



## Lesson 1: Dashboard Builder

### Lesson Objectives

After completing this lesson, you will be able to:

- Use the Dashboard Builder

## Lesson 2: Focused Insights

### Lesson Objectives

After completing this lesson, you will be able to:

- Use Focused Insights

## Lesson 3: SAP Mobile Applications

### Lesson Objectives

After completing this lesson, you will be able to:

- Get an overview about SAP Mobile Application for SAP Solution Manager





## Lesson 1: Configuring Service Level Reporting (SLR)

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure Service Level Reporting (SLR)

## Lesson 2: Accessing Service Level Reports

### Lesson Objectives

After completing this lesson, you will be able to:

- Access service level reports and report examples