



SAP Solution Manager – Maintenance Optimizer

**Product Management
SAP Service & Support Infrastructure,
SAP AG**

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All corrective software packages* for SAP NetWeaver 2004s and SAP Business Suite 2005 delivered after 2007/04/02, will ONLY be available via SAP Solution Manager's Maintenance Optimizer

* Support Package Stacks, Support Packages and Patches for Java instances, Kernel Patches do not require Maintenance Optimizer



Why is the Maintenance Optimizer required?

Details on the Maintenance Optimizer

Maintenance Process

More Flexibility – More Customization – More Complexity



RFID



Devices



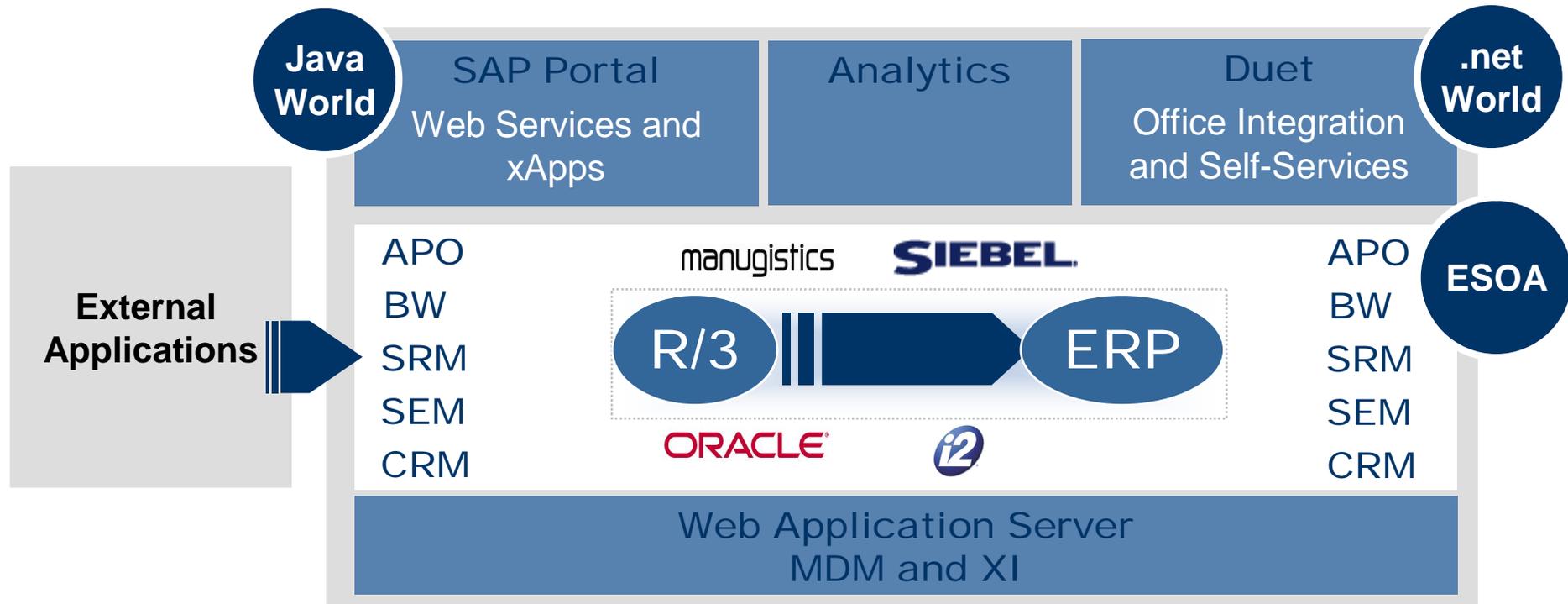
Portal



Rendering



Office



**The end-user uses just one of multiple interfaces.
Operations has to manage 100% uptime and good performance!**

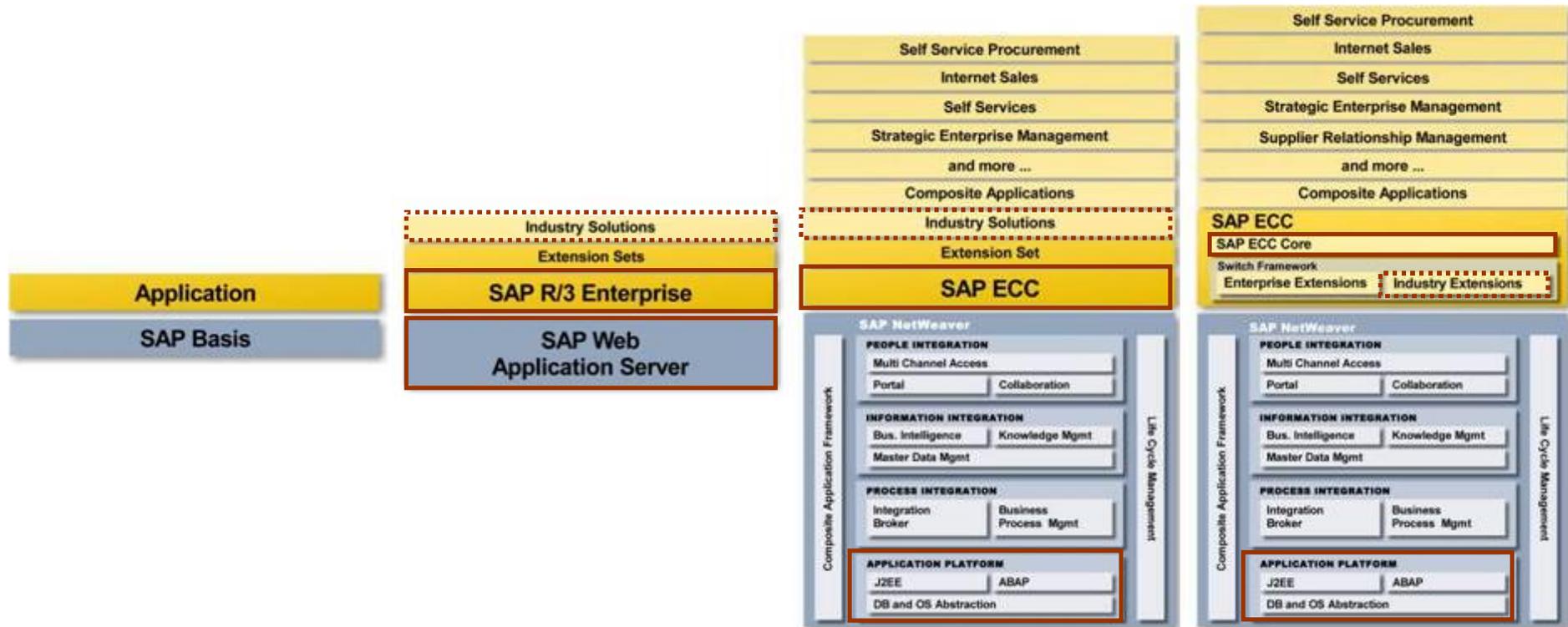
Simplicity VERSUS Complexity – Evolution of the mySAP ERP Architecture

SAP R/3
up to 4.6C

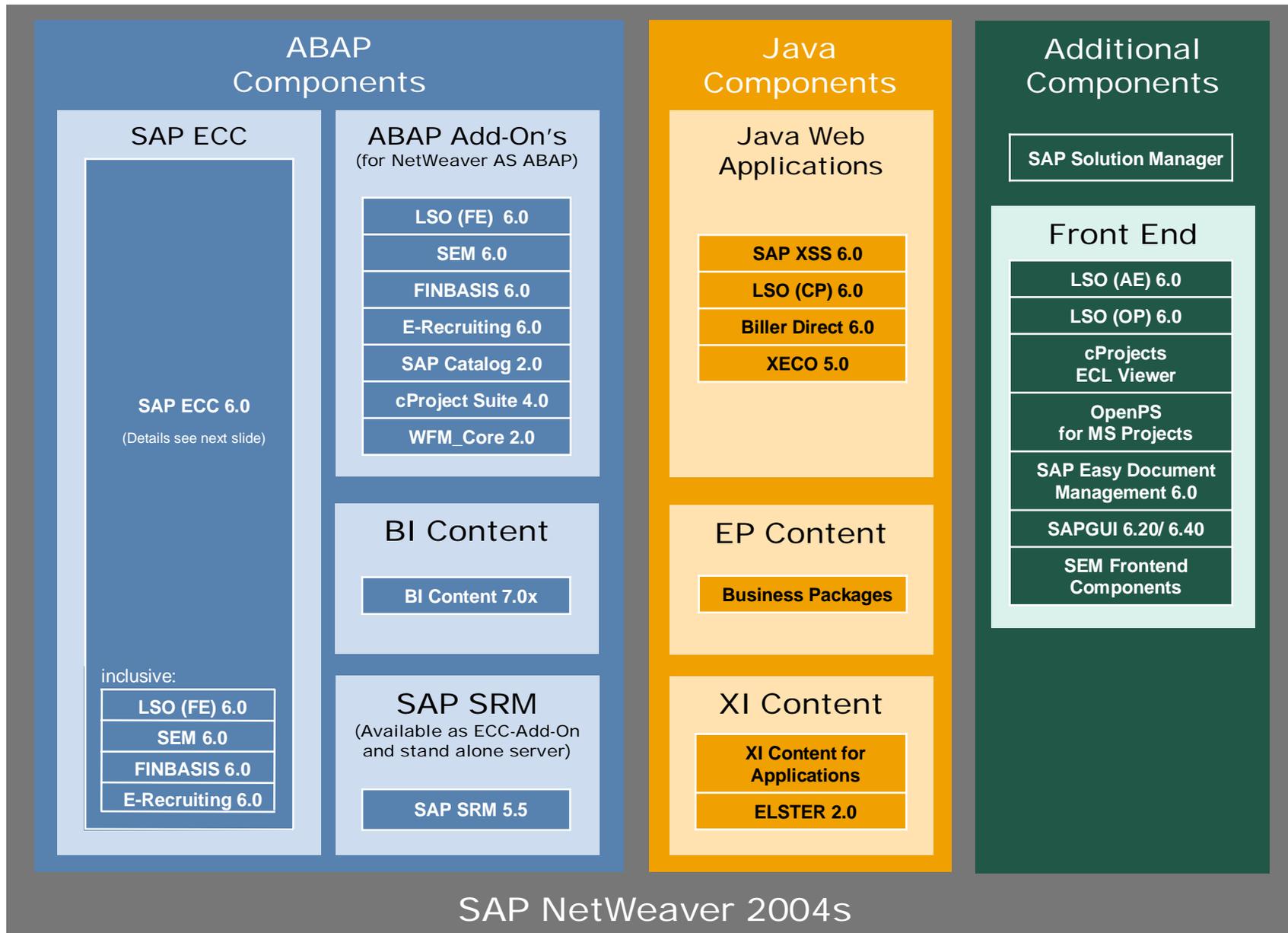
SAP R/3
Enterprise

mySAP ERP
Edition 2004

mySAP ERP
Edition 2005



Example: mySAP ERP 2005 – Component View



Example: Component View – SAP ECC Details

ABAP Components

SAP ECC

EA-APPL 600	INSURANCE 600
EA-FINSERV 600	IS-CWM 600
EA-GLTRADE 600	IS-H 600
EA-HR 600	IS-M 600
EA-IPPE 400	IS-OIL 600
EA-PS 600	IS-PS-CA 600
EA-RETAIL 600	IS-UT 600
ECC-DIMP 600	SAP AP 700
ES-DFPS 600	SAP-APPL 600
FI-CA 600	SAP-HR 600
FI-CAX 600	ST – PI 2005_1_700
E-Recruiting 6.0	LSO (FE) 6.0
FINBASIS 6.0	SEM 6.0

ABAP Add-On's included in SAP ECC

SAP NetWeaver 2004s



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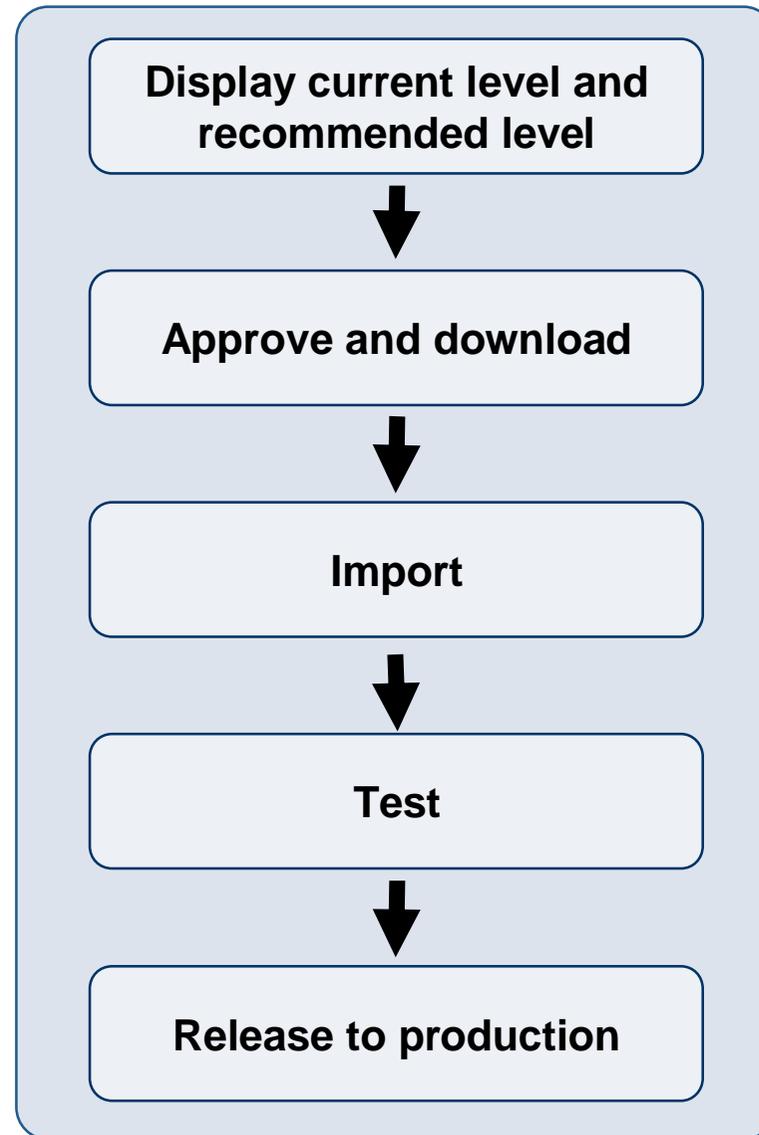
Better Handling of Customer Support Processes

Planning of maintenance

- Support Packages and Stacks
- Hot News

Administration

Provide transparency



Example: Support Package Stack Inbox

Select Support Package Stacks

Select Product Version:

- Display Support Package Stacks
- Display Support Packages

Display Main Instances and Components

System	Product Version	Stack
BWD	SAP BW 3.0B	-
...
...

Main Instance	Logical Component
SAP ECC Server	Z_EPR_LSC
EA-APPL	
EA-DFPS	
EA-FINSERV	
EA-GLTRADE	
EA-HR	
EA-IPPE	
EA-PS	600 0
EA-RETAIL	600 0
ECC-DIMP	600 0
ERECRUIT	600 0
FI-CA	600 0
FI-CAX	600 0
FINBASIS	600 0
INSURANCE	600 0
IS-CWM	600 0
IS-UT	600 0

Details of the Maintenance Optimizer

AFFECTED SAP SOFTWARE PACKAGES



- Support Packages (Stacks)
- Legal Changes
- Patches for Java Support Packages

SAP SOLUTIONS AND RELEASES FOR WHICH THIS CHANGE IS VALID



- Mandatory for SAP NetWeaver 2004s and all applications based on it (including mySAP Business Suite 2005)
- Can be used for all SAP applications

SAP SOLUTION MANAGER RELEASES WHICH ARE NEEDED



- SAP Solution Manager 4.0
- SAP offers a restricted version of the Maintenance Optimizer also for SAP Solution Manager 3.2

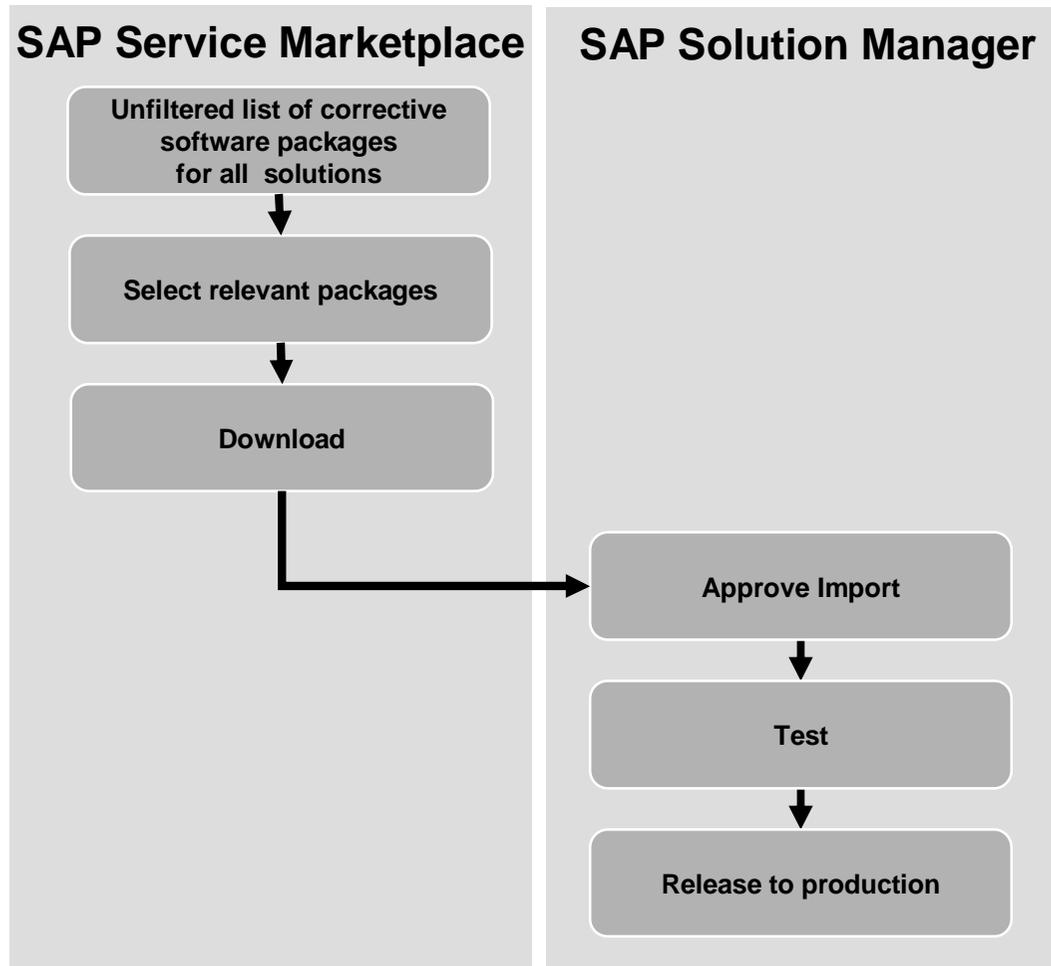
TIMELINE



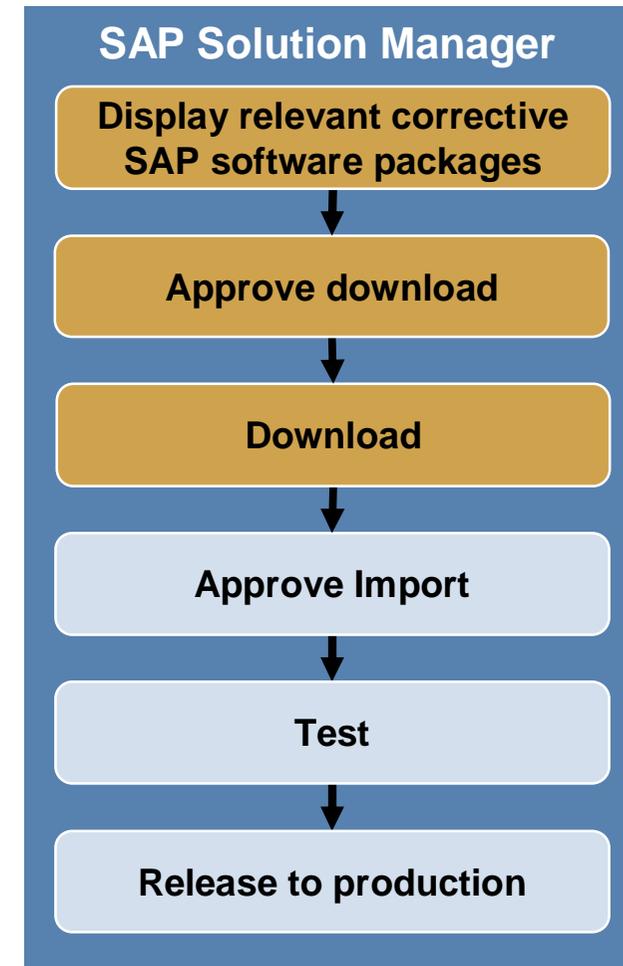
- 2007/01/01 Maintenance Optimizer is available
- 2007/04/02 Maintenance Optimizer becomes only source for corrective software packages

Optimized Process for support package stacks (from 01/2007 on)

TODAY



2007/04/02 (exclusively)



Maintenance Optimizer – Benefits



Transparency

- » **“ We know what’s going on because it is all in SAP Solution Manager ”**

Efficiency

- » **Standardization “ Everybody uses the Maintenance Optimizer! ”**
- » **Integration “ Everything is done in the Maintenance Optimizer! ”**
- » **Simplification “ Ease of use in the Maintenance Optimizer! ”**

Flexibility

- » **“ SAP Solution Manager prepares for mastering of SOA support challenges ”**

Control

- » **“ SAP Solution Manager governs the complete process and the complete SAP solution ”**

„Deploying SAP Solution Manager is a best practice step every customer should take to prepare for the world of enterprise service-oriented architecture“

Derek Prior, AMR Research



Why is the Maintenance Optimizer required?

Details on the Maintenance Optimizer

Maintenance Process

Maintenance Optimizer

The screenshot shows the SAP Solution Manager interface for the Maintenance Optimizer. The main window title is "SAP Solution Manager: Maintenance Optimizer". The navigation bar includes "Solution Monitoring", "Service Desk", "Change Management", and "Solution Reporting". The "Change Management" menu is expanded, showing "Support Package Stacks". A callout box points to this menu with the text "Transaction: Solution_Manager". Below the navigation bar, the "Support Package and Stack Inbox" is displayed. A callout box points to the "Maintenance Optimizer" button in the toolbar with the text "Select Button Maintenance Optimizer". The main content area shows a table of support packages and stacks. A callout box points to the "Support Package Stacks" section with the text "Select Support Package Stacks".

Transaction: Solution_Manager

Select Button Maintenance Optimizer

Select Support Package Stacks

System	Support Package	Stack
BWD	SAP BW 3.0B	-
Q4P	SAP ERP 2005	-
Main Instance		
SAP ECC Server		
Software Component		
EA-APPL	600	0
EA-DFPS	600	0
EA-FINSERV	600	0
ERECRUIT	600	0
FI-CA	600	0
FI-CAX	600	0
FINBASIS	600	0
INSURANCE	600	0
IS-CWM	600	0
IS-H	600	0
IS-M	600	0
IS-OIL	600	0
IS-PS-CA	600	0
IS-UT	600	0

Step 1: Start Maintenance Planning

The screenshot displays the SAP Solution Manager interface for the Maintenance Optimizer. The window title is "SAP Solution Manager: Maintenance Optimizer". The main content area is titled "Maintenance Optimizer Procedure 8000053231".

At the top, there is a menu bar with "SAP Solution Manager", "Edit", "Goto", "System", and "Help". Below the menu bar is a toolbar with various icons for file operations and navigation.

The main interface is divided into several sections:

- Form Fields:**
 - Priority *: 3: Medium
 - Short Text *: Maintenance Optimizer for ERP
 - Status: New
 - Message Processor: Michael Demuth (0000000032)
 - Sold-To Party: Not Selected ()
 - Documents: Upload Document
- Progress Bar:** A horizontal bar with five steps: 1. Plan Maintenance (highlighted in yellow), 2. Select Files, 3. Download Files, 4. Perform Implementation, and 5. End Maintenance.
- Enter Basic Data:** A section with the instruction: "To start the maintenance planning, enter some basic data. Save your entries. #Continue# takes you to the next step."
 - Product Version *: SAP ERP 2005
 - System Logical Component table:

System	Logical Component	
<input type="checkbox"/>	Q4P	Z_EPR_ECC
- Navigation:** Buttons for "Back", "Continue", "Save", "Cancel", and "Cancel" are located at the bottom of the form.
- Right Panel:** A "More..." dropdown menu is open, showing "Business Partner" and "Documents" options.

The bottom status bar shows the user's session information: "DSWP", "usa1sat", and "INS".

Step 2: Select Files

The screenshot displays the SAP Solution Manager interface for the Maintenance Optimizer. The window title is "SAP Solution Manager: Maintenance Optimizer". The main content area shows the "Maintenance Optimizer Procedure 8000053231" configuration. The "Info." section indicates "Procedure 8000053231 Saved". The configuration includes fields for Priority (3: Medium), Short Text (Maintenance Optimizer for ERP), Status (Selection), Message Processor (Michael Demuth), and Sold-To Party (0000000294). A progress bar at the bottom of the configuration area shows five steps: 1. Plan Maintenance, 2. Select Files (highlighted), 3. Download Files, 4. Perform Implementation, and 5. End Maintenance. Below the progress bar is a "Fill Download Basket" section with instructions: "You can now put the selected files in the Download Basket. Use the link below to the SAP Support Portal. After selection, #Continue# takes you to the next step." A button labeled "Select Files for SAP ERP 2005" is highlighted with a mouse cursor. At the bottom of the configuration area are "Back" and "Continue" buttons. The status bar at the bottom of the window shows "Procedure 8000053231 Saved" and user information "DSWP usai1 sat INS".

SAP Solution Manager Edit Goto System Help

SAP Solution Manager: Maintenance Optimizer

Maintenance Optimizer Procedure 8000053231 Help

Art Meldungstext
Info. Procedure 8000053231 Saved

Priority * 3: Medium
Short Text * Maintenance Optimizer for ERP
Status Selection
Message Processor Michael Demuth (0000000032)
Sold-To Party (0000000294)
Documents Upload Document

1 Plan Maintenance 2 Select Files 3 Download Files 4 Perform Implementation 5 End Maintenance

Fill Download Basket
You can now put the selected files in the Download Basket. Use the link below to the SAP Support Portal.
After selection, #Continue# takes you to the next step.

Select Files for SAP ERP 2005

Back Continue

Save Cancel Cancel

Procedure 8000053231 Saved DSWP usai1 sat INS

Step 3: Download Files

The screenshot displays the SAP Solution Manager Maintenance Optimizer interface. At the top, the title bar reads "SAP Solution Manager: Maintenance Optimizer". Below this, the main window is titled "Maintenance Optimizer Procedure 8000053231".

The interface shows a metadata table with the following details:

Art	Meldungstext
Info.	Procedure 8000053231 Saved
Priority *	3: Medium
Short Text *	Maintenance Optimizer for ERP
Status	Download
Message Processor	Michael Demuth (0000000032)
Sold-To Party	(0000000294)
Documents	Upload Document

Below the metadata, a progress bar indicates five steps: 1. Plan Maintenance, 2. Select Files, 3. Download Files (highlighted in yellow), 4. Perform Implementation, and 5. End Maintenance.

The "Confirm" section contains the text: "To confirm the selected files, choose #Confirm Files in Download Basket#". A yellow button labeled "Confirm Files in Download Basket" is visible, with a mouse cursor hovering over it.

The "Download" section provides instructions: "When you have confirmed the files, you can download with the SAP Download Manager. Note: If you have not yet installed the SAP Download Manager on your local PC, click on the link below and follow the instructions. When you have downloaded the files, #Continue# takes you to the next step." A bullet point lists "Installing the Download Manager".

At the bottom of the main window, there are navigation buttons: "Back", "Continue", and "Cancel". A note states: "* To continue, confirm at least one download file".

The status bar at the very bottom shows "Procedure 8000053231 Saved" and system information: "DSWP", "usa1sat", "INS".

Step 3: Select Objects - Approve Download

SAP Solution Manager

Maintenance Optimizer: Confirm Files for Download (User: S0004206911)

<input type="checkbox"/>	File	Description	Download Status	Size [kb]	Date	Time
<input checked="" type="checkbox"/>	SAPKIPYJ77	PI_BASIS 2005_1_700: patch 0007	Not yet downloaded	1398	15.11.2006	11:18:50
<input type="checkbox"/>		SAP Content Server 6.40 Patch	Not yet downloaded	6981	15.11.2006	17:02:43
<input checked="" type="checkbox"/>	SAPKITLOG6	ST-SER 700_2006_1: Patch 0006	Not yet downloaded	2262	16.11.2006	08:55:10
<input checked="" type="checkbox"/>	SAPKB62060	Basis Support Package 60 for 6.20	Not yet downloaded	11904	29.11.2006	16:20:13
<input type="checkbox"/>	SAPKGPAD02	SP 02 for EA-APPL 6.00	Not yet downloaded	28852	04.12.2006	09:32:41
<input type="checkbox"/>	SAPKGPAD04	SP 04 for EA-APPL 6.00	Not yet downloaded	37087	04.12.2006	09:32:41
<input type="checkbox"/>	SAPK-60004INISOIL	SP 04 for IS-OIL 6.00	Not yet downloaded	12091	04.12.2006	09:33:14
<input type="checkbox"/>	SAPK-60001INISOIL	SP 01 for IS-OIL 6.00	Not yet downloaded	3	04.12.2006	09:33:15
<input type="checkbox"/>	SAPK-60002INISOIL	SP 02 for IS-OIL 6.00	Not yet downloaded	8437	04.12.2006	09:33:15
<input type="checkbox"/>	SAPK-60003INISOIL	SP 03 for IS-OIL 6.00	Not yet downloaded	5010	04.12.2006	09:33:15
<input type="checkbox"/>	SAPKB70006	Basis Support Package 06 for 7.00	Not yet downloaded	42171	04.01.2007	09:40:25
<input type="checkbox"/>	SAPK-40000INCRVPRM	CRVPRM 400... Patch 0000	Not yet	41813	22.01.2007	13:40:20

Step 4: - Perform Implementation

The screenshot displays the SAP Solution Manager Maintenance Optimizer interface. The main window title is "SAP Solution Manager: Maintenance Optimizer". The current procedure is "Maintenance Optimizer Procedure 8000053231".

Maintenance Optimizer Procedure 8000053231

Art: Meldungstext
 Info: Procedure 8000053231 Saved

Priority: 3: Medium
 Short Text: Maintenance Optimizer for ERP
 Status: Implementation
 Message Processor: Michael Demuth (0000000032)
 Sold-To Party: (0000000294)
 Documents: Upload Document

Procedure Progress:

- Plan Maintenance
- Select Files
- Download Files
- Perform Implementation**
- End Maintenance

Selected Systems

When you have downloaded the files, you can import them into the selected systems where you can document the implementation status. When you have finished the implementation, #Continue# takes you to the next step.

System	Start Date	End Date	Status of Implementation
Q4P	22 01 2007	22 01 2007	New

Copied and confirmed download files

File	Description	Details	Side Effect	User
SAPKB62060	Basis Support Package 60 for 6.20	Display	Display	S0004206911
SAPKIPYJ77	PI_BASIS 2005_1_700: patch 0007	Display	Display	S0004206911
SAPKITLOG6	ST-SER 700_2006_1: Patch 0006	Display	Display	S0004206911

Buttons: Back, Continue, Save, Cancel, Cancel

Step 5: End Maintenance

The screenshot displays the SAP Solution Manager Maintenance Optimizer interface. The title bar reads "SAP Solution Manager: Maintenance Optimizer". The main window title is "Maintenance Optimizer Procedure 8000053231".

The interface shows a progress bar with five steps: 1. Plan Maintenance, 2. Select Files, 3. Download Files, 4. Perform Implementation, and 5. End Maintenance. Step 5 is highlighted in yellow.

Below the progress bar, a section titled "Complete Maintenance Transaction" contains the following text:

When you have implemented the objects in the systems, you can complete the maintenance transaction.

Note: Once you complete the maintenance transaction, you cannot make any further changes.

A yellow button labeled "Complete Transaction" is highlighted with a mouse cursor. Below this section are "Back" and "Continue" buttons. At the bottom of the window, there are "Save", "Cancel", and "Cancel" buttons.

The status bar at the bottom right shows "DSWP", "usa1 sat", and "INS".

Maintenance Optimizer

- <http://service.sap.com/solman-mopz>
→ [FAQ on Maintenance Optimizer](#)

SAP Support Infrastructure

- <http://service.sap.com/support-infrastructure>

SAP Solution Manager

- <http://service.sap.com/solutionmanager>
→ Overview Information
→ Training

E-Learning-Maps on SAP Solution Manager

- <http://service.sap.com/rkt-solman>

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