



# SAP Solution Manager – Maintenance Optimizer

**Product Management  
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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

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

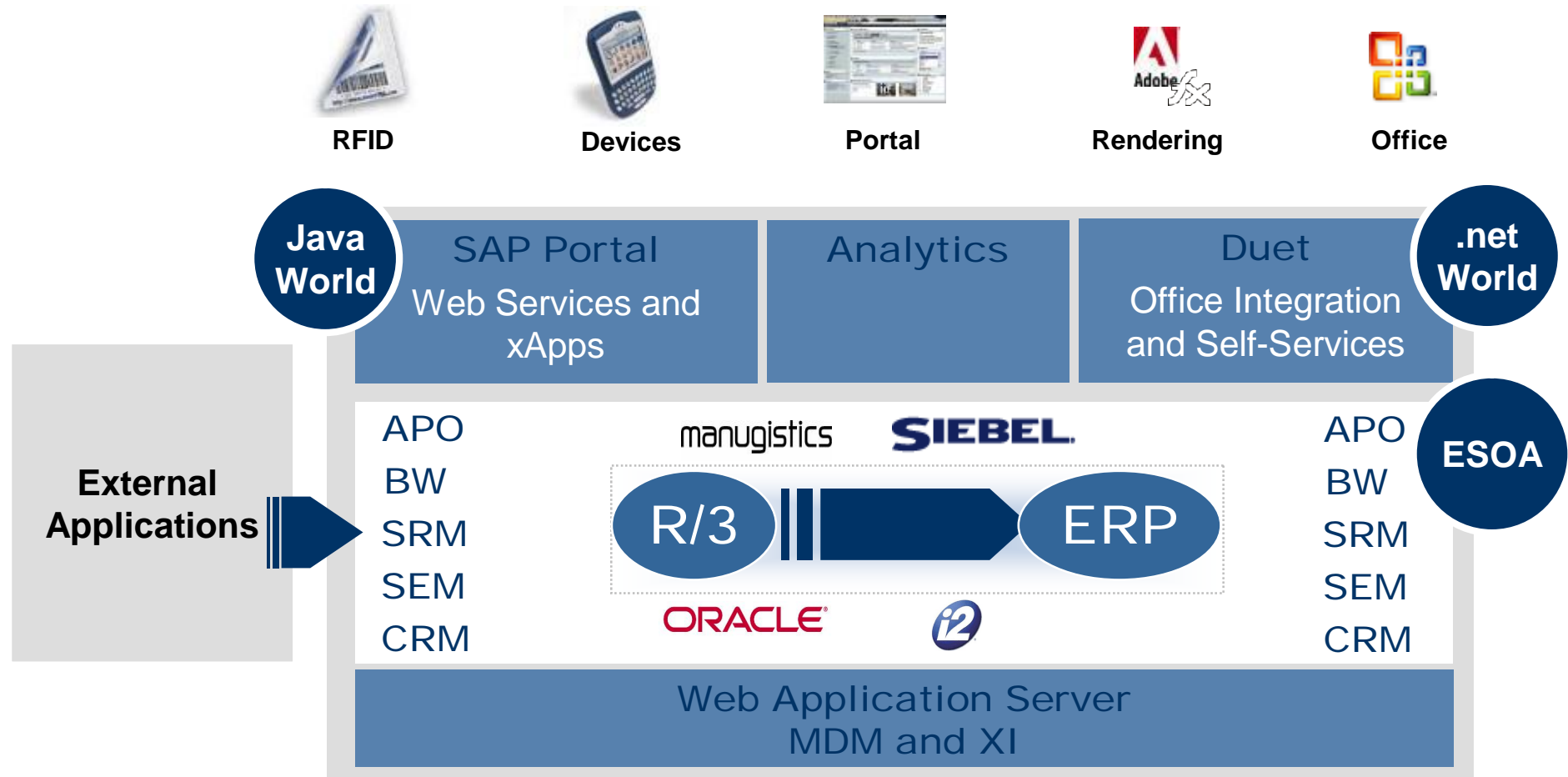


## Why is the Maintenance Optimizer required?

Details on the Maintenance Optimizer

Maintenance Process

# More Flexibility – More Customization – More Complexity



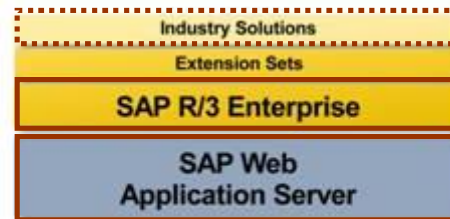
**The end-user uses just one of multiple interfaces.  
Operations has to manage 100% uptime and good performance!**

# Simplicity VERSUS Complexity – Evolution of the mySAP ERP Architecture

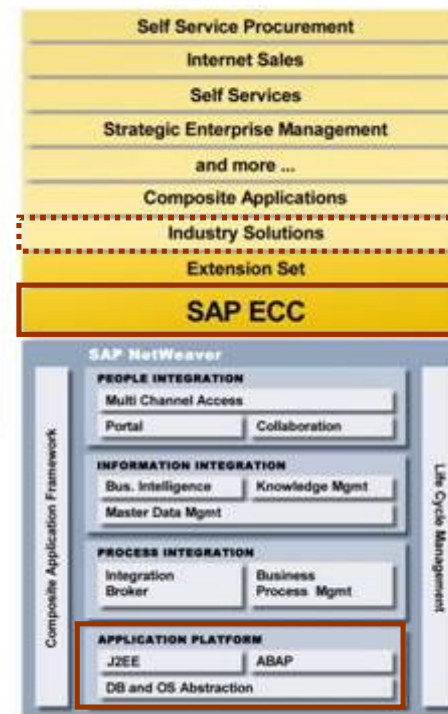
SAP R/3  
up to 4.6C



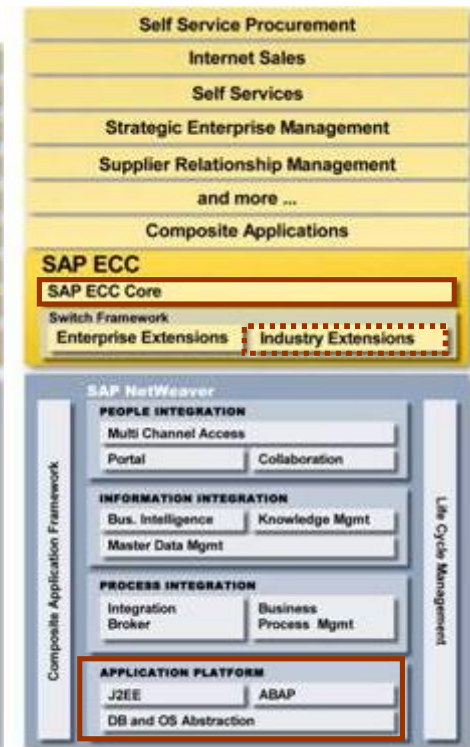
SAP R/3  
Enterprise



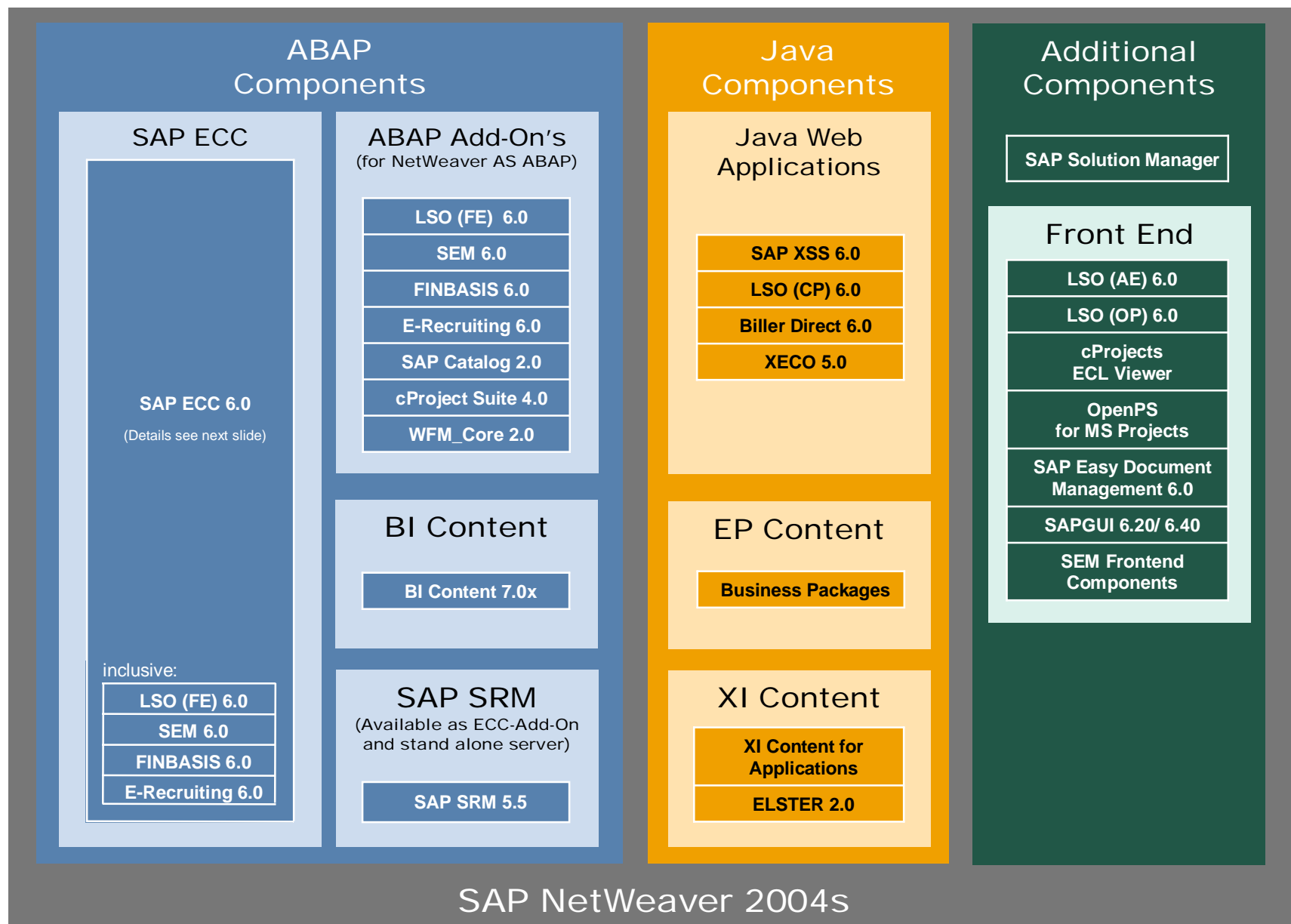
mySAP ERP  
Edition 2004



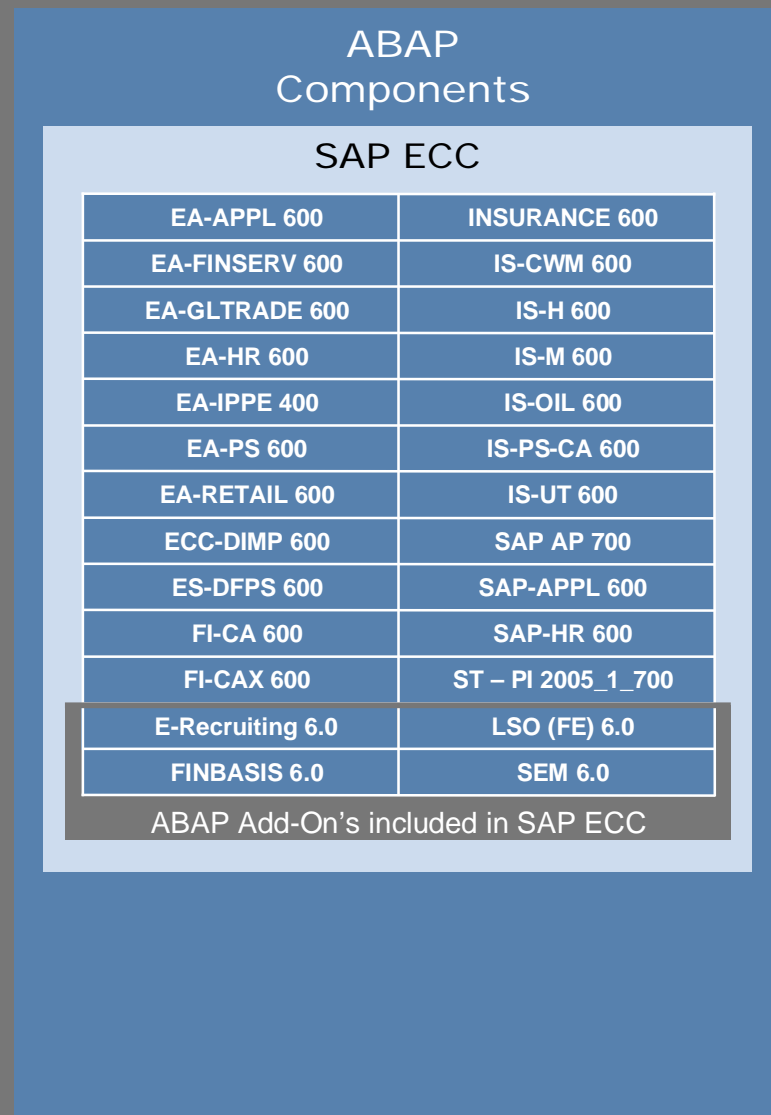
mySAP ERP  
Edition 2005



# Example: mySAP ERP 2005 – Component View



## Example: Component View – SAP ECC Details



SAP NetWeaver 2004s





Why is the Maintenance Optimizer required?

**Details on the Maintenance Optimizer**

Maintenance Process

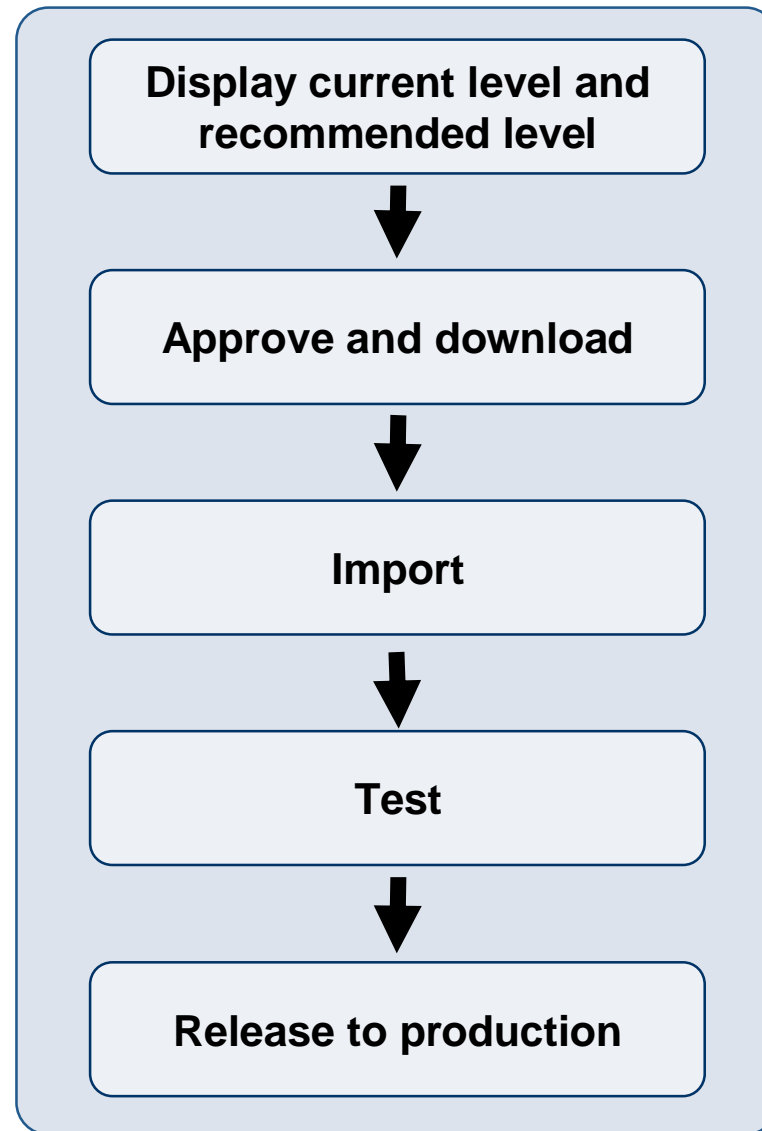
# Better Handling of Customer Support Processes

## Planning of maintenance

- Support Packages and Stacks
- Hot News

## Administration

## Provide transparency



## Example: Support Package Stack Inbox

**SAP Solution Manager: Maintenance Optimizer**

**Change Management**

**Support Package and 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	-
01	SAP ERP 2005	-

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
EA-RETAIL	600
ECC-DIMP	600
ERECRUIT	600
FI-CA	600
FI-CAX	600
FINBASIS	600
INSURANCE	600
IS-CWM	600
IS-UT	600

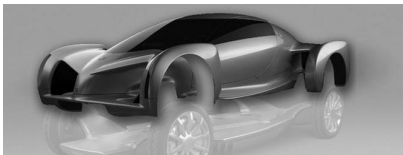
# Details of the Maintenance Optimizer

## 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

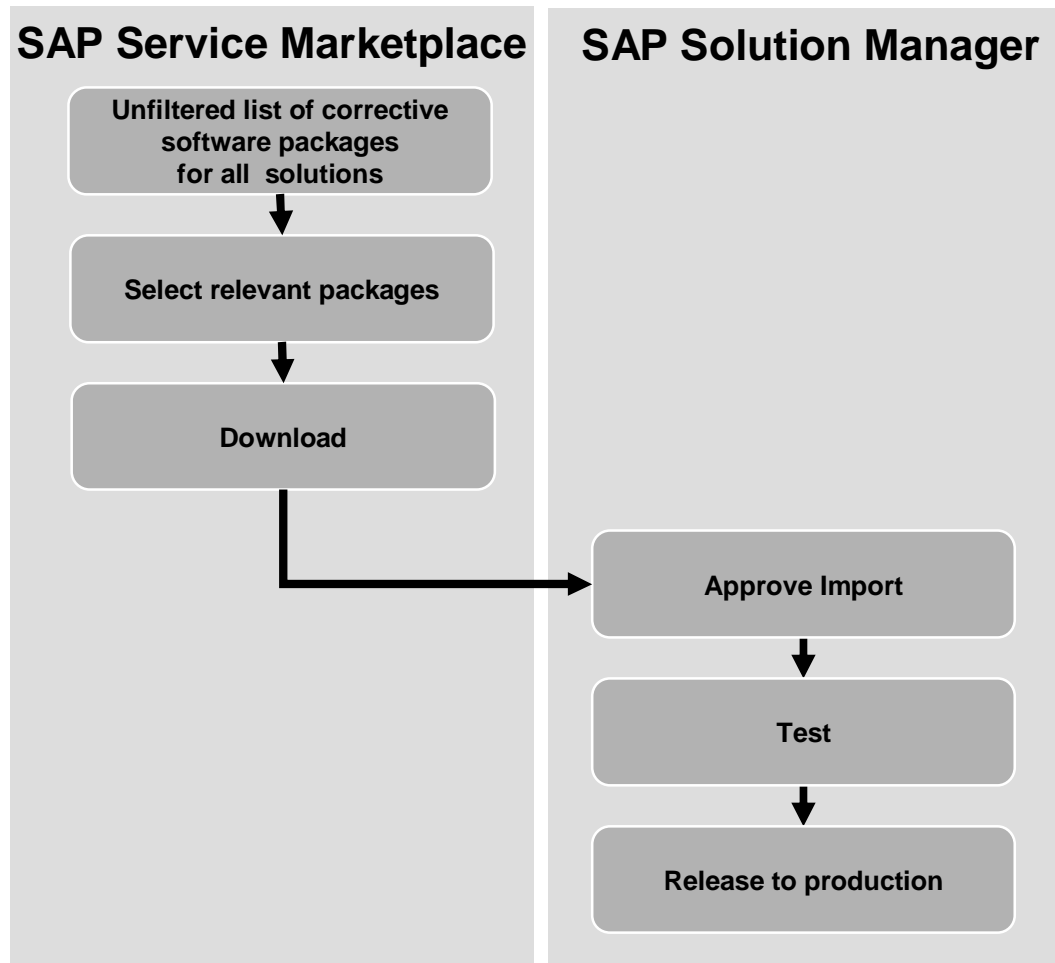
## TIMELINE



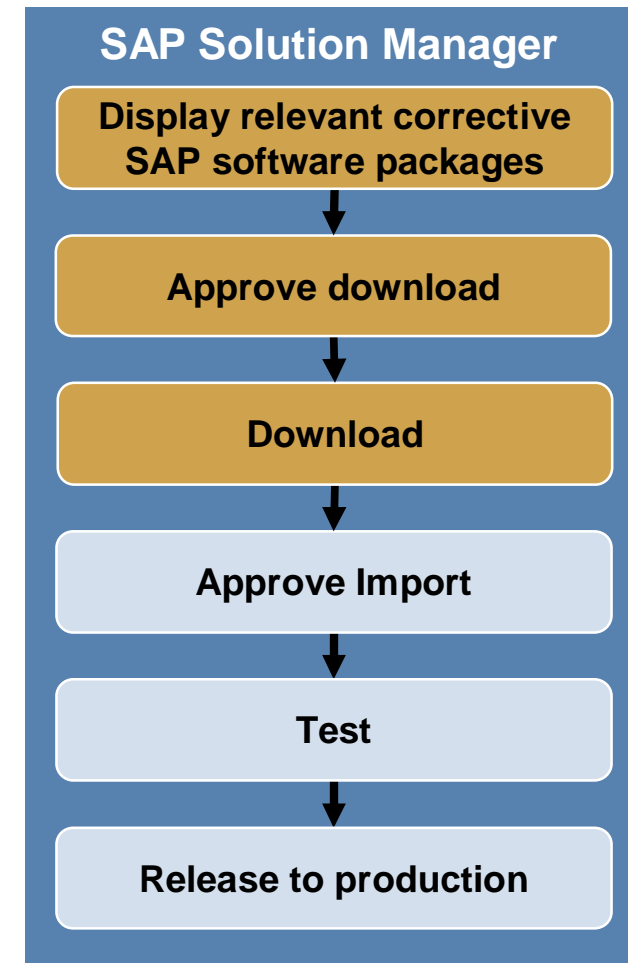
- 2007/01/01 Maintenance Optimizer is available
- 2007/04/02 Maintenance Optimizer becomes only source for corrective software packages

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

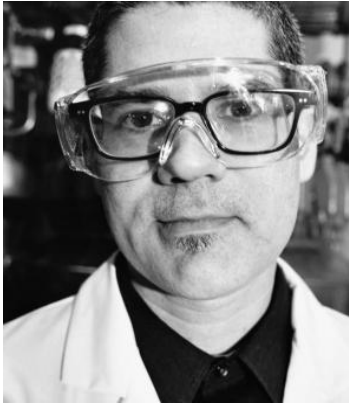
### TODAY



### 2007/04/02 (exclusively)



# Maintenance Optimizer – Benefits



## *Transparency*

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- » " We know what's going on because it is all in SAP Solution Manager "

## *Efficiency*

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

## *Flexibility*

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- » " SAP Solution Manager prepares for mastering of SOA support challenges "

## *Control*

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- » " 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: Maintenance Optimizer interface. The top menu bar includes 'SAP Solution Manager', 'Edit', 'Goto', 'System', and 'Help'. The main title bar reads 'SAP Solution Manager: Maintenance Optimizer'. Below this, there are tabs for 'Solution Monitoring', 'Service Desk', 'Change Management', and 'Solution Reporting'. The 'Change Management' tab is active, showing 'Change Request Management' and 'HotNews'. A yellow callout box points to the 'Support Package Stacks' link in the 'Change Management' tab, with the text 'Transaction: Solution\_Manager'. Below the tabs, there is a 'Support Package and Stack Inbox' section. A yellow callout box points to the 'Maintenance Optimizer' button in this section, with the text 'Select Button Maintenance Optimizer'. The main content area displays a table with columns 'System', 'Release Version', and 'Stack'. The table lists systems BWD and Q4P, with their respective release versions (SAP BW 3.0B and SAP ERP 2005). Below this, there is a detailed view of the 'Main Instance' for 'SAP ECC Server', showing a list of software components and their release versions. A yellow callout box points to this list, with the text 'Select Support Package Stacks'. The bottom status bar shows 'DSWP', 'usai1 sat', and 'INS'.

**Transaction: Solution\_Manager**

**Select Button Maintenance Optimizer**

**Select Support Package Stacks**

System	Release Version	Stack
BWD	SAP BW 3.0B	-
Q4P	SAP ERP 2005	-

Software Component	Release	Stack
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

SAP Solution Manager Edit Goto System Help

SAP Solution Manager: Maintenance Optimizer

Maintenance Optimizer Procedure 8000053231 Help

Priority \* 3: Medium

Short Text \* Maintenance Optimizer for ERP

Status New

Message Processor Michael Demuth (0000000032)

Sold-To Party Not Selected ()

Documents Upload Document

More...  
✓ Business Partner  
✓ Documents

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

Enter Basic Data

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
<input type="checkbox"/>	Q4P
<input checked="" type="checkbox"/>	Z_EPR_ECC

Back Continue

Save Cancel Cancel

DSWP usal1 sat INS

## Step 2: Select Files

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 More...

Message Processor Michael Demuth (0000000032)

Sold-To Party (0000000294)

Documents Upload Document

1 2 3 4 5  
Plan Maintenance **Select Files** Download Files Perform Implementation 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 usai1sat INS

## Step 3: Download Files

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 Download More...

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

**Confirm**

To confirm the selected files, choose #Confirm Files in Download Basket#

Confirm Files in Download Basket

**Download**

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.

- Installing the Download Manager

Back Continue \* To continue, confirm at least one download file

Save Cancel Cancel

Procedure 8000053231 Saved 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"/>		Not yet			

Confirm Download Exit Refresh

## Step 4: - Perform Implementation

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 Implementation More...

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

**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 New <b>In Process</b> Completed

**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

Back Continue

Save Cancel Cancel

DSWP usai1sat INS



## Step 5: End Maintenance

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 Confirmed More...

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

**Complete Maintenance Transaction**

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.

Complete Transaction

Back Continue

Save Cancel Cancel

DSWP usa1 sat 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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