



# **Quick Set-up Guide for Downtime Management**

**Release: Solution Manager 7.0, Enhancement Pack 1 (ST400 SP15) and above**

**NetWeaver Product Management**

Downtime Management has been one of the most promising functionalities of SAP Solution Manager and has increasing potential in terms of integration with other key components of SAP Solution Manager. Hence it is crucial for System Administrators to be able to reap the benefits of using Downtime Manager in an active Solution Manager environment along with ease of operating it.

To help our customers, in facilitating this quicker and easier use of Downtime Manager, this guide contains simple checks and configuration tips to trouble shoot any installation or operational problems encountered by first time users.

**How to use this guide:**

By far this guide captures best practices for working with Downtime Manager; however we have sorted the various configuration measures as mandatory and optional (represented by \*\*) for ease of use.

1	<b>Basic System Landscape Maintenance</b>
2	<b>Basic SAP Solution Manager Setup</b>
3	<b>User Creation</b>
4	<b>Monitoring Setup</b>
5	<b>Notification Setup</b>
6	<b>Frequently Encountered Issues</b>

**1. Basic System Landscape Maintenance (SMSY/SLD)**

Item No.	Check Item	Relevant Link
1	If you have recorded your system landscape utilizing a Central SLD (always the case if your landscape contains a Java stack), ensure it is correctly configured, operational and aware of all the managed systems.	<a href="http://help.sap.com/saphelp_nw70ehp1/helpdata/en/48/b6847496655295e10000000a42189b/frameset.htm">http://help.sap.com/saphelp_nw70ehp1/helpdata/en/48/b6847496655295e10000000a42189b/frameset.htm</a> For more information, please refer the links below ♦ For SAP NetWeaver 7.0 - <a href="https://websmp110.sap-ag.de/~sapidb/011000358700000351302008E">https://websmp110.sap-ag.de/~sapidb/011000358700000351302008E</a>
2	Ensure that the system that you wish to plan Downtimes on has a valid entry for it in the SMSY and with proper connectivity is established. It is imperative that the SMSY is completely in synch with the Central SLD.	<a href="http://help.sap.com/saphelp_sm40/helpdata/en/9c/efa9068cce4149a40d7991ad2113f3/content.htm">http://help.sap.com/saphelp_sm40/helpdata/en/9c/efa9068cce4149a40d7991ad2113f3/content.htm</a>
3	Additional Information **	Go to “Service Marketplace” >> RKT section (alias “/rkt”) >> SAP Solution Manager >> SAP Solution Manager 7.0 >> Technology Consultant & System Administrator >> System and Solution Maintenance (SMSY) ♦ <a href="https://websmp107.sap-ag.de/~form/sapnet? FRAME=CONTAINER&amp; OBJECT=011000358700004587922005E">https://websmp107.sap-ag.de/~form/sapnet? FRAME=CONTAINER&amp; OBJECT=011000358700004587922005E</a>

1	<b>Basic System Landscape Maintenance</b>	✓
2	<b>Basic SAP Solution Manager Setup</b>	
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## 2. Basic SAP Solution Manager Setup

Item No	Check Item	Relevant Link
1	Ensure all specified wizard-based templates are executed using IMG (Transaction SPRO) on your Solution Manager system	SAP Solution Manager >> Transaction SPRO >> Solution Manager Reference IMG >> SAP Solution Manager >> Cross Scenario Settings >> <ul style="list-style-type: none"> <li>◆ Automatic Email (**Only if you want to notify interested parties about Downtimes through EMail, SMS or System Messages)</li> <li>◆ Business Partners (**Only if you want to notify interested parties about Downtimes through EMail, SMS or System Messages)</li> </ul>
2		SAP Solution Manager >> Transaction SPRO >> Solution Manager Reference IMG >> SAP Solution Manager >> Scenario Specific Settings >> <ul style="list-style-type: none"> <li>◆ Downtime Management</li> </ul>
3	Additional Information **	For these IMG setup steps you can inform yourself in detail using the SAP Tutor available on Service Marketplace. The complete navigation link to the tutor is: <a href="https://service.sap.com/rkt">https://service.sap.com/rkt</a> SAP Solution Manager >> Learning Map for Technology Consultants & System Administrators >> Technical Configuration >> Configuration of Basic Settings in SAP Solution Manager

1	Basic System Landscape Maintenance	✓
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## 3. User Creation

Item No	Check Item	Relevant Authorization Objects
1	Work Center specific Role Assignment	<b>Mandatory Roles</b> <ul style="list-style-type: none"> <li>◆ SAP_SMWORK_BASIC (Basic Solution Manager Authorization)</li> <li>◆ SAP_SMWORK_LANDSCAPE_MAN (for System Landscape Management Work Center)</li> <li>◆ SAP_SV_SOLUTION_MANAGER_DISP (for Basic Display Authorizations for Work Centers)</li> </ul> <b>Optional Roles (**)</b> <ul style="list-style-type: none"> <li>◆ SAP_SMWORK_SYS_ADMIN (If you wish to use Task Management for handling Downtime related tasks through the System Administration Work Center)</li> </ul>



2	Downtime Management Related Roles	<ul style="list-style-type: none"> <li>◆ <b>SAP_SM_DTM_ALL</b> (Full authorization for Downtime Management) for usage type ABAP</li> <li>◆ <b>SAP_SM_DTM_DIS</b> (Display authorization for Downtime Management ) for usage type ABAP</li> </ul>
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#### 4. Monitoring Setup\*\*

This section of the setup is only relevant, if you are already using CCMS and wish to make use e.g. of the CCMS Alert Suppression option of Downtime Manager)

Item No	Check Item	Useful Link
1	SAP System Installation takes care of installation of the CCMS Host Agent installation as well (only for 7.1).	<a href="http://help.sap.com/saphelp_nw70/helpdata/EN/42/a1cfb0fc4111d194bf00a0c93033f7/frameset.htm">http://help.sap.com/saphelp_nw70/helpdata/EN/42/a1cfb0fc4111d194bf00a0c93033f7/frameset.htm</a>
2	Ensure CCMSping is set up for all managed systems and reporting to SAP Solution Manager.	SDN Monitoring Set Up Guide, Section 4.1.6 <a href="https://www.sdn.sap.com/irj/scn/go/portal/prtroot/docs/library/uuid/f08287c4-a4ee-2a10-b0a2-c863755fdb94">https://www.sdn.sap.com/irj/scn/go/portal/prtroot/docs/library/uuid/f08287c4-a4ee-2a10-b0a2-c863755fdb94</a>

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#### 5. Notification Setup\*\*

Executing this setup is only relevant, if you wish to notify interested parties about Downtimes using Email, SMS, or System Messages.

Item No	Check Item	Useful SAP Notes
1	Email Set-Up	SAP Note 455142 & SAP Note 455140
2	SMS Set-up	SAP Note 455140



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## 6. Frequently Encountered Issues

Apart from the checklist above, check the following compilation of occasionally encountered problems while using Downtime Manager and their fixes

Item No	Topic	Issue/Problem Encountered	Possible Reasons	Solution Provided	SAP Note
<b>1</b>	<b>Downtime Execution</b>				
<b>1a</b>		Users have questions on starting or stopping the JAVA stack (without starting or stopping the ABAP stack) in a double stack environment.	Stopping/starting the Central Service Instance does not stop/start the whole JAVA stack.	Yes, through a SAP Note.	1173303
<b>1b</b>		When navigating to the 'Execution' tab on the Downtime Maintenance screen, the Execution buttons are disabled with an error either stating an ICF communication problem, or that the Logical Port does not exist.	The Managed Component (System/Instance) has not been configured correctly with respect to the RFC destination or ICM configuration within the Solution Manager, or SMSY does not contain the valid information for the Component.	Yes, through a SAP Note	1173303



1c		User tries to stop one System, but another System residing on the same host is stopped.	This is due to a rare scenario, where one JAVA system and one or more double stack/ABAP Systems with System Number = '00' reside on the same host. In this case, since SMSY does not return the System Number of the JAVA system, defaulting this number to '00' causes a duplication in the Logical Port information.	Yes, through a SAP Note (SP18 and upwards)	1279107
<b>2</b>	<b>Downtime Planning</b>				
2a		Mass Copy functionality does not only copy selected, but all Downtimes from one Component to another	Users sometimes expect only the selected Downtimes to be copied from one Component to another.	It is clearly specified in the User Guide Note, on how the Mass Copy functionality current works.	1129052
2b		Downtimes of Type 'Unplanned Stop' have only one Category ('Other') and one Status ('Manually recorded').	This works as designed, but is due to its simplicity sometimes mistaken as a bug.	The Status scheme for Unplanned Stops (and Crashes) will be extended in ST400 SP19	Addressed in future releases
2c		In the 'Description' tab of the Downtime Maintenance screen, there is a document upload facility. If user manually enters an incorrect document name/path (without using the 'Browse' button), ALL buttons, links and tabs on the screen become inactive, until the user uploads a valid document.	This is an ABAP Web Dynpro bug	Fixed for NW 7.01 SP3	1250122
2d		User is unable to edit the Recurrence Pattern, although all other aspects of the Recurring Downtime remain editable.	Works as designed. Pattern editing is restricted to creating Exceptions in the Recurrence Pattern. There is no indication that a wider modification Use Case needs to be supported	Restrictions on Pattern Modification are mentioned in the sap.help.com documentation.	



2e		In the Calendar representation of the Downtime listing for each component, the current day that is marked by default in the Web Dynpro UI element is independent of Time Zone. This is especially a problem when a user has logged onto a German system from Los Angeles, and he sees the wrong, current day	This is an ABAP Web Dynpro limitation, and cannot be changed unless a special development request has been raised by the customer.		
3	<b>Downtime in Alerting</b>				
3a		Suppression of CCMS Alerts works only on certain Kernel patch levels of the Solution Manager System	CCMS limitation		1129052 1129385
3b		For CCMS Monitoring Pauses or Suppression of CCMS Alerts to take place, the Managed System must be centrally registered in RZ21, and the JMON.DLL files on the JAVA or double stack systems must be up to date.	CCMS limitation		
4	<b>Downtime Notification</b>				
4a		User has scheduled Notifications for his Recipient List, but cannot see the Notifications queued up in the TA SOST.	Handling error: User has forgotten to Release the Notifications. In the 'Notification Management' tab. User has to click on the 'Release scheduled Notifications.		
4b		When the user tries to send either an Instant or a Scheduled Notification, an exception stating 'CNTL_ERROR' is raised causing an ABAP short dump.	This short dump occurs when the user does not have a valid EMail address on the System. The Notification utility tries to provide a SAP GUI pop up screen to indicate the error, but dumps as Web Dynpro does not support SAP GUI.	Yes, through a SAP Note	1278352



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