

# **SAP CRM Upgrade from Release 4.0 to 7.0 SR1**

## **Frequently Asked Questions**

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## Upgrade Preparation

### What general guidelines should be considered before Upgrade?

- Always get / read through the latest Guides. A first starting point could be the Quick Guide (Chapter 2) of the CRM Upgrade Guide.
- Read at least the following Notes for Upgrade:
  - 1293744 – Central Upgrade Note
  - 1292070 – Upgrade Note for application
  - 819655 – Database specific Note
- Download / get latest version of application software and tools
- Hardware sizing needs to be verified, as there is a substantial increase in resource requirements. Note 1111414 is addressing the differences in resource consumption of CRM 4.0 and CRM 2007. The sizing for CRM 7.0 can be considered similar to CRM 2007.
- Database and OS version need to be verified against Product Availability Matrix (PAM), as it is very likely that both need to be upgraded before or during the upgrade
- Non-SAP interfaces need to be reviewed and for connections to 3rd-party software it needs to be verified if the software can work with CRM 7.0, this needs to be verified with the software vendor
- The Web Browser environment on the client side has some prerequisites which need to be considered (see Note 1278645, 1358871)
- If “Groupware Integration” is used the “Map Box” needs to be migrated from JAVA to ABAP (see Note 1066515)
- With CRM 7.0 there are changes in the authorization concept (e.g. the use of “Business Roles”). There is no technical upgrade tool from SAP available to adopt these changes. The migration to the new authorization generates a significant additional effort to the upgrade project
- If you are using “ITS Flow-Logic” based applications (customer specific application, not part of SAP standard) you need to migrate these applications. ITS Flow-Logic is no longer supported with CRM 7.0
- See also general guidelines in Section *Add-On Components* of this document

### Where do I get the latest Upgrade

Information concerning an Upgrade to a system

## Tool (“SAPup”) and Tool Fix Archive?

based on NW 7.01SR1 can be found in the “Central Upgrade Note” 1293744

The latest version of the Upgrade Tool can be found at:

<http://service.sap.com/patches> ->Entry by Application Group -> Additional Components -> Upgrade Tools -> SAPup Unicode -> SAPup 7.01 Unicode -> <Operation System> -> SAPUP710 <Nr.>.SAR-Archive

### CAUTION:

Always use the Unicode SAPup version regardless of your SAP system being Unicode or non-Unicode!

The latest Fix Archive can be downloaded at:

<http://service.sap.com/patches> -> Entry by Application Group -> Additional Components -> Upgrade Tools -> Corrections for Upgrade -> CORRECTIONS FOR UPGRADE 7.01 -> #OS independent

## Where do I get the latest Support Package Manager (SPAM) and Add-On Installation Tool (SAINT)?

<http://service.sap.com/patches> ->Support Packages and Patches -> Entry by Application Group ->Additional Components-> SAP SPAM/SAINT UPDATE

Select the SPAM/SAINT version fitting to your current SAP Basis release (e.g. 620)

## What support is offered in case you have a significant amount of migration activities involved during the Upgrade?

Information regarding the SAP Support services for customers requiring significant amount of migration activities during the release upgrade, can be found in the Upgrade Master/Component Guide

## Should I upgrade my earlier release backend (for eg R/3 4.7) when upgrading to CRM 7.0?

Ideally, it’s not necessary to upgrade the backend systems as well, but there might be limitations to the functionality. More information about these limitations can be found in the Upgrade Master guide

## What has to be considered for High Availability Cluster setups

High Availability setups are supported by the upgrade tools. Cluster failover capabilities need to be disabled at the beginning of the upgrade downtime (for detailed upgrade planning of HA setups and the configuration recommended by SAP see note 1012486 and the product specific upgrade guide, chapter “Upgrade of Distributed and High Availability Systems”). Guided through upgrade dialog steps certain actions need to be executed manually, e.g. starting/stopping of

(A)SCS instance and Enqueue Replication Servers.

This is only relevant mainly for Microsoft Cluster environments, other High Availability solution, e.g. in HP-UX, Solaris etc. are not supported by SAP tools and need to be handled by the vendor of the HA solution.

For MS Clusters please also read the following SDN Article. It contains details regarding MSCS setup and the configuration activities required to implement a clustered SAP setup.

<http://www.sdn.sap.com/irj/scn/index?rid=/library/uuid/e0b8cd93-f1e9-2910-c186-86bfff3dac63&overridelayout=true>

**How to handle an upgrade of CRM 4.0 ABAP+Java (Dual Stack) to the corresponding CRM 7.0 version?**

Although SAP discourages Dual (double) Stack installations for products except SAP Solution Manager or PI, Upgrade of existing Dual Stack installations is still supported. The Upgrade master/Component guide is describing this situation in detail

(E.g synchronization between the ABAP and Java part of the upgrade)

**Can I use the “Easy Adoption” Upgrade Release (CRM 7.0 Java based on NW7.0)?**

No. The “Easy Adoption” upgrade option is only possible for existing CRM Java instances already using NW 7.0 (i.e. CRM 5.0 and newer). For the upgrade from CRM 4.0 Java to 7.0 a Netweaver stack of 7.0 with Enhancement Package Level 1 (EHP1) is required

**What has to be considered when using multiple (additional) languages?**

Please check whether system is set up as MDMP system (i.e. using multiple code pages):

-> *Transaction SE16->enter Table Name “TCPDB”->press F7->press F8->if number of lines >1 then system is MDMP).*

If yes, system needs to be converted to Unicode before upgrade

**Do I need to create/provide a Stack-XML file during Upgrade?**

No. A Stackfile created by a Solution Manager System is not required for CRM upgrades to 7.0. Please set the option in the SAPUP dialogue accordingly.

A Stackfile can be specified to integrate SP-Stacks (e.g. J2EE) into the upgrade. SAPUp will then crosscheck all SPs against the packages found in <trans\_EPS>/in directory. However, if a Stackfile is not provided, all SPs in <trans\_EPS>/in directory will be proposed for inclusion during upgrade.

**What do I have to be aware of when using the SAP CRM Mobile component?**

CRM Mobile Client and Mobile Server (Consolidated Database "CDB") have to be upgraded separately. The Upgrade of CDB is a 2-step Upgrade (Release 4.0 -> 5.0 and 5.0 -> 7.0)

The upgrade guides can be found at:

<http://service.sap.com/instguides> -> SAP Business Suite Applications -> SAP CRM -> SAP CRM 2005 -> CRM Mobile (Laptop) ->CDB Data Upgrade from 4.0 to 5.0

<http://service.sap.com/instguides> -> SAP Business Suite Applications -> SAP CRM -> SAP CRM 7.0: CDB Upgrade Guide 7.0 and CRM Mobile Client 7.0 Upgrade Guide

**What should I consider when having lots of Marketing Segments (Campaigns)?**

A high number of Marketing Campaigns results in many entries in the relevant database tables and this leads to a long Upgrade Runtime. Suggestion is to reduce the number of lines in the tables (e.g. CRMD\_MKTTG\_TTG\_I) by using archiving methods before starting the Upgrade.

## **During Upgrade**

**How can I get support?**

Please create a customer message on the SAP Service Marketplace at

<http://service.sap.com/message>

using component CRM-\*

For Upgrade tools (e.g.SAPup) please use the component BC-UPG

**Where do I find the CRM Upgrade Keyword?**

The Keyword can be found in SAP Note 1292070 for CRM 7.0 SR1 (1156969 for CRM 7.0)

Please read carefully also all other SAP Notes listed in 1.3.3 of the *Upgrade Guide - SAP Customer Relationship Management 7.0 Support Release 1 ABAP*

**Where can I get a Solution Manager Key, if I do not yet have a Solution Manager running?**

The only way to get a Solution Manager Key for your CRM system is from a local (your) Solution Manager System. Software and licence is provided for free to all customers having a valid maintenance agreement with SAP Support.

## Why do I get an error right after starting SAPup?

See also Note 805390

- When the Installation-medias are copied to a share, it happens sometimes that not every file is copied properly to the share. A severe error in the SAPUP-server will show up.
- If there are problems with the SUN Java SDK, also the IBM Java SDK can be used
- You need to pass the location of SAPJVM5\_crypto.zip (=Java Cryptography Extension)to the upgrade program to start it successfully.  
You can also use the SUN-crypto-file, filename does not need to be SAPJVM5\_crypto.zip (e.g. download from <http://java.sun.com/j2se/1.4.2/SAPsite/download.html>)

On Windows, there are two major sources of problems:

1. The path to this zip file must not contain any blanks, else the following error message will come up:  
**\*\* Unpacking <path up to first blank> to SAP-JVM  
Exception in thread "main"  
java.lang.reflect.InvocationTargetException  
[..]  
<timestamp> [Fatal]: SL Controller exiting**  
  
Save the zip file to a location without blanks in the path name and use that.
2. Another problem could be that the options for startup.bat must be enclosed in quotation marks exactly as described in the upgrade guide.

```
startup.bat  
"jce_policy_zip=c:\temp\SAPJVM5_crypto.zip"
```

## After specifying the Fix Archive a Error message reports an "outdated" SAPup version – What has to be done?

Reason for this error is the fact that the Fix Archive version is newer than the corresponding SAPup Tool version.

### Solution:

Download the latest Fix Archive and SAPup Tool version from Service Market Place (see section "Upgrade Preparation" in this FAQ document).

The current SAPup version is reported with the error message and in File *SAPupConsole.log*. Stop Upgrade, replace the Fix Archive and SAPup (location after extraction is <upgrade>/abap directory). Restart Upgrade process by using the extracted STARTUP-command.

### Which LONGPOST.LOG – Errors can be ignored?

- Messages on /SSF/\* tables after upgrade in CHK\_POSTUP phase can be ignored. See Note 197886 and 1062188
- Message *A2PECND\_MAST 271 Error when generating table “CMBxxx...”*:  
The reason for CND\_MAST 271 error is unclear (e.g. the CDB tables in source release might be created in too old CRM releases and have different structures than those in target release). However, in most cases the CDB tables are proven to be generated without problem despite of the error messages. Please see Note 1081025 for more details

### Which errors in file CHECKS.LOG can be ignored?

No errors can be ignored!  
Warnings should be taken care of.  
Windows: SWAP-Space should be extended if needed

### I am asked to include a CRT package during the upgrade – how to include it?

During Prepare when you already decided about Add-Ons and Support Packages to include, SAPUP points you to a log file where you find that you need to include a CRT (“Conflict Resolution Package”) for two components.

Check <http://service.sap.com/patches> -> Search for Support Packages and Patches, now enter one of the components with the version given in the log file, check if there is a CRT package involving the other component version. If you do not find one, switch the components, as CRTs could have been built for either of it. Once you download the CRT package, extract it in <saptransdir> and SAPUP will repeat phases of AddOn and SP-Inclusion.

There could be separate CRT packages or a SP could also function as a CRT, so when searching, also check comment fields of SP packages on the Service Marketplace.

### How can I unlock the SAP shadow-

Please read Note 398100 and 438266.

system during upgrade?

Note: The “R3up”-command has been replaced by “SAPup” in newer releases

## After (Post) Upgrade

What “Post”-upgrade activities have to be considered?

- Activate “SICF-services” (Internet Communication Framework) for CRM Web-GUI (see Note 1115493, 737625, 888362) Currently does not deliver a template for “standard services” to be activated. The list of active services is stored in table ICFINSTACT
- Revise SAP instance profile-parameters:
  - Increase ABAP buffer size to get a buffer hit ratio of >98%. The current value can be checked with transaction ST02)
  - Add parameters to enable proper Single Sign On working (see Note 1144511)
- Run transaction SGEN to improve latter system performance. SGEN pre-compiles the ABAP source code and creates the “ABAP Load”.
- Check proper functionality of interfaces to other SAP or 3<sup>rd</sup> party applications
- User (Business) Role migration
- SPAU Adjustment
- Run transaction GENSTATUS. BDocs(Business Documents) types are important for communication between CRM and other systems - via a framework called “Middleware”. These BDoc types are of various types - customer specific, standard or industry specific - which get changed during a release upgrade. New runtime objects have to be generated for these BDocs. This regeneration is recommended after any upgrade and is done via the tcode " GENSTATUS " on the CRM system.
- Run Conversion program for product master (transaction SE38, report COM\_PRODUCT\_UPGRADE). This report makes enhancements or technical modifications to the product maintenance(in Tcode COMMPR01) and various other TADIR objects/structures necessary for running Product Modelling environment(PME). This program too has been mentioned in many customer messages, due to errors encountered while running the same. Ensuring the smooth running of this report

helps avoid issues while using the CRM functionality productively later on.

**“Workflows” are not activated in the target release. Various errors occur. What’s the reason?**

The cross release transport from a lower release into a higher release is possible only if certain prerequisites are met.

Please read Note 1276795 and 1175535

**After upgrading to CRM 7.0, many of the customizing objects are missing from either client 000 or productive clients. How to track and rectify this issue?**

Note 123770 helps in analyzing the changes made to the system during upgrade and then take relevant action(including requesting SAP Support for remedial action)

**What has to be considered when upgrading IPC (VMC)?**

- VMC needs to be activated and configured correctly, Notes 880749 (Patching), 990115 (Shared pool), 1005457 (Parameters), 1020539 (Memory Management)
- IPC user exits need to be converted, Note 809820
- Consider that the IPC has to be patched separately: Note 880749, 854170

**Is there a tool supported Upgrade Path for “Territory Management” available?**

Upgrade is application specific. No technical tool supported upgrade is available

**How to configure CAT (CRM Application Tool)?**

Please read Note 857535 to activate an internal CAT server. Any external CAT server can be shutdown

**What should be considered when doing the upgrade steps for “Territory Management”?**

The Territory Management upgrade steps generate a high I/O load on some tables of the database. Please update the DB-statistics for the table FDT\_ADMN\_0901 before starting the activity. This could reduce the Runtime up to factor 10

## **Unicode/Non Unicode (UC/NUC)**

**Can a CRM 4.0 Non-Unicode system be upgraded?**

Yes. SAP does not allow CRM 7.0 Non-Unicode installations, but upgrading to 7.0 is possible as long as the system is not MDMP. Before the upgrade a separate Unicode-Conversion is recommended.

See also <http://sdn.sap.com/iri/sdn/i18n> ->SAP's Internationalization Solutions: Unicode.

**Are there any restrictions with a Non-Unicode CRM 7.0 system?**

Yes. It is not possible to add any additional codepage

**Can I do a combined upgrade and Unicode conversion?**

No. A combined upgrade with Unicode conversion is only possible for ERP (although the option is shown during prepare phase) SAP is currently working on a solution to release this functionality with support of SAP.

**Combined UC Conversion/Upgrade message during prepare - What to do?**

This popup "Do you want to run a combined NUC/UC conversion" is shown erroneously. Please select option "No"

**Can I do a system copy of an upgraded Non-Unicode system?**

Yes. The CRM 7.0 SAP-installer tool supports system copies/imports of Non-Unicode systems

**Can I have my CRM 7.0 ABAP on Non-Unicode and CRM 7.0 Java on Unicode?**

Yes. It is possible to run with this mixed setup, but a kernel update is mandatory

## Media and Documentation

**What is the "To-Go (Upgrade Target)" release ?**

CRM 7.0 SR1 (= SP2), NW 7.01 SR1 (= SP3) or newer

See also Note 837413 for more details on Support Release Content

**Where do I find the CRM upgrade software?**

<http://service.sap.com/swdc> -> *Installations and Upgrades - Entry by Application Group" SAP Application Components" SAP CRM" SAP CRM 7.0 / NW7.01*

DVD's can also be ordered, (e.g. when bandwidth of internet connection is too small)

Please open a OSS-Ticket on component XX-SER-SWFL-SHIP. Specify required product (name and version) and your SAP installation number (incl. shipment delivery address)

**Which DVD contains the upgrade tool (SAPup)?**

The correct DVD to use is labeled:

*Upgrade Master - SR1  
SAP EHP1 FOR SAP NETWEAVER 7.0  
EHP 4 FOR SAP ERP 6.0/ NW 7.01  
SAP CRM 7.0/ NW 7.01  
SAP SRM 7.0/ NW 7.01  
SAP SCM 7.0*

Location in Service Market Place:

<http://service.sap.com/swdc> -> *Installations and Upgrades - Entry by Application Group" SAP Application Components" SAP CRM" SAP CRM 7.0 / NW7.01" SAP EHP1 FOR SAP*

NETWEAVER 7.0 ->[Select OS and DB]-> BS 7  
SR1 UPGRADE MASTER (Media Number  
51036889)

**Where do I find the CRM 7.0 Master-  
and Upgrade guides?**

<http://service.sap.com/instguides> -> SAP  
Business Suite Applications -> SAP CRM ->  
SAP CRM 7.0

The Upgrade Master Guide can be found in  
folder *Plan*, the Upgrade Guide in folder  
*Upgrade*

**A Migration Guide describing the  
migration of SAP GUI/People-  
Centric UI to WebClient UI is  
available for CRM 2007 on SMP. Is  
there a similar guide existing for  
Upgrade to CRM 7.0?**

No. There is no specific guide available  
anymore. This information has been included in  
the Upgrade Master Guide for CRM 7.0

**Where do I find the CRM 7.0  
Product Availability Matrix (PAM)**

<http://service.sap.com/pam> -> SAP CRM 7.0 /  
NW7.01

(Table "Quick Navigation to top 10 most viewed Product  
Version")

**What other documentation for CRM  
7.0 is available?**

General product ("Roll-Out") information:  
<https://service.sap.com/crm>

General SAP CRM upgrade information:  
<http://service.sap.com/upgrade-crm>

Releasenotes:  
<http://service.sap.com/releasenotes> -> Release  
Notes for SAP Solutions -> SAP Customer  
Relationship Management (SAP CRM)

Initial Release Information:  
Refer to SAP Note 1164246.

RIN notes assigned to any CRM product  
version:  
Refer to SAP Note 543841

Platform (DB/OS) specific information:  
<http://service.sap.com/platforms>  
<https://www.sdn.sap.com/irj/sdn/dbos>

Hardware sizing:  
<http://service.sap.com/sizing>

SAP Security Guide:  
<http://service.sap.com/securityguide> -> SAP  
CRM Security Guides

SAP Solution Manager:  
<http://service.sap.com/solutionmanager>

SAP Knowledge Database  
[http://help.sap.com/saphelp\\_crm70/helpdata/en/e1/8e51341a06084de10000009b38f83b/frameset.htm](http://help.sap.com/saphelp_crm70/helpdata/en/e1/8e51341a06084de10000009b38f83b/frameset.htm)

SAP CRM WebClient UI Cookbook:  
<https://service.sap.com/~sapidb/01100035870000155712008E>

Release Knowledge Transfer– WebClient UI:  
[https://service.sap.com/~form/sapnet?\\_FRAME=CONTAINER&\\_OBJECT=011000358700001006302007E](https://service.sap.com/~form/sapnet?_FRAME=CONTAINER&_OBJECT=011000358700001006302007E) -> *SAP CRM WebClient UI Cookbook*

SAP CRM 7.0 Learning Maps for Consulting:  
<https://service.sap.com/~iron/fm/011000358700001514322008E/011000358700003703342008WRK2?TMP=1251891805586#>

Most current SP-Stack information:  
<http://service.sap.com/sp-stacks>

Additional documentation is also available in your Solution Manager system:

- *Create a new project of type “Upgrade Project” (Transaction SOLAR\_PROJECT\_ADMIN) ->Scope -> Roadmap Select-> select “SAP CRM 4.0...-> SAP CRM 7.0”*
- *Call Transaction RMMAIN->press button “Project” and select your newly created upgrade project-> select phase/work package (e.g. Upgrade of Projectinfrastructure)-> Select step in Upgrade Roadmap -> Documents are shown in “Tab Accelerator”*

## Add-On components

**What general guidelines for Add-Ons have to be considered?**

- SAP ABAP Add-Ons cannot be deleted during Upgrade process. Exception: If the upgrade prompts you in phase IS\_SELECT to decide for addon ST-A/PI, choose "Delete" (=passive deletion; not equal to "Delete with CD")
- Please check carefully which Add-On component and version is installed in your system prior Upgrade
- The Upgrade strategy is Add-On-specific.

**Which DVD contains the Add-On component software?**

- Please check for available documentation and proceed with all recommended steps
- 3<sup>rd</sup>-Party Add-on's need to be checked with the vendor for upgrade compatibility

The correct DVD to use is labeled:  
*SAP CRM 7.0/NW7.01 SR1*  
*SAP CRM Components*  
(Media Number 51036854)

Location in Service Market Place:  
<http://service.sap.com/swdc> -> *Installations and Upgrades - Entry by Application Group" SAP Application Components" SAP CRM" SAP CRM 7.0 / NW7.01" SAP EHP1 FOR SAP NETWEAVER 7.0 ->[Select OS and DB]-> SAP CRM 7.0 SR1 /NW7.01 SR1 Components*

The BI-Content is available on DVD *NW 7.0 BI Cont Add-On* (Media Number 51033499)

**Which SAP-Add-On Components do exist for CRM 4.0?**

CRPXRPM, WFMCORE (incl. LCAPPS), CRMIS 400, ST-PI, ST-A/PI, Best Practices (BP)

**Why is there no equivalent component available in CRM 7.0 for Add-On CRMIS 400?**

CRMIS 400 is an Add-On for CRM 4.0 only and modifies/extends the software component BBPCRM 400. The functionality has been integrated ("retrofitted") into BBPCRM 500 (except SAP Sales Express Solution functionality) and will be upgraded with that component. See also Notes below

**Where do I find the upgrade guides for Add-On components?**

There are no separate guides for Add-On components. The handling of Add-Ons during upgrade is described in the Upgrade Guide (e.g. see chapter 4.4, 5.5, 5.7, 5.10, 6.19). Please read also the referred Notes:

**Will SAP Best Practices (BP) be updated?**

The BP Add-On will be deleted during the Upgrade. The re-installation on the target release is optional. The Best Practice DVD to be used is: *BP-CRM70 700V1 (Number 51037421)*. For more information, please see Note 1240936

**Which "central" or "important" Notes for Add-Ons are available?**

**CRMIS 400** see Note 748654, 767103, 743291, 748590

**CPRXRPM (CPROJECTS)** see Note 427216, 853694

**WFMCORE/LCAPPS** see Note 830596,

847236,1246105, 565437

**ST-PI** see Note 1228899, 539977

**ST-A/PI** see Note 1083365, 1062188, 91488, 69455

**PI\_BASIS** see Note 555060

**WP-PI** see Note 632429

**Best Practices (BP)** see Note 1348451, 1301301, 1240936

**Other** – Please check with producer of Add-On

Please check also File *CHECKS.LOG* before the upgrade. Information about existing Notes is written in the file during *ADDON\_INFO* (Upgrade Preparation) phase.

### Where can I find the Upgrade / Vendor Keyword for SAP Add-Ons?

**CRMIS 400** no keyword required

**CPRXRPM** see Note 853694

**WFMCORE/LCAPPS** see Note 830596

**ST-PI** see Note 1228899

**ST-A/PI** see Note 69455

**Vendor Keywords for Add-ons released with ERP Enhancement Packages** see Note 1262124 (e.g. when a vendor key is required to keep an existing Add-On software version)

## Java

### What has to be considered during upgrade of “modified” Java components?

The management of Java component has completely changed since release 4.0. With CRM 7.0 a NetWeaver Development Infrastructure (NWDI) is used to manage software changes. The upgrade process of “modified” Java components has therefore to be considered as completely manual activity. It is not possible to easily re-use existing CRM 4.0 deployments. The applications have to be adopted to CRM 7.0.

### What notes are available for CRM Java installations?

SAP Note 723909 - Java VM settings for J2EE 6.40/7.0

SAP Note 1268493 - NW 7.01/BS 7:

Inst.Add.Java Usage Types/Software Units

SAP Note 980678 - Catalog is currently not

available

Activating the Emergency User:

[http://help.sap.com/saphelp\\_nw70ehp1/helpdata/en/48/bb6ca4f5fe307be10000000a42189b/frame/eset.htm](http://help.sap.com/saphelp_nw70ehp1/helpdata/en/48/bb6ca4f5fe307be10000000a42189b/frame/eset.htm)

## User Interface

**How can the SAP Help Center in the CRM 7.0 Webclient be activated?**

Please read SAP Note 1282797 – “Setting up the Help Center in CRM 7.0 SP1”

**Is SAP GUI supported with CRM 7.0?**

In SAP CRM 7.0 SAP GUI is only supported for administrative tasks. The People-Centric UI (PC UI) is no longer supported. For more information, see SAP Note 1118231

**Are there any prerequisites on the Client (Browser) side to be considered?**

Yes. There are some prerequisites for the Web Browser environment on the Client side which need to be considered.  
See Note 1278645 and 1358871

**Is there a technical upgrade available for customer-specific UIs?**

If you upgrade from SAP CRM 4.0 or 5.0 to SAP CRM 7.0, a technical upgrade is available, but an automatic UI migration of customer-specific UIs (including the underlying UI-related coding) is not possible

**Why is my Web UI display distorted, broken or even not displaying any specific application?**

The CRM Web UI is based on HTTP(S) request/response cycles which are using so called SICF services as entry points. All the services that are needed for a certain scenario need to be activated in transaction SICF before they can be used (see Note 1115493)

**What happens with the EEW enhancements?**

These enhancements still exist after the upgrade. Dependent on the enhancement object and type some manual steps are necessary. For example regarding a single field enhancement for the BP the whole framework is enhanced after the upgrade. There is only one manual step to bring the field on the relevant view(s) via the UI Configuration Tool. For whole BP tables some more manual steps are necessary, these steps are described in the note 1069791 (reference to more notes regarding the EEW after the upgrade).

**What happens with the custom BDT developments?**

The BDT customizing and developments are still available after the upgrade. The BDT is not used for the Web Client UI BP Dialog any more. But

the BDT can be used for some back round activities like archiving. See BDT Document from Christian Hauck (reference/ link). Some parts of the code can be used and adapted for the Web UI related programming. For example the checks from the DCHCK event can be adapted and used in the check\_before\_save method of the genil class.

### **Is the customizing transaction for BP field groupings still working?**

The customizing transaction for the field modification can now be found under following path: SPRO -> SAP Reference IMG -> Cross Application Components -> SAP Business Partner -> Business Partner -> Basic Settings -> Field groupings -> Configure Field Attributes per Role

This customizing transaction is still active and working. You are able to define mandatory or non mandatory fields here. This setting will be overruled by explicit Web UI changes. It is also not working to display or hide fields; this is done via the UI Configuration Tool. The field grouping is working for the central data (BuilHeader), the standard address data (BuilStandardAddress) and the sales classification data (BuilMarketing). A small part is still working you have to be careful because it is very easy to get confused here if a non mandatory field is suddenly mandatory or the other way round. So double check your customizing settings in case of confusion.

### **What happens with old Badl Implementations?**

The old Badl Implementations are still active and will be called normally. In case you throw message in the Badl implementation you have to change the message output. Instead of calling for example just the message statement the genil message object is necessary now. You have to get the instance of the message object and add the message afterwards (use class cl\_bsp\_wd\_message\_service).

### **What happens to the Product Settypes?**

The settype concept is still in use. With the help of the UI configuration tool the settypes could become visible in the Web UI. The generic framework is responsible to show the settypes on separate views. No explicit screen is generated like in SAP GUI. These means that you can't do custom specific developments on generated the settype view because of the generic framework. If you need to change the

view you have to create you own view via Web UI development manually.

## Database / Operating System Platform

**Will the SAP Upgrade tool discover outdated Database or Operating System versions?**

Yes. But SAP recommends to crosscheck the prerequisites before starting the upgrade (see Product Availability Matrix PAM)

**Which minimum Solaris release is supported with CRM 7.0?**

- SPARC:  
Solaris 9 and newer. Older releases are no longer supported (see Note 1174174)
- Solaris\_X64:  
Solaris 10

**Which minimum HP-UX release is supported with CRM 7.0?**

HP-UX 11.11 and newer (see Note 939891)

**Is HP-UX on PA-RISC architecture supported with CRM 7.0?**

Yes. Please see also PAM

**Is Operating System Tru64 supported with CRM 7.0?**

No. You need to migrate to a different Operating System before Upgrade

**Which Windows release is supported with CRM 7.0?**

Currently only MS Windows Server 2008 is fully supported (see Note 1320013, 1357247, 1316558)

**How can I upgrade to CRM 7.0 if my system is running on Windows 2003?**

CRM 7.0 is not supported on Windows 2003 (see PAM), but the upgrade to this target release is possible. The Operating System should be upgraded to Windows 2008 as soon as possible after the SAP release switch (ideally before releasing the system to users) to get the full SAP support.

Note:

Windows 2003 (32 Bit) to Windows 2008 (64 Bit) upgrade with installed SAP application is not supported by Microsoft(MS KA) on the same hardware. A SAP migration/system copy is required. Note 960769 describes the OS/DB migration procedure in details. (Reference Cust Msg 720143 2009)

**Is CRM 7.0 supported on 32-Bit Linux releases?**

No. You need to upgrade your OS to a 64 Bit release (using Linux Kernel 2.6 and newer)

**How to upgrade a CRM 4.0 on 32 Bit Linux to CRM 7.0?**

You need to do a “homogenous systemcopy” of your CRM 4.0 system to a 64 Bit Linux release before the upgrade. Details about how to do this

are described in Note 876282 (valid for CRM 3.0 and CRM4.0).

If you are using a 32 Bit Hardware then you need to replace the server in the same step.

**Which Linux release is supported with CRM 7.0?**

Please refer to Note 171356 and 936887

**Which Hardware is supported with Linux?**

Please look at <http://www.sap.com/linux> -> Supported Platforms

**Which MS SQLServer release is supported with CRM 7.0?**

The support of MS SQLServer releases is aligned to the support lifecycle of Microsoft (see <http://support.microsoft.com/lifecycle>)  
Currently the releases SQLServer 2005 and SQLServer 2008 are supported with CRM 7.0 (NW 7.01)

**Is Database Informix (IDS) supported with CRM 7.0?**

No. You need to do a Database migration before the CRM Upgrade (see Note 1174139, 833692 and 1110236)

**Which Oracle version is supported with CRM 7.0?**

- The Oracle release to go for is 10.2 (see Note 1339724)
- Customers running on version 9.2 already run in “extended maintenance” phase. This phase will end mid of 2010 (see Note 1110995 and 1330038)
- The releases 8.1.x have been running out of support (see Note 428815 and 578113)
- An overview of all Oracle maintenance dates is given in Note 1174136

**What is the minimum version required for MaxDB**

You need to run on version 7.7.x or newer.  
Please always use latest DB patches for the select DB version and check Operating System prerequisites.  
Check Note 1178367 for actual supported MaxDB versions

**What do I have to consider when upgrading MaxDB for the use with CRM 7.0?**

Please refer to Note 1004973 and 817463

**Which DB6 version is supported with CRM 7.0?**

You need to run on DB6 version 9.1. with Fixpack 3 or newer releases  
Please see also Note 101809 and PAM

**What do I have to consider when upgrading DB6 for the use with**

Please refer to Note 819876

## **CRM 7.0?**

**What DB2-z/OS version is supported?**

Please refer to Note 81737 and check PAM

**What has to be considered for DB4/i5?**

Please refer to Note 1168235 and check PAM

**What has to be done to start the SAP system automatically?**

Please follow the instructions of Note 823941

**How can I setup monitoring for my Host (SAP Basis)?**

Please refer to Note 1031096