

Configuration of Business Package for Maintenance Technician



Applies to:

SAP Netweaver Enterprise Portal. For more information, visit the [Portal and Collaboration homepage](#).

Summary

This article describes the configuration of Business Package for Maintenance Technician, the problems arising while configuring it and how to solve those problems. The article does not deal in detail with the installation part of business package, rather explains on how to make the Business Package work with Portal after installation.

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Introduction

The Business Package for Maintenance Technician contains many functions for the daily tasks of a maintenance technician. The technician can find all the information he or she needs to do his or her job quickly and easily, and can confirm the work he or she performed.

Prerequisites

- SAP ECC 6.0 SP02
- SAP NetWeaver 2004s SP05
- You have activated the following SAP ECC Extensions:
 - PLM Extension
 - SCM Extension
- SAP BI 7.02 (optional)

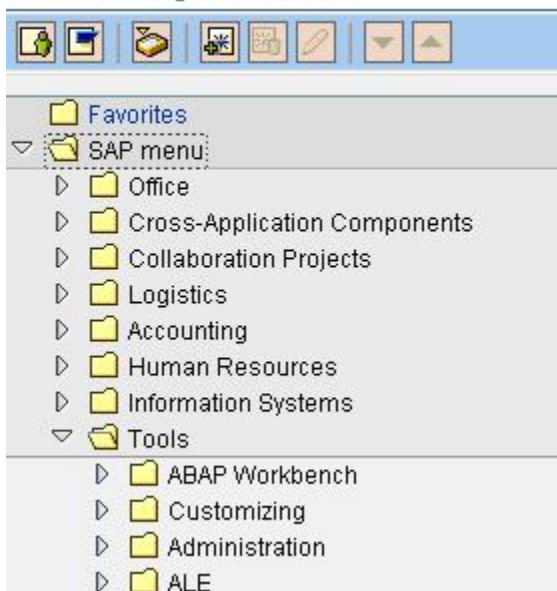
Installation of the Business Package

1. Go to service.sap.com
2. Import the Business Package for Common Parts and Business Package for Maintenance Technician.
3. Assign the roles from Business Packages to the users in the portal.
4. Maintenance Technician, Maintenance Planner, Maintenance Manager and Maintenance Supervisor roles are to be assigned to users from the Business Package.
5. Setup the system alias **SAP_ECC_Manufacturing** in the portal.(Explained later in this document)
6. To enable you to call SAP transactions from the portal, you have installed an Internet Transaction Server (ITS) for the connected ERP system.
7. Activate the services listed below or check if they are activated.
 - Log on to ERP system.
 - Access the services using the following services

SAP Menu

Tools→Administration→Administration→Network→HTTP
Service Hierarchy Maintenance

SAP Easy Access

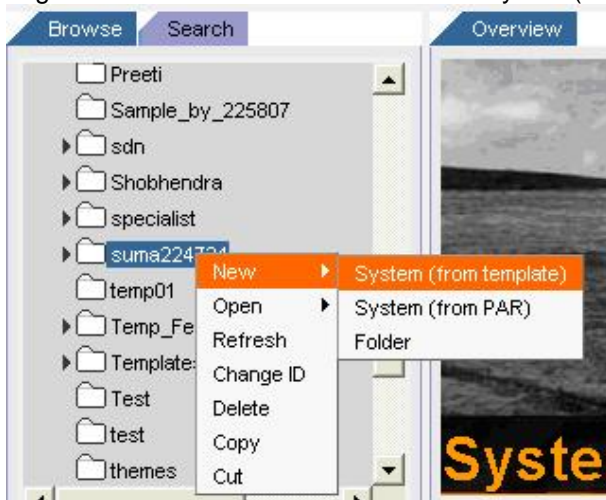


- MT_AER_APP
 - MT_ASSETDETAIL_APP
 - MT_DIE_APP
 - MT_DISMANTLE_APP
 - MT_EXCHANGE_APP
 - MT_INSTALL_APP
 - MT_NOTIF_PRINT_APP
 - MT_ORDER_APP
 - MT_ORDER_ENTRY_APP
 - MT_ORDER_PRINT_APP
 - MT_STRUCTURE_VIEW_APP
 - QIMT_UI_DOCUMENT_INT_APP
 - QIMT_UI_USER_STATUS_APP
 - QIMT_CLOSE_NOTIFICATION_APP
 - QIMT_NOTIFICATION_APP
 - RMAN_PRSP_CONF_APP
 - RMAN_PRSP_CONF_CANCEL
 - RMAN_PRSP_CONF_DISPLAY
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8. You have configured your BI system (*SAP NetWeaver Business Intelligence*) and uploaded the data from the ERP system to the BI system.

Configuration in Portal

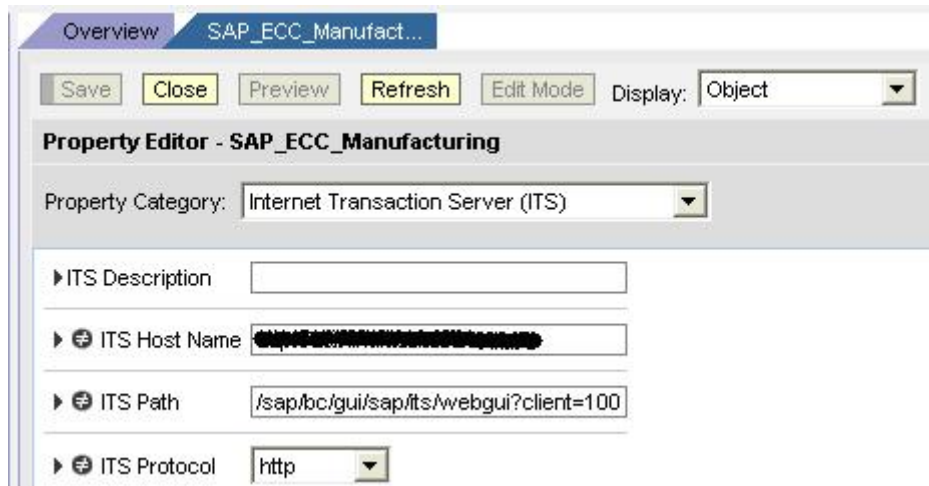
Creating System in portal

- Create a portal system for making the connection between portal and ECC system using System Administrator. Give the alias name as SAP_ECC_Manufacturing.
- Go to System Administrator- System configuration- Portal Content and select any folder or create a new folder.
- Right click on the folder and select New System(from template)

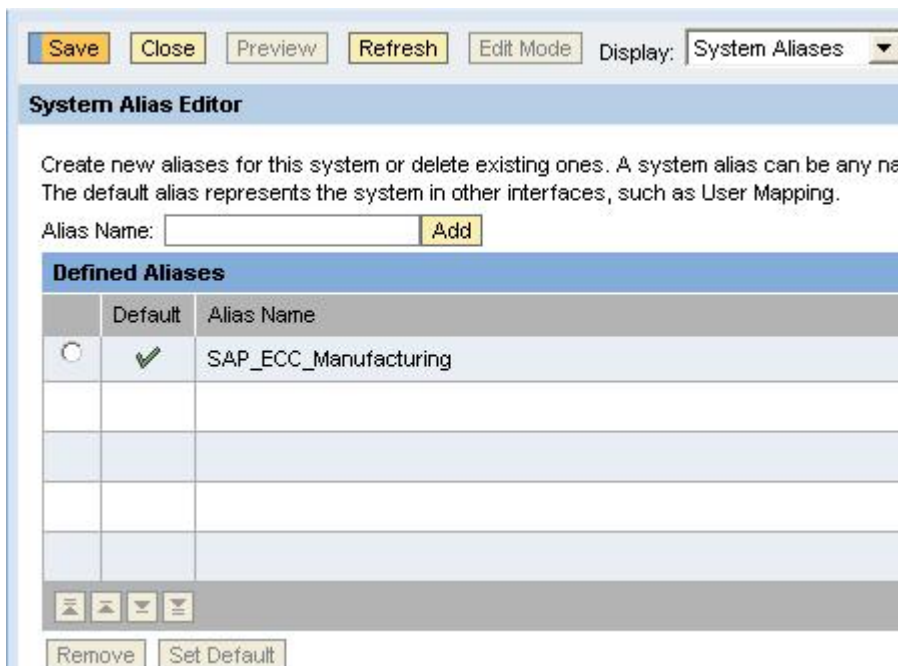
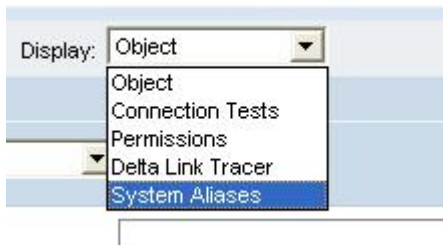


- Select SAP system using dedicated application server and click Next.
- Enter System Name, ID, and other details and click next.

- o Click on Finish and open the object for editing.
- o Enter the Application server properties.
- o Check if the Internet Transaction server is installed for the connected ERP System (ITS details are required only if we want any transaction from the ERP system)



- Select System Aliases from Display drop down box and enter the name for alias as "SAP_ECC_MANUFACTURING".



- Test the system.

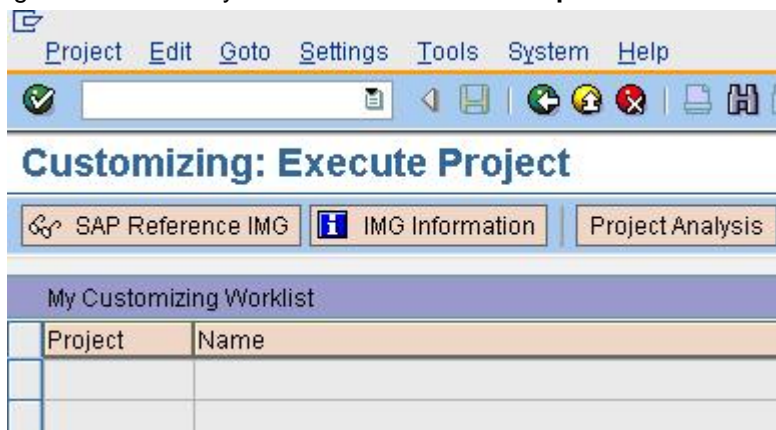
Note: After testing if any error occurs such as “Cannot connect to system-This may be due to closed port on the firewall”, check if the following parameters are entered properly.

Application host: Give fully qualified domain name here. The IP address of the host server cannot be used here.

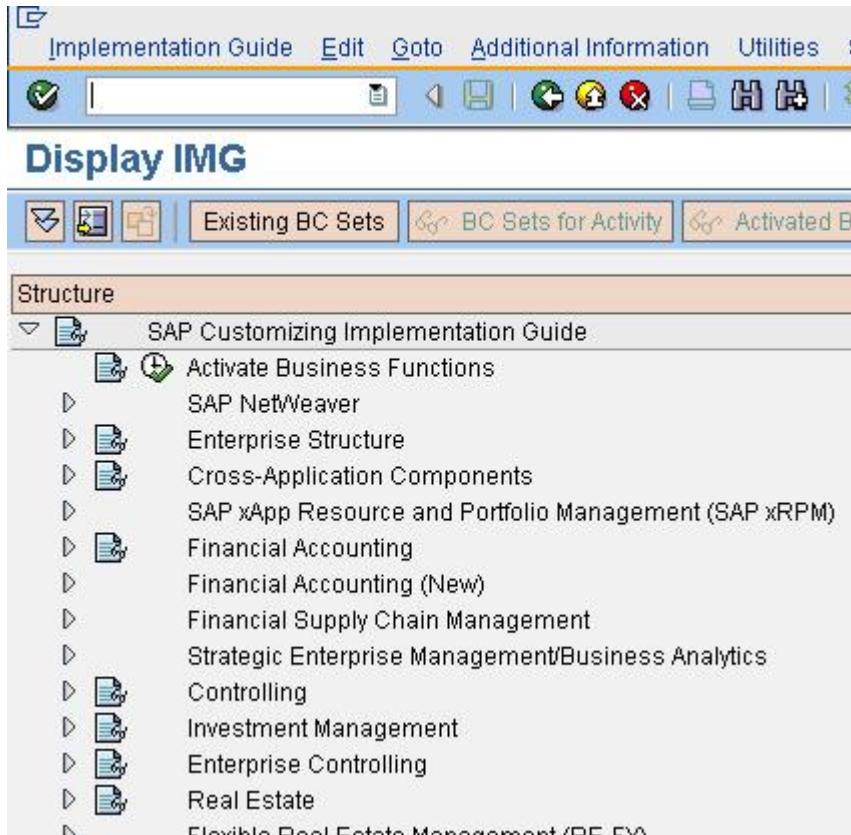
- Create another portal system for connecting Portal and BW System. Give the alias name as SAP_BW.
- Test both the systems for connections.

Configurations in the Backend System

1. Log on to the ERP system and use transaction **spro**.



2. Click on SAP Reference IMG tab or press F5.



3. You make these settings in Customizing by choosing the following path.

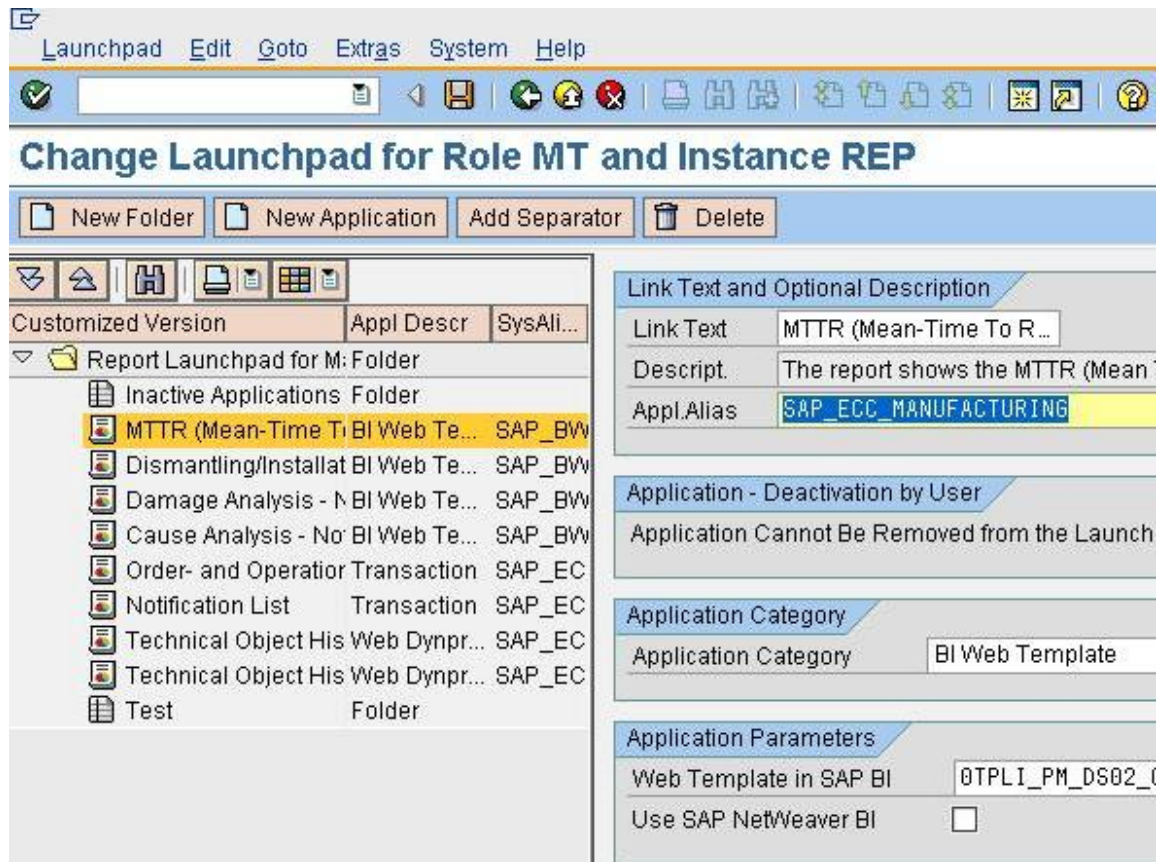
SAP Customizing Implementation Guide	Cross-Application Components → General Application Functions → Generic mySAP Suite Functions → Personalization → Help Functions in the Personalization Environment → Personalization Data: Single Processing or Personalization Data: Collective Processing.
Personalization dialog	DIA_MT_REP

4. Click on the Execute button. 

Settings for the Launchpad

- Log on to ERP system
- Use transaction **spro**.
- You make the settings in customizing by choosing the following path.
- Enter the name of the system created in portal for Appl.Alias.

SAP Customizing Implementation Guide	Integration with Other SAP Components → Business Packages/Functional Packages → Maintenance Role → Reporting → Setup Launchpad for Maintenance Technician
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Settings for the Workset : Work Overview

Prerequisites

The following Customizing settings are supplied for the personal object worklist of a maintenance technician. It is not necessary to make any other settings. You can, however, create your own categories (that is, groupings of queries) and your own queries.

Object types

- MT_CONFIRMATIONS
- MT_NOTIFICATIONS
- MT_NOTIFICATIONS_REPORTEDBYME
- MT_NOTIFICATION_TASKS
- MT_ORDERS
- MT_ORDERS_REPORTEDBYME

Categories

- MT_CONFIRMATIONS
- MT_NOTIFICATIONS
- MT_NOTIFICATION_TASKS
- MT_ORDERS

You can define your own categories in Customizing under the following path.

SAP Customizing Implementation Guide	Cross-Application Components → General Application Functions → Generic mySAP Suite Functions → Personal Object Worklist → Define Categories.
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Queries

- MT_CONFIRMATIONS

- MT_NOTIFICATIONS
- MT_NOTIFICATIONS_REPORTED_BY_ME
- MT_NOTIFICATION_TASKS
- MT_ORDERS
- MT_ORDERS_REPORTED_BY_ME

You can define your own queries in Customizing under the following path.

SAP Customizing Implementation Guide	Cross-Application Components → General Application Functions → Generic mySAP Suite Functions → Personal Object Worklist → Define Default Queries.
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Problem Resolution:

- **Problem:** iView may not be getting displayed or there may be some error as “The url `---sap/bc/webdynpro/powl//` was not called due to an error”.
Solution: In the backend system(i.e.ECC system) check if POWL service is running or whether any valid application id is missing.For adding the Application ids in the background refer to Note:1115949
- **Problem:** On selecting any workset some of the iViews in that workset may not be working and may through the error “Error loading Template—(template id)”.
Solution: Refer to Note 1014795 - Error BRAIN 276 when you execute a Web Template.
Open the iView from Content Management-Portal Content. If the parameter **BEx Web Application Query String** is **Template Id=---** , the template may be created using new Web Application Designer. Change the parameter from **Template id** to **Template**.

Settings for Workset: Technical Structure View

Prerequisites

You make the settings described below in Customizing by choosing the following path.

SAP Customizing Implementation Guide	Cross-Application Components → General Application Functions → Generic mySAP Suite Functions → Personalization → Help Functions in the Personalization Environment → Personalization Data: Single Processing or Personalization Data: Collective Processing.
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- In Customizing, you have specified a **default plant**, so that the availability of materials can be displayed and the bill of materials can be exploded. Enter **DIA_MT_PLANT** as the personalization dialog.
- In Customizing, you have set the **notification type** that is to be used when you create a notification from the technical structure view. Enter **DIA_MT_NOTIFICATION** as the personalization dialog.
- In Customizing, you have set the default values **order type**, **plant**, and **business area** for creating orders, which are to be used when you create an order from the technical structure view. Enter **DIA_MT_ORDER_STRUCTURE** as the personalization dialog.

Problem Resolution:

- **Problem:** Sometimes in the Technical Structure view we may get the Functional Location list and also Equipments list. But the details may not be displayed when a particular equipment or functional location is selected. The following error may occur
“The iView is not available for system: "SAP_ERP_Manufacturing" Object:"Asset Detail".Contact your Administrator.
Solution: Check the version of the Business Package for Common Parts.**Business Package for Common parts 1.2** need to be installed for the working of the iViews

Related Content

1. SAP Library- Business Package for Maintenance Technician.
http://help.sap.com/saphelp_erp2005/helpdata/en/3e/5dd2416d9c1c7be1000000a1550b0/frameset.htm
2. Single sign-on between portal and SAP Backend system.
<https://www.sdn.sap.com/irj/sdn/weblogs?blog=/pub/wlg/4835>
3. Related SAP Notes

1115949	Dump in accessing POWL
849573	Maintenance Technician
887795	No message for missing authorization
933963	Constraints for ERP 2005 (ECC-DIMP 6.0) with extension sets
1014795	Error BRAIN 276 when you execute a Web Template.
1109215	A Web Dynpro ABAP application requires an ICF node
937697	Usage of SAP NetWeaver BI Diagnostics & Support Desk Tool.

For more information, visit the [Portal and Collaboration homepage](#).

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