

Get to Know the Process Overview Reporting in Software Update Manager



Applies to:

SAP NetWeaver-based products, Software Update Manager (delivered with SL Toolset). For information about the latest available Software Update Manager version, see the [Central Release Note for Software Logistics Toolset 1.0 – 1563579](#).

Summary

The **Software Update Manager** (SUM) is the unified maintenance tool supporting various implementation processes for SAP NetWeaver-based products such as release upgrades, enhancement package installations, and application of downtime-optimized Support Package Stacks. The Software Update Manager evolved from the previous SAP Enhancement Package Installer (SAPehpi) and SAP upgrade tools (SAPup, SAPJup) and has been renamed to reflect its broader use. SUM is part of the product-independent SL Toolset delivery.

One important new feature in SUM is the comprehensive **process overview report**.

This article provides explanation about the purpose, concept and structure of the **process overview html report** as well as how-to-use-it hints.

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Author Bio



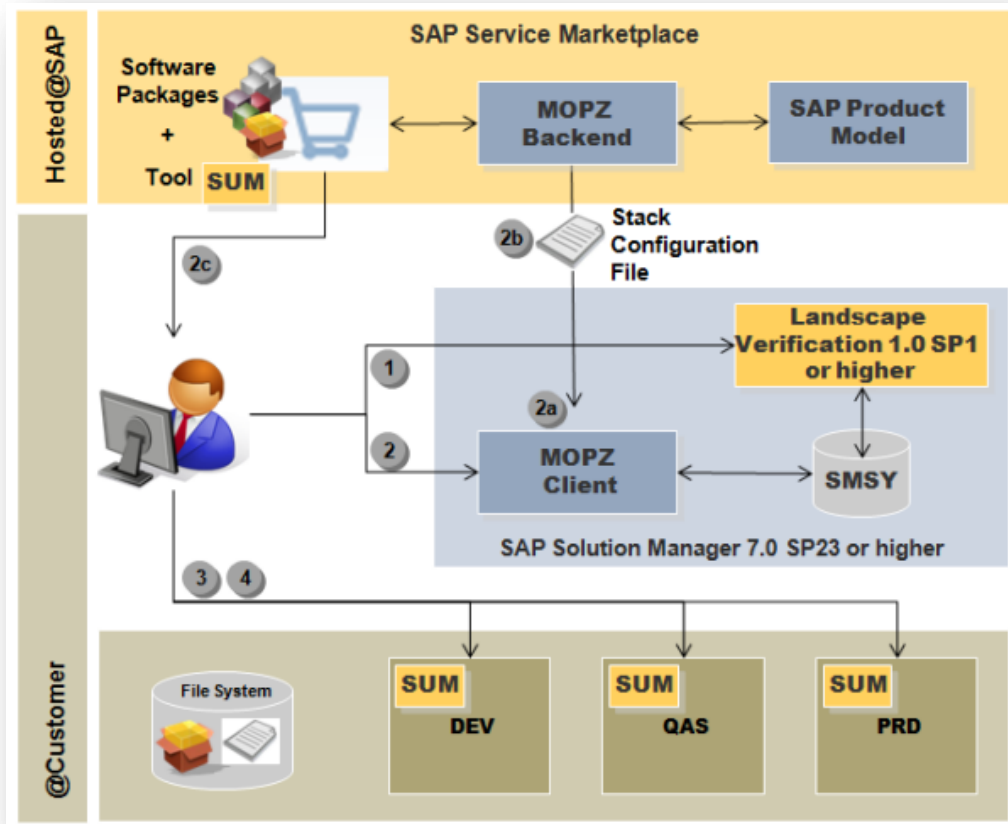
Daniel Vladinov works in the area of Lifecycle Management, Software Logistics. He has 7+ years relevant SAP experience and has participated in development and shipment of various SL tools, such as SAPins - SAP NetWeaver and SAP Business Suite installations, CTC – Central Technical Configuration framework, and others. He has been a Product Owner in the area of SL Toolset product focusing on the Software Update Manager tool since 1½ years.

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Motivation

The software evolution of SAP NetWeaver-based products starts with planning the change, preparing the landscape and system configurations, downloading the required new version of product version packages. You apply the change including acceptance tests to each affected technical system. The picture below illustrates the end-to-end process flow of a planned upgrade.



The Software Update Manager checks the consistency of planned change and technical system where the change should be applied. Potential inconsistencies might be rooted in every part the software maintenance process: from the system registration down to content deployment or runtime issues.

On successful maintenance of a technical SAP system, the overall duration of the process steps as well as the technical downtime can be point of interest for both customer and SAP. Transparency of the maintenance process, just in-time and in-context available information, clear troubleshooting hints and performance measurements are all important factors for successful and reliable software maintenance operations.

And customer feedback send to SAP is used for continuous improvements of Software Update Manager regularly delivered through SL Toolset.

SUM Process Overview Reports at a Glance

SUM process overview report contains:

- Information about stack configuration file (stack.xml) and archives in the download directory
- Software component versions and product structure changes (incl. Java Usage Types evolution)
- Important parameter settings, process steps and phases including description of the manual steps and links to relevant SAP Notes
- Statistics about performance and downtime
- Troubleshooting information and self-diagnostics function
- Feedback Form submitted by the user

See below the screenshots of the two main report's sections: system/operation overview and details section.

Software Update Manager (v1.0, SP4, PL0) Process Report			
SUM process finished successfully			
[generated on: 2011/09/08 17:01:19]			
System Details			
Software Update Process Using Stack Configuration File			
SAP Application System			
SID:	P17	SID directory	d:\usr\sap\P17
SAP system technology:	DUAL_STACK	SUM scenario:	STACK
SAP NetWeaver initial version:	700	SAP NetWeaver target version:	730
Installation number:	0020632801	NR-Clients (productive):	1 (0)
SAP Technical System			
Primary AS instance hostname:	wdfibmd4955	OS type / version:	Windows NT X86_64 / 6.0
DB instance hostname:	wdfibmd4955	DB type / version:	SAPDB / 7.9.07.003
DB size (initial):	13.58/42.97 GB	DB size (final):	31.58/42.97 GB
Execution Times			
Start date:	2011/09/07 15:02:52	End date:	2011/09/08 17:00:50
Minimum downtime: ()	3:01 (hh:mm)	Runtime:	1 day, 01:57 (hh:mm)
Since START_SHDI_FIRST:	8:10 (hh:mm)	Since EU_IMPORT:	10:58 (hh:mm)

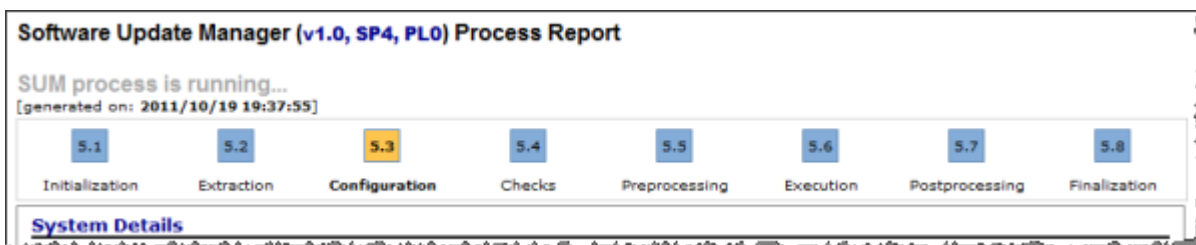
with this content		[+] Download Directory and Stack File ⓘ
using deployment & migrations		[+] Java Components Deployment and Migration Results ⓘ
system was changed		[+] Active Usage Types, SC Versions and Java SC Mapping ⓘ
by SUM procedure(s)		[+] Software Component Versions ⓘ
for that much time		[+] Tools Versions and Configuration ⓘ
		[+] Timings and Statistics ⓘ
		[+] Statistics for ABAP operations ⓘ

Use Cases, Where and When Available

The process overview html reports are generated by SUM during the tool run. As a function of the process progress, they contain growing number of relevant sub-sections. They are readily accessible via SUM graphical user interface **on-demand**, **on-error** and **on-successful** finish.

On-Demand Report

From the very beginning of SUM execution one can trigger report creation and display via GUI menu item *Update* → *Process Overview*. It is a prerequisite to have a browser installed on the computer where the GUI runs.



Note: You find the report `<SUM>/sdt/htdoc/ProcessOverview.html` and access it remotely using the URL: `http://<hostname>:4239/ProcessOverview.html` where `<hostname>` is the host on which SUM-server process runs. Consider 4239 as the default SUM GUI port.

Use Cases

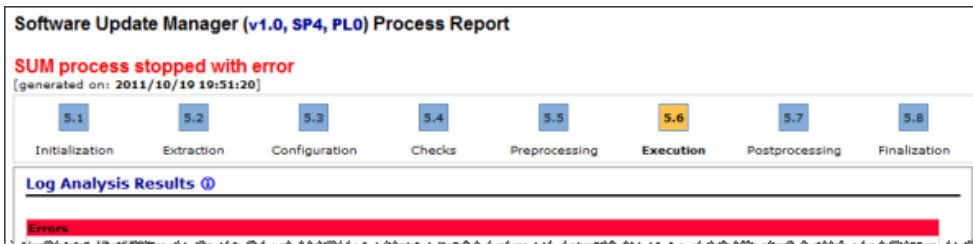
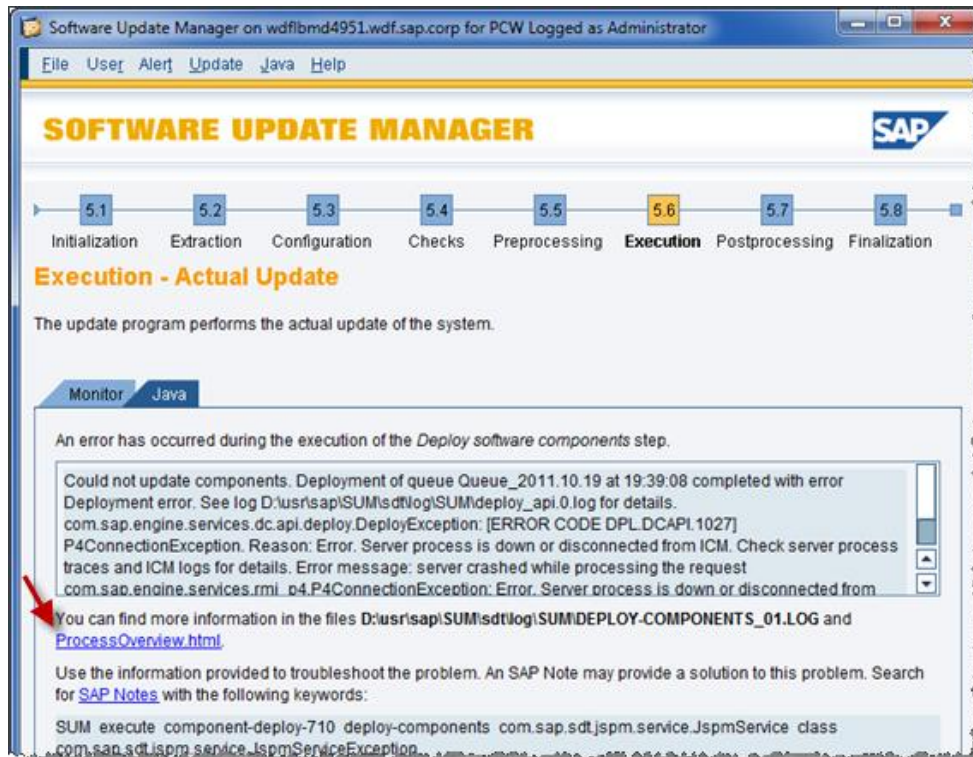
SUM shows all important information on certain GUI screens. One example is the *Confirm Target* roadmap step, where the stack configuration xml file rendered as html report (`TargetSystemVersionReport.html`) is available via link on the SUM UI.

During the SUM execution on-demand generated reports are useful after some particular process steps:

- In the *Configuration* roadmap step, after the dialog asking for Java system user credentials (Administrator and/or SDM user) : the information about **active usage types** in the system and **current software components versions** is added to the report;
- In the *Execution* roadmap step, after the Java deployment step finished: **deployment results** are added to the report;
- After the *Execution* roadmap step, when the system is already upgraded / updated: the report contains information about **(new) active usage types** and **(new) software component versions**.

On-Error Report

If SUM stops with an error, the report is automatically generated and a link to it is provided directly on the error handling screen (for ABAP process, use the *Update* → *Process Overview* menu item).



Use Cases

In case of errors encountered during the SUM process execution, the report shows the roadmap steps progress as well as the additional Log Analysis Results section. The later should contain relevant error diagnostics information and so called Trouble Ticket – prefilled template for customer message creation.

Note: Should you need to create a customer message, SAP recommends that you attach the process overview html report to it.

Conclusion

The new process overview reports are introduced as of SUM 1.0 SP 03 and will increase transparency, supportability and predictability of software maintenance operations performed.

Let SAP know about your own experience, questions and improvement proposals. Use the feedback form.

Related Content

[SL Toolset announcement](#)

[SUM 1.0 SP 02 release](#)

[Landscape Verification 1.0](#)

For more information, visit the [Application Management homepage](#).

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