Solution Management Guide

SAP™ Knowledge Warehouse

Release 7.0

Document Version 1.0 – 31/03/2004

Material Number <xxx>

SAP

Typographic Conventions

Type Style	Represents
Example Text	Words or characters that appear on the screen. These include field names, screen titles, and pushbuttons, as well as menu names, paths, and options.
	Cross-references to other documentation
Example text	Emphasized words or phrases in body text, titles of graphics, and tables
EXAMPLE TEXT	Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
`Example text`	Screen output. This includes file and directory names and their paths, messages, names of variables and parameters, source code, as well as names of installation, upgrade, and database tools.
`Example text`	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
`<Example text>`	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.
EXAMPLE TEXT	Keys on the keyboard, for example, function keys (such as `F2`) or the `Strg` key.

Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

Contents

1 Getting Started

⚠️

This guide does not replace the daily operations handbook that we recommend
customers to create for their specific productive operations.

About this Guide

Designing, implementing, and running your mySAP solution at peak performance 24 hours a day
has never been more vital for your business success then today.

This guide provides a starting point for managing your mySAP solutions and keeping them up and
running optimally. It contains specific information for various tasks, and lists the tools that you can
use to carry them out. It also refers to documentation required for these tasks. You can use this
guide only in connection with other guides such as the Master Guide, Technical Infrastructure
Guide*,* and the SAP Library.

The chapters *Monitoring of mySAP Technology* and *Managing of mySAP Technology* describe the
related topics on the mySAP solution level. The chapter *Business Process Management* describes
related topics on the mySAP solution and/or business scenario level.

Target Groups

- Technical consultants

- System administrators

- Solution Consultants

- Business Process Owner

- Support Specialist

1.1 Global Definitions

mySAP Solution:

A mySAP solution represents a market view on groups of related business scenarios. The delivery
of a solution contains mySAP components which are essential to implement all solution related
business scenarios, processes and functions. Together with a solution the implementation
knowledge is allocated.

Business scenario:

From a microeconomic perspective the business scenario is a cycle which consists of several
different timely and logical processes affiliated with each other. Typically a business scenario
passes several company departments and could get involved with other business partners. From a
technical point of view a business scenario needs for the cycle at least one or more mySAP
application components (SAP R/3, SAP APO, ...) and maybe other third party systems. A business
scenario is a unit which could be implemented and has releases.

A business scenario is a customer's perspective course of business.

Component:

Components are the smallest units which will be considered separately within the Solution
Development Lifecycle because they are separately producible, deliverable, installable and
maintainable units.

1.2 Important SAP Notes

⚠️

Check regularly, which SAP Notes are available for the Solution Management Guide.

Important SAP Notes

SAP Note Number	Title	Comment
668608	Master Guide SAP NetWeaver '04	Collects all information about the SAP NW 04 installation that is not (yet) included in the SAP NW 04 master guide.
670530	Installation SAP KW 7.0: Overview	Collects all information about the SAP KW 7.0 installation that is not (yet) included in the installation guide.SAP KW 7.0.
66971	Supported front end platforms	Supported Microsoft Windows releases for the standard SAP GUI.
666649	SAP KW 7.0: supported versions of components	Collects the supported versions of the several components used in a SAP KW system
607239	Reorganization of info-objects	A description of the procedure to delete old versions of customer content from the SAP KW system.

1.3 History of Changes

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Make sure you use the **current** version of the Solution Management Guide.

You can find the current version of the Solution Management Guide on the *SAP Service Marketplace* under the Internet address `service.sap.com/instguides`.

The following table provides an overview of the most important changes in prior versions.

Version	Important Changes
1.0	First version of the SAP KW Solution Management Guide

2 Technical System Landscape

2.1 Scenario/component matrix

List of Software Components (X = mandatory / (X) = optional)

Software Component	Business Scenario CTF= Certification / DOC= Documentation / QMM= Quality Management Manual / TRAIN= Training			
	CTF	**DOC**	**QMM**	**TRAIN**
SAP Web Application Server 6.40	X	X	X	X
SAP GUI with SAP KW Add-On	X	X	X	X
SAP J2EE Engine 6.30	X	X	X	X
SAP Internet Knowledge Servlet 1.00	X	X	X	X
SAP Content Server 6.30	X	X	X	X
PAW Communication Server 7.0	X	--	--	--
PAW Proctor and Player 7.0	X	--	--	--
SAP Standalone Gateway 6.40	--	X	X	X
SAP Text Retrieval 6.1	--	X	X	X
SAP Internet Transaction Server 6.20	--	X [import services kwprop and kwedit2]	X [import services kwprop and kwedit2]	X [import services kwprop and kwedit2]
Microsoft Office 2000 / XP	X	X	X	X
XML Editor (Epic Editor from Arbortext, Inc. Authentic from Altova)	--	(X)	--	(X)
SAP Enterprise Portal 6.0	--	(X)	(X)	--
SAP KW Portalintegration 2.00	--	(X)	(X)	--

2.2 Related documentation

The following table lists where you can find more information about the technical system landscape.

Topic	Guide/Tool	Quick Link to the SAP Service Marketplace (service.sap.com)

Application and industry-specific components such as SAP Financials and SAP Retail	Master Guide	`instguides`
Technology components such as SAP Web Application Server	Master Guide	`instguides`
Sizing	Quick Sizer Tool	`sizing`
Technical configuration	Technical Infrastructure Guide	`ti`
Scalability	Technical Infrastructure Guide	`ti`
High availability	Technical Infrastructure Guide	`ti`

Security	Technical Infrastructure Guide	`ti`
		
		`security`

3 Monitoring of SAP Knowledge Warehouse 7.0

Monitoring of mySAP Technology is an essential task within the management of mySAP Technology. A chapter has therefore been devoted strictly to this subject.

You can find more information about the underlying technology in the Technical Operations Manual for mySAP Technology in the *SAP Library* under *mySAP Technology Components*.

3.1 Alert monitoring with CCMS

Proactive automatic monitoring is the basis to ensure reliable operations for your SAP system environment. SAP provides you the infrastructure and recommendations how to setup your alert monitoring to recognize critical situations for SAP Knowledge Warehouse 7.0 as fast as possible.

3.1.1 Component alert monitoring

3.1.1.1 SAP Web AS 6.40 and SAP J2EE Engine.

Refer to the Solution Management Guide SAP Web AS 6.40.

3.1.1.2 SAP CS 6.30 with SAP DB

Refer to the Installation Guide SAP CS 6.30. and the operating manual for SAP Content Server and to the SAP DB documentation mentioned therein.

3.1.1.3 SAP TREX 6.1

Refer to the Solution Management Guide SAP TREX 6.1 and to the SAP Notes 697949 and 703974.

3.1.1.4 SAP EP 6.0 with Content Management

Refer to the Solution Management Guide SAP EP 6.0.

3.1.1.5 SAP ITS 6.20

Refer to the Solution Management Guide SAP ITS 6.20.

3.1.1.6 SAP Internet Knowledge Servlet 1.00

Refer to the Solution Management Guide SAP IKS.

3.1.1.7 SAP Performance Assessment Workbench 7.0

Refer to the Solution Management Guide SAP KW PAW 7.0.

3.1.1.8 SAP KW Portal integration 2.00

Refer to the Solution Management Guide SAP KW PI and to the Solution Management Guide SAP EP 6.0.

3.1.2 Scenario alert monitoring

There is no alert monitoring specific to the SAP Knowledge Warehouse 7.0 scenarios, monitoring of the components that are used in the scenario is sufficient.

3.2 Detailed monitoring, problem and performance analysis tools

3.2.1 Web AS 6.40 analysis tools

The SAP KW 7.0 is technically based on Web Application Server Release 6.40. For information about technical problem analysis (i.e for database, operating system, workload analysis, …) please refer to Solution Management Guide for Web Application Server. This Guide covers only differences and additional information special for this solution.

Trace and Log Files

Trace and log files are essential for analyzing problems. You can find all information about the trace and log files important for the SAP Web AS 6.40 in the Solution management Guide SAP Web AS 6.40.

3.2.2 Additional Components

Refer to the specific component's documentation and solution management guides for information about the detailed monitoring, problem, and performance analysis tools.

3.2.3 Scenario specific problem analysis tools

3.2.3.1 Documentation, Training, QM Manual

Interfaces

Interface monitors are essential for analyzing problems with interfaces such as RFC, IDoc, and HTTP. Refer to the documentation of the individua components, all monitoring of interfaces is described therein. The SAP KW itself does not deliver any interface monitoring besides those provided by its components.

The most important Web AS monitors are listed in the following table:

Monitor	Detailed Description	Prerequisites
RZ20	SAP Online Help	Web AS has to be installed and CCMS has to be configured according to Web AS documentation
ST11	List of trace log-files	Web AS has to be installed and CCMS has to be configured according to Web AS documentation
ST05	(RFC Trace) SAP Online Help	Web AS has to be installed and CCMS has to be configured according to Web AS documentation
ST08	(Network Monitor) SAP Online Help	Web AS has to be installed and CCMS has to be configured according to Web AS documentation

Data Archiving Monitors

Data Archiving is not enabled for SAP Knowledge Warehouse 7.0 Nevertheless, you have to monitor the DBs to avoid problems with the DB filling.

Monitor	Detailed Description	Prerequisites

DB Monitor of the Web AS DB	A detailed description can be found in the documentation of the DB that is used as the Web AS DB and in the overall Web AS documentation	Refer to the information in the documentation relevant for the Web AS DB used in your system.
SAP DB DBM GUI	Refer to the SAP DB documentation for a detailed description	The SAP DB has to be registered in the DBM GUI..

> ⚠️
>
> To regain dataspace in the databases, you can delete old versions of customer vreated info objects from the system using the so-called reorganization (note 607239). It is recommended to do a full backup of your KW system before you run the reorganization

Distributed statistical records

Distributed statistical records is not an issue for the SAP KW but for the components used. Refer to the documentation of the components and to the Web AS documentation for further information.

3.2.3.2 Certification with the Performance Assessement Workbench

Interfaces

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The most important Web AS monitors are listed in the following table:

Monitor	Detailed Description	Prerequisites
RZ20	SAP Online Help	Web AS has to be installed and CCMS has to be configured according to Web AS documentation
ST11	List of trace log-files	
ST05	(RFC Trace) SAP Online Help	
ST08	(Network Monitor) SAP Online Help	

Data Archiving Monitors

Data Archiving is not enabled for SAP Knowledge Warehouse 7.0 Nevertheless, you have to monitor the DBs to avoid problems with the DB filling.

Monitor	Detailed Description	Prerequisites
DB Monitor of the Web AS DB	A detailed description can be found in the documentation of the DB that is used as the Web AS DB and in the overall Web AS documentation	Refer to the information in the documentation relevant for the Web AS DB used in your system.
SAP DB DBM GUI	Refer to the SAP DB documentation for a detailed description	The Sap DB you want to monitor has to be registered in the DBM GUI..

The top five fastest growing tables are SLS_PET, SLS_RTEST, SLS_ITEM, SLS_BLOG and SLS_RITEM.

> To regain dataspace in the databases, you can delete old versions of your info objects from the system using the so-called reorganization (note 607239). It is recommended to do a full backup of your KW system befor you run the reorganization.

Distributed statistical records

See Solution Management Guide, SAP Knowledge Warehouse 7.0 – Performance Assessment Workbench (PAW), Chapter 3.1. Alert Monitoring with CCMS.

4 Management of mySAP Technology

SAP provides you an infrastructure, which helps your technical support consultant and system administrators to effectively manage all SAP components and carry out all tasks related to middleware technology.

The aims of managing mySAP Technology are as follows:

- Provide a central interface to manage administrative tasks for middleware

- Improve the process of problem resolution for the entire solution

- Provide standardized administration of user profiles

You can find more information about the underlying technology in the Technical Operations Manual for mySAP Technology in the *SAP Library* under *mySAP Technology Components*.

4.1 Administration Tools of Software Components

Refer to the installaton and solution management guides of the componnets used in your SAP KW system for information concerning their configuration and log file administration.

Component	Transaction/Tool	Detailed Description	Prerequisites
SAP Web AS 6.40 and SAP J2EE Engine	SPRO, RZ20	Solution Management Guide Web AS 6.40. SAP Library	Web AS is installed and configured
SAP CS with SAP DB	RZ20	Installation Guide SAP CS and Operating Manual SAP CS	Web AS is installed and configured.
SAP DB	DBM GUI	SAP DB documentation SAP Library	DB instance has to be registered in the DBM GUI
SAP TREX	TREX-Demon and -Name-Server CCMS	TREX 6.1 Technical Operations Manual	TREX has to be installed and configured in the SAP Web AS
SAP EP and SAP KW PI	SAP EP Monitorng Tools	Administration Guide EP 6.0	EP 6.0 ha sto be installed and configured
SAP ITS	RZ20	Solution Management Guide Web AS 6.40. SAP Library	Web AS is installed and configured
SAP IKS	RZ20	Solution Management Guides SAP IKS andWeb AS 6.40. SAP Library	Web AS is installed and configured.
SAP KW PAW	RZ20	Solution Management Guide Web AS 6.40. SAP Library	Web AS is installed and configured

4.2 Starting and Stopping

Start and Stop Sequence and Tools

Software Component	Start and Stop Sequence and Tools		
	Sequence	**Tool**	**Detailed Description**
Documentation / Training /QMH			
Web AS 6.40 with DB	1	STARTSAP	A detailed description can be found in the Web AS documentation
SAP DB of SAP CS	2	SAP DB Database Manager	A detailed description can be found in the SAP DB documentation
SAP CS	3	Webserver administration tool	A detailed description can be found in the SAP CS documentation
SAP J2EE Engine (with SAP IKS)	4	SAP J2EE Engine administration tool	A detailed description can be found in the SAP J2EE Engine documentation
SAP Standalone Gateway	5	STARTSAP	A detailed description can be found in the Web AS documentation
TREX	6	TREX administration tools	A detailed description can be found in the TREX documentation
ITS	7	ITS admin webpage	A detailed description can be found in the ITS documentation
Performance Assessement Workbench			
Web AS 6.40 with DB	1	STARTSAP	A detailed description can be found in the Web AS documentation
SAP DB of SAP CS	2	SAP DB Database Manager	A detailed description can be found in the SAP DB documentation
SAP CS	3	Webserver administration tool	A detailed description can be found in the SAP CS documentation
SAP J2EE Engine (with SAP IKS and Paw Servlet)	4	SAP J2EE Engine administratiopn tool	A detailed description can be found in the SAP J2EE Engine documentation
PAW Communication Server	5	Services administration tool	A detailed description can be found in the installation guide SAP KW PAW

If the components can not be started or stopped, refer to the components documentation for troubleshooting.

4.3 Backup/Restore and Recovery

You need to regularly backup your system landscape to ensure, that in a case of failure you can restore and recover it.

Backup & Restore concept for SAP Knowledge Warehouse consists of two parts:

- Backup & Restore for each component
- Cross system data dependencies and handling

Backup & Restore concept for your system landscape should not only consider SAP systems. It should be embedded in overall business requirements and take into account the whole process flow in your company.

In addition backup concept must cover disaster recovery processes i.e. lost of data center through fire. Most important in this context is to ensure, that backup devices are not lost together with normal data storage (separation of storage locations).

Based on the type of application data a component holds we introduce a categorization scheme for system components that can be used to analyze the backup requirements of any system component and to easily determine an appropriate backup method for this component. The following table contain component list for your solution and the appropriate Categories of system components for Backup & Recovery.

Component	*Category*	*Application Data Type*	*Backup Method for application data*
Web AS 6.40 (with DB) and SAP J2EE Engine with SAP IKS	XI	Original Application Data	Database and log backup, application log backup. Consistency with SAP CS has to be regarded. Backup of software and configuration log files
SAP Content Server with SAP DB	XI	Original Application Data	Database and log backup, application log backup. Consistency with SAP CS has to be regarded. Backup of software and configuration log files
SAP Standalone Gateway	III	Only software and configuration information, no application data	No data backup needed, backup of software, configuration and log files

TREX	IV	Application data, replication takes long time	File system backup – if you choose to backup the TEX data, you should make this consistent with the SAP Web AS and the SAP CS backup
PAW Server	III	Application data, replication fast	No data backup needed, backup of software, configuration and log files
ITS	III	Application data, replication fast	No data backup needed, backup of software, configuration and log files

SAP Web AS 6.40:

Classification:

The Web AS used in the SAP KW system contains the standard data always used in a SAP system (users, authorizations…). In addition, the meta data of the SAP KW content is stored in the Web AS. As well the information on the TREX index is stored in the Web AS.

If you do not develop content yourself but only use the content delivered by SAP, you do not have original data in your system, all data is contained on the SAP Content Updates.

Dependencies exist between the Web AS and the SAP Content Server and between the Web AS and the TREX.

Backup:

Refer to the Solution Management Guide Web AS 6.40 for a description of the backup options / procedures.

Restore:

Refer to the Solution Management Guide Web AS 6.40 for a description of the backup options / procedures.

SAP Content Server with SAP DB:

Classification:

The SAP Content Server and the SAP DB contain the physical information (Documents) stored in the SAP KW. The data is store din the SAP DB, the SAP Content Server is the webserver that administers the data stored in the SAP DB

Backup:

Refer to the documentation on SAP CS and on SAP DB, all information needed is stored therein.

if you do only use SAP delievered content in your SAP KW system, you do only have to do a backup of the SAP contentserver and the SAP DB after you imported a new content update.

Dependencies exist between the Web AS and the SAP Content Server.

Restore:

Refer to the documentation on SAP CS and on SAP DB, all information needed is stored therein.

SAP J2EE Engine and SAP IKS:

Classification:

In the SAP KW system, the SAP J2EE Engine normally contains no data

The SAP IKS contains as well no application data, but it contains the SAP KW layout (the frameset and banner that is used for the display of SAP KW objects in the browser). If you adjusted the SAP IKS layout to your company layout, you should create security copies of the maintained files and store them on a different server so they do not get lost.

Backup:

Backup the SAP J2EE Engine and the services installed according to the SAP J2EE Engine standard, refer to the SAP J2EE Engine documentation for further information.

Restore:

Restore the SAP J2EE Engine and its services according to the SAP J2EE Engine standard, refer to the SAP J2EE Engine documentation for further information.

SAP Standalone Gateway:

Classification:

The SAP Standalone Gateway does not contain any data. It is only used for communication between the SAP KW components.

Backup / Restore:

You do not need to backup the SAP Standalone gateway, if there are problems that can not be solved do a new installation.

TREX:

Classification:

The TREX contains the index data of the documents stored in the Knowledge. This data is always original data that is only valid for the SAP System the index was originally created in.

Backup / Restore::

If you need the SAP KW full text search within your productive SAP KW system, it is recommended to backup the TREX Index as described in the TREX documentation. The restore is as well described in the TREX documentation.

PAW Server:

Classification:

The PAW Server does not contain any aplication data. It consists of 2 part, the PAW servlet which is running as a service on tha SAP J2EE Engine, and the PAW Communication Server, that is installed as a separate program.

Backup / Restore:

Backup and restore of the PAW sevlet is done as a part of the SAP J2EE Engine backup / restore, refer to the SAP J2EE Engine documentation for a description. Refer to the Solution Management Guide SAP KW PAW to get a description how to backup / restore the SAP PAW Communication Server.

ITS:

Classification:

The SAP ITS does not contain any appliacation data. If you adjusted the SAP ITS layout to your company layout, you should create security copies of the maintained files and store them on a different server so they do not get lost.

Backup / Restore:

Refer to the SAP ITS documentation for a description of the SAP ITS backup / restore concept. If you do not use the SAP ITS within your productive scenario, you might not need to backup / restore the SAP ITS.

4.4 System copy

The copy of an SAP Knowledge Warehouse system consists of copies of its components, or where this is not needed (no data in component) by newly installing these components.

Web AS

The Web AS 6.40 and its database can be copied as described in the Solution Management Guide Web AS 6.40. Keep in mind that all SAP Web AS connection data have to be adjusted to the new system landscape.

SAP J2EE Engine (and its services)

Refer to the SAP J2EE Engine documentation for a detailed description. As there are not many services running on the SAP J2EE Engine used in a pure SAP KW system, installing a new SAP J2EE Engine and deploying the services needed might be a faster option.

SAP Content Server (with SAP DB)

Refer to the Operating manual for the SAP contentserver for a detailed description (chapter Relocating the SAP Content Server). You can find this document on the SAP Service Marketplace, quick link contentserver -> Media Library -> Documentation.

> ⚠️
>
> The new Content Server must be configured in the Web AS copy manually – do not run the Autoconfiguration report as this would delete your entries in the contentserver.ini.

SAP TREX

The component SAP TREX can not be copied. If you copy a SAP KW system, you have to install a new TREX, delete the index categories as described in note 351034 and reindex the SAP KW content.

> ⚠️
>
> You should disconnect the new Web AS from the original TREX index – or you risk to loose the index data of the original system. This is easily done by deleting the RFC destination to the TREX server (default: IMSDEFAULT).

4.5 Periodical tasks

4.5.1 Scheduled periodical tasks

All periodical tasks that are valid for the single components have as well to be performed for the whole SAP KW system.

4.5.1.1 Structure Buffering Times

To speed up the display of large structures in the Web browser, the required structures and the info objects referenced in the structure are temporarily stored in the buffer. To adjust the corresponding buffering times, proceed as follows:

1. In transaction SI24, choose *Settings in the Knowledge Warehouse System -> Document Management Service → Define Buffering Times for Structures.*

2. Choose the structure class for which you want to change the buffering time:

    * Course structures in the Training area (IWB2SRCBSE)

    * Book structures in the Documentation area (IWB_SRCBSE)

    * Structures in the HTML-Based Documents area (KWN_STRSRC)

    * Navigation structures in the Management area (IWB0ENTSRC)

    * Structures in the QM Manuals area (QM_STRSRC)

3. In the *Exp. Period* field, enter the number of seconds after which you want to update the info object title in a displayed structure.

4. Save your entries.

> If the titles of info objects in an area are changed relatively frequently, decrease the buffering time. If changes do not occur frequently, you can choose a longer buffering time.
>
> Regardless of the specified buffering time, a buffered structure is always updated when the structure itself is changed.

4.5.1.1.1 Creating a background job to delete buffered documents that have expired

> You require authorization for the authorization object *Batch Processing: Batch Administrator* (S_BTCH_ADM) to set up a report.

* Choose *System -> Services -> Jobs -> Define job* (transaction SM36, Define Job).

* In the *Job Name* field, enter RSIRIBUF.

* Select job class *B*.

* In the *Target Host* field, enter the name of the host that is to receive the report (optional).

* Choose *Spool List Recipient.*

* In the *Recipient* field, enter the name of the required recipient, select the required attributes, and choose *Copy*.

* Choose *Start Time*.

* Enter the required values for the start time and choose *Save*.

* Choose *Steps*.

* Choose *ABAP Program*.

- Enter RSIRIBUF in the *Name* field in the *ABAP Program* frame.
- In the *Variant* field, enter SAP&BATCH.
- Choose *Save.*

4.6 Logon and Load Balancing

The SAP Knowledge Warehouse does not have a specific logon and load balancing. This is done by the SAP Web AS and by the SAP J2EE, refer to the solution management guide of these components and to the overall documentation.

4.7 User Management

The SAP Knowledge Warehouse does not have a specific handling of users, the user management / handling is done by the SAP Web AS and by the User Management Engine.

User Management Tools

Tool	Detailed Description	Prerequisites
PFCG	Solution Management Web AS 6.40, SAP Online documentation	
UME	Solution Management Web AS 6.40 / UME, SAP Online documentation	UME has to be configured

User

User	Detailed Description	Single Sign-On
PFCG	Solution Management Web AS 6.40, SAP Online documentation	Yes
SAP UME	Solution Management Web AS 6.40 / UME, SAP Online documentation	Yes

4.8 Printing

There are no specific SAP Knowledge Warehouse requirements for printing.

5 High availability

High availability of SAP KW can only be reached via high availability of its components, refer to the solution managements and the overall documentation relevant for the components you are using in your SAP Knowledge Warehouse system.

6 Software Change Management

Software Change Management standardizes and automates software distribution, maintenance, and testing procedures for complex software landscapes and multiple software development platforms. These functions support your project teams, development teams, and application support teams.

The goal of software change management is to establish consistent, solution-wide change management that allows for specific maintenance procedures, global rollouts, including localizations, and open integration with third-party products.

This section provides additional information about the most important software components.

The following topics are covered:

- Transport and Change Management - Enables and secures the distribution of software changes from the development environment to the quality assurance and productive environment.

- Development Request and Development Release Management – Enables customer-specific maintenance procedures and open integration with third-party products.

- Template Management – Enables and secures the rollout of global templates, including localizations

- Quality and Test Management - Reduces the time, costs, and risks associated with software changes.

- Support Packages and SAP Notes Implementation – Provides standardized software distribution and maintenance procedures.

- Release and Upgrade Management – Reduces the time, costs, and risks associated with upgrades.

6.1 SAP KW 7.0

6.1.1 Transport and Change Management

The SAP Knowledge Warehouse does not have a specific Transport and Change Management handling, this is done according to the SAP Web AS standards, refer to the solution management guide SAP Web AS 6.40 for further information.

The SAP KW is client independent, therefor you can use the SAP KW functions in only one client in a SAP Knowledge Warehouse installation.

6.1.2 Development Requests and Development Release Management

The SAP Knowledge Warehouse does not have a specific handling of Development Requests and Development Release Management, this is done by the SAP Web AS.

6.1.3 Template Management

Answer the following questions. Subsequently delete the green text.

- *Which tools are available for the entire solution?*

<text>

6.1.4 Support Packages and SAP Notes Implementation

Refer to the solution management guides an the overall documentation of the components used in your SAP Knowledge Warehouse system for information regarding Support Packages and SAP Notes. You can find all required information at `service.sap.com/patches`

6.1.5 Release and Upgrade Management

Being part of the SAP Netweaver 04, all Support Packages and Patches are delievered as part of the SAP Netweaver Support Package Stack. All required information can be found in the SAP Netweaver / the SAP Web AS solution management guide.

7 Troubleshooting

Refer to the troubleshooting sections of the components used in your SAP Knowledge Warehouse scenarios.

8 Appendix

8.1 Categories of system components for Backup & Recovery

Categories of system components	Category Properties	Suggested Backup and Recovery Methods	Example
I	Only software, no configuration or application data	- No backup, new installation in case of a restore or - Initial software backup after installation and upgrade - Backup of log files	BDOC-modeler
II	Only software and configuration information, no application data	- Backup after changes have been applied or - No backup, New installation and configuration in case of a restore - Backup of log files	SAP Gateway Comm. Station SAP Business Connector SAP IPC (2.0C)
III	Only replicated application data, replication time is sufficiently small for a restore	Data: - No data backup needed Backup of software, configuration, log files	SAP IMS / Search Engine * SAP IPC (2.0B) * Webserver * SAP ITS
IV	Only replicated application data, backup recommended because replication time is too long data not managed by a DBMS	Data: - Application specific file system backup or - Multiple instances Backup of software, configuration, log files	SAP IMS / Search Engine * Webserver *
V	Only replicated application data, backup recommended because replication time is too long data managed by a DBMS	Data: - Database and log backup or - Multiple instances Backup of software, configuration, log files	SAP IPC (2.0B) * Catalog Server
VI	Original application data, standalone system, data not managed by a DBMS	Data: - Application specific file system backup Backup of software, configuration, log files	Webserver *
VII	Original application	Data:	

	data, standalone system, data managed by a DBMS, not based on SAP WebAS	- Database and log backup Backup of software, configuration, log files	
VIII	Original application data, standalone system, based on SAP WebAS	Data: - Database and log backup, application log backup (e.g. job logs in file system) Backup of software, configuration, log files	Standalone SAP R/3
IX	Original application data, data exchange with other systems, data not managed by a DBMS	Data: - Application specific file system backup, data consistency with other systems must be regarded Backup of software, configuration, log files	
X	Original application data, data exchange with other systems, data managed by a DBMS, not based on SAP WebAS	Data: - Database and log backup, data consistency with other systems must be regarded. Backup of software, configuration, log files	SAP liveCache SAP Mobile Workbench
XI	Original application data, data exchange with other systems, based on SAP WebAS	Data: - Database and log backup, application log backup (e.g. job logs in file system), data consistency with other systems must be regarded Backup of software, configuration, log files	SAP R/3 SAP CRM SAP APO SAP BW

8.2 Related Guides

You can find more information about installation and configuration in the Master Guide.

8.3 Related Information

The following table contains links to information relating to the Solution Management Guide.

Content	Quick Link to the SAP Service Marketplace (service.sap.com)

Master Guide, Installation Guide and Upgrade Guide	`instguides`
	
	`ibc`

Related SAP Notes	`notes`
Released platforms	`platforms`
Network security	`securityguide` `network`
Technical infrastructure	`ti`
SAP Solution Manager	`solutionmanager`