SAP® CENTRAL PROCESS SCHEDULING BY REDWOOD: FREQUENTLY ASKED QUESTIONS

Exploring the Central Process-Scheduling Software Developed by Redwood Software for SAP NetWeaver®
As IT landscapes become more complex, IT departments depend on an integrated platform to automate cross-component business processes. To automate these business processes successfully, IT departments require central process-scheduling and process automation software that can trigger business processes based on events.

SAP has partnered with Redwood Software to provide SAP customers with robust, central process-scheduling and process automation software – the SAP® Central Process Scheduling application by Redwood – that works with the SAP NetWeaver® platform. Customers can obtain this software in one of two versions:

- **SAP Central Process Scheduling (basic version):** This free version allows SAP NetWeaver customers to install and use basic process-scheduling functions provided by Redwood Software.
- **SAP Central Process Scheduling (full version):** This priced version allows organizations to install and use the full capacity of advanced central process-scheduling functions provided by Redwood Software.

Through a series of FAQs, this document answers important questions about the central process-scheduling and process automation software from SAP, made available through its partnership with Redwood Software.

### Positioning and Strategy

#### What is Redwood Software?

Redwood Software is one of the leading vendors of software solutions for process scheduling and process automation. It has been an SAP software partner for many years, and its event-driven enterprise solution for process scheduling and process automation and monitoring carries “Powered by SAP NetWeaver” certification. For more information about Redwood Software, go to [www.redwood.com](http://www.redwood.com).

### How do customers benefit from the partnership between SAP and Redwood Software?

SAP and Redwood Software are devising strategies to reduce customers’ total cost of ownership by implementing innovative, integrated applications. Through strategic and technical cooperation, they have developed central process-scheduling functionality for SAP NetWeaver. And they are partnering to help organizations simplify, consolidate, and centralize the IT operations of both SAP and connected non-SAP applications.

### How do customers benefit from SAP's direct marketing of Redwood solutions?

SAP considers central process scheduling an integral function of a software platform. Our customers do too – and expect us to offer this kind of product. By cooperating with Redwood to market central process-scheduling and process automation software, SAP fulfills customer expectations.

SAP Central Process Scheduling will be fully supported and maintained by SAP as part of its standard life-cycle management process – subject to the current conditions for such support.

### What is the relationship between the Redwood application and those in the SAP product portfolio?

The Redwood application enables companies to schedule real-time, event-driven jobs in response to critical business events – and to do it from a central location. Its central process-scheduling functions can run independently, or they can be integrated with existing SAP NetWeaver components (such as the SAP NetWeaver Exchange Infrastructure component or the SAP Solution Manager application management solution) to enhance business processes and provide additional background processing functions.
What is the architecture for SAP Central Process Scheduling?

Figure 1 shows the architecture required for SAP Central Process Scheduling. The architecture includes the following:

- **Job repository**
  This is where all job-scheduling details such as activities, events, and business rules are stored. The job repository keeps a record of which jobs need to be started and in which application.

- **Process server**
  The server communicates with the job repository to dynamically manage the workload across applications. If a business process needs to start an activity in the background of an SAP application, the process server uses standard SAP software interfaces to initiate this step.

- **Central administrative interface**
  Called Redwood Explorer, this interface provides the front end for both the administrator and the business user. It acts as a single point of control from a Microsoft Windows client or Web browser, providing real-time information about the status of each step in a process.

Customers using the basic version of the application can install the combination of job repository, process server, and central administrative interface more than once if, for example, they want to split their production and test landscapes.

### Products

**How can SAP customers license SAP Central Process Scheduling?**

SAP customers can obtain the software through one of two licenses as described in the following table:

<table>
<thead>
<tr>
<th>Name</th>
<th>SAP® Central Process Scheduling by Redwood (basic version)</th>
<th>SAP Central Process Scheduling by Redwood (full version)</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Type</td>
<td>Available free with an SAP NetWeaver® platform license</td>
<td>A fee-based license available as an option with SAP NetWeaver</td>
</tr>
<tr>
<td>Description</td>
<td>Allows organizations to define, manage, and control jobs across the entire SAP landscape from a central point of administration</td>
<td>Allows organizations to define, manage, and control jobs across the entire IT landscape from a central point of administration</td>
</tr>
<tr>
<td>Restrictions or Features</td>
<td>Restrictions: Only one process server can be installed per one job repository, Cannot schedule non-SAP or Java applications, Cannot start activities at the operating system level</td>
<td>Additional functionality: Configures multiple process servers to load-balance the job repository; Can run and administer activities for SAP and non-SAP applications, Can start activities at the operating system level</td>
</tr>
</tbody>
</table>

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**Figure 1: Architecture of SAP® Central Process Scheduling by Redwood**
Can the job repository be created in an Oracle database that is used by SAP NetWeaver?
Yes. During installation, a separate database schema is created for the job repository. This means that information about background processing does not conflict with SAP software business data; instead, the two sets of data are kept completely separate.

At the moment, non-Oracle databases are not technically supported for the job repository used by SAP Central Process Scheduling. Support for further database platforms is currently in development.

Services and Training
Whom do customers contact when they need support?
Only customers with a valid agreement in place for support services can access SAP’s support system in the usual way outlined under the specific agreement. These customers simply open a message under the component XX-PART-REDWOOD on the SAP Service Marketplace extranet. Messages are processed in accordance with standard SAP guidelines. A support expert can use the standard service connection between SAP and the customer to log on to the central scheduler.

Which services are offered for SAP Central Process Scheduling?
SAP plans to offer services for installations, upgrades, and configuration tasks – for both SAP and Redwood – within the scope of the SAP services defined in the current terms and conditions.
**Where can I find the product documentation?**
The documentation is included in electronic form during the installation of the Redwood Explorer central administrative interface. You can also find it in the media library at www.service.sap.com/process-scheduling.

**Where are training courses offered for Redwood solutions?**
Redwood Software offers a full range of training courses at Redwood Education. For details, go to www.redwood.com.

SAP will gradually incorporate content for SAP Central Process Scheduling into its standard training program, as appropriate.

**Licensing**

**What licenses are required before SAP Central Process Scheduling can be used?**
Customers must obtain the basic version of SAP Central Process Scheduling before they can use the process-scheduling functions. The license for this version is available free to any SAP customer who obtains a license for SAP NetWeaver or for any solution in the SAP Business Suite family of business applications.

Customers can purchase the full version of SAP Central Process Scheduling if they want to use advanced features—such as load balancing, scheduling at the operating system level, and start activities at the operating system level. This full version is available to SAP NetWeaver users. SAP sales representatives can provide pricing information for the full version.

Note: An Oracle database (Oracle9i or higher) is required for the job-scheduling repository. This database has to be licensed separately. Support for further database platforms is currently in development.

**Partner Ecosystem**

**How are comparable partner solutions positioned with regard to SAP-licensed solutions?**
As a platform vendor, SAP is obliged to openness. It uses a certification program to safeguard the integration of a wide range of partner solutions. SAP Central Process Scheduling is integrated with SAP NetWeaver using standards-based, open interfaces—as are all scheduling products that are certified on these interfaces. Process-scheduling products from other vendors are positioned as alternative solutions to the one offered by SAP.

SAP’s strategy of openness, which enables partner products to interact with both non-SAP and SAP solutions, boosts product success. This success is confirmed by the large number of customers who use certified products from other partners together with SAP solutions. It goes without question, therefore, that SAP will continue its close cooperation with partners. The positioning of partner products—such as capabilities, proficiencies, and unique selling points—is the full responsibility of the partners.

**What are the benefits of an open partner program when SAP actively markets a partner solution?**
Open interfaces and the SAP certification and partner program safeguard continued integration with solutions from other vendors, thus protecting the initial IT investments of SAP customers. These customers remain free to choose another scheduling solution—certified by SAP—which might suit their business requirements differently than the solution offered by SAP.

**Can customers continue to use the background processing solution of a different SAP partner?**
The background processing interfaces are currently under development by SAP. When they are validated and tested, SAP may provide a certification service for such interfaces and will notify customers of availability.
**Technical Product Details**

**How is SAP Central Process Scheduling installed?**
First, a customer must have a valid license for either the basic or full version of SAP Central Process Scheduling.

To access the free basic version, a customer can download an installation package from SAP Service Marketplace ([www.service.sap.com/process-scheduling](http://www.service.sap.com/process-scheduling)). This installation package includes the following:
- An installation routine for the process server, for Microsoft Windows, and for all common UNIX platforms
- An installation routine for Redwood Explorer
- Complete online documentation
- A *Quick Install Guide*, which describes in detail all required installation steps

To purchase the full version of SAP Central Process Scheduling, customers must contact their SAP sales representative. After a license is signed, the software for the full version of SAP Central Process Scheduling is shipped. When customers receive the software, they also receive a letter that details the process for requesting license keys, which are required during installation.

**Are there special hardware requirements for the computer on which SAP Central Process Scheduling is installed?**
If the scope of the installation is large, extra hardware may be required for load-balancing of process scheduling and background processing. When a process runs in the background, it makes demands on the CPU, main memory, and hard disk resources – both in the scheduling system and in the system where the background processes are running. SAP Central Process Scheduling initiates and coordinates the execution of activities in connected systems. The demands placed on the performance of the hardware resources as well as the number of process servers required depend on the scope of the scheduling activities. This information is defined when the process-scheduling solution is implemented.

**Are there any release dependencies between the SAP applications and SAP Central Process Scheduling in a customer landscape?**
SAP Central Process Scheduling uses standard SAP software process-scheduling interfaces. For more information on these interfaces and release dependencies, go to [www.service.sap.com/process-scheduling](http://www.service.sap.com/process-scheduling). Generally, these interfaces are a long-standing SAP shipment and have been enhanced continuously. In older applications, certain correction levels may need to be implemented before some scheduling functions can be used.

Upgrading an SAP NetWeaver software system to a new release, however, does not generally have any negative consequences for the scheduling functions. Neither does it require you to upgrade any existing Redwood solutions to a new release.
Are there any restrictions concerning which users can work with process-scheduling functions in SAP NetWeaver?

Each SAP NetWeaver license allows customers to create 25 users for this software. A customer can request as many licenses as required, each in 25-user increments.

What future development is planned for SAP Central Process Scheduling?

Together, SAP and Redwood Software are developing the next generation of the central process scheduler. When this planned development is complete, customers will enjoy the following advancements:

- The process server will be integrated fully into SAP NetWeaver as a Java service. This will allow SAP Central Process Scheduling to work with any operating systems and databases supported by SAP NetWeaver.
- All software will be installed via SAP’s high-performance, user-friendly installation environment.
- Customers will be able to coordinate background processes in Java, in addition to ABAP® programming language processes. Java will be allocated a local scheduler, which can be addressed from external systems through certifiable interfaces.
- Important administrator information will be integrated into a single display in the SAP NetWeaver Administrator tool, the new central SAP tool for all SAP NetWeaver administration tasks.

Where can customers find more information about SAP Central Process Scheduling?

For more information about this application, customers can go to the following Web sites:

- [www.redwood.com](http://www.redwood.com)
- [www.sap.com/centralprocessscheduling](http://www.sap.com/centralprocessscheduling)