Applies to:
Developing Archiving Solutions in SAP CRM technology.
For more information, visit the Customer Relationship Management homepage.

Summary
This document provides brief overview of the archiving process administrated in CRM. It details on how data is archived into archive objects and then to files independent of the business context. This document also explains why we go for data archiving in CRM and steps involved in it.

Author: Lakshmi Narayana Neeli.
Company: Intelligroup Asia Pvt Limited.
Created on: 28 May 2009

Author Bio
Lakshmi Narayana Neeli works with Intelligroup Asia Pvt Limited since 2008. He has good knowledge in SAP ABAP and CRM.
# Table of Contents

Introduction .........................................................................................................................................................3
- Problems Due to High Data Volumes .............................................................................................................3
- How SAP CRM Deals with this Problem .........................................................................................................3

Step-By-Step Archiving in CRM .........................................................................................................................4

Benefits of Data Archiving ................................................................................................................................16

Related Content................................................................................................................................................17

Copyright...........................................................................................................................................................18
Introduction

In this document I wish to give a brief overview of the archiving process followed in CRM, where the data of products, customers etc is frequently updated. Though this data is life blood for organization, too much data can slow its performance causing bottle necks. The solution is explained here in brief.

When agility and response are becoming the key Performance factors of today’s business, the companies are bound to update the details of their business partners and especially customers frequently. The details need not be the customer personal details such as his name, phone etc. But which were his orders in past, his place of visit, timings of visit and any special interests such as personal notes etc. All these are to be updated in the database system resulting in high data volumes increasing the Cost.

Problems Due to High Data Volumes

Due to this even the most modern and technologically advanced database systems suffer from performance bottlenecks caused by large data volumes updated in seconds. On the application side these bottlenecks cause poor system performance and on the administration side an increased use of resources hence the cost increase. The increased costs, lowered performance and system availability cannot be solved by simply deleting this data as it needs to be available for at least read purpose. Therefore though data is removed from the database but still is to be available for read-accessibility if required.

How SAP CRM Deals with this Problem

The problem in SAP CRM is solved by SAP by providing the SAP CRM Data Archiving. As the database tables do not have any business context, it is difficult whether to achieve based on database tables. So concept of archiving objects is introduces where consistency of data is achieved by performing checks in archiving programs object wise. The archived data is stored in a file system and from there can be moved to other storage space. This improves the data base performance and also allows you to access the past data. The following steps explain the transaction code we use in SAP CRM, how we create the archiving particular to objects and the program which acts as a driver to implement it is explained in brief.

As shown below the data documents which are not relevant are segregated into objects called as archiving objects with their respective tables. These form files in the archive data base which can be accessed in read mode. The diagram stipulates the archiving process.
Step-By-Step Archiving in CRM

After getting into CRM Server you can start the archiving in three ways as follows:

- Go to Industries → channel sales → tools → SARA – Administer Archive
- Or go to SAP Menu → Master Data → Business Partners → Data Archiving → CRM_BUPA_ARC – Archive Business Partner (especially for business partner)

- Or go to SAP Menu → Master Data → Business Partners → Data Archiving → CRM_BUPA_ARC – Archive Business Partner (especially for business partner)
After clicking we will go to the archiving screen as follows.

The archiving object is selected in this screen here "example" is selected

We will go to each tab separately.

First let us go to the Customizing tab. After Clicking customizing, a pop up appears as shown.

Click on technical settings of Object specific customizing.

Cross archiving is other process which will be explained in the next document.
The technical setting gives the logical filename which is a platform-independent name for a file to be stored in the file system. Also you can see the variant for test mode and production mode in delete settings. These technical settings change with the archiving object.

Press back and select archive routing which displays you with a dialogue structure.
You can create the conditions and rules for archiving in this screen.

Click on “back” to get the below screen.

Click on “Database Tables” to get the table details used by the archiving object, since data base tables cannot be archived as they do not have flow logic.
Data Archiving in CRM: a Brief Overview

Click on Online space to get the following details of the table.

Click on Space statistics regarding the space utilization. These give basic details of the tables and their space utilization statistics. Press "back" to go to the below screen.

Select the 'Write' button to create archive files.
The screen asks to select the variant name and maintain ‘start date’ and ‘spool parameters’.

Select the variant name as shown below.
• Maintain ‘start date’

• Maintain ‘spool parameters’

The following screen appears. Click on ‘execute’.
New archiving is scheduled as shown in below screen.
Press ‘Back’ to go to the below screen.

Select the ‘READ’ to see the program which the archiving uses.

Go to the Program RSARCH05 as shown which defines the archiving.
We can get the stored files if we go for storage systems.
We get the storage files as shown. The data is not a part of database, instead in a separate location.
Benefits of Data Archiving

The data archiving brings the following benefits to the business. Decrease in the data load with a proper archiving helps the business for better utilization such as

- Greater System Availability
- Improved system performance and Response Times
- Optimizing Available Resources
- Reduce total cost of ownership

Better Managed business requires better data management, Archiving helps in this regard. Modern businesses get good benefit of archiving.
Related Content

Archiving Solutions
Archive Development Kit

For more information, visit the CRM homepage.
Copyright

© Copyright 2009 SAP AG. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors. Microsoft, Windows, Excel, Outlook, and PowerPoint are registered trademarks of Microsoft Corporation.

IBM, DB2, DB2 Universal Database, System i, System i5, System p, System p5, System x, System z, System z10, System z9, z10, 29, iSeries, pSeries, xSeries, zSeries, eServer, zVM, z/OS, i5/OS, S/390, OS/390, OS/400, AS/400, S/390 Parallel Enterprise Server, PowerVM, Power Architecture, POWER6+, POWER6, POWER5+, POWER5, POWER, OpenPower, PowerPC, BatchPipes, BladeCenter, System Storage, GPFS, HACMP, RETAIN, DB2 Connect, RACF, Redbooks, OS/2, Parallel Sysplex, MVS/ESA, AIX, Intelligent Miner, WebSphere, Netfinity, Tivoli and Informix are trademarks or registered trademarks of IBM Corporation.

Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Adobe, the Adobe logo, Acrobat, PostScript, and Reader are either trademarks or registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Oracle is a registered trademark of Oracle Corporation.

UNIX, X/Open, OSF/1, and Motif are registered trademarks of the Open Group.

Citrix, ICA, Program Neighborhood, MetaFrame, WinFrame, VideoFrame, and MultiWin are trademarks or registered trademarks of Citrix Systems, Inc.

HTML, XML, XHTML and W3C are trademarks or registered trademarks of W3C®, World Wide Web Consortium, Massachusetts Institute of Technology.

Java is a registered trademark of Sun Microsystems, Inc.

JavaScript is a registered trademark of Sun Microsystems, Inc., used under license for technology invented and implemented by Netscape.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in other countries. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.