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Technical Administration Work Center provides

- **Work Mode Management** to plan, execute and report work modes for managed ABAP and Java Systems

- **IT Calendar** to display planned work modes in a calendar view

- **Central Notification Management**
  To notify users about alerts, upcoming system downtimes,....

- **Task inbox** for creation / execution of IT related tasks

- **Central Tool Access / MDM Administration**
  to access administration tools for managed systems of type ABAP, Java and MDM
Technical Administration - Setup

Prerequisites

Users and Roles

Work Mode Management specific setup steps

Central Notification Management specific setup steps

MDM Administration Cockpit specific setup steps
Prerequisites
Basic Configuration

Prerequisite for usage of Technical Administration is a successful execution of the Basic Configuration.

Please refer to the Learning Document
- Guided Procedure for Configuration of SAP Solution Manager SOLMAN_SETUP
Prerequisites
Managed Systems Configuration

Prerequisite to manage systems in the Technical Administration Work Center is a successful execution of the Managed Systems Configuration per system.

Please refer to the Learning Document
• Guided Procedure for Configuration of SAP Solution Manager SOLMAN_SETUP
Prerequisites
Technical Monitoring and Reporting Setup

If you would like to use the Work Mode Management reporting functionalities, Monitoring and Reporting has to be enabled for the managed systems.

Please refer to
- “Setup System Monitoring and Alerting”
- “Setup of interactive Technical KPI Reporting”
Technical Administration - Setup

Prerequisites

**Users and Roles**

- Composite Roles
- Application Specific Roles

Work Mode Management specific setup steps

Central Notification Management specific setup steps

Task Inbox specific setup steps

Central Tool Access specific setup steps

MDM Administration Cockpit specific setup steps
The following composite roles provide access to all applications in the Technical Administration Work Center

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP_TECHNICAL_ADMIN_COMP</td>
<td>Technical Administrator User. Has full access to all applications in the Technical Administration Work Center</td>
</tr>
<tr>
<td>SAP_TECHNICAL_ADMIN_DISP_COMP</td>
<td>Display User. Has display access to all application in the Technical Administration Work Center</td>
</tr>
</tbody>
</table>
Technical Administration - Setup

Prerequisites

**Users and Roles**
- Composite Roles
- Application Specific Roles

Work Mode Management specific setup steps
Central Notification Management specific setup steps
Task Inbox specific setup steps
Central Tool Access specific setup steps
MDM Administration Cockpit specific setup steps
Work Mode Management Administrator User

The following roles are required for a technical administrator who is allowed to plan work modes, execute work modes, review work modes in IT Calendar and define notification setting

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP_SYSTEM_REPOSITORY_ALL</td>
<td>Solution Manager System Repository - full authorizations</td>
</tr>
<tr>
<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
</tr>
<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_SM_DTM_ALL</td>
<td>Work Mode Management (full authorization)</td>
</tr>
<tr>
<td>SAP_ITCALENDER</td>
<td>Display of Work Modes in IT Calendar</td>
</tr>
<tr>
<td>SAP_NOTIF_ADMIN</td>
<td>Notification Management - full authorization</td>
</tr>
</tbody>
</table>
# Work Mode Management Display User

The following roles are required for a technical administrator who has no planning authorizations but who is allowed to review work modes in Work Mode management and IT Calendar and see notification setting.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP_SYSTEM_REPOSITORY_DIS</td>
<td>Solution Manager System Repository - Display authorizations</td>
</tr>
<tr>
<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
</tr>
<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_SM_DTM_DIS</td>
<td>Work Mode Management (Display authorization)</td>
</tr>
<tr>
<td>SAP_ITCALENDER</td>
<td>Display of Work Modes in IT Calendar</td>
</tr>
<tr>
<td>SAP_NOTIF_DISP</td>
<td>Notification Management - Display authorization</td>
</tr>
</tbody>
</table>
IT Calendar Display User

The following roles are required for a user who is allowed to review planned work modes in IT Calendar.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP_SYSTEM_REPOSITORY_DISP</td>
<td>Solution Manager System Repository - Display authorizations</td>
</tr>
<tr>
<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
</tr>
<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_ITCALENDER</td>
<td>Display of Work Modes in IT Calendar</td>
</tr>
</tbody>
</table>
The following roles are required for a technical administrator who is allowed to load system users and business partners into the Global Recipient cache, to maintain Recipient Lists and to edit LDAP settings.

<table>
<thead>
<tr>
<th>Role</th>
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<tbody>
<tr>
<td>SAP_SYSTEM_REPOSITORY_ALL</td>
<td>Solution Manager System Repository - full authorizations</td>
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<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
</tr>
<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_NOTIF_ADMIN</td>
<td>Notification Management - full authorization</td>
</tr>
</tbody>
</table>
The following roles are required for a user who is allowed to see Global Recipient cache and Recipient Lists

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<thead>
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<tr>
<td>SAP_SYSTEM_REPOSITORY_ALL</td>
<td>Solution Manager System Repository - full authorizations</td>
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<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
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<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_NOTIF_DISP</td>
<td>Notification Management - Display authorization</td>
</tr>
</tbody>
</table>
Task Inbox Administrator User

The following roles are required for a technical administrator who is allowed to execute and create tasks in Task Inbox.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP_SYSTEM_REPOSITORY_ALL</td>
<td>Solution Manager System Repository - full authorizations</td>
</tr>
<tr>
<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
</tr>
<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_TASK_INBOX_ALL</td>
<td>Task Inbox - full authorization</td>
</tr>
</tbody>
</table>
Task Inbox Display User

The following roles are required for a display user who is allowed to see tasks in Task Inbox.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP_SYSTEM_REPOSITORY_ALL</td>
<td>Solution Manager System Repository - full authorizations</td>
</tr>
<tr>
<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
</tr>
<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_TASK_INBOX_DISP</td>
<td>Task inbox - Display authorization</td>
</tr>
</tbody>
</table>
The following roles are required for a technical administrator who is allowed to administrate SAP Netweaver MDM 7.1 Systems via MDM Admin Cockpit.

<table>
<thead>
<tr>
<th>Role</th>
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<tbody>
<tr>
<td>SAP_SYSTEM_REPOSITORY_ALL</td>
<td>Solution Manager System Repository - full authorizations</td>
</tr>
<tr>
<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
</tr>
<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_SM_ADMIN_COMPONENT_ALL</td>
<td>MDM Administration Cockpit - full authorization</td>
</tr>
</tbody>
</table>
## MDM Repository Administrator User

The following roles are required for a technical administrator who is allowed to administrate SAP Netweaver MDM 7.1 Repositories via MDM Admin Cockpit.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP_SYSTEM_REPOSITORY_ALL</td>
<td>Solution Manager System Repository - full authorizations</td>
</tr>
<tr>
<td>SAP_SMWORK_BASIC_TECHADMIN</td>
<td>Work Center: Basic Authorization Objects for Technical Administration</td>
</tr>
<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_SM_ADMIN_COMPONENT_EXE</td>
<td>MDM Administration Cockpit – perform administrative actions on Repository level only, not on Server level</td>
</tr>
</tbody>
</table>
The following roles are required for a technical administrator who is allowed to see the current status of SAP Netweaver MDM 7.1 Systems via MDM Admin Cockpit.

<table>
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<tr>
<td>SAP_SMWORK_SYS_ADMIN</td>
<td>Work Center: Technical Administration</td>
</tr>
<tr>
<td>SAP_SM_ADMIN_COMPONENT_DIS</td>
<td>MDM Administration Cockpit - full authorization</td>
</tr>
</tbody>
</table>
Technical Administration - Setup

Prerequisites

Users and Roles

**Work Mode Management specific setup steps**
- Migration steps for 7.0 Downtime Management
- Adaptive Computing Controller Connection
- Work Mode Archiving

Central Notification Management specific setup steps

Task Inbox specific setup steps

Central Tool Access specific setup steps

MDM Administration Cockpit specific setup steps
Migration steps for 7.0 Downtime Management

If you are SAP Solution Manager 7.0 customer using Downtime Management application and upgrading to 7.1 release then following migration activities described in the below SAP Note need to be performed.

SAP Note 1517275

This step is **not required** for new SAP Solution Manager 7.1 installation
Work Mode Execution via Adaptive Computing Controller

Work Mode Management allows to stop and start managed systems via Adaptive Computing Controller. This is optional. If you would like to make use of this functionality, the following steps need to be executed:

1. Create RFC destination to the ACC System
2. Create a logical port
3. Configure the managed systems into ACC
1) Create RFC destination to the ACC System

- Logon to the Solution Manager System
- Call transaction SM59.
- Select Create
- Enter Connection Type G
- Select tab Technical Settings
- Enter Host and port of ACC Controller
- Select tab Logon & Security
- Enter credentials of an ACC user with authorization to stop and start systems
- Save
2) Create Logical Port

- Logon to the Solution Manager System
- Call transaction LPCONFIG.
- Enter “CO_DSWP_DTM_ACCADAPTER” into field Proxy Class
- Enter “Default” into field Port
- Select Create
- Make this port the default port
- Enter a description
2) Create Logical Port

• Select “Web Service Infrastructure”

• Enter the previously created RFC destination into field “HTTP destination”

• Enter “/ACCAdapter/Config1?wsdl” into field “Path Suffix”

• Select Save.
3) Configure the managed system into ACC

The managed systems need to be configured so that Adaptive Computing Controller is able to manage these systems.

Please refer to [http://help.sap.com](http://help.sap.com) -> SAP NetWeaver -> SAP NetWeaver ACC.
Work Mode Archiving

• Please refer to SAP Note 1538133.
Technical Administration - Setup

Prerequisites

Users and Roles

Work Mode Management specific setup steps

Central Notification Management specific setup steps
  Factory and Holiday Calendar settings
  LDAP Server Connection
  SMS Server Connection

Task Inbox specific setup steps

Central Tool Access specific setup steps

MDM Administration Cockpit specific setup steps
Factory and holiday calendar settings

Central Notification Management uses factory and holiday calendars.

The factory and holiday calendars delivered with SAP Solution Manager 7.1 are valid up to the year 2010 and have to be extended in their validity.

There are two options to extend the validity of the calendars:

1. If the calendar entries in SAP Solution Manager have not been changed manually after installation:
   Please refer to SAP Note 1426524 to import calendar entries valid until the year 2050.

2. If calendar entries in SAP Solution Manager have already been changed or you don’t want to use the SAP delivered calendar entries:
   Please refer to SAP Note 501670 to maintain the calendars manually.
Technical Administration - Setup

Prerequisites

Users and Roles

Work Mode Management specific setup steps

**Central Notification Management specific setup steps**
- Factory and Holiday Calendar settings
- **LDAP Server Connection**
- SMS Server Connection

MDM Administration Cockpit specific setup steps

Tas. Inbox specific setup steps

Central Tool Access specific setup steps

MDM Administration Coc.pit specific setup steps
LDAP Server Configuration

Central Notification Management allows importing distribution lists from LDAP Servers.

If you would like to make use of this functionality, the following steps need to be executed:

1. Configure the LDAP Connector.
   Please refer to [SAP Note 188371](#) for details.

2. Maintain LDAP Server properties in SAP Solution Manager
   (See next slide)
Maintain LDAP Server properties in SAP Solution Manager

- Select the Technical Administration Work Center
- Select Notification Management
- Select Configure Servers
- Select LDAP Server
- Maintain Connection Entries
- Save
Technical Administration - Setup

Prerequisites

Users and Roles

Work Mode Management specific setup steps

Central Notification Management specific setup steps
   Factory and Holiday Calendar settings
   LDAP Server Connection
   SMS Server Connection

MDM Administration Coc.pit specific setup steps

Tas. Inbox specific setup steps

Central Tool Access specific setup steps

MDM Administration Coc.pit specific setup steps
SMS Server Connection

Central Notification Management allows to send notifications as SMS. If you would like to make use of this functionality, you need to define the SMS Server:

• Select the Technical Administration Work Center
• Select Notification Management
• Select Configure Servers
• Select SMS Server
• Enter the SMS Server
• Save
Schedule Send job

Call transaction SCOT in productive client of Solution Manager

Select button „Send jobs“

If there is no active job, select „Schedule job for Int“
Technical Administration - Setup

Prerequisites

Users and Roles

Work Mode Management specific setup steps

Central Notification Management specific setup steps
  Factory and Holiday Calendar settings
  LDAP Server Connection
  SMS Server Connection

**Tas. Inbox specific setup steps**

Central Tool Access specific setup steps

MDM Administration Coc.pit specific setup steps
Technical Administration Work Center:
Start Central System Administration for initial Setup and Customizing
Central System Administration Customizing

General Session Customizing:
- Copy Customizing
- Check and Maintain RFC destination
- Customize Task Log Book and Task Log History
- Role Assignment

Global Customizing:
- Setup Global E-Mail Notification Management for Central System Administration

User Task Group
- Create your own company specific task groups or operations procedures

Task Customizing:
- define task frequency
- create your own company specific task description
- assign role or task responsible to the task
Technical Administration - Setup

Prerequisites

Users and Roles

Work Mode Management specific setup steps
Central Notification Management specific setup steps
Task Inbox specific setup steps
Central Tool Access specific setup steps

MDM Administration Cockpit specific setup steps
MDM Administration Cockpit specific setup steps

MDM Administration in the Technical Administration Work Center provides basic administration functionality for SAP Netweaver MDM 7.1 Systems. If you would like to make use of this functionality, several steps are required on Solution Manager and on MDM System side.

Please refer to http://service.sap.com/installMDM71 -> Integration -> Configuring the MDM Administration Cockpit for details.
Thank You!