Analytics System Data Maintenance - Help

This application enables system administrators to maintain the system data of their area of responsibility. You can only see SAP and Analytics Solutions from SAP systems that you are allowed to see and that have a valid license. To request a **new system**, use the **license key application**. You can only change data if you have the 'Maintain System Data' authorization.

**Note:** Some support applications refer automatically to the system data in order to avoid a repeated input of this data (for example, in incidents) or to achieve a higher quality of search results, like in the SAP Note Search. It is **important** to keep the system data up to date, so that recent information is available in the event of an error.

You can access following features in the application:

- Display and maintain installations
- Display and maintain system data

**Display and Maintain Installations**

To display or maintain detailed information about an installation, use the system search or the list of recently used systems. By selecting the required system the system details are shown. By clicking on the **installation number** you can see the following details about the installation data.

To maintain the installation data, click on the **Edit Installation** button. Only the installation header data can be changed:

**Header Details**

Installation number, installation name, country of the installation, and the number of systems belonging to an installation are displayed. The installation name and the country of the installation can be changed in edit mode.

**System Overview**

All systems in your installation are displayed, showing related system name, system type, and product version information. To display detailed information about a system, choose that system from the list. Via the 'Request New System' link you can add a new system to your installation.

**Common Data**

All customer relevant information about the installation is displayed such as customer address and contract holder data, information about the first shipment date and the maintenance type.
Platforms

All platforms (that is, combinations of software product, operating system, and database system) used in the customer installation are displayed. The list also records validity dates and the date of the first delivery.

**Note:** If you want to make changes to one of the platforms, contact the contracts department of your local SAP office.

Contact Person

The maintained contact persons - software recipient and technical contact person for remote support - for the installation are displayed.

**Note:** These users fulfill important functions and cannot be renamed by you. If a name change is required, report an incident on component XX-SER-SAPSMP-USR.

Display and Maintain Systems

To display or maintain system data, select a system from the list of recently used systems or search for a system using the system search. The following data is displayed and can be maintained on the form by clicking on the *Edit System* button:

Header Details

Displays data about System ID, system number, system name, system type, installation number, software product, and operation system data of the system. The system name and the system type can be changed in edit mode.

Product Details

Displays data about the current Analytics product version of your system with the date since the product is in use. You have to enter this installation date manually. In edit mode, the planned upgrade version and the scheduled upgrade date can be maintained.

When you are in an upgrade phase or if you plan an upgrade of your system you can maintain the scheduled *Upgrade Product Version* with the scheduled upgrade date. This information is helpful to provide you the appropriate support you need, especially in the update phase.

**Note:** After the upgrade to the new product version is done, we recommend deleting the system with the old product version and creating a new system for the new product version for which you require a new license key. Only for SAP systems the product version can be changed without requesting a new license key.
If you have *Add-On Product Versions*, installed on the product version, you can specify the add-on products running on your system.

**Software Component**

Displays the list of all Analytics software components installed on your system. Please maintain those software components you have in use. To do so, specify the highest Support Package for the particular software component. If you have implemented further Analytics software component versions on your system, you can add them using the *Add* button, and to remove unused components, use the *Remove* button.

The software components or Support Packages of a software component version can be maintained in edit mode. Via the *Reload Software Components* button you can reload all product version data of the system.

**Technical Environment**

Allows you to specify the existing technical environment of your system, such as available servers in the system, Browsers running on the system, operation system, repository, and middleware. In the dropdown box you can select a technical environment type and via the *Add* button the selected entry is shown on the technical environment table below. To remove an entry click on the delete icon.

This platform data information is required frequently to provide you better solution support of your problem.

**Environment Details**

Allows you to specify the environment details of your system. This information is frequently required to provide you better solution support of your problem.

<table>
<thead>
<tr>
<th>Field</th>
<th>Expected Answer</th>
<th>Further Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proxy in use?</td>
<td>Yes/No</td>
<td>Is a proxy being used, and if yes, what kind (e.g. Apache)</td>
</tr>
<tr>
<td>Authentication option(s) in use?</td>
<td>Enterprise, Windows AD, Windows NT, LDAP, SAP</td>
<td>What kind of authentication is used for accessing Analytics systems?</td>
</tr>
<tr>
<td>SSO in use?</td>
<td>Yes/No</td>
<td>Are the users accessing Analytics system with Single Sign-On?</td>
</tr>
<tr>
<td>CMS clustered environments in use?</td>
<td>Yes/No</td>
<td>Is the Analytics CMS installed as a single server or does it consist of a cluster of CMS?</td>
</tr>
<tr>
<td>Description</td>
<td>Yes/No</td>
<td>Question</td>
</tr>
<tr>
<td>-------------</td>
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<td>----------</td>
</tr>
<tr>
<td>Load Balancing in use?</td>
<td>Yes/No</td>
<td>Is there a load balancer configured to access the server?</td>
</tr>
<tr>
<td>Firewalls in use?</td>
<td>Yes/No</td>
<td>Is there a firewall configured between the server and clients?</td>
</tr>
<tr>
<td>Multi-homed/multiple NICs in use?</td>
<td>Yes/No</td>
<td>Are there multiple network cards?</td>
</tr>
<tr>
<td>Highest Patch Level (SP/FP)</td>
<td>Highest Service Pack and Fix Pack installed</td>
<td>What is the highest patch level installed on the server and client. Indicate the Service Pack and Fix Pack if applicable.</td>
</tr>
</tbody>
</table>

**License Key**

Shows license key information for a system. The displayed license data cannot be modified.

**You can access the following links on the form:**

Using Edit System, you can maintain the system data and Delete Systems. The deletion of a system has no impact or side-effects on losing licenses or incidents.

Currently, you cannot reassign your Analytics systems yourself on SAP Service Marketplace (see SAP Note 198140). For this, you generally have to report an incident under the component XX-SER-LIKEY-BOJ. Provide us with the current installation number, the target installation number, and the system with the system number. Ensure that the relevant licenses exist under target installation. If you have any questions, contact your local contracts department (see service.sap.com/contracts).