System Recommendations in SAP Solution Manager 7.2

Meet the Expert session powered by SAP Enterprise Support Academy

Julia Sheyanova, SAP Enterprise Support Academy
Frank Buchholz, SAP CoE Security Services
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Agenda

- System Recommendations Introduction
- Setup System Recommendations in SAP Solution Manager 7.2
- Start working with System Recommendations in SAP Solution Manager 7.2
- Additional Customizing Possibilities
- Additional Information
Where can you find this Slide Deck?

https://support.sap.com/sysrec
Where can you find the Recordings?

Recording from March 2016
https://service.sap.com/sap/bc/bsp/spn/esa_redirect/index.htm?gotocourse=X&courseid=70306138
You have to apply various types of notes and patches to keep your SAP systems up-to-date and secure.

- **Security notes**: Advice from SAP experts regarding important actions and patches to ensure the security of your systems. [https://support.sap.com/securitynotes](https://support.sap.com/securitynotes)
- **Performance relevant notes**: SAP notes containing information and corrections for performance improvement of SAP systems.
- **Java patches**: A patch is a code correction for a specific version of an SAP product.
- **Legal Change notes**: Respond to requirements caused by changes in legal regulation.
- **HotNews**: SAP customer notes with priority 1 (very high priority) to resolve or avoid problems that can cause the SAP system to shut down or lose data.
- **General SAP notes**: [https://support.sap.com/notes](https://support.sap.com/notes)
Where to get information and recommendations about new released SAP Notes

- Your can set up filters and notifications function in SAP Support Portal to be informed about the new notes:
  https://support.sap.com/notes

OR

- (Recommended) You can use System Recommendations function in SAP Solution Manager to check all relevant notes and patches for the selected systems and easily keep all of your systems up-to-date.
System Recommendations - Advantages & Features

- Increase system security by applying up-to-date security-relevant notes exactly tailored for the respective system
- Provides a detailed recommendation based on the system release and already implemented SAP notes
- Easy-to-use filter settings allow exact selection of system or solution

The recommendations comprise the following notes categories:

- Security notes
- Performance relevant notes
- HotNews
- Legal change notes
- Correction notes / Patch notes (deactivated by default)

Integration into Change Request Management (ChaRM) to directly create Requests for Change for the selected notes

Integration with Usage Procedure Logging (UPL) to distinguish between used and unused code

Integration into Change Impact Analysis to calculate the impact and testing scope
How System Recommendations supports your Security Process flow

SAP Patch Day

SAP releases security patches on the second Tuesday every month

https://support.sap.com/securitynotes

System Recommendations

Select system(s) to check & update and the time frame

System Recommendations identifies the relevant patches and SAP notes

Implementation Tools

The checked relevant SAP notes and patches are applied to the SAP system using the corresponding tools, e.g. SNOTE, SUM.
System Recommendations
Setup in SAP Solution Manager 7.2
System Recommendations: Setup in SAP Solution Manager 7.2

Entry point

Generally the System Recommendations scenario is ready to be used when the following guided procedures have been successfully finished:

- Mandatory configuration (transaction SOLMAN_SETUP)
  - System Preparation
  - Infrastructure Preparation
  - Basic Configuration
- Managed Systems Configuration
Check setup of RFC destination **SAP-OSS**

- **Transaction** `SOLMAN_SETUP`
  - System Preparation
  - Step 3.1 Setup Connectivity
  - RFC destination **SAP-OSS** should be successfully created and rated green.

- You can additionally check this RFC in transaction **SM59**
  - ABAP Connections
  - Choose RFC destination **SAP-OSS**
  - Utilities
  - Test
  - Authorization test
System Recommendations: Setup in SAP Solution Manager 7.2

System Recommendations job

Check schedule of System Recommendations Job

- **Transaction** SOLMAN_SETUP
  - Basic Configuration
  - Step 2 “Schedule Jobs”
  - Select the System Recommendations job and schedule it by clicking on “Schedule Jobs as Planned” either weekly or daily

- You might want to adjust the schedule in transaction SM37 for job SM:SYSTEM_RECOMMENDATIONS to ensure that the job runs at least every Tuesday after midnight (CET/CEST)
Enable System Recommendations for managed systems

- **Transaction SOLMAN_SETUP**
  - Managed Systems Configuration
  - Select technical system (with green RFC status)
  - Start full or minimal configuration
  - Navigate to step 5 “Enter Landscape Parameters”
  - Set the mark to “Enable System Recommendations”
System Recommendations: Setup in SAP Solution Manager 7.2
Enable System Recommendations for Managed Systems

Apply Settings for System Recommendations

- **Transaction** `SOLMAN_SETUP`
  - Managed Systems Configuration
  - Select technical system (with green RFC status)
  - Start full or minimal configuration
  - Navigate to step 8 “Finalize Configuration”
  - Ensure that this step has been executed and rated green
System Recommendations: Setup in SAP Solution Manager 7.2
Roles for using System Recommendations

A user with minimal authorizations for SysRec would get at least following (adjusted) roles:

Access to Fiori App on the Frontend Server:
SAP_STUI_SYSREC_TCR: Solution Manager: System Recommendations Technical Catalogue

Access to Workcenter on the SAP Solution Manager:
ZSAP_SMWORK_BASIC: Work Center: Basic Authorization Objects
ZSAP_SMWORK_CHANGE_MAN: Work Center: Change Management
ZSAP_SMWORK_CONFIG: Work Center: Solution Manager Configuration (optional)

Authorizations for application System Recommendations on the SAP Solution Manager:
ZSAP_SYSREC_ALL: System Recommendations (WC Change Management)

See section “Implementation Information” at:

SAP Fiori apps reference library
https://fioriappslibrary.hana.ondemand.com/sap/fix/externalViewer/

→ SAP Fiori apps reference library - Check System Recommendations
https://fioriappslibrary.hana.ondemand.com/sap/fix/externalViewer/index.html#?appId=F1354
Start working with System Recommendations in SAP Solution Manager 7.2
Fiori Launchpad

- Call transaction **SM_WORKCENTER** to start Fiori Launchpad
- Navigate to *Change Management* area and start *System Recommendations* application

**Tip:** You can store your own individual views and selections as Fiori tiles, e.g. security notes in the status “new” for systems you are responsible for.
Mark one or several systems and select one of available actions:

- **Show Support Packages Patches** to prepare an update of the selected system(s)
- **Show SAP Notes** to work with the list of recommended SAP notes for the selected system(s)
- **Refresh SAP Notes** to run the corresponding background job, collecting the information.
### SAP Notes Overview

- You can filter this list of available SAP notes by:
  - Technical system
  - Release date
  - Note type
  - Note status
  - Note number

- Use **Advanced Search** for further filter options.

- Click on the **note number** or **short text** for more details.

- At **Actions** you can navigate to the Object List, or Prerequisite Notes, or Side Effect notes for the selected SAP notes.
In the **Advanced Search** you can reduce the list of SAP notes:

- Only SAP notes in status *New* and *New version available* are shown by default.
  Keep this in mind working with the note list. Other note types can be selected manually if needed.
- SAP notes marked *Kernel* in the corresponding field contain kernel corrections.
- *Release-dependent* SAP notes should be implemented.
- For *Release Independent* SAP notes the relevance can't be determined automatically. System administrator should check the resulting list.
- You can search for individual *note numbers*, too.
- After setting filters click on *Search* button.
Integration with Support Portal

Clicking on the Note number or on the short text navigates you to this note on the SAP Support Portal https://support.sap.com/notes
Log area of SAP Note Details:

- Status records and comments are stored with timestamp and user and never get modified or deleted
- Using Actions → Change Status you can change the current status or add a comment to this SAP note
The Change Status Option allows to adjust the status individually (for one SAP note). Alternatively you can use cross-system mass status management.

You can customize your own status values, e.g. for “fast track transport”, “normal transports”, or specific projects (see slides about “Additional Customizing Possibilities” below).
Note Details: Integration with Usage Procedure Logging (UPL)

The information about the usage count comes from UPL

For additional information please refer to How-To Guide SAP Custom Code Management / Usage and Procedure Logging
Note Details: Prerequisite Notes

- A list of prerequisite SAP notes for the selected one is available.
- Using “Action” menu it is possible to change the notes status.
- Using “Integrated Desktop Actions” it is possible to download the SAP notes into the managed systems from SAP Solution Manager directly (Over trusted RFC and corresponding authorizations).

Or start integrated Change Impact Analysis or Change Request Management.
Check the system ID and click on Confirm Download

Transaction SNOTE will be automatically called in the new window and you can start with the note implementation
Select at least one system for which you want to install a support package patch and choose

Actions → Show Support Package Patches
Support Package Patch Overview for Java

Select the support package patches you want to download and choose *Put in Download Basket*.

Open “Software Downloads” on Support Portal and navigate to the Download Basket [https://launchpad.support.sap.com/#/downloadbasket](https://launchpad.support.sap.com/#/downloadbasket)

Download and install the support package patches.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
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<td>AJAX-RUNTIME</td>
<td>7.40</td>
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<td>0</td>
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</table>
Integration with Change Impact Analysis and Change and Request Management (ChaRM)

- The Change Impact Analysis has been automatically opened in the new window
- The Object Type and Object Name of the selected SAP note are taken over.

- A new Request for Change (RfC) has been created automatically
- You can be navigated to the RfC by clicking on its number
Request for Change created from System Recommendations

- The RfC Description “Created from System Recommendations” and the user data are taken over into General Data
- The note number is added into SAP Notes Assignment Block (AB)
Additional Customizing Possibilities
# Adding additional SAP Note Types

<table>
<thead>
<tr>
<th>Field Value</th>
<th>Type</th>
<th>Retrieved by default in System Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>HotNews</td>
<td>☑️</td>
</tr>
<tr>
<td>S</td>
<td>Security Notes</td>
<td>☑️</td>
</tr>
<tr>
<td>L</td>
<td>Legal Change Notes</td>
<td>☑️</td>
</tr>
<tr>
<td>P</td>
<td>Performance Notes</td>
<td>☑️</td>
</tr>
<tr>
<td>C</td>
<td>Correction Notes</td>
<td>✗</td>
</tr>
</tbody>
</table>

Correction notes (Type C – containing vital corrections to the SAP Solution Manager core functions) must be specified manually to be retrieved:

- Call transaction `SM30_DNOC_USERCFG_SR`
- In the field `SYSREC_NOTE_TYPES` add or remove the relevant values
Status and comments customizing (1)

<table>
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<tr>
<th>Status ID</th>
<th>Default Statuses</th>
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<tbody>
<tr>
<td>IMP</td>
<td>To Be Implemented</td>
</tr>
<tr>
<td>INP</td>
<td>New Version available</td>
</tr>
<tr>
<td>NEW</td>
<td>New</td>
</tr>
<tr>
<td>NOR</td>
<td>Irrelevant</td>
</tr>
<tr>
<td>PSP</td>
<td>Postponed</td>
</tr>
<tr>
<td>FILE</td>
<td>Directory Traversal Project</td>
</tr>
<tr>
<td>SACF</td>
<td>Switchable Authorizations</td>
</tr>
<tr>
<td>URGENT</td>
<td>Urgent corrections</td>
</tr>
<tr>
<td>POST_SP</td>
<td>Post-activities after SP upgrade</td>
</tr>
</tbody>
</table>

To add your own status proceed as follows:

- Call transaction **SM30**
- Maintain table **AGSSR_STATUS**
- Edit the information in the table in all required languages
- Save your changes
### Status and comments customizing (2)

**Example (Table AGSSR_SYSNOTEC)**

<table>
<thead>
<tr>
<th>Status and comment</th>
<th>System</th>
<th>Recommendation</th>
<th>Issue</th>
<th>Type</th>
<th>Date</th>
<th>Time</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>ROB</td>
<td>ABAP</td>
<td>NEW</td>
<td>SR_TST_01</td>
<td>04.09.2015</td>
<td>14:41:24</td>
<td>test with rob$</td>
<td></td>
</tr>
<tr>
<td>ET</td>
<td>SD7</td>
<td>NEW</td>
<td>SR_TST_01</td>
<td>12.08.2015</td>
<td>14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ET</td>
<td>SD7</td>
<td>NEW</td>
<td>SR_TST_01</td>
<td>12.08.2015</td>
<td>14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ET</td>
<td>SD7</td>
<td>NEW</td>
<td>SR_TST_01</td>
<td>12.08.2015</td>
<td>14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PSP</td>
<td>FQB</td>
<td>NEW</td>
<td>SAVELSBERGW</td>
<td>21.06.2015</td>
<td>17:37:57</td>
<td>Please postpone this note..</td>
<td></td>
</tr>
<tr>
<td>PSP</td>
<td>FQB</td>
<td>NEW</td>
<td>SR_TST_01</td>
<td>16.07.2015</td>
<td>11:14:33</td>
<td></td>
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<tr>
<td>PSP</td>
<td>FQB</td>
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<td>12.08.2015</td>
<td>14:59:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NEW</td>
<td>ET</td>
<td>NEW</td>
<td>SR_TST_01</td>
<td>24.06.2015</td>
<td>12:12:58</td>
<td>The change request 8000005935 is created for the following</td>
<td></td>
</tr>
<tr>
<td>NEW</td>
<td>ET</td>
<td>NEW</td>
<td>SR_TST_01</td>
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<td>12.08.2015</td>
<td>14:59:15</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 Hide not relevant Application Components

To hide Application Components not relevant for your system:
- Call transaction **SM30**
- Maintain table **AGSSR_OSDB**
- Set components not matching your used OS and DB to **Inactive** (for additional information refer to the next slide).
- Save your changes

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# Overview about Application Components for DB/OS:

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<th>Operating Systems</th>
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<td>AIX BC-OP-BUL</td>
<td>SOLARIS BC-OP-FSC-SOL</td>
</tr>
<tr>
<td>HP-UX BC-OP-HPX</td>
<td>SOLARIS BC-OP-SUN</td>
</tr>
<tr>
<td>LINUX BC-OP-LNX</td>
<td>SUNOS BC-OP-SUN</td>
</tr>
<tr>
<td>LINUX BC-OP-PLNX</td>
<td>TRU64-UNIX BC-OP-CPQ</td>
</tr>
<tr>
<td>LINUX BC-OP-ZLNX</td>
<td>TRU64-UNIX BC-OP-TRU64</td>
</tr>
<tr>
<td>LINUX OS/3 BC-OP-LNX</td>
<td>UNIX BC-OP-CPQ</td>
</tr>
<tr>
<td>LINUX OS/3 BC-OP-PLNX</td>
<td>UNIX BC-OP-TRU64</td>
</tr>
<tr>
<td>LINUX OS/3 BC-OP-ZLNX</td>
<td>WIN-NT BC-OP-NT</td>
</tr>
<tr>
<td>OS/400 BC-OP-AS4</td>
<td>Z/OS BC-OP-S390</td>
</tr>
</tbody>
</table>
General Customizing and Personalization
Transaction SM30_DNOC_USERCFG_SR

SYSREC_STATUS_FILTER (*)
Defines which SAP Notes are counted on the overview page: By default it only shows SAP Notes that are in the ‘new’ or ‘new version available’ status.

SYSREC_UPL_ACTIVE (*)
Activate/deactivate the integration with UPL while showing the object list of ABAP notes.

SYSREC_UPL_MONTH (*)
Count of month for which UPL data get loaded. The default is 2 which represents the current and the previous month.

SYSREC_NOTE_TYPES
Defines for which types of SAP Notes the application calculates results. Enter the list of characters representing the note types HotNews, Security, Performance, Legal Change, Correction.

SYSREC_LAST_MONTHYEAR
Defines the earliest calculated SAP Notes. By default the application calculates all SAP Notes which were released between January 2009 and the current month.

SYSREC_BPCA_USER
Defines if the current user should be added as selection for BPCA.

SYSREC_BPCA_DATE
Defines the earliest filter for BPCA results. You can change the start date for this period.

SYSREC_CHARM_LOG_TYPE
Defines the text id according to table TTXID for the text object CRM_ORDERH.

SYSREC_CHARM_USER
Defines if the current user should be added as selection for ChaRM.

SYSREC_CHARM_DATE
Defines the earliest filter for ChaRM results. You can change the start date for this period.

SYSREC_OBJECT_EXP
Lifetime of the cache which contains the object list of SAP notes. The default is 14 days.

SYSREC_REQ_EXP
Lifetime of the cache which contains the required notes of SAP notes. The default is 14 days.

SYSREC_SIDE_EFFECT
Lifetime of the cache which contains the side-effect notes of SAP notes. The default is 14 days.

(*) User specific personalization
Additional information
Troubleshooting: Application Log

Use transaction SLG1 for log object AGS_SR to inspect the application log for the background job of System Recommendations.
Troubleshooting: Support Tools for System Recommendations

Note 2427140 / 2423962 - SYSREC: Support tool for Solution Manager

Report AGSNO_RPT_EASY_SUPPORT records the same data sent from your SAP Solution Manager system to SAP backend during note calculation but in a readable format which is more appropriate for analysis on SAP backend.

Execution of Report:

1. Run report AGSNO_RPT_EASY_SUPPORT and choose the system ID and the system type (e.g. ABAP or JAVA)
2. Save the generated xml file in your local directory. You can inspect the xml file with any xml viewer.
3. Compress the xml file into a .zip file using the common zip program
4. Create a support ticket on component SV-SMG-SR and add the zip file as an attachment.
Troubleshooting: Support Tools for System Recommendations
Note 2418578 - Report to batch download solution manager trace files

You use program SMBI_TRACE (see note 1394862) to trace the communication between your SAP Solution Manager system and the SAP Backbone system.

Some applications like System Recommendations (which has the application code SOLMANNOTE) may generate many trace files within a single transaction and it's difficult to manually download all trace files and analyze their content.

Use report AGSNO_RPT_TRACE_DOWN to batch download these trace files and to extract information from them into additional log files. An authorization to read trace file is required to run this report.
Send Configuration Validation reports via email (7.2 SP 3)

Note 2427770 - Configuration Validation: Sending compliance results via email

BW Information Broadcasting is not longer supported in SAP BW 7.40 (Note 2020590)

Conclusion: You cannot schedule broadcast notifications for the System Recommendations BW report in SAP Solution Manager 7.2 anymore

New report to send System Recommendations results via email:

- System Recommendations Report
  DIAGCV_SEND_SYSREC

Missing Security Notes

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Landscape Key</th>
<th>Store Group Name</th>
<th>Compliance</th>
<th>Configuration Item</th>
<th>Configuration Value</th>
<th>Compliance Rule</th>
<th>Extraction Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYSTEM.RECOMMENDATIONS_NOTES_PA7_SM</td>
<td>SAP Notes</td>
<td>No</td>
<td>00552020756</td>
<td>SHORT_TEXT:Ready for review</td>
<td>WARNING</td>
<td>20161001.01</td>
<td></td>
</tr>
</tbody>
</table>
New filter option for notes (7.2 SP 5)

✓ New filter option for individual notes:
  Navigate to any notes list and adjust the filter by removing all other filter valued and enter individual note numbers.

✓ Tip for using the date filter
  Starting from: 01.01.2017 - 31.12.9999
  Range: 10.05.2017 - 13.06.2017
  One day: 13.06.2017 - 13.06.2017
Show side effect solving notes (7.2 SP 5)

Show side effect solving notes for selected list of notes:

Show side effect solving notes on detail screen of notes:

Recommendation:
Implement side effect solving notes right after implementation of the original notes

<table>
<thead>
<tr>
<th>Displaying of process route logs of a case takes longer time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority: 3 - Correction with medium priority</td>
</tr>
<tr>
<td>Category: P - Performance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Side Effect Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note Number</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>2005746</td>
</tr>
</tbody>
</table>
What’s new in System Recommendations

If a Software Components are not part of ABAP / JAVA / HANA systems in SLD / LMDB you do not find corresponding notes in System Recommendations.

Special Software Components:

BC-FES-GUI added to all ABAP systems as a virtual software component of type ‘Support Package Independent’ as of May 2017

CRYPTOLIB 8 SP000 added to ABAP and JAVA systems as a virtual software component as of July 2017

SAPHOSTAGENT not covered yet
System Recommendations 7.2 SP 7
Separation between “Implementation Status” and “Processing Status”

The “Implementation Status” is set by the background job automatically
- New
- New version available
- Updated
- [Implemented]

The “Processing Status” is set by the user manually
- Maintain available status values in customizing table AGSNOTE_STATUS
- Ensure to enter texts in all required languages
- The background job migrates existing status data into the new field once
  If the old status was “New” or “New version available” then the new status becomes “Undefined”
System Recommendations 7.2 SP 7
Separation between “Implementation Status” and “Processing Status”

SAP Status (fixed values)

User-defined Status
Customizing table AGSNOTE_STATUS

<table>
<thead>
<tr>
<th>Technical System</th>
<th>Note Number</th>
<th>Short text</th>
<th>Release Date</th>
<th>Application Component</th>
<th>Priority ID</th>
<th>Support Package</th>
<th>Implementation Status</th>
<th>Processing Status</th>
<th>Correction Types</th>
<th>Attributes</th>
</tr>
</thead>
</table>
System Recommendations 7.2 SP 7
New column “Support Package containing the solution” for ABAP notes

You have to activate this column manually

New column showing SP containing the solution
System Recommendations 7.2 SP 7
New columns

You have to activate column “Support Package” manually at the settings on the Notes Overview page.

The columns “Implementation Status” and “Processing Status” are activated automatically.
The new features of System Recommendations are not listed in Release Notes.
As before, the Online Help refers to corresponding Fiori pages:

System Recommendations @ SAP Fiori for SAP Solution Manager 1.0 SPS 6
https://help.sap.com/viewer/34eaf25a11d54485aecf05e041f78555/106/en-US/a5e801557f614c55e10000000a4450e5.html
(no change)
System Recommendations

Links

- System Recommendations on the SAP Support Portal [https://support.sap.com/sysrec](https://support.sap.com/sysrec)

- SAP CoE Security Services
  [https://support.sap.com/sos](https://support.sap.com/sos)

  →

  SAP CoE Security Services - Security Patch Process
  Security Notes Webinar (monthly updated)
  SAP Security Notes Advisory (monthly updated)
Additional information
Security Services

Additional information about general Security topics, Security notes and Security services:

- Security Notes: https://support.sap.com/securitynotes
- Security Notes: https://support.sap.com/notes → Expert Search for Document Type = SAP Security Note
- SAP Security Services: https://support.sap.com/sos

SAP Secure Operations Map

- Security Compliance
- Audit
- Cloud Security
- Emergency Concept
- Secure Operation
- Users and Authorizations
- Authentication and Single Sign-On
- Support Security
- Security Review and Monitoring
- Secure Setup
- Secure Configuration
- Communication Security
- Data Security
- Secure Code
- Security Maintenance of SAP Code
- Custom Code Security
- Infrastructure Security
- Network Security
- Operating System and Database Security
- Frontend Security
SAP Solution Manager 7.2
Additional Information

- Changes and New Features in SAP Solution Manager 7.2 SPS 1
- SAP Support Portal https://support.sap.com/solutionmanager
- Wikis for different functions and scenarios of SAP Solution Manager 7.1 and 7.2 https://wiki.scn.sap.com/wiki/display/SM/SAP+Solution+Manager+WIKI+---+General+Topics
Thank you!

Contact information:

Frank Buchholz  
SAP CoE Security Services  
frank.buchholz@sap.com

Julia Sheyanova  
SAP Enterprise Support Academy  
Julia.Sheyanova@sap.com

Security Patch Process FAQ  
https://scn.sap.com/community/security/blog/2012/03/27/security-patch-process-faq