Data Cleansing - Help

Getting Started: Your System Data in SAP Support Portal

Ideally, your system data in SAP Support Portal should closely reflect your actual environment landscape. If your company employs a standard development, test and production environment model, then your system data should show the same three-system format in one installation. Familiarizing yourself with the real environment landscape of your company will allow you to make the right decisions for data-cleansing activities.

Simple system data edits, such as changing the system name and system type (production, development, and test) should be tried prior to more complex changes. If necessary, more changes can be made, like the deletion or reassignment of a system to another installation, or the deletion of an installation. For Analytics system reassignments, the target installation may be linked to the same, or another, contract, but enough licenses keys must be available in the target installation. Note, that you can also change the name of your installation. All these activities can be done in the System Data Maintenance area.

For Analytics (formerly SAP BusinessObjects) systems, some additional data-cleansing options are available to clean up some duplicated and historical system entries (which was required in the past, if a system needed multiple license keys and couldn't be displayed as one physical system entry in the system data. This is now possible through the adjusted license key request process in Q1/2011):

- Consolidate your duplicated system data using the System Merge function for Analytics systems to mirror your real system landscape in the SAP Support Portal. The function transfers the license keys from the duplicated or not required systems to a defined target system (physical system with several installed components and license keys) under the installation and deletes the no longer required systems. This function is only available for Analytics systems.

- Rename the system ID of migrated Analytics systems with *BOB* system ID to make them unique in your landscape. This change, done in edit mode of the selected system, can only be executed once, and is not reversible.

- To ease system data maintenance for your Analytics systems, you can also use the *system data synchronization* function between SAP Solution Manager and the SAP Support Portal. In addition to the system ID, you have to enter the system number in the SMYS. If the system ID only exists once in the installation, you can use the *System Number* button in SMYS to retrieve the number. In case duplicate system IDs exist, you can use the license key search, available on the System Data landing page, to identify the right system. Then rename the system ID to a unique name to enable system data synchronization.

> **Note:** Regularly cleansing your system data is also important for license auditing so that you are only in charge of active systems. The System Data Overview Report provides you with a detailed overview of your company's system data and supports you in doing this task.

Guidelines for Data Cleansing
Systems

When performing data-cleansing activities on your customer, installation or system data, we recommend starting with systems that are no longer required, or in use. To identify those systems, use the Clean Up Inactive Systems functionality, which lists all systems that are considered to be inactive.

An inactive system means that no services, such as SAP EarlyWatch Alert, have been delivered, no messages have been created, and no system data has been updated (manually or by SAP Solution Manager) for at least 18 months. This is an indication that these systems could be deleted, if they are no longer required or used in your system landscape.

SAP recommends that you check the following criteria to identify if a system is still required, or can be deleted. This applies to Analytics systems, as well as some duplicated and historical system entries that might be listed and can be removed, resulting mainly from the Analytics data migration:

- Systems that no longer exist

- Systems without a license key (but where a key is required)

- Systems with no valid license key

- Systems with no valid maintenance contract

- Duplicate entries for the same system having the same product version and license keys (mainly Analytics systems)

- Systems showing a lower product version than the implemented product version in your landscape (for Analytics systems, in the past, duplicate systems were created when you upgraded the product version via the license key request function which has been corrected, so that you can now retain the system when you upgrade the product version.

If a system is deleted, access to messages of the system is still available. The messages can be found using the advanced message search, entering the installation number of the system. An overview of the deleted systems is available in the Lists of Deleted Systems.

Installations

After you have cleaned up your systems, you can also clean up your installations using the Clean Up Installations function available on the Installation Data Maintenance page. An installation can only be deleted if no systems are assigned (to remove the systems, see the above section on systems). In addition, all S-user authorizations granted for this installation have to be removed before the installation can be deleted. Installations with an entry in the *Supported by* column can't be deleted or maintained, as the related contract is not with SAP but with a partner or reseller.

SAP recommends that you check the following criteria to identify if an installation is still required, or can be deleted:

- Installations with no systems

- Installations with no valid maintenance contract

- Installations that are invalid (no valid platform data)

If an installation is deleted, the access to installation messages is still available, but the licenses of the assigned contracts are not available for license keys anymore (only relevant for old Analytics contracts not assigned in addition to another installation). The messages can be found using the advanced message search, entering the deleted installation number. An overview of the deleted installation is available in the Lists of Deleted Installations.

Customers

If, after cleaning up the customer installations, there are none remaining, a duplicate customer record may be considered for removal with a request to your SAP Contract Department.

The following elements have to be managed before the customer removal request:

- Check if valid contracts are still linked to this customer

- A clean up of S-users and their authorizations might be required

    - S-users belonging to the affected customer may have to be recreated in another customer with the required authorizations

    - S-users belonging to other customers with authorizations to the affected customer need to be updated (to support this an overview of affected S-users can be requested in an incident on component XX-SER-SAPSMP)

FAQ

What happens to my systems if I submit them to be deleted?
Your systems will immediately no longer be available via the SAP Support Portal. This action can be undone by logging a message to SAP support.

What happens to my installations if I submit them to be deleted?
Your installations will no longer be available via the SAP Support Portal after it has been processed. This action can be undone by logging a message to the contracts department.

Why are certain installations in the Deletion request not possible or already posted section?
An installation can only be deleted if there are no systems installed on the installation and if it is not a partner installation, as indicated in the *Supported by* column. Also included in this section are installations that have already been submitted for deletion.

What is a Partner Installation?

This is an installation for which the support of the product is the responsibility of the SAP Partner. These installations cannot be deleted via this tool. A message must be logged to the contracts department to have these installations deleted.

What does the 'Invalid Installation — no valid platform' data status mean?

It means that no valid hardware data is available for this installation. Contact the contracts department.