# *SUPPORT*

CLIENT SERVER ARCHITECTURE

TYPES OF GUI

- ♦ GUI FOR WINDOWS
- ♦ GUI FOR JAVA
- ♦ GUI FOR HTML

PROCESS OF ACTIVATING WEB GUI

INTIALIZATION FILES

- ♦ SAPLOGON.INI
- ♦ SAPMSG.INI
- ♦ SAP ROUTE.INI
- ♦ SAPDOCCD.INI

TYPES OF SUPPORT

- ♦ ONSITE SUPPORT
- ♦ RIGHT SHORE SUPPORT
- ♦ OFF  SHORE SUPPORT

ACTIVITIES CONSIDERED FOR SAP SUPPORT

ABAP SUPPORT

- ♦ SYSTEM MONITORING AND SUPPORT

- ♦ CAPACITY MONITORING
- ♦ PROACTIVE MONITORING
- ♦ REACTIVE SUPPORT
- ♦ SYSTEM HEALTH CHECK
- ♦ SYSTEM TUNING
- ♦ SAP SYSTEM LANDSCAPE
- ♦ BACKUP MANAGEMENT
- ♦ SECURITY
- ♦ REPORTING
- ♦ MODE OF COMMUNICATION
- ♦ DOWN TIME MANAGEMENT
- ♦ SLA(SERVICE LEVEL AGREEMENT)
- ♦ PRIORITIES
- ♦ ESCALATION

SAP APPLICATION SERVER

- ♦ REQUEST WORK FLOW
- ♦ APPLICATION SERVER INSTALLATION
- ♦ STRUCTURE OF APPLICATION SERVER

DIALOG WORK PROCESS

- ♦ DIALOG STEP
- ♦ DIALOG WORKPROCESS MULTIPLEXING
- ♦ DIALOG PROCESS MANAGEMENT (SM50)

BACKGROUND PROCESS

- ♦ PROCESS FLOW
- ♦ JOB STATUS
- ♦ JOB STEPS
- ♦ BACKGROUND JOB MONITORING
- ♦ STANDARD BACKGROUND JOBS
- ♦ REASONS FOR CANCELLATION JOBS

## UPDATE PROCESS

- ♦ UPDATE PROCESS FLOW
- ♦ UPDATE MECHANISM
- ♦ UPDATE MONITORING
- ♦ UPDATE REORGANISATION
- ♦ UPDATE DEACTIVATION
- ♦ UPDATE ADMINISTRATION

## ENQUEUE PROCESS

- ♦ .ENQUEUE MECHANISM
- ♦ .ENQUEUE MONITORING
- ♦ LOCK DELETION PROCESS

## MESSAGE   SERVER

## GATEWAY PROCESS

- ♦ GATEWAY MONITORING

## OPERATION MODES

- ♦ PEAK MODE
- ♦ OFF PEAK MODE

## LOGON  LOAD BALANCING

- ♦ LOGON GROUPS
- ♦ CONFIGURING SAP GUI FOR LOGON GROUPS

## SPOOL PROCESS

- ♦ SPOOL MECHANISM
- ♦ SPOOL MONITORING

ADVANTAGES OF TEMSE

REMOTE ACCESS METHOD

LOCAL ACCESS METHOD

SPOOL SERVER /SPOOL INSTANCE

- REAL SPOOL SERVER
- LOGICAL SPOOL SERVER
- DEFINING A PRINTER
- SPOOL REQUEST STATUSES
- SPOOL PROCESS OVERLOAD
- SPOOL AUTHORIZATION
- TEMSE UTILIZATION

INSTANCE MANAGEMENT

PROFILE MANAGEMENT

DATA TRANSFER TECHNIQUES

RFC CONNECTIONS

TRUSTED CONNECTIONS

PERFORMANCE AND FINE TUNING

- FRONT END TIME
- WAIT TIME
- ROLL IN TIME
- ROLL OUT TIME'
- ROLL WAIT TIME
- PROCESSING TIME
- CPU TIME
- LOAD /GENERATION TIME
- ENQUEUE TIME
- RFC / CPIC TIME
- DATABASE TIME
- AVERAGE RESPONSE TIME

WORK LOAD ANALYSIS

TRANSACTIONAL PROFILE

BUFFER MANAGEMENT

- FULL BUFFERING
- NO BUFFERING
- GENERIC BUFFERING
- SINGLE RECORD BUFFERING
- TABLE BUFFERING

BUFFER SYNCHRONIZATION

DEVELOPER TRACES

- BUFFER TRACES
- RFC TRACE
- ENQUEUE TRACE

MEMORY MANAGEMENT

- PHYSICAL MEMORY
- VIRTUAL MEMORY
- SHARED MEMORY
- HEAP MEMORY

# *IMPLEMENTATION*

Introduction to Solution Manager

       Configuring Solution Manager

       Configuring Satellite Systems

       Early Watch Configuration

ASAP Methodology

- Project Preparation
- Blue Print Phase
- Realization
- GO-Live and Support

Hardware Sizing

       Process of Sizing

       SAPS (SAP Application Benchmark for Performance Standard)

       Who does Sizing?

       What is the Output of Sizing?

SAP Installation (4.7, EEC5.0, ECC6.0)

Start and Shutdown SAP Server

Post Installation Actions

- Sick        (SAP Initial Consistency Check)
- SE06/SE03
- STMS  (SAP Transport Management System)
- RZ10  Import the Profile into Database
- SM13  Schedule SAP Standard Background House Keeping Job
- SR13       Setting up Library (SAP Help)
- DB13  Schedule Database Standard Background House Keeping Jobs

- SALE   Define the Logical Systems for Each Client
- SCC4   Used to Create Clients
- SCCL   SAP Client Copy Local
- SCC9   Remote Client Copy
- SCC3   Client Copy Log
- SCC8   Export and Import
- SCC7   Perform the post processing of client copy
- SU25   Initializing the Profile Generator
- I18N            Internationalization language
- Configure webgui (SCIF/SE80)
-  SEGN  ABAP Programs Compilation

TMS  Transport Management System

- ♦ Create Virtual System
- ♦ Single System Landscape
- ♦ Two System Landscape
- ♦ Three System Landscape
- ♦ Multi System Landscape

Adapting SAP System

Landscape Strategy

System Strategy

Client Strategy

Change Requests

   SCC1-Copy the Change Requests between Clients in the Same System

- Client Lock and Unlock
- Support Packages
- SPDD/SPAU
- Upgrading the Kernel.
- ABAP Language Setting
- Appling Notes
- Types of Notes

- Appling Add-ons / Plug-ins
- SPAM/SAINT Update
- SAP Repository
- End User Training
- Documentation
- SAP GO-Live Check
- Analysis Session
- Optimization Session
- Verification Session
- Customizing the screens and texts
- Router Configuration
- Setting up the logos.
- Go-live Sessions
- Run Time Issues

# *SAP-SECURITY*

- INTRODUCTION TO ERP.
- CLIENT / SERVER ARCHITECTURE.
- R/3 ARCHITECTURE. [DIALOG, BACKGROUND, UPDATE, ENQUEUE, SPOOL WORK PROCESS].
- SYSTEM LANDSCAPE [SINGLE, TWO, THREE SYSTEM LANDSCAPE].
- CLIENT CONCEPT.
- SECURITY ARCHITECTURE.
- TERMONOLOGY OF AUTHORIZATIONS.
- USER ADMINISTRATION.
- USER SETTINGS.
- AUTHORIZATIONS IN GENERAL.
- CREATING & IMPLEMENTING AN AUTHORIZATION CONCEPT.
- BASIC TERMINOLOGY OF AUTHORIZATIONS.
- WORKING WITH PROFILE GENERATORS.
  - PROFILE GENERATOR & STANDARD ROLES.
  - SUBTITLES OF AUTHORIZATIONS MAINTAINANCE.


*ROLES:*

  - COMPOSITE ROLE
  - SINGLE ROLE
  - DERIVED ROLE
  - PARENT ROLE & CHILD ROLE.

- TROUBLE SHOOTING SECIURTIY ISSUES- SYSTEM TRACE & SU53.
- PROFILE GENERATOR- INSATLLATION & UPGRADE.
- TRANSPORTING ADMINISTRATIONS.
- CENTRAL USER ADMINISTRATION.
- INTRODUCTION TO SARBANES OXLEY AUDIT.
- WHAT ARE SEGGREGATION OF DUTIES?
- SOX ANALYSIS TOOLS.

*GRC SECURITY:*

- ◆ COMPLIANCE CALIBRATOR.
- ◆ FIRE FIGHTER.
- ◆ ACCESS ENFORCER.
- ◆ ROLE EXPERT.

*SAP ENTERPRISE PROTAL:*

- ➢ SAP Enterprise Portal Security-Basics.

*HR SECURITY CONCEPTS - Basics of ESS /MSS:*

*ECC 6.0 Security:*

- ➢ INTRODUCTION.
- ➢ ELEMENTS OF THE SAP AUTHORIZATUION CONCEPT.
- ➢ ASAP IMPLEMENTATION METHODOLOGY.
- ➢ USER ADMINISTRATION.
- ➢ USING THE PROFILE GENERATOR.
- ➢ SECURING SYSTEM (USING ROLES / AUTHORIZATIONS).
- ➢ TROUBLESHOOTING MISSING AUTHORIZATIONS.
- ➢ TRANSPORT OF AUTHORIZATION COMPONENTS.
- ➢ CENTRAL USER ADMINISRTATION – IMPLEMENTATION & ADMINSTRATION.
- ➢ PERIODIC ACTIVITES – DAILY / WEEKLY / MONTHLY. Etc….
- ➢ SAP LICENSE ADMINISTRATION.
- ➢ SAP MARKET PLACE / OSS USER ADMINISTRATION.

*SAP GOVERNANCE, RISK & COMPLIANCE (GRC):*

- ➢ INTRODUCTION & OVERVIEW OF SOX LAW.
- ➢ OVERVIEW OF SAP GRC ACCESS CONTROL SUITE 5.2
- ➢ CUSTOMIZATION OF SAP GRC ACCESS CONTROL SUITE 5.2
- ➢ ADMINSTRATION OF SAP ACCESS CONTROL SUITE 5.2

# DATABASE SYLLABUS

1. DATABASE.

2. FILESYSTEMS.

3. ADVANTAGES OF DATABASE.
4. NORMALIZATION

5. SELECT STATEMENT.

6. UPDATE STATEMENT

7. DATABASE ARCHIETECHURE.

8. WP CONNECTION MECHANISM.

9. OPS$ MECHANISM.

10. FILE STRUCTURE.

11. INITIALZATION, NETWORK & CONTROL FILES.

12. STARTUP & SHUTDOWN MODES.

13. BRTOOLS.

14. BACKUP TYPES.

15. STORAGE MANAGEMENT (Block, Extent, Segments & Tablespaces).

16. ORACLE ERRORS.

17. DATABASE STANDARAD JOBS.

18. DB13 - DATABASE PLANNING CALENDER.

19. DB02 - SPACE MANAGEMENT.

20. DB14 - DATABASE LOGS.

21. DB12 – DATABASE BACKUP LOGS.

22. ST04 – BUFFER HIT RATIO.

23. DB01 – DATABASE LOCKS – SM12.

24. DATABASE MONITORING.

25. CAPACITY MONITORING.

26. RESTORE & RECOVERY.

27. SYSTEM COPIES METHODS (Pre, Process, post steps).

28. ORACLE UPGRADE (9i –10g / 10g -11g.)

29. DIASTER RECOVERY SERVER.

30. R3 UPGRADE. (4.7- ECC5 / ECC5-ECC6 EHP4).

31. OS/DB MIGRATIONS.