Administration Guide | CONFIDENTIAL

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Administration Guide for SAP Trade Management

Release 4.0 Feature Package 7

THE BEST RUN **SAP**

Content

Document History

Date	Comment
November 9, 2022	Updated done for 4.0 Feature Package 7: • Technical System Landscape [page 13] • Post-Installation Tasks [page 17] • Authorization Objects [page 25] • Error Logs [page 41]
December 6, 2021	Updated for release 4.0 Feature Package 6: • Technical System Landscape [page 13] • Post-Installation Tasks [page 17] • Authorization Objects [page 25] • Internet Communication Framework Security [page 29] • Business Objects in SAP Trade Management [page 35] • Error Logs [page 41] • Background Job Monitoring [page 43]
May 3, 2021	Updated Post-Installation Tasks [page 17]
November 13, 2020	Initial release for SAP Trade Management 4.0 Feature Package 5
March 13, 2020	Updated Post-Installation Tasks [page 17]
December 9, 2019	No change for release 4.0 Support Package 4

1 Getting Started

1.1 About This Guide

This administration guide is the central starting point for the implementation of the following applications within SAP Trade Management:

- SAP Trade Promotion Planning and Management
- SAP Customer Business Planning
- SAP Advanced Trade Management Analytics

It contains installation and implementation information as well as security and operations information.

This guide addresses the following target audience:

- System administrators
- Technical consultants

1.2 Further Required Documentation

In addition to this document, you need the following resources to install and operate SAP Trade Management 4.0:

Content	Location
Installation Note for SAP Trade Management 4.0	SAP Support Portal
	SAP Note 2595796 (Release strategy and Maintenance Information for SAP Trade Management 4.0).
	This SAP Note contains technical information for downloading and installing the add-ons.

Content	Location
Installation Note for SAP Trade Management BI Reporting for SAP Trade Management 4.0 (Optional)	SAP Support Portal SAP Note 2618984 ⚓ (Release Strategy for SAP Trade Management 4.0 BI Reporting). This SAP Note contains technical information for downloading and installing the SAP Trade Management BI Reporting package.
Release Information Note (RIN) for SAP Trade Management 4.0	SAP Support Portal SAP Note 2593962 ⚓ (SAP Trade Management 4.0 - Release Information Note) This SAP Note contains release information along with the prerequisite and post-installation SAP Notes that you must install.
Application help for SAP Trade Management	SAP Help Portal http://help.sap.com/tma

1.3 Related Information

The following references provide more information about topics not covered in this guide.

Content	Location
General information about SAP Trade Management	Product page for SAP Trade Management
SAP Trade Management application help	Product page for SAP Trade Management Choose ▶ *Application Help* ⟩ *Application Help for SAP Trade Management* ⟩.
Latest versions of installation and upgrade guides	Product page for SAP Trade Management Choose ▶ *Installation and Upgrade* ⟩.
Sizing	https://www.sap.com/about/benchmark/sizing.html ⚓
SAP NetWeaver Security Guide	http://help.sap.com/nw75 (SAP NetWeaver 7.5) Choose ▶ *Security* ⟩ *SAP NetWeaver Security Guide* ⟩.

Content	Location
SAP NetWeaver application help	http://help.sap.com/nw75 (SAP NetWeaver 7.5)
	Choose *Application Help*.
SAP Customer Relationship Management (SAP CRM) application help	http://help.sap.com/crm (SAP CRM)
	Select the *Version* as **7.0 EHP4 SP07**, or higher; then choose ▶ *Application Help* ❯ *English* ❭.
High availability	http://www.sdn.sap.com/irj/sdn/ha
Performance	https://www.sap.com/about/benchmark/sizing/performance.html
Information about Support Package Stacks, latest software versions and patch level requirements	http://support.sap.com/sp-stacks
Information about Unicode technology	http://www.sdn.sap.com/irj/sdn/i18n

1.4 Useful Links

The following table lists further useful resources.

Content	Location
Information about creating customer incidents	http://support.sap.com/message
SAP Notes search	http://support.sap.com/notes
SAP Software Download Center	http://support.sap.com/swdc
SAP Online Knowledge Products (OKPs) – role-specific learning maps	http://support.sap.com/ekt
Product Availability Matrix	http://support.sap.com/pam

1.5 Important SAP Notes

Read SAP Note 2593962 (SAP Trade Management 4.0 - Release Information Note) before you start the implementation. This SAP Note is available on SAP Support Portal at http://support.sap.com/notes and contains the latest information about the installation, as well as corrections to the installation information.

Since this information is updated frequently, we recommend that you refer to it on a regular basis.

1.6 Reporting Incidents

If you encounter any problems with any product within SAP Trade Management, you can report an incident on the SAP Support Portal at http://support.sap.com/incident. The relevant components are as follows:

Component	Component Description
CRM-ANA-TMA	Advanced Trade Management Analytics
CRM-CLA	Claims Management
CRM-CLA-BI	BI Integration
CRM-CLA-CCB	Chargeback Claims
CRM-CLA-CCR	Chargeback Recovery
CRM-CLA-COR	Claim Correction
CRM-CLA-CPP	Prepayment
CRM-CLA-CSD	Claim Submission
CRM-CLA-CSR	Claim
CRM-CLA-CSR-TPM	TPM Claim
CRM-CLA-RES	Reservation
CRM-CLA-STL	Claim Settlement
CRM-CLA-TAX	Claims Taxation
CRM-CLA-VWS	Validation Work Sheet
CRM-FM	Funds Management
CRM-FM-ACL	Accruals
CRM-FM-AVC	Availability Control
CRM-FM-BER	Budget Expiration
CRM-FM-BFW	Batch Framework
CRM-FM-BI	BI Integration

Component	Component Description
CRM-FM-BPO	Budget Posting
CRM-FM-CBK	Checkbook
CRM-FM-DF	Dynamic Funding
CRM-FM-FND	Fund Plans and Funds
CRM-FM-FPO	Fund Posting
CRM-FM-FU	Fund Usages
CRM-FM-LR	Live Rates Planning
CRM-FM-LR-TPM	Live Rates Planning for Trade Promotion Management
CRM-FM-LR-TPM-JOB	Batch Jobs for Live Rates Planning
CRM-FM-LR-TPM-OWN	Responsibility (Ownership)
CRM-FM-LR-TPM-PLA	Planning and Content
CRM-FM-LR-TPM-PMC	Pertinent Master Data Changes
CRM-FM-SRV	External Services
CRM-MKT-MPL-CBP	SAP Customer Business Planning
CRM-MKT-MPL-TPM	Trade Promotion Management
CRM-MKT-MPL-TPM-AGR	Agreements
CRM-MKT-MPL-TPM-APR	Mass Approve
CRM-MKT-MPL-TPM-CAU	Causals
CRM-MKT-MPL-TPM-CFI	Claims and Funds Integration for TPM
CRM-MKT-MPL-TPM-ELV	Editable List
CRM-MKT-MPL-TPM-IMP	TPM In-Memory Planning
CRM-MKT-MPL-TPM-IND	Indirect Relations
CRM-MKT-MPL-TPM-MAS	Mass Change
CRM-MKT-MPL-TPM-PPG	Promotion Guidelines
CRM-MKT-MPL-TPM-SRV	Services

2 About SAP Trade Management

2.1 Business Context

The SAP Trade Management software components comprise of the following products:

Products	Application Help
SAP Trade Promotion Planning and Management	http://help.sap.com/tma Choose ▶ *Application Help* ❯ *Application Help for SAP Trade Management* ❯ *SAP Trade Promotion Planning and Management* ❯.
SAP Customer Business Planning	http://help.sap.com/tma Choose ▶ *Application Help* ❯ *Application Help for SAP Trade Management* ❯ *SAP Customer Business Planning* ❯.
SAP Advanced Trade Management Analytics	http://help.sap.com/tma Choose ▶ *Application Help* ❯ *Application Help for SAP Trade Management* ❯ *SAP Advanced Trade Management Analytics* ❯.

2.2 Business Scenarios of Trade Management

2.2.1 Software Component Matrix

This section provides an overview of the business scenarios and the software components used in SAP Trade Management.

Business Scenarios and Software Components

Business Scenario	TMAC	TMAB	TMAUI	TMABI	BBPCRM	SAP_BW	BI_CONT
SAP Promotion Planning and Management using classical CRM WebClient UI and BPS based planning	-	-	-	-	X	X	X
SAP Promotion Planning and Management using classical CRM WebClient UI and in-memory planning	X	X	-	-	X	X	X
SAP Promotion Planning and Management using new Promotion UI and in memory planning	X	X	(X) Required if you need delivered Fiori Launchpad content	(X) Required if you need delivered Design Studio or Lumira reports	X	X	X
SAP Customer Business Planning	X	X	(X) Required if you need delivered Fiori Launchpad content	(X) Required if you need delivered Design Studio or Lumira reports	X	X	X
Customer Business Plan Forecasting & Optimization	X	X	-	-	X	X	X
Promotion Forecasting & Optimization	X	X	-	-	X	X	X

Keys in this table:

- X = mandatory
- (X) = optional
- – = Not part of the business scenario

2.2.2 Further Information

The following documents provide more information about SAP Trade Promotion Planning and Management.

Content	Location
SAP Promotion Planning and Management using classical CRM WebClient UI and BPS based planning	SAP CRM application help*, under ▶ *Marketing* ❭ *Trade Promotion Management* ❭ *Key Figure Planning* ❩
SAP Promotion Planning and Management using classical CRM WebClient UI and in-memory planning	SAP Trade Management application help*, under ▶ *SAP Trade Promotion Planning and Management* ❭ *Planning Trade Promotions* ❭ *Key Figure Planning with the Planning Applications Kit* ❩
SAP Promotion Planning and Management using new Promotion UI and in-memory planning	SAP Trade Management application help*, under ▶ *SAP Trade Promotion Planning and Management* ❭ *Planning Trade Promotions* ❭ *Key Figure Planning with the Planning Applications Kit* ❩

The following documents provide more information about SAP Customer Business Planning.

Content	Location
SAP Customer Business Planning	SAP Trade Management application help*, under *Customer Business Planning*

The following documents provide more information about SAP Advanced Trade Management Analytics.

Content	Location
SAP Advanced Trade Management Analytics	SAP Trade Management application help*, under *SAP Advanced Trade Management Analytics*

* – See section Related Information [page 6] to refer the application help for SAP CRM or SAP Trade Management

3 Technical System Landscape

The following figure provides an overview of the solution architecture of SAP Trade Management.

Browser: Microsoft Edge, Chrome on Windows; Safari on Mac
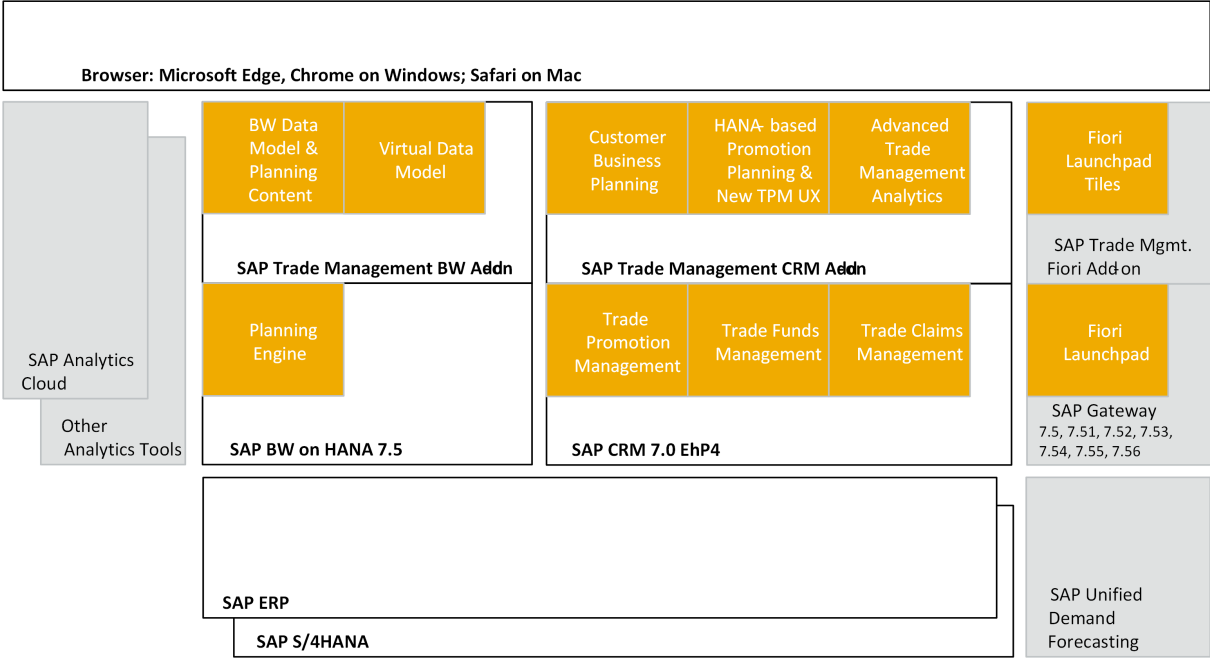
Solution Architecture for SAP Trade Management 4.0 FP 7

The following figure shows the system landscape required for installation of SAP Trade Management 4.0 software components.

Technical System Landscape for SAP Trade Management

The following matrix provides a list of latest software component versions and patch level requirements for SAP Trade Management.
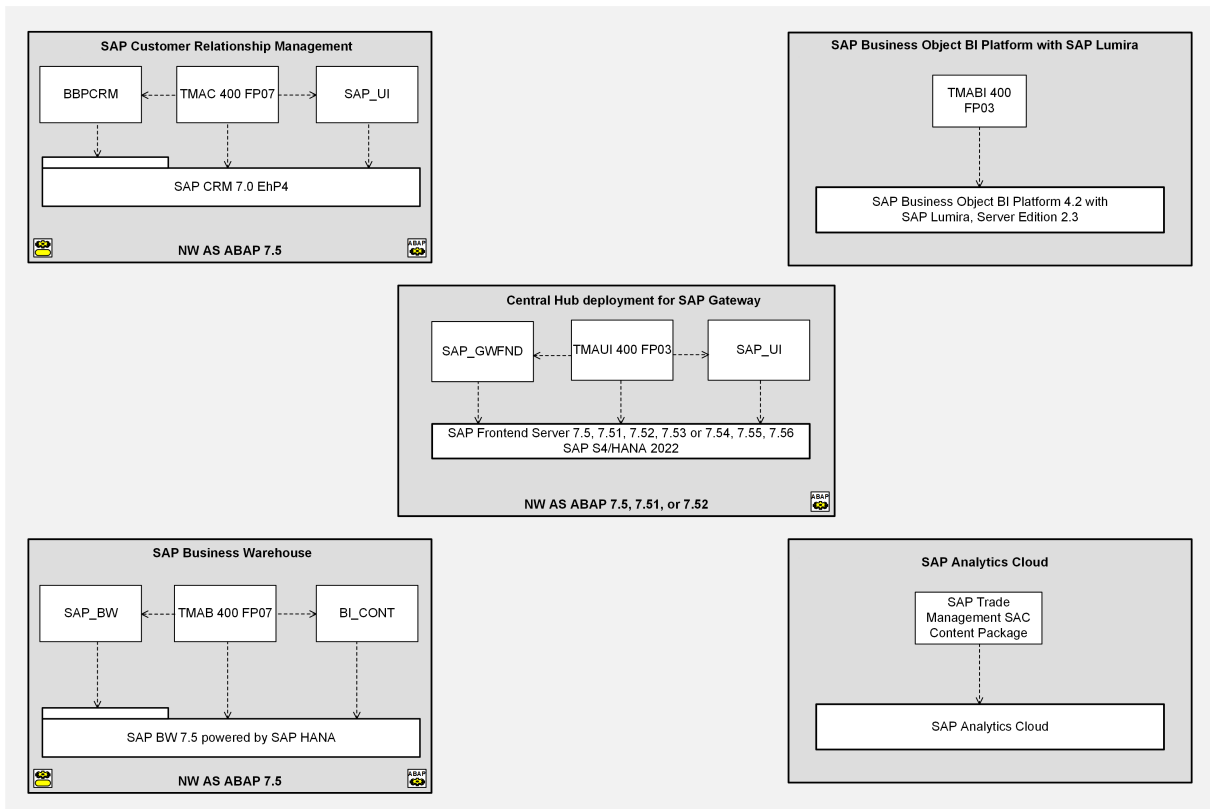
Trade Management Software Component	Base Software	Base Software Components	Release and Support Packages
TMAC	SAP CRM 7.0 EhP4	BBPCRM	714 SP07 or later
		SAP_UI	754 SP08 (corresponds to SAP UI5 1.71 (1910)) or later
TMAB	SAP Business Warehouse powered by SAP HANA 7.5	SAP_BW	750 SP08 or later
		BI_CONT	757 SP10 or later
TMAUI	SAP NetWeaver Gateway 7.50	SAP_GWFND	750 SP08 or later
		SAP_UI	751 SP06 (corresponds to SAP UI5 1.44.31) or later
	SAP NetWeaver Gateway 7.51	SAP_GWFND	751 SP00 or later
		SAP_UI	751 SP06 (corresponds to SAP UI5 1.44.31) or later

Trade Management Software Component	Base Software	Base Software Components	Release and Support Packages
	SAP NetWeaver Gateway 7.52	`SAP_GWFND`	752 SP00 or later
		SAP_UI	752 SP01 (corresponds to SAP UI5 1.48.10) or later
TMABI	Lumira	SAP BusinessObjects BI platform	4.2 SP07 or later
		SAP Lumira, server edition	2.3
		SAP Lumira, designer edition (client)	2.3

The following software components are either mandatory or optional for the technical implementation of SAP Trade Management.

Component	Mandatory	Optional
TMAC	X	
TMAB	X	
TMAUI		X
TMABI		X

Minimal System Landscape

> ⚠ Caution
>
> We strongly recommend that you use a minimal system landscape for test and demo purposes only. For performance, scalability, high availability, and security reasons, do **not** use a minimal system landscape as your production landscape.

Minimum Supported Resolution

The minimum supported screen resolution for applications in SAP Trade Management 4.0 FP06 is as follows:

- If you use a WebClient UI theme other than *Belize*: **1360 x 768**
- If you use the WebClient UI *Belize* theme: **1400 x 1050**

4 Installation

4.1 Prerequisites and Pre-Installation Tasks

The table under *Installation Sequence* describes the overall installation sequence for SAP Trade Management 4.0 FP7. This table contains all available software components. However, to implement a specific scenario, you only need a subset of the available software components. Some of the components are required only for special processes.

For information about which software is required to implement a specific scenario, see the Software Component Matrix [page 10] section in this document.

For the latest component version and patch level requirements, see the SAP Support Portal at http://support.sap.com .

4.2 Installation Sequence

Sequence	Description
1	Install the prerequisite notes mentioned in the Release Information Note (RIN) 2593962 .
2	Install the SAP Trade Management software components as described in the Release Strategy Note 2595796 .
3	Optionally, install the SAP Trade Management BI Reporting software package as described in the Release Strategy Note 2618984 .

4.3 Post-Installation Tasks

Sequence	Description
1	Install the post-installation notes mentioned in the Release Information Note (RIN) 2593962.

Sequence	Description
2	If you are installing the SAP Trade Management software components for the first time, and if you have not used any of the older functionality of SAP Trade Promotion Management solution before, you can copy the delivered configuration from your source client (000) to your target client (XXX) (transaction `SCC1`) using the following transport requests:

- `TMAC`
  - `SAPK-400AGINTMAC`
  - `SAPK-40001INTMAC`
  - `SAPK-40002INTMAC`
  - `SAPK-40003INTMAC`
  - `SAPK-40004INTMAC`
  - `SAPK-40005INTMAC`
  - `SAPK-40006INTMAC`
  - `SAPK-40007INTMAC`
- `TMAB`
  - `SAPK-400AGINTMAB`
  - `SAPK-40001INTMAB`
  - `SAPK-40002INTMAB`
  - `SAPK-40003INTMAB`
  - `SAPK-40004INTMAB`
  - `SAPK-40005INTMAB`
  - `SAPK-40006INTMAB`
  - `SAPK-40007INTMAB`
- `TMAUI`
  - `SAPK-400AGINTMAUI`
  - `SAPK-40001INTMAUI`
  - `SAPK-40002INTMAUI`
  - `SAPK-40003INTMAUI`

> ⚠ Caution
>
> Never copy the configuration this way if you have been using SAP Trade Management or SAP Trade Promotion Management in your system already, as this may override any Customizing settings for SAP Trade Management and SAP Trade Promotion Management you have made in your system. If you have been using SAP Trade Management or SAP Trade Promotion Management already, we recommend that you review the delivered configuration in client 000 and copy over the relevant parts individually.

> **i Note**
>
> Alternatively, you can use the Customizing Transfer Assistant tool (transaction **SADJ**) to compare and selectively copy Customizing across systems or clients.

5 Configuration Information

Detailed configuration information about SAP Trade Management has been provided in the SAP Customizing Implementation Guide. For more information about Customizing, refer the following:

- ▐▶ *SAP Customizing Implementation Guide (SPRO)* ❭ *Customer Relationship Management* ❭ *Trade Management* ❭ in your SAP CRM system
- ▐▶ *SAP Customizing Implementation Guide (SPRO)* ❭ *SAP NetWeaver* ❭ *Business Warehouse* ❭ *Customer Business Planning* ❭ in you SAP BW system
- Client-specific configurations delivered with the SAP Trade Management applications
- Configuration guides for SAP Trade Management

6 Security Information

The SAP Trade Management software components TMAC, TMAB, and TMAUI are built on top of the SAP product SAP Customer Relationship Management, SAP NetWeaver AS ABAP, and SAP Business Warehouse, powered by SAP HANA. Therefore, the corresponding Security Guides also apply to SAP Trade Management. Pay particular attention to the most relevant sections or specific restrictions as indicated in the following table:

Scenario, Application, or Component Security Guide	Most Relevant Sections or Specific Restrictions
SAP CRM http://help.sap.com/crm Choose the product version that is equal or higher than **7.0 EHP4** from the *Version* dropdown, and navigate to *Security* > *Security Guide*	Chapter 3.1.10 (Trade Promotion) Chapter 3.1.11 (Trade Promotion Guidelines)
SAP NetWeaver http://help.sap.com/nw Choose the product version *SAP NetWeaver 7.5*. On the product page, choose *Security* > *SAP NetWeaver Security Guide*	
SAP Business Warehouse http://help.sap.com Choose *Technology Platform* > *SAP NetWeaver* > *SAP Business Warehouse 7.5, powered by SAP HANA* > *SAP BW Security Guide*.	

6.1 User Administration and Authentication

All applications within SAP Trade Management use the user management and authentication mechanisms provided by the SAP NetWeaver platform, in particular the SAP NetWeaver Application Server ABAP. Therefore, the security recommendations and guidelines for user administration and authentication as described in the SAP NetWeaver Application Server ABAP Security Guide also apply for all applications within SAP Trade Management.

For more information, see the Security Guide for SAP NetWeaver on SAP Help Portal at http://help.sap.com/nw75 (SAP NetWeaver 7.5). Choose *Security Information* > *English*.

In addition to these guidelines, we include information about user administration and authentication that specifically applies to the applications within SAP Trade Management under the following sections.

6.1.1 User Management

6.1.1.1   User Administration Tools

The following table shows the tools to use for user management and user administration in SAP Trade Management.

Tool	Description
User Maintenance (transaction code *SU01*)	Used to create and maintain users in the SAP CRM and SAP Business Warehouse systems. For more information about *User and Role Administration* of SAP NetWeaver Application Server for ABAP, see the Security Guide for SAP NetWeaver on SAP Help Portal at http://help.sap.com/nw75 (for SAP NetWeaver 7.5). Choose ▌▶ *Security Information* ❭ *English* ❭.
Create Organization model – Use CRM Web UI	See SAP Help Portal at http://help.sap.com/crm704 (CRM 7.0 EhP4), and choose ▌▶ *Application Help* ❭ *English* ❭ *Master Data* ❭ *Organizational Management in SAP CRM* ❭.
Create Employees – Use CRM Web UI	See SAP Help Portal at http://help.sap.com/crm704 (CRM 7.0 EhP4), and choose ▌▶ *Application Help* ❭ *English* ❭ *Master Data* ❭ *Organizational Management in SAP CRM* ❭ *Organizational Objects* ❭ *Holder.* ❭
Role Maintenance – PFCG	Define PFCG role and assign authorizations specific to the SAP Trade Management applications as described in section Authorization Objects [page 25].
Business Role Maintenance in SAP CRM	Define Business Roles in your SAP Customer Relationship Management system and assign them to your users using ▌▶ *SAP Customizing Implementation Guide* ❭ *UI Framework* ❭ *Business Roles* ❭ *Define Business Role* ❭.

6.1.1.2   User Types

It is often necessary to specify different security policies for different types of users. For example, your policy may specify that individual users who perform tasks interactively have to change their passwords on a regular basis, but not those users under which background processing jobs run.

The user types that are required for SAP Trade Management include:

- Individual users:
  - Dialog users are used for maintaining Customizing and executing reports.
  - Internet users are used for Key Account Managers who perform the planning.
- Technical users:
  - Service users are used for performing the administrative tasks.
  - Communication users are used for monitoring queues.
  - Background users are used for executing mass update reports.

6.1.1.3   User Data Synchronization

SAP Trade Management leverages SAP User Management available in SAP Customer Relationship Management and SAP Business Warehouse. We recommend that all users in SAP Trade Management have the same user name in SAP Customer Relationship Management and in SAP Business Warehouse.

6.1.1.4   Authentication and Single Sign-On

SAP Trade Management supports the Single Sign-On (SSO) mechanisms provided by SAP NetWeaver. Therefore, the security recommendations and guidelines for user administration and authentication as described in the SAP NetWeaver Security Guide also apply to SAP Trade Management.

For more information, see the Security Guide for SAP NetWeaver on SAP Help Portal at http://help.sap.com/ nw75 (SAP NetWeaver 7.5). Choose ▶ *Security Information* ▶ *English.* ▶

For more information about the available authentication mechanisms, see section *User Authentication and Single Sign-On* in the Security Guide.

6.2   Authorizations

6.2.1 Role and Authorization Concept

SAP Trade Management is based on SAP Customer Relationship Management, SAP NetWeaver AS ABAP, and SAP Business Warehouse, powered by SAP HANA, which use the authorization concept provided by SAP NetWeaver AS ABAP. Therefore, the recommendations and guidelines for authorizations as described in the SAP NetWeaver AS Security Guide ABAP also apply to SAP Trade Management.

For more information, see the Security Guide for SAP NetWeaver on SAP Help Portal at http://help.sap.com/nw75 (SAP NetWeaver 7.5). Choose ▶ *Security Information* ▶ *English.* ◢

The SAP NetWeaver authorization concept is based on assigning authorizations to users based on roles. For role maintenance, use the profile generator *Role Maintenance* (transaction code PFCG) on AS ABAP.

> **i Note**
>
> For more information about how to create roles, see the role administration information in the Security Guide for SAP NetWeaver on SAP Help Portal at http://help.sap.com/nw75 (SAP NetWeaver 7.5). Choose ▶ *Security Information* ▶ *English* ▶ *Security Guides for SAP NetWeaver Functional Units* ▶ *Security Guides for the Application Server* ▶ *Security Guides for AS ABAP* ▶ *SAP NetWeaver Application Server for ABAP Security Guide* ▶ *User Administration and Authentication* ▶ *User Management* ▶ *Identity Management* ▶ *User and Role Administration of Application Server ABAP* ▶ *AS ABAP Authorization Concept.* ◢

6.2.2 Standard Roles

The following standard business roles are delivered for SAP Trade Management.

Product	Role	Description
SAP Trade Promotion Planning and Management	TPM_PRO	TPM Professional
	TRD_CLM_PRO	Trade Claims Professional
	TRD_FIN_PRO	Trade Finance Professional
SAP Customer Business Planning	/JBPC/KAM	Key Account Manager
	/JBPC/ADMIN	Administrator
SAP Trade Promotion Planning and Management and SAP Customer Business Planning	/JBPC/BUSOP	Business Operations
	/JBPC/CLAA	Claims Analyst
	/JBPC/CLAM	Claims Manager
	/JBPC/FIELD	Field Sales Representative

Product	Role	Description
	/JBPC/ITADM	IT Administrator
	/JBPC/KEYAM	Key Account Manager
	/JBPC/SALED	Sales Director
	/JBPC/SLSFI	Sales Finance
	/JBPC/TRDMM	Trade Marketing Manager
SAP Advanced Trade Management Analytics	TPO_PRO	TPO Professional

6.2.3 Authorization Objects

The following table shows the security-relevant authorization objects that are used by the applications within SAP Trade Management.

Product	Authorization Object	Description
SAP Trade Promotion Planning and Management	CRM_TPM	This authorization object grants the user authorization to create and maintain Trade Promotion.
SAP Customer Business Planning	/JBPC/ALRT	This authorization object grants the user authorization to create, change, or display alerts in SAP Customer Business Planning.
SAP Customer Business Planning	/JBPC/ASRT	This authorization object grants the user authorization to create or generate, change, display, lock, or delete assortments.
SAP Customer Business Planning	/JBPC/TAR	This authorization object grants the user authorization to upload targets.
SAP Customer Business Planning	/JBPC/ITP	This authorization object grants the user authorization to create or generate, change, display or lock internal targets.
SAP Customer Business Planning	/JBPC/JBP	This authorization object grants the user authorization to create or change, Customer Business Plans.

Product	Authorization Object	Description
SAP Customer Business Planning	/JBPC/PH	This authorization object grants the user authorization to create or change, Planning Product Hierarchy.
SAP Customer Business Planning	CRM_TERRMA	This authorization object grants the user authorization to create, change, or display a responsibility area in a customer business plan.
SAP Advanced Trade Management Analytics	/TPO/TPO	This authorization object grants the user authorization to perform what if simulation and prediction for a Trade Promotion.
SAP Trade Promotion Planning and Management SAP Customer Business Planning	/JBPC/ADMN	This authorization object grants the user authorization to use administrative tools such as the *Product Replacement Tool* or the tool for uploading *Assortments* from a CSV file, for example created with MS Excel. It also grants authorizations to execute the GTIN update report to update data if GTINs of a product are changed.
SAP Trade Promotion Planning and Management SAP Customer Business Planning	/JBPC/TMWE	This authorization object grants the user authorization to access the SAP Trade Management application without an employee assignment.
SAP Trade Promotion Planning and Management SAP Customer Business Planning	/JBPC/MUWE	This authorization object grants the user authorization to use maintain a user without an employee assignment.
SAP Trade Promotion Planning and Management SAP Customer Business Planning	/JBPC/PRT	This authorization object grants the user authorization to the Product Replacement Tool within SAP Trade Management.
SAP Trade Promotion Planning and Management SAP Customer Business Planning	/JBPC/PGT	This authorization object grants the user authorization to clear the GTIN change log table.

6.3   Network and Communication Security

Your network infrastructure is extremely important in protecting your system. Your network needs to support the communication necessary for your business needs without allowing unauthorized access. A well-defined network topology can eliminate many security threats based on software flaws (at both the operating system level and application level) or network attacks such as eavesdropping. If users cannot log on to your application or database servers at the operating system or database layer, then there is no way for intruders to compromise the machines and gain access to the backend system's database or files. Additionally, if users are not able to connect to the server LAN (local area network), they cannot exploit well-known bugs and security holes in network services on the server machines.

The network topology for the applications within SAP Trade Management is based on the topology used by the SAP NetWeaver platform. Therefore, the security guidelines and recommendations described in the SAP NetWeaver Security Guide also apply to all applications within SAP Trade Management.

6.3.1 Supported Browsers

All the applications within SAP Trade Management support the following browsers:

- Google Chrome on Windows
- Microsoft Edge on Windows
- Safari on Mac

> **i Note**
>
> Google Chrome is recommended for optimal performance.

6.3.2 Communication Channel Security

The following table shows the communication channels used by all the applications within SAP Trade Management, the protocol used for the connection, and the type of data transferred.

Communication Path	Protocol Used	Type of Data Transferred	Data Requiring Special Protection
Front-end client using SAP GUI for Windows	DIAG	All application data	None
Front-end client using a Web browser to access the application server	HTTP/HTTPS	All application data	None

Communication Path	Protocol Used	Type of Data Transferred	Data Requiring Special Protection
RFC to application server	RFC	All application data	None

DIAG and RFC connections can be protected using Secure Network Communications (SNC). HTTP connections are protected using the Transport Layer Security (TLS) protocol. SOAP connections are protected with Web services security.

> → Tip
>
> We strongly recommend using secure protocols (TLS, SNC) whenever possible.

For more information, see *Transport Layer Security* and *Web Services Security* in the SAP NetWeaver Security Guide.

6.3.3 Network Security

The applications within SAP Trade Management runs on SAP NetWeaver and uses the ports from the AS ABAP. For more information, see the topics for *AS ABAP Ports* in the corresponding SAP NetWeaver Security Guides. For other components, for example, SAPinst, SAProuter, or the SAP Web Dispatcher, see also the document *TCP/IP Ports Used by SAP Applications*, which is located on SAP Developer Network at http://scn.sap.com/ community/security under *Infrastructure Security* ▶ *Network and Communications Security* ▶.

6.3.4 Communication Destinations

The following table shows an overview of the communication destinations used by SAP Trade Management.

Connection Destinations

Destination	Delivered	Type	User, Authorizations	Description
BW system	No	RFC	To be able to display data from the BW system and to show it in the Planning layouts, the SAP Trade Management users should be assigned the *S_BIWHM_RFC* authorization profile in the SAP BW system and the *S_BI-WHM_RFCx* authorization profile in the SAP CRM system.	Configure an endpoint alias for the relevant SAP system that you want to use to display BW data in the SAP CRM system.
DDF/UDF system	No	RFC	To perform forecasting and optimization for a customer business plan or promotion, the SAP Trade Management user should be assigned to the authorization for object S_RFC in the DDF/UDF system with the following parameter values: • RFC_TYPE = **FUGR** • RFC_NAME = **/DMF/ TMA_FORECAST _TRIGGER** • ACTVT = 16	Configure an endpoint alias for the relevant DDF/UDF system that you want to use to perform forecasting or optimization on plan or promotion.

6.4   Internet Communication Framework Security

Only activate those services that are needed for the applications running in your system. The following table provides a list of SICF services delivered for SAP Trade Management.

Product	SICF Service	Description
SAP Trade Promotion Planning and Management	/default_host/sap/crm/jbpc/Promocm	Promotion Attachment & Content Management
	/default_host/sap/crm/jbpc/Promotion	CBP: Promotions
	/default_host/sap/bc/bsp/sap/tpmoe	Classical CRM Web UI for Trade Promotion
	/default_host/sap/bc/bsp/sap/tpm_overlaps	TPM Overlap Check
	/default_host/sap/bc/bsp/sap/tpm_acc_search	Account Search for TPM
	/default_host/sap/bc/bsp/sap/tpm_fund_assign	Fund Assignment in Promotion
	/default_host/sap/bc/bsp/sap/tpm_fund_usage	Fund Usage in Promotion
	/default_host/sap/bc/bsp/sap/tpm_status	TPM Status Management
	/default_host/sap/bc/bsp/sap/tpm_mass_copy	TPM Mass Copy
	/default_host/sap/bc/bsp/sap/tpm_funds_show	TPM Display Funds
	/default_host/sap/crm/jbpc/Reportlinks	Report Links for Promotions
SAP Customer Business Planning	/default_host/sap/crm/jbpc/planning_data	CBP: IMP Service
	/default_host/sap/bc/ui5_ui5/JBPC/	*Activate all nodes under this path*
	/default_host/sap/bc/ui5_ui5/JBPC/ui5_main	Main UI5 Application for CBP
	/default_host/sap/crm/jbpc/alerts	Alert Inbox ICF Handler
	/default_host/sap/crm/jbpc/plancm	Planning Content Management
	/default_host/sap/crm/jbpc/planoverview	CBP: Plan Overview Screen ICF Service
	/default_host/sap/crm/jbpc/plansetup	CBP: Plan Set-Up

Product	SICF Service	Description
	/default_host/sap/crm/jbpc/promotion	CBP: Promotions
	/default_host/sap/crm/jbpc/vvf_context	Customer Business Planning: VVF Context
	/default_host/sap/bc/bsp/jbpc	Customer Business Planning Application Root Node *Activate all nodes under this path*
	/default_host/sap/crm/jbpc/itpcm	ITP Content Management
	/default_host/sap/crm/jbpc/message	Message Detail ICF Handler
	/default_host/sap/crm/jbpc/planchange	ICF service to handle plan/year change from the picker
	/default_host/sap/crm/jbpc/prodpicker	Product Picker Service
	/default_host/sap/crm/jbpc/Retailer_view	ICF Service for Retailer View Screen
	/default_host/sap/crm/jbpc/plancm	Plan Attachment & Content Management
	/default_host/sap/crm/jbpc/parallelsession	Handles Parallel Session HTTP Calls
	/default_host/sap/crm/jbpc/promotionpower	Promotion Power
	/default_host/sap/crm/jbpc/notifications	Notifications ICF Handler
SAP Customer Business Planning and SAP Trade Promotion Planning and Management	/default_host/sap/crm/jbpc/indirects	Indirect Planning
SAP Advanced Trade Management Analytics	/default_host/sap/crm/jbpc/plan_opt	Plan Optimization
	/default_host/sap/bc/bsp/tpo	Trade Promotion Optimization *Activate all nodes under this path*
	/default_host/sap/bc/ui5_ui5/tpo/dash_agr	UI5 Agreement Dashboard

Product	SICF Service	Description
	/default_host/sap/bc/ui5_ui5/tpo/ dash_vd	HTML Dashboard Volume Decomposition

Use the transaction SICF to activate these services.

If your firewall(s) use URL filtering, also note the URLs used for the services and adjust your firewall settings accordingly.

For more information, see *Activating and Deactivating ICF Services* in the SAP NetWeaver Library documentation.

For more information about ICF security, see the *RFC/ICF Security Guide*.

6.5 Data Protection and Privacy

Data protection is associated with numerous legal requirements and privacy concerns. In addition to compliance with general data protection and privacy acts, it is necessary to consider compliance with industry-specific legislation in different countries. SAP provides specific features and functions to support compliance with regard to relevant legal requirements, including data protection, which are documented in these templates along with the assumptions that have been guiding the implementation in the software. By nature of legal requirements the conclusion whether these features are covering customer specific demands as well as the conclusion whether additional measures have to be taken is solely with the customer.

> i Note
>
> SAP does not provide legal advice in any form. SAP software supports data protection compliance by providing security features and specific data protection-relevant functions, such as simplified blocking and deletion of personal data. In many cases, compliance with applicable data protection and privacy laws will not be covered by a product feature. Definitions and other terms used in this document are not taken from a particular legal source.

> ⚠ Caution
>
> The extent to which data protection is supported by technical means depends on secure system operation. Network security, security note implementation, adequate logging of system changes, and appropriate usage of the system are the basic technical requirements for compliance with data privacy legislation and other legislation.

Generic Fields

You need to make sure that no personal data enters the system in an uncontrolled or non-purpose related way, for example, in free-text fields, through APIs, or customer extensions. Note that these are not subject to the read access logging (RAL) example configuration.

6.5.1 Glossary

The following terms are general to SAP products. Not all terms may be relevant for SAP Trade Management.

Term	Definition
Artificial Intelligence (AI)	The simulation of human intelligence processes by machines and computer systems – typically by learning, coming to its own conclusions, appearing to understand complex content, engaging in natural dialogs with people, enhancing human cognitive performance (also known as cognitive computing) or replacing people on execution of nonroutine tasks. Applications include autonomous vehicles, automatic speech recognition and generation and detecting novel concepts and abstractions (useful for detecting potential new risks and aiding humans to quickly understand very large bodies of ever-changing information)
Automated Decision Making	The ability to make decisions by technological means without human involvement.
Blocking	A method of restricting access to data for which the primary business purpose has ended.
Business Purpose	The legal, contractual, or in other form justified reason for the processing of personal data to complete an end-to-end business process. The personal data used to complete the process is predefined in a purpose, which is defined by the data controller. The process must be defined before the personal data required to fulfill the purpose can be determined.
Consent	The action of the data subject confirming that the usage of his or her personal data shall be allowed for a given purpose. A consent functionality allows the storage of a consent record in relation to a specific purpose and shows if a data subject has granted, withdrawn, or denied consent.
Data Subject	Any information relating to an identified or identifiable natural person ("data subject"). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.
Deletion	Deletion of **personal data** so that the data is no longer available.
End of Business	Defines the end of active business and the start of residence time and retention period.

Term	Definition
End of Purpose (EoP)	The point in time when the processing of a set of personal data is no longer required for the primary business purpose, for example, when a contract is fulfilled. After the EoP has been reached, the data is blocked and can only be accessed by users with special authorizations (for example, tax auditors).
End of Purpose (EoP) check	A method of identifying the point in time for a data set when the processing of **personal data** is no longer required for the primary **business purpose**. After the **EoP** has been reached, the data is **blocked** and can only be accessed by users with special authorization, for example, tax auditors.
Personal data	Any information relating to an identified or identifiable natural person ("data subject"). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.
Processing of Personal Data	Processing means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
Purpose	The information that specifies the reason and the goal for the processing of a specific set of personal data. As a rule, the purpose references the relevant legal basis for the processing of personal data.
Residence period	The period of time between the end of business and the end of purpose (EoP) for a data set during which the data remains in the database and can be used in case of subsequent processes related to the original purpose. At the end of the longest configured residence period, the data is blocked or deleted. The residence period is part of the overall retention period.
Retention period	The period of time between the end of the last business activity involving a specific object (for example, a business partner) and the deletion of the corresponding data, subject to applicable laws. The retention period is a combination of the residence period and the blocking period.

Term	Definition
Sensitive personal data	A category of personal data that usually includes the following type of information:
	• Special categories of personal data, such as data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or sex life or sexual orientation.
	• Personal data subject to professional secrecy
	• Personal data relating to criminal or administrative offenses
	• Personal data concerning insurances and bank or credit card accounts
Technical and organizational measures (TOM)	Some basic requirements that support data protection and privacy are often referred to as technical and organizational measures (TOM). The following topics are related to data protection and privacy and require appropriate TOMs, for example:
	• **Access control:** Authentication features
	• **Authorizations:** Authorization concept
	• **Read access logging**
	• **Transmission control / Communication security**
	• **Input control / Change logging**
	• **Availability control**
	• **Separation by purpose:** Is subject to the organizational model implemented and must be applied as part of the authorization concept.

6.5.2 Business Objects in SAP Trade Management

The complete solution SAP Trade Management consists of business objects that are delivered as part of SAP Customer Relationship Management and of business objects that are delivered as part of the SAP Trade Management add-on components (software components TMAC, TMAB, TMAUI, and TMABI). This document covers the business objects delivered as part of the SAP Trade Management add-on components. For details about business objects delivered as part of SAP Customer Relationship Management, please refer to the documentation of SAP Customer Relationship Management.

Business Objects Delivered as Part of SAP Customer Relationship Management

The following business objects are delivered as part of SAP Customer Relationship Management:

- *Trade Promotion*
- *Deal Master*
- *Agreement*
- *Account Defaults*
- *Funds Plan*
- *Fund*
- *Fund Usage*
- *Fund Posting*
- *Fund Budget Posting*
- *Live Rates Plan*
- *Claim Submission*
- *Claim*
- *Claim Chargeback*
- *Claim Chargeback Recovery*
- *Prepayment*
- *Claim Settlement*
- *Validation Worksheet*

Business Objects Delivered as Part of SAP Trade Management Add-on Components

The following business objects are delivered as part of SAP Trade Management add-on components (software components `TMAC`, `TMAB`, `TMAUI`, and `TMABI`):

- *Responsibility Area*
- *Planning Product Hierarchy*
- *Assortment*
- *Buyers* and *Buyer Targets*
- *Customer Business Plan*, including *Plan Scenarios*
- *Plan Versions*
- *Internal Target Plan*
- *Dynamic Funding Plan*
- *Trade Promotion Optimization* object, including *Trade Promotion Optimization Extensions* to Trade Promotions
- *Wholesaler-Indirect Relationships*

6.5.3 Personal Data in SAP Trade Management

The SAP Trade Management add-on components process the following types of personal data:

- Employee data
- Buyer data

This personal data is stored in the Business Partner master (applicable for employee data and for buyer data) and in the NetWeaver User Management (applicable for employee data). SAP Trade Management does not manage the life cycle of that data personal data but rather relies on the infrastructure provided by the Business Partner master and the NetWeaver User Management. Advantage of this approach is that central capabilities can be reused.

> **i Note**
>
> Business Partners are referenced in SAP Trade Management by storing the GUIDs of the Business Partners in SAP Trade Management application tables. Similarly, NetWeaver Users are referenced by storing their user IDs in SAP Trade Management application tables.

6.5.4 Information Retrieval

Data subjects have the right to receive information regarding their personal data that is being processed. The information retrieval feature supports you in complying with the relevant legal requirements for data protection by allowing you to search for and retrieve all personal data for a specified data subject. The search results are displayed in a comprehensive and structured list containing all personal data of the data subject specified, organized according to the purpose for which the data was collected and processed.

For detailed information on how to create an information report, see the documentation for the Information Retrieval Framework.

> **→ Tip**
>
> The *Information Retrieval Framework* is provided with SAP NetWeaver 7.5 SP09 or higher. If you would like to use it in your SAP Customer Relationship Management system that hosts SAP Trade Management, it is recommended to have SAP Customer Relationship Management 7.0 EHP4 SP08 installed to fulfill the dependency to SAP NetWeaver 7.5 SP09 or higher.

6.5.5 Deletion of Personal Data

Simplified Blocking and Deletion

The processing of personal data is subject to applicable laws related to the deletion of this data when the specified, explicit, and legitimate purpose for processing this personal data has expired. If there is no longer

a legitimate purpose, that requires the retention and use of personal data, it must be deleted irrecoverably. Blocking is necessary when the original retention period has expired but additional applicable extended and overruling (mandated by law) retention periods are still in place. After the expiration of the longest retention period, the data must be deleted.

Deletion of Personal Data

When considering compliance with data protection regulations, it is also necessary to consider compliance with industry-specific legislation in different countries. A typical potential scenario in certain countries is that personal data shall be deleted after the specified, explicit, and legitimate purpose for the processing of personal data has ended, but only if no other retention periods are defined in legislation, for example, retention periods for financial documents. Legal requirements in certain scenarios or countries also often require blocking of data in cases where the specified, explicit, and legitimate purposes for the processing of this data have ended, however, the data still has to be retained in the database due to other legally mandated retention periods. Sometimes, transactional data are personal data with relation to a master data object, e.g. a sales order with reference to a business partner. Therefore, the challenge for deletion and blocking is first to handle transactional data and finally other data, such as business partner data.

SAP Trade Management might process data (personal data) that is subject to the data protection laws applicable in specific countries as described in SAP Note 1825544.

Deletion

To enable even complex scenarios, SAP simplifies existing deletion functionalities to cover data objects that are personal data by default. For this purpose, SAP uses SAP Information Lifecycle Management (ILM) to help you set up a compliant information lifecycle management process in an efficient and flexible manner. The functions that support the simplified blocking and deletion of personal data are not delivered in one large implementation, but in several waves. Scenarios or products that are not specified in SAP Note 1825608 (central Business Partner) and SAP Note 2007926 (ERP Customer and Vendor) are not yet subject to simplified blocking and deletion. Nevertheless, it is also possible to destroy personal data for these scenarios or products. In these cases, you have to use an existing archival or deletion functionality or implement individual retention management of relevant business data throughout its entire lifecycle. The ILM component supports the entire software lifecycle including storage, retention, blocking, and deletion of data.

This SAP product uses SAP ILM to support the deletion of personal data as described in the following sections: SAP delivers a where-used check (WUC) for the product. All applications register either an EoP check in the Customizing settings for the blocking and deletion of application data (for example, the customer and vendor master or the business partner) or a WUC.

In addition, SAP Trade Management deletes temporary user data such as user-specific UI personalization, error and debug logs, and so on, automatically when the user is deleted in NetWeaver User Management.

End-of-Purpose Check

An end of purpose (EoP) check determines whether data is still relevant for business activities based on the retention period defined for the data. The retention period is part of the overall lifecycle of personal data which consists of the following phases:

- **Business activity**: The relevant data is used in ongoing business, for example contract creation, delivery or payment.

- **Residence period**: The relevant data remains in the database and can be used in case of subsequent processes related to the original purpose, for example reporting obligations.
- **Blocking period**: The relevant data needs to be retained for legal reasons. During the blocking period, business users of SAP applications are prevented from displaying and using this data; it can only be processed in case of mandatory legal provisions.
- **Deletion**: The data is deleted and no longer exists in the database.
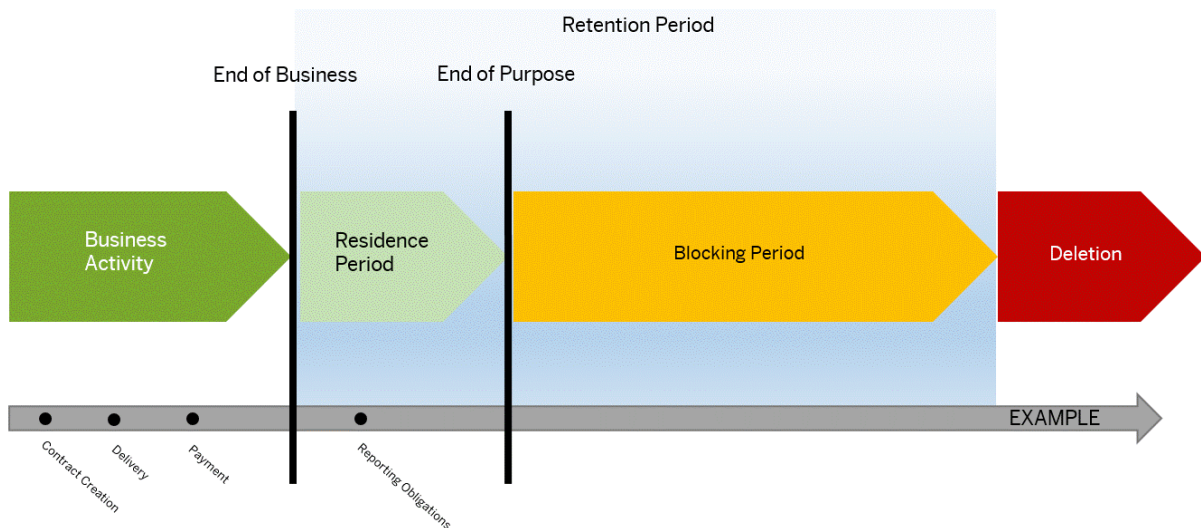
Blocking

Blocking of data can impact system behavior in the following ways:

- **Display**: The system does not display blocked data.
- **Change**: It is not possible to change a business object that contains blocked data.
- **Create**: It is not possible to create a business object that contains blocked data
- **Copy/Follow-Up**: It is not possible to copy a business object or perform follow-up activities for a business object that contains blocked data.
- **Search**: It is not possible to search for blocked data or to search for a business object using blocked data in the search criteria.

It is possible to display blocked data if a user has special authorization; however, it is still not possible to create, change, copy, or perform follow-up activities on blocked data.

Where-Used Check

6.5.6 Change Log

Change Log

Creation and change of personal data need to be documented. Therefore, for review purposes or as a result of legal regulations, it may be necessary to track the changes made to this data. When these changes are logged, you should be able to check which user made which change, the date and time, the previous value, and the

current value, depending on the configuration. Furthermore, log records can be viewed and queried, but access to them is restricted by adequate authorizations. The personal data for which changes shall be logged and the retention period of logs, can be configured..

For further information on change tracking for Business Partners, see the documentation of the SAP CRM Business Partner Master at Change History.

For further information on change tracking for NetWeaver Users, see the documentation of the SAP NetWeaver User Management at Determining Change Documents.

Defining Fields to be Logged

This SAP product processes the personal data of business partners that are involved in change requests and activities. If any changes are made regarding the business partner, the system logs the following information about personal data per change request and activity:

- The user who changed data
- The date and time of the change
- The change type (update, insert, deletion, single field documentation)
- The identifying keys and their values from the data records
- The heading name for the attribute that has been changed

You can define the fields to be logged under *Display Change Document Objects* (transaction `SCDO`). You can use the authorization object to `IAM/CHGLOG` to control the change logging for change requests and activities.

See Also

For more information on change documents see the documentation at http://help.sap.com/netweaver. Choose the relevant SAP NetWeaver version and open the following documentation:

- Under *Application Help*, go to ▶ *SAP NetWeaver Library: Function-Oriented View* ▶ *Application Server ABAP* ▶ *Other Services* ▶ *Services for Application Developers* ▶ *Change Documents* ▶.
- Open the *SAP NetWeaver Security Guide* and go to ▶ *Security Aspects for Lifecycle Management* ▶ *Auditing and Logging* ▶.

7 Operations Information

This chapter contains important information on how to manage and run SAP Trade Management 4.0. It also provides references to the documentation required for these tasks, which means that you will also need other guides and SAP Library.

The applications within SAP Trade Management are based on SAP Customer Relationship Management and SAP Business Warehouse. As a result, the general operations information that is covered in the related Operations Guides also applies to applications within SAP Trade Management.

For information about managing operations in SAP Customer Business Planning, see the SAP Trade Management application help and navigate to ▶ *SAP Customer Business Planning* ❯ *Tasks for Administrator* ❯.

7.1 Monitoring

7.1.1 Error Logs

The following table lists the application logs delivered for the applications within SAP Trade Management.

Product	Application Log
SAP Trade Promotion Planning and Management	CRM_TPM_AGR
	CRM_TPM_PPG
	CRM_TPM_STATUS
	TPM_OVERLAPS
SAP Customer Business Planning	/JBPC/CRM -> ASRT
	/JBPC/CRM -> CRM_IMP
	/JBPC/CRM -> INT_TAR
	/JBPC/CRM -> VVF
	/JBPC/CRM -> BULK_ACTION

Product	Application Log
	/JBPC/CRM -> ITP
	/JBPC/CRM -> DUMMY_PRODUCTS
	/JBPC/CRM -> DYN_FND
	/JBPC/CRM -> MASS_CHANGE
	/JBPC/CRM -> MASS_COPY_PROM
	/JBPC/CRM -> PPH
	/JBPC/CRM -> RA
	/JBPC/DMC -> /JBPC/CBPA
	/JBPC/DMC -> /JBPC/PRC
	/JBPC/DMC -> /JBPC/PRC_D
	/JBPC/DMC -> /JBPC/RA
	/JBPC/DMC -> /JBPC/RA_D
	/JBPC/DMC -> /JBPC/TAR
	/JBPC/DMC -> /JBPC/TPMA
	/JBPC/MASS_VERSION -> MONITOR
	/JBPC/PRT_PLAN -> MONITOR
	/JBPC/PRT_PROMO -> MONITOR
	/JBPC/CRM -> /JBPC/PRD_GTIN
SAP Advanced Trade Management Analytics	/TPO/OB_BW_SYNC -> SOB_KPI_SYNC
	/TPO/TPO -> ALERTS
	/TPO/TPO -> CREATE_TPM
	/TPO/TPO -> DMF_UPLOAD
	/TPO/TPO -> FORECAST
	/TPO/TPO -> PROD_FCAST
	/TPO/TPO -> UPDATE_RUN
	/TPO/TPO -> UPDATE_TPO

7.1.2 Workload Monitoring

The workload produced by SAP Trade Management components is measured using the standard ABAP-based workload monitoring tools. The corresponding objects for the applications within SAP Trade Management are identified by filtering the objects as described in the following table:

Product	Filter
SAP Trade Promotion Planning and Management	`/JBPC/` (CRM) and `/JBPB/` (BW) namespaces
SAP Customer Business Planning	`/JBPC/` (CRM) and `/JBPB/` (BW) namespaces
SAP Advanced Trade Management Analytics	`/TPO/` for SAP CRM

7.1.3 Background Job Monitoring

The reports delivered within SAP Trade Management can be found as per the following table:

Product	Reports
SAP Customer Business Planning	All reports under ▶ *SAP Menu* ❯ *Customer Business Planning* ❯ The reports can be scheduled to run in a background mode. The RFC queues listed below must be monitored for SAP Customer Business Planning background jobs. The standard report `RSQIWKEX` can be used to schedule the queues to run at a certain frequency. • `CBP_PLAN_UPD_*` • `CBP_SCN_ACT_*` • `CBP_WH_*` • `CBP_PLAN_CPY_*` • `CBP_COND_GEN_*` • `CBP_IN_*` • `CBP_OVERLAP_*`

7.2   Administration and Management

For information about administration and management, see the *Operations Information* for SAP NetWeaver on SAP Help Portal at http://help.sap.com/nw75 (SAP NetWeaver 7.5), and choose *System Administration and Maintenance Information*.

7.2.1 Technical Configuration

The required technical configuration for applications within SAP Trade Management is delivered together with the corresponding software components. The configuration is covered in Customizing for SAP Trade Management. Refer to the corresponding Customizing documentation for further details.

7.2.2 SAP UI5 Cache Buster

Some applications within SAP Trade Management are implemented with SAPUI5, which runs in a Web browser. The application uses the UI5 Cache Buster, which helps reduce load times. Occasionally, the application may take a longer time to load initially or the latest version of the application may not be served due to outdated Cache Buster information. For this reason, it is important to update the Cache Buster information periodically, which can be done by scheduling a report.

For more information on scheduling this report, see Cache Buster for SAPUI5 Application Resources.

7.2.3 Backup and Restore

The required master and transactional data for applications within SAP Trade Management resides in the database underlying SAP Customer Relationship Management and SAP Business Warehouse. The standard backup and restore processes applicable to SAP Customer Relationship Management and SAP Business Warehouse also apply to all applications within SAP Trade Management.

7.2.4 Load Balancing and Scalability

The software components for CRM and BW is based on SAP NetWeaver. The load balancing and scalability procedures as applicable to the NetWeaver platform also apply to .

7.2.5 High Availability

The software component for CRM and BW is based on SAP NetWeaver. The high availability procedures as applicable to the NetWeaver platform also apply to .

7.3 Software Change Management

The SAP Trade Management software components (CRM and BW) are SAP application server-based components. The standard SAP transport management workbench should be used to manage software changes.

7.4 Support Desk Management

Support Desk Management enables you to set up an efficient internal support desk for your support organization that seamlessly integrates your end users, internal support employees, partners, and SAP Active Global Support specialists with an efficient problem resolution procedure.

For support desk management, you need the methodology, management procedures, and tools infrastructure to run your internal support organization efficiently.

7.4.1 Problem Incident Handover

If you encounter any problems with any application within SAP Trade Management, you can report an incident on the SAP Support Portal at http://support.sap.com/incident . The list of relevant components is provided in section Reporting Incidents [page 8].

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