

SAP Master Data Governance 8.0 Operations Guide

Document History



Caution

Before you start the implementation, make sure you have the latest version of this document. You can find the latest version at the following location: service.sap.com/instguides ➤ *SAP Business Suite Applications* ➤ *SAP Master Data Governance* ➤ *SAP Master Data Governance 7.0* ➤.

The following table provides an overview of the most important document changes.

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Version	Date	Description
1.0	2015-06-03	Final Version

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1 Getting Started

1.1 Important SAP Notes



Caution

You must read these SAP Notes before you start the installation or upgrade. These SAP Notes contain the most recent information on the upgrade, as well as corrections to the upgrade documentation. Make sure that you have the up-to-date version of each SAP Note, which you can find on SAP Service Marketplace at service.sap.com/notes.

Table 2: Important SAP Notes

SAP Note Number	Title	Description
2143428	SAP Master Data Governance 8.0 Consulting Note	SAP Consultant Note
2142348	Master Data Governance 8.0 Release Information Note	Release Information Note
1995680	SAP Fiori for SAP MDG 1.0	Release Information Note
2143179	UI for MDG, Consolidation	Release Information Note
1690202	MDG & Industry Solutions	SAP Consultant Note
2143725	Add-On SAP MDG 8.0 on SAP ERP 6.0 EHP7	Installation Information
1685823	Release Strategy for SAP Master Data Governance	Release Planning Information
2078099	Release Strategy for SAP Master Data Governance, enterprise asset management extension by Utopia	Release Planning Information
2143334	SAP Master Data Governance 8.0 Browser	Release Planning Information
2105467	MDG Performance	Performance

2 Technical System Landscape

SAP Master Data Governance (SAP MDG) is designed for a low total cost of ownership. It runs on a single ABAP stack. Its functionality can be enhanced by optional components.

For the latest version of SAP Master Data Governance, SAP ERP Enhancement Package 7 or higher and SAP Solution Manager are mandatory components (shown in yellow). For Master Data Governance for Material 8.0, TREX/Enterprise Search is optional if an SAP HANA database has been installed or another search provider has been implemented. All the other components are optional.

For MDG 8.0 you need to install EHP7.

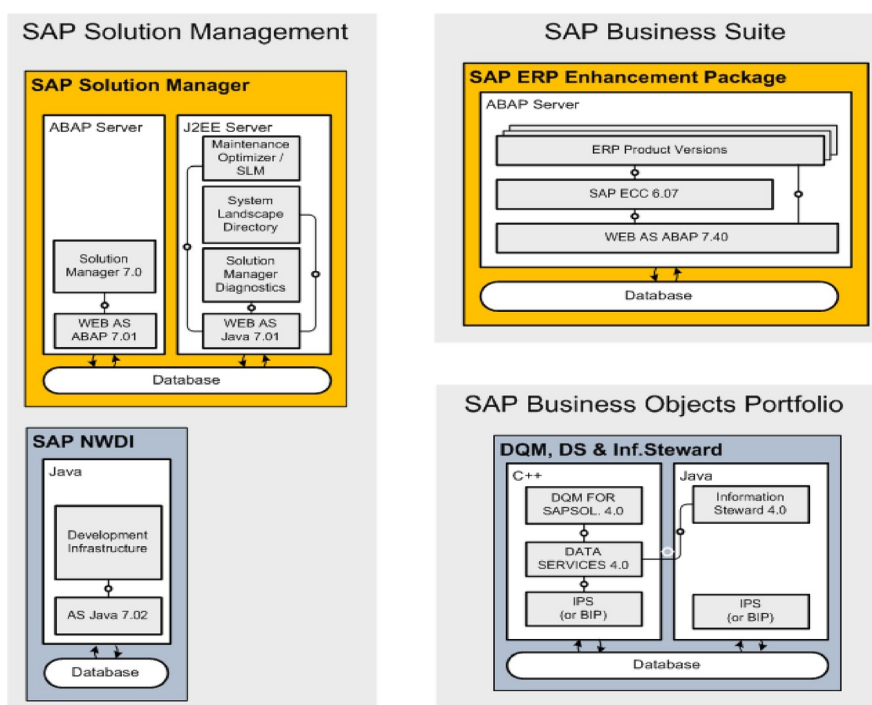


Figure 1: MDG Components

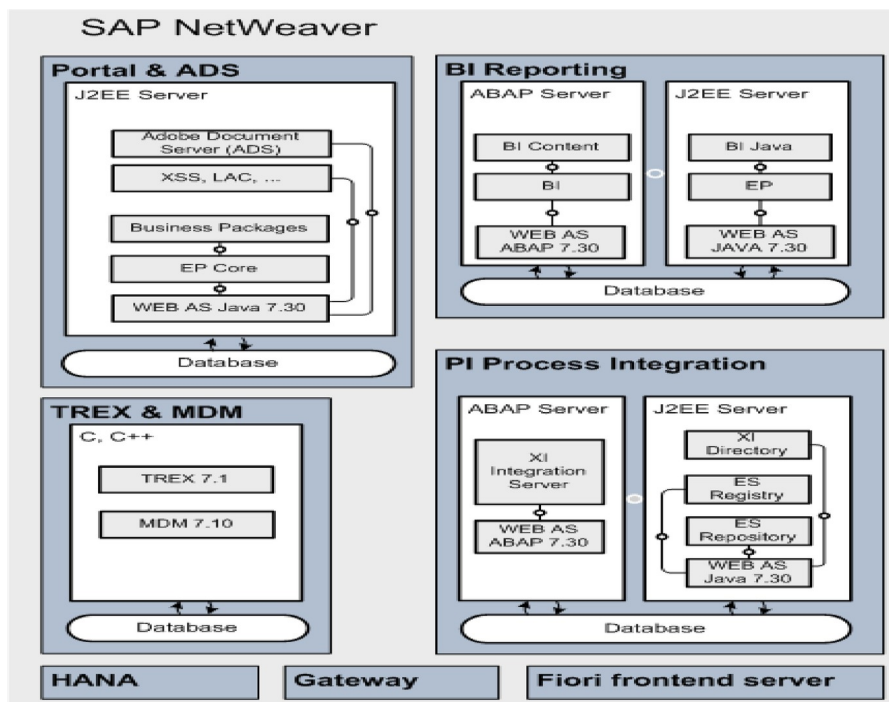


Figure 2: MDG Components

In Master Data Governance 8.0, we updated MDG_FND, MDG_APPL, MDG_UX. We introduced MDG_MDC and UIMDC001.

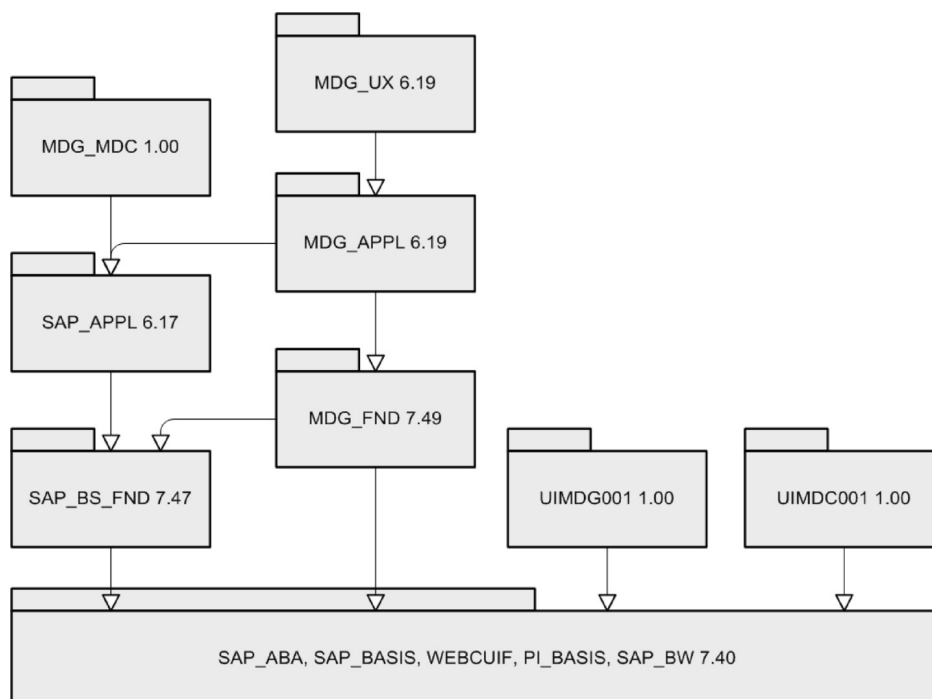


Figure 3

The following figures show the structure packages and the main packages of SAP MDG within their respective software components.

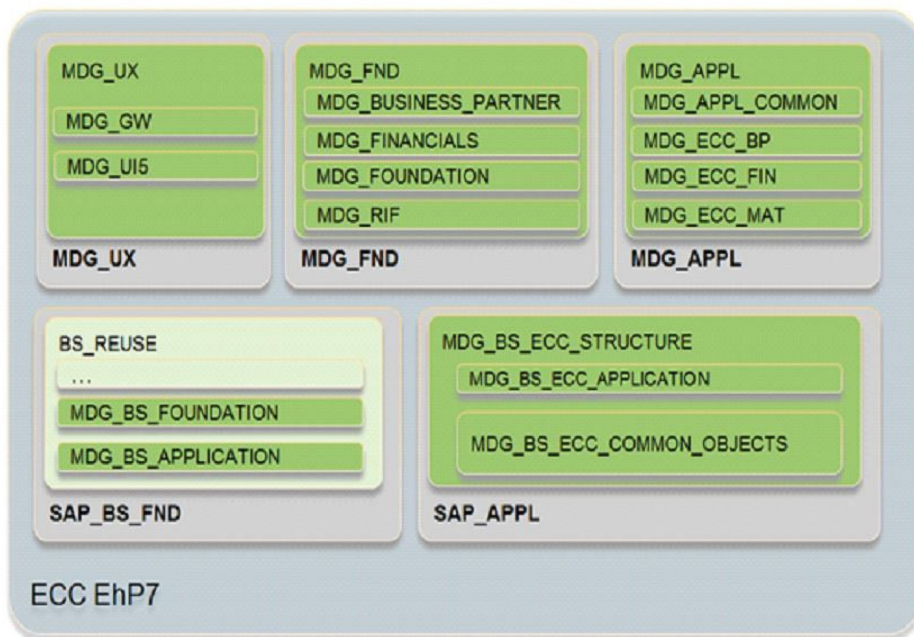


Figure 4: Structure Packages

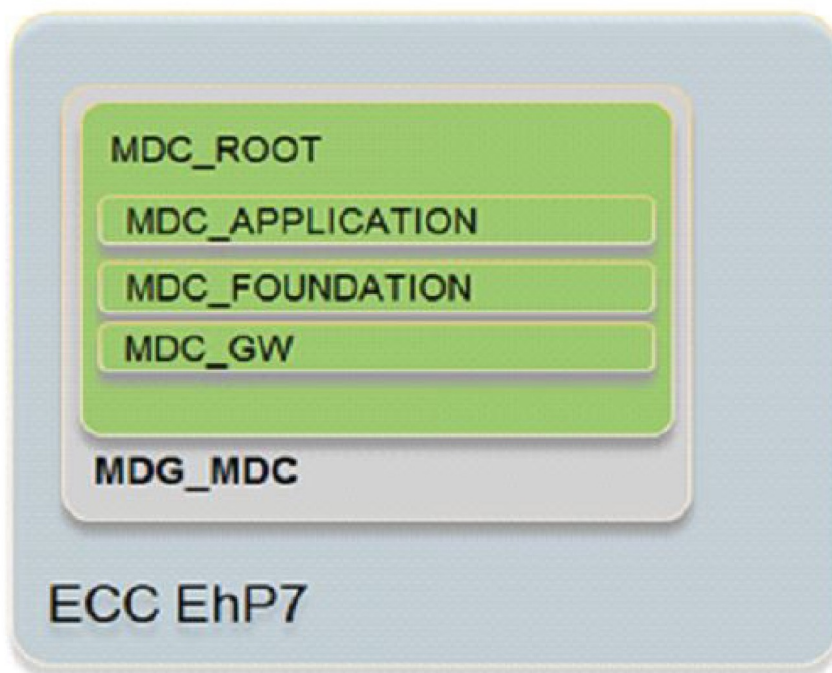


Figure 5: Structure Package

2.1 Scenario/Component Matrix

The following table includes all components of SAP Master Data Governance in the application component hierarchy (ACH):

CA-MDG Master Data Governance

- CA-MDG-EE MDG, Consolidation
- CA-MDG-AF Application Framework
 - CA-MDG-AF-CR Single Object Processing/APIs
 - CA-MDG-AF-DM Data Modelling/Persistence
 - CA-MDG-AF-GF Mass Change/Editions/Change Documents
 - CA-MDG-AF-WF Workflow/Rule Service
- CA-MDG-ANR Analytics and Reporting
- CA-MDG-APP Applications
 - CA-MDG-APP-BP MDG Business Partner (Central Parts)
 - CA-MDG-APP-CLF MDG Classification
 - CA-MDG-APP-ISS Internal Self-Services
 - CA-MDG-APP-CUS MDG Customer (Central Parts)
 - CA-MDG-APP-CUS-CRM MDG Customer (CRM Parts)
 - CA-MDG-APP-CUS-LO MDG Customer (Logistics Parts)
- CA-MDG-APP-SSC Shared Service Center and MDG Integration
- CA-MDG-APP-FIN MDG Financials
- CA-MDG-APP-MM MDG Material
- CA-MDG-APP-SUP MDG Supplier (Central Parts)
 - CA-MDG-APP-SUP-FI MDG Supplier (Financial Parts)
 - CA-MDG-APP-SUP-LO MDG Supplier (Logistics Parts)
 - CA-MDG-APP-SUP-SRM MDG Supplier (SRM Parts)
- CA-MDG-COB Custom Objects
- CA-MDG-DQ Data Quality
 - CA-MDG-DQ-ENR Data Enrichment
 - CA-MDG-DQ-DC Data Cleansing
 - CA-MDG-DQ-SD Search/Duplicate Check
- CA-MDG-DRF Data Replication Framework
- CA-MDG-DT Design Time
- CA-MDG-KM Key Mapping
- CA-MDG-ML Mass Load
- CA-MDG-RIF Replication Interface Framework
- CA-MDG-TRR Transport Registry
- CA-MDG-VM Value Mapping
- CA-MDG-UI5 UI5 Applications

-
- BW-BCT-MDG Master Data Governance

3 Monitoring of SAP Master Data Governance

Within the management of SAP Technology, monitoring is an essential task. A section has therefore been devoted solely to this subject.

For more information about the underlying technology, see SAP Library at ► help.sap.com/nw74 ► *System Administration and Maintenance Information* ► *Technical Operations for SAP NetWeaver* ►.

3.1 Alert Monitoring

Proactive, automated monitoring is the basis for ensuring reliable operations for your SAP system environment. SAP provides you with the infrastructure and recommendations needed to set up your alert monitoring to recognize critical situations for SAP Master Data Governance as quickly as possible.

3.1.1 Monitoring Installation and Setup

This section provides information about the monitoring installation and setup.

Procedure

To enable the auto-alert mechanism of CCMS, see SAP Note [617547](#).

3.1.2 Component-Specific Monitoring

This section provides information about the component-specific monitoring.

Procedure

Under the Technical Expert Monitors of CCMS, there is a monitoring context for DRF. Whenever an outbound replication failure occurs, an alert is written into CCMS.

3.2 Detailed Monitoring and Tools for Problem and Performance Analysis

3.2.1 Trace and Log Files

SAP Master Data Governance (SAP MDG) provides the following information to support you in problem analysis:

- Validation log for change requests
- Validation log for editions
- Data exchange log
- Workflow log
- Application Log

The following is a sample of the logs available, which can be displayed via transaction SLG1:

Table 3

Object	Description	Log Type	Comment
FMDM	Master Data Governance	Validation	Contains validation information regarding change requests and editions, change request activation, replication, and model adjustments
DRF_OUTBOUND	Data Replication Framework (DRF)	Replication	Process-driven, message-based replication of data from the SAP MDG hub to the client's hub
MDG_TR	MDG: Transport Tool	Transport	Client copy, reorganization and transport
MDG_MDF	FinBasis: Masterdata Framework	General	Master data framework
MDG_FILE_UPLOAD	File Upload	Data transfer	Mass transfer, file-based export and import of BAL object types
MDG_FILE_PROCESSING	File Processing	Data transfer	Mass transfer, file-based export and import of BAL object types
MDG_MSG	MDG: Error handling	Error handling	Error handling
MDG_ACS	MDG Assurance and Compliance Integration	Error handling	Error handling
<i>MDC_ACT</i>	Activation	Consolidation	Adapter for activation in MDG, consolidation

Object	Description	Log Type	Comment
MDC_BRC	Best Record Calculation	Consolidation	Adapter for best record calculation in MDG, consolidation
MDC_MTC	Matching	Consolidation	Adapter for matching in MDG, consolidation
MDC_PROCESS	Process	Consolidation	Adapter for process in MDG, consolidation
MDC_REP	Replication	Consolidation	Adapter for replication in MDG, consolidation
MDC_STD	Standardization	Consolidation	Adapter for standardization in MDG, consolidation
MDC_TESTING	Testing	Consolidation	Adapter for testing in MDG, consolidation
MDC_VAL	Validation	Consolidation	Adapter for validation in MDG, consolidation

Validation Logs

To access both validation logs in transaction SLG1, enter the object FMDM and select the subobject CREQUEST from the value help.

Data Exchange Logs

Data exchange includes the following data replication and data transfer logs:

- **Data Replication Logs**

You can display the replication logs in the *SAP Easy Access* menu under ► *Cross-Application Components* ► *Processes and Tools for Enterprise Applications* ► *Master Data Governance* ► *Data Replication* ► *DRFLOG – Analyze Replication Log* ► (transaction DRFLOG). For more information, see SAP Library at ► help.sap.com/mdg70 ► *SAP Master Data Governance* ► *Working with Master Data Governance* ► *General Functions* ► *Data Replication* ► *Evaluation of Replication Logs - SAP Easy Access* ►. To access the replication logs in transaction SLG1, enter the object DRF_OUTBOUND.


Replication logs can be deleted with the transaction DRFLOGDEL.

In addition, it is possible to display the replication status for each object from the object display. For example, from the search result for supplier, you can see to which systems the supplier has been replicated, successfully or not. For system administration and error analysis, you can use the transaction DRFRSD.

There is also a database where the trace files are stored. These can only be accessed using the application logs. The table name is DRFD_SERVOUT_LOG. The entries in the table are deleted together with the corresponding application logs. The result of the filtering is stored here, and the list of replicated objects. The replication status is stored for each object in the database table DRFD_OBJ_REP_STA. Entries in this table can be deleted with the transaction DRFRSDEL.

- **Data Transfer Logs**

You can monitor the import and export of master data using the *Monitor Data Transfer* function in the Enterprise Portal or in the NetWeaver Business Client (► *Data Exchange* ► *Data Transfer* ► *Monitor Data*

Transfer . You can also access this using transaction `DTMONITOR`. This function offers the display of the logs and details on the status of the import processes.

Data transfer logs can also be found using transaction `SLG1`, object `MDG_FILE_PROCESSING`.

Additionally, qRFC monitoring (transaction `SMQ2`) is available to find out more details about exports and imports that have been executed with parallel processing enabled. The corresponding queues have to be created before executing the export or import process.

For SAP MDG for Custom Objects, the XML-based data transfer is currently not available. Here the CSV-based file upload and download is used. Logs for this can be found in transaction `SLG1`, object `FMDM`, subobjects `UPLOAD` and `DOWNLOAD`. File upload allows you to copy master data from a file to the database tables defined in the data model for SAP Master Data Governance. File download allows you to copy master data from MDG-specific database tables to a local file in CSV format, allowing you to upload the data from this file to decentralized systems. File upload and download can be used to work with single entities of a data model, whereas data importing can be used for the full object comprising different entities.

Workflow Logs

SAP MDG also uses the standard workflow log that is provided by SAP Business Workflow.. The workflog log can be accessed from the *My Change Requests* UI or from the *Change Requests* POWL, for example.

Application Log

During the execution of function module `MDG_BS_ACS_CR_RESPONSE` different errors can occur that the system writes to the application log object `MDG_ACS`, *MDG Assurance and Compliance Integration*, with subobject `ERROR`:

- The business system is not filled. Without business system, the ACS RFCs cannot be called.
- The activation of the business partners ended with errors or warnings.
- The roll-back of the business partners ended with errors or warnings.
- Other technical errors.

The processing of the change request is already finished at this point in time. Even if function module `MDG_BS_ACS_CR_RESPONSE` returns errors, this does not influence the process. However, the messages are written to the log to make you aware of possible errors.

3.2.2 Workload Monitors

For more information, see the section on **Workflow Monitors** in the general ERP Operations Guide.

3.2.3 Interfaces

Interfaces use monitor tools that are essential for analyzing problems occurring in RFC, IDoc, and HTTP.

For the full list of interfaces, see the section **List of Interfaces**.

Table 4

Interface	Monitor	Detailed Description
IDoc	WE02	IDoc display (SAP GUI)

Interface	Monitor	Detailed Description
IDoc	BDMONIC3	SAP CCMS monitor for ALE (SAP GUI)
IDoc	BD87	Status monitor for IDoc (SAP GUI)
IDoc	WEINBQUEUE	Monitor IDoc Inbound Queue (SAP GUI)
IDoc	WEOUTQUEUE	Monitor IDoc Outbound Queue (SAP GUI)
qRFC	SMQ1	qRFC Outbound Queue (SAP GUI)
qRFC	SMQ2	qRFC Inbound Queue (SAP GUI)
eSOA	SXMB_MONI	Service Monitoring for NW 7.31 or lower (SAP GUI)
eSOA	SRT_MONI	Service Monitoring for NW 7.40 and higher (SAP GUI)
DRF	DRFLOG	Data Replication Log (SAP GUI)
DRF	DRFRSD	Display Object Replication Status (SAP GUI)
DRF	MDG_BS_WD_RSI_DISPLAY	Display Replication Status Information (Web Dynpro application)
Key Mapping	MDG_ANALYSE_IDM	Display/Search for Key Mapping (SAP GUI)
Key Mapping	MDG_BS_WD_ANALYSE_IDM	Display/Search for Key Mapping (Web Dynpro application)
Data Transfer	MDG_BS_DL_MONITOR_CONF	Data Transfer Monitor (Web Dynpro application)
oData	/IWFND/ERROR_LOG	Detailed Error Log with Context Information at runtime for SAP NetWeaver Gateway Hub Systems
oData	/IWFND/APPS_LOG	Application Log Viewer for SAP NetWeaver Gateway Processes
bgRFC	SBGRFCMON	Monitor for batch processing in MDG, consolidation

3.2.4 PI and P2P Communication

MDG supports both P2P communication and mediated communication. You can use Process Integration (PI) as an optional component for mediated communication. The MDG communication errors will be displayed in the PI message monitor. You can solve these errors using built-in PI mechanisms. For queue monitoring, use the transaction SMQ1.

Forward error handling (FEH) is available for MDG Material, Supplier, Customer, and Financials. Any error messages that occur during the processing of a message will be sent to FEH where they can be reprocessed again.

3.2.5 Data Growth and Data Archiving Monitors

SAP MDG for Customer, Supplier, and Business Partner

For reuse objects, a standard mechanism is used. However, change requests are not archived, but can only be deleted using a standard report.

SAP MDG for customer/supplier and business partner uses the ERP archiving framework and monitoring tools.

An SAP MDG customer/supplier always represents an ERP business partner (BP) and the linked ERP customer/vendor (CVI), so the existing ERP archiving objects were enhanced with MDG-specific checks. (Currently, only the existence of change requests for the object is checked.)

The relevant archiving objects (table `AUTH_OBJ`, transaction `SARA`) are:

- `CA_BUPA` (business partner)
- `FI_ACCRECV` (customer master data)
- `FI_ACCPAB` (vendor master data)

SAP MDG for Material

SAP MDG for Material uses the archiving object `MM_MATNR`.

For more information about these archiving objects, see the ERP Operations guide at service.sap.com/instguides > *SAP Business Suite Applications* > *SAP ERP* > *SAP ERP 6.0* > *SAP enhancement packages for SAP ERP 6.0* > *SAP enhancement package 7 for SAP ERP 6.0*.

SAP MDG for Financials

SAP MDG for Financials does not use archiving objects. Customers can copy the data model `0G` or create their own data model. The fastest growing entity types are `ACCOUNT`, `ACCCDET`, `FSI`, `CCTR`, and `PCTR`, which can be viewed using transaction `MDG_DATA_MODEL`. Enter the data model and select the checkbox for *Count Data Records*.

For periodic tasks required to contain data growth (that is, to reorganize temporary data), see the section on **Periodic Tasks**.

3.2.6 SAP HANA-Based Search: HANA Database and SLT Replication

You can monitor the database connection to the HANA database and you can monitor the SLT replication of the MDG data in the following way:

1. Monitor the connection from the MDG tables to SAP HANA database if SAP HANA is used as a secondary database.

Run transaction `HDBC`. Check the status of the database connection.

2. Monitor the SLT replication of MDG data.

In the SLT replication server, run transaction `IUUC_SYNC_MON` (SLT Replication Monitor) to monitor the replication of MDG data.

3. Check consistency of HANA views

Process the Customizing activity *Create Search View* under ► *Master Data Governance* ► *General Settings* ► *Data Quality and Search* ► *Search and Duplicate Check* . Select the HANA view for which you want to perform the consistency check and choose *Check*. Then choose *Selected* to perform the consistency check of the view or *All* to perform the consistency check of all the views as a background process. To verify the status of the background process, run transaction `SM36`.

3.3 Data Consistency

If related or identical data is stored in multiple places there may be the possibility of inconsistencies (for example, after a restore of a single component). The following table describes how consistency can be verified and how inconsistencies may be repaired.

Table 5

Component/Data Store	Check Tool/Method	Detailed Description
Enterprise Search/TREX	Admin Cockpit and report <code>ESH_TEST_SEARCH</code>	Manual check – Compare search result of Enterprise Search with search result of database search.

The report `ESH_TEST_SEARCH` provides information about the connectors and this information can be cross-checked with `SE16` for the reuse and staging area.

3.4 Change Request Analysis

You can analyze change requests in the following ways:

- Check how quickly change requests are being processed
For any time frame or change request priority, you can quickly identify the extent to which change requests comply with or violate target processing times. If you enable dashboards, you can view this information in an interactive graphical format.
- Check the status of change requests
For any time frame or change request priority, you can get a summary of the numbers of change requests completed and rejected, completed and accepted, and created. You can also get a summary of rejection reasons.
- Assess your own involvement with change requests
For change requests involving you, you can view a graphical summary of the nature of your involvement in a side panel.
- SAP Fiori app *MDG Track My Requests*
With the transactional app *MDG Track My Requests*, you can display all of your master data requests.

For instructions on how to ensure the analysis of change requests is possible within MDG, in SAP Library, choose ► *SAP ERP Central Component* ► *SAP ERP Enhancement Packages* ► *ERP Central Component Enhancement*

Package 6 ➤ SAP ERP Cross-Application Functions ➤ Cross-Application Components ➤ Master Data Governance ➤ General Settings ➤ Enabling Detailed Analysis of Change Requests ➤.

4 Management of SAP Master Data Governance

SAP provides you with an infrastructure to help your technical support consultants and system administrators effectively manage all SAP components and complete all tasks related to technical administration and operation.

For more information about the underlying technology, see SAP Library at ► help.sap.com/nw74 ► [System Administration and Maintenance Information](#) ► [Technical Operations for SAP NetWeaver](#) ►.

4.1 Starting and Stopping

For more information, see the section on *Starting and Stopping* under ► [/service.sap.com/instguides](https://service.sap.com/instguides) ► [SAP Business Suite Applications](#) ► [SAP ERP](#) ► [SAP ERP 6.0](#) ► [Operations](#) ► [Solution Operation Guide – SAP ERP 6.0](#) ►.

4.2 Software Configuration

This section explains which components or scenarios used by this application are configurable and which tools are available for adjusting.

Configure the Workflow

You use this process to make all Customizing settings that are needed to run the workflow for the change process in SAP Master Data Governance.

The settings you make depend on whether you use a rule-based workflow or a different workflow (for example, the standard workflow templates for business partner/supplier, customer, or financials).

For the rule-based workflow, you integrate rules from the Business Rule Framework plus (BRFplus) with the workflow.

Prerequisites

You have made the necessary general settings for workflows and defined the organizational plan in Customizing for SAP NetWeaver under ► [Cross-Application Components](#) ► [Application Server](#) ► [Business Management](#) ► [SAP Business Workflow](#) ► [Maintain Standard Settings](#) ► (transaction SWU3).

Process

You can find Customizing for SAP Master Data Governance for the following steps under ► [General Settings](#) ► [Process Modeling](#) ► [Workflow](#) ►.

1. To assign processors to a workflow task, classify the workflow task in the Customizing step [Configure Workflow Tasks](#).
2. Under [Rule-Based Workflow](#), make the following settings:
 1. In the Customizing activity [Define Change Request Steps for Rule-Based Workflow](#), define the individual workflow steps that are to be executed for a particular change request type.

2. In the Customizing activity *Define Service Names for Rule-Based Workflow*, define a corresponding service name for each Business Add-In (BAI) implementation that you want to create.
3. In the Customizing activity *Configure Rule-Based Workflow*, configure the workflow rules.
4. Assign the workflow template WS60800086 to your change request type in the Customizing activity *Create Change Request Type*.

For more information, see SAP Library at help.sap.com/mdg80 > *SAP Master Data Governance > Configuration of Master Data Governance > General Settings > Web Dynpro Applications in Customizing > Setting Up the Rule-Based Workflow*.

The use of rule-based workflows can be part of your enhancement concept. For more information, see SAP Library at help.sap.com/mdg80 > *SAP Master Data Governance > Configuration of Master Data Governance > General Settings > Enhancement of Master Data Governance Content*.

3. For all other workflows of Master Data Governance (for example, the standard workflow templates for customer/supplier or financials), make the following settings:
 1. In the Customizing activity *Define Change Request Step Numbers*, check whether the delivery Customizing is being used.
 2. In Customizing activity *Assign Processor to Change Request Step Number (Simple Workflow)*, assign one or more processors to each workflow step.
 3. When processing a change request, assign the workflow templates to be used (for example, the standard workflow template for financials, WS75700027) to your change request type in the Customizing activity *Create Change Request Type*.
 4. You can also define a specific application depending on the workflow step under *General Settings > Process Modeling > Change Requests > Configure Properties of Change Request Step*. Make your settings under the area menu *User Interface per Change Request Step*.

In addition, there are Customizing BAdIs available to enhance the standard functions.

For more information, see SAP Library at help.sap.com/mdg80 > *SAP Master Data Governance > Configuration of Master Data Governance*.

Set Up the Search Function

To use the search function for SAP Master Data Governance for Material, you have installed and connected either Embedded Search or the dedicated search solution SAP NetWeaver Enterprise Search. If you are not on SAP NetWeaver 7.02 SP06, implement SAP Note [1502296](#).

The following scenarios can be implemented:

- Embedded Search, which is included in the local SAP NetWeaver system
- SAP NetWeaver Enterprise Search, the central search solution
- SAP HANA-Based Search for MDG

Embedded Search is limited to indexing and searching within a single SAP system (single SAPSID). If you want to extend the reach of searches across two or more systems, we recommend you use SAP NetWeaver Enterprise Search.

In production scenarios with heavy data load, it is mandatory to install a separate TREX instance that is used exclusively by Embedded Search for performance and sizing reasons. For installation information for TREX 7.1, see SAP Note [1249465](#).

Using SAP HANA based Search for MDG, you can perform error-tolerant search for material data with the possibility to search for classifications.

For more information, see ► help.sap.com/nw74 ► *Application Help* ► *Function-Oriented View* ► *Search and Operational Analytics* ► *Embedded Search* ► and ► *Search and Operational Analytics* ► *Other Search Technologies* ► *SAP NetWeaver Enterprise Search* ►.

4.3 Backup and Restore

You need to back up your system landscape regularly to ensure that you can restore and recover it in case of failure.

The backup and restore strategy for SAP Master Data Governance consists of two parts:

- Back up and restore coverage for each component (see table below)
- Cross-system data dependencies and handling

The backup and restore strategy for your system landscape should not only consider SAP systems but should also be embedded in overall business requirements and incorporate your company's entire process flow.

In addition, the backup and restore strategy must cover disaster recovery processes, such as the loss of a data center through fire. It is most important in this context that you ensure that backup devices are not lost together with normal data storage (separation of storage locations).

4.4 Periodic Tasks

4.4.1 Scheduled Periodic Tasks

This section describes all automatable tasks required to run periodically in order to keep the application running smoothly over time. Such tasks may be required on component level and are therefore relevant in each scenario that uses the component. You can find the mapping in section **Scenario/Component Matrix**. Other tasks may be relevant for certain business scenarios only. It is important that you monitor the successful execution of these tasks on a regular basis.

For SAP MDG, customers often plan a periodic report `RBDMIDOC` to trigger ALE outbound tasks based on change pointers.

Table 6: Scheduled periodic tasks for SAP Master Data Governance

Program Name/Task	Recommended Frequency	Detailed Description
DRFLOGDEL (RDRF_DELETE_LOG)	Weekly. More often, if high number of objects are replicated within a week	Deletes the application log data written by DRF as well as DRF internal log information
DRFRSDEL (RDRF_DELETE_REP_STA)	Same as DRFLOGDEL	Deletes the replication status information, but keeps the last record and the last successful record for each object instance/target system
MDGCPDEL (MDG_BS_CHANGE_POINTER_TOOLS)	Different for each object type; depends on whether change pointers are written at all and if yes, how many.	Deletes processed change pointers and by special request, also newly created ones

Program Name/Task	Recommended Frequency	Detailed Description
DRFOUT	Depends on business case	Execution of data replication;DRFOUT can be used for manual replication as well as for regular planned deferred replication by using change pointers
USMD_EDITION_REPLICATE	On or shortly after the valid-from date (or period) for changes to the relevant business objects.	Ensures the timely replication of changes to edition-based business objects belonging to a data model in cases where the target system does not support time dependency for the relevant business objects.

4.5 Load Balancing

Table 7

Scenarios	Detailed Description	Tools To Be Used
Data Replication with DRF using transaction DRFOUT	The report allows you to define settings for parallel processing. For more information, see SAP Library at help.sap.com/mdg80 > <i>SAP Master Data Governance > Working with Master Data Governance > General Functions > Data Replication > Execution of Data Replication – SAP Easy Access</i>	Data Replication with DRF, using transaction DRFOUT
Data Export and Data Import	Both data export and data import can be started with multiple parallel processes.	Data Export and Data Import

4.6 Print Forms

MDG supports Adobe print forms. For more information about setting up print forms and troubleshooting, see SAP Note [944221](https://support.sap.com/en/notes/944221.html).

4.7 Virus Scan Profile for MDG Fiori Applications

With MDG 8.0, the virus scan profile MDG_BS_FILE_UPLOAD/MDG_VSCAN is used when uploading files to the MDG Fiori Request applications.

5 High Availability

SAP Master Data Governance follows the general high availability concept for all SAP NetWeaver based systems. For more information about high availability, see SAP Service Marketplace at <http://help.sap.com> under ► *SAP NetWeaver* ► *SAP NetWeaver 7.4* ► *System Administration and Maintenance Information* ► *Technical Operations for SAP NetWeaver* ► *Solution Lifecycle Management* ► *SAP Business Continuity* ▾.

You can also find information on high availability at [/http://scn.sap.com/docs/DOC-7848](http://scn.sap.com/docs/DOC-7848).

6 Software Change Management

Software Change Management standardizes and automates software distribution, maintenance, and testing procedures for complex software landscapes and multiple software development platforms. These functions support your project teams, development teams, and application support teams.

The goal of Software Change Management is to establish consistent, solution-wide change management that allows for specific maintenance procedures, global rollouts (including localizations), and open integration with third-party products.

This section provides additional information about the most important software components.

The topic of Transport and Change Management is covered. This enables and secures the distribution of software changes from the development environment to the quality assurance and production environment.

6.1 Transport and Change Management

If you want to add fields or entities to a data model that is connected to a reuse active area (for example, the data models `BP` or `MM`), all open change requests for this data model are locked. To unlock these change requests and to adapt the change request data to the enhanced data models, you run the report `USMD_ADJUST_STAGING`. You can schedule this report to run in all clients in Customizing for *Master Data Governance* under ► *General Settings* ► *Data Modeling* ► *Edit Data Model* . Choose the button *Adjust Staging Area of Linked Change Requests*. For more information, see SAP Note [1591280](#) .

Note that this step must be executed in every system where the data model change has been imported.

Before the report `USMD_ADJUST_STAGING` is executed, you should check that the SMT (if required) fits to the data model, as not only will the data model be enhanced, but also the mapping between the changed data model entities and the reuse area tables must be changed accordingly.

Note that the changes to the data model and data model-specific structures are transported to the respective target systems, including the production system. It is not necessary to manually activate the data model in the target systems as this is done automatically.

7 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. The following topics are covered:

- Remote Support
- Component hierarchy relevant for this application

7.1 Remote Support Setup

To set up remote support the following connection types should be opened in the *Service Connection* maintenance screen:

- R/3 Support
- HTTP connect – URLAccess

For more information, see SAP Note [592085](#).

7.2 Problem Message Handover

For information about the processing of internal support messages and forwarding them to SAP, see SAP Help Portal at help.sap.com under **Application Lifecycle Management > SAP Solution Manager > SAP Solution Manager 7.0 > SAP Library > Incident Management > Service Desk**. To send problem messages to SAP, use the relevant ERP application component in the SAP application component hierarchy.

For information on the component hierarchy names used to send tickets, see section 2.1, **Scenario/Component Matrix**.

Follow the instructions in SAP Note [1637249](#) to prepare your system before raising a problem message with SAP. The information provided by the note helps to improve the processing quality and speed by limiting the root cause area and avoiding messages being sent back due to missing or incorrect information.

For read-only roles, use the display user authorization roles provided by Master Data Governance:

Table 8

Role	Description
SAP_MDGF_ACC_DISP_04	Master Data Governance for Financials: Accounting Display
SAP_MDGF_CO_DISP_04	Master Data Governance for Financials: Consolidation Display

Role	Description
SAP_MDGF_CTR_DISP_04	Master Data Governance for Financials: Controlling Display
SAP_MDGS_DISP_04	Master Data Governance for Supplier: Display
SAP_MDGC_DISP_04	Master Data Governance for Customer: Display
SAP_MDGBP_DISP_04	Master Data Governance for Business Partner: Display
SAP_MDGM_DISP_06	Master Data Governance for Material: Display
SAP_RCA_SAT_DISP	Root Cause Analysis: Display User for SAP Support User

You can also assign the role `SAP_RCA_SAT_DISP` to the SAP support user to enable him to access the OS level transaction in display mode that can be used in troubleshooting situations (for example, in `SLG1`).

8 Appendix

8.1 Related Guides

You can find more information about installation and configuration in the following guides:

- ERP EHP7 Master Guide at service.sap.com/erp-ehp7-inst

8.2 Related Information

The following table contains links to information relating to the Application Operations Guide.

Table 9

Content	Location on SAP Service Marketplace
MDG 8.0 Master/Upgrade Master Guide	▶ service.sap.com/instguides > <i>SAP Business Suite Applications</i> > <i>SAP Master Data Governance</i> > <i>SAP Master Data Governance 8.0</i>
MDG 8.0 Configuration Guides	▶ help.sap.com > <i>SAP Business Suite</i> > <i>SAP ERP Add-Ons</i> > <i>SAP Master Data Governance</i> > <i>SAP Master Data Governance 8.0</i>
MDG 8.0 Security Guide	▶ help.sap.com > <i>SAP Business Suite</i> > <i>SAP ERP Add-Ons</i> > <i>SAP Master Data Governance</i> > <i>SAP Master Data Governance 8.0</i>

8.3 List of Interfaces

Table 10

Interface	Detailed Description	Technology Used
BusinessPartnerRelationship SUITEBulkReplicateConfirmat ion	Replication of Business Partner Relationships to SAP Business Suite Systems and Third Party Systems	Asynchronous Web Service
BusinessPartnerRelationship SUITEBulkReplicateRequest	Replication of Business Partner Relationships to SAP Business Suite Systems and Third Party Systems	Asynchronous Web Service

Interface	Detailed Description	Technology Used
BusinessPartnerSUITEBulkReplicateConfirmation	Replication of Business Partners to SAP Business Suite Systems and Third Party Systems	Asynchronous Web Service
BusinessPartnerSUITEBulkReplicateRequest	Replication of Business Partners to SAP Business Suite Systems and Third Party Systems	Asynchronous Web Service
ChartOfAccountsReplicationRequest_In	Replication of Chart of Accounts	Asynchronous Web Service
FinancialReportingStructureReplicationRequest_In	Replication of Financial Reporting Structure	Asynchronous Web Service
GeneralLedgerAccountMasterReplicationBulkRequest_In	Replication of General Ledger Account	Asynchronous Web Service
CompanyReplicationBulkRequest_In	Replication of Company	Asynchronous Web Service
CostCentreReplicationBulkRequest_In	Replication of Cost Center	Asynchronous Web Service
ProfitCentreReplicationBulkRequest_In	Replication of Profit Center	Asynchronous Web Service
CostCentreGroupHierarchyReplicationRequest_In	Replication of Cost Center Group Hierarchy	Asynchronous Web Service
ProfitCentreGroupHierarchyReplicationRequest_In	Replication of Profit Center Group Hierarchy	Asynchronous Web Service
CostElementReplicationBulkRequest_In	Replication of Cost Element	Asynchronous Web Service
CostElementGroupHierarchyReplicationRequest_In	Replication of Cost Element Group Hierarchy	Asynchronous Web Service
ChartOfAccountsReplicationConfirmation_In	Replication Confirmation of Chart of Accounts	Asynchronous Web Service
FinancialReportingStructureReplicationConfirmation_In	Replication Confirmation of Financial Reporting Structure	Asynchronous Web Service
GeneralLedgerAccountMasterReplicationBulkConfirmation_In	Replication Confirmation of General Ledger Account	Asynchronous Web Service
CompanyReplicationBulkConfirmation_In	Replication Confirmation of Company	Asynchronous Web Service
CostCentreReplicationBulkConfirmation_In	Replication Confirmation of Cost Center	Asynchronous Web Service

Interface	Detailed Description	Technology Used
ProfitCentreReplicationBulkConfirmation_In	Replication Confirmation of Profit Center	Asynchronous Web Service
CostCentreGroupHierarchyReplicationConfirmation_In	Replication Confirmation of Cost Center Group Hierarchy	Asynchronous Web Service
ProfitCentreGroupHierarchyReplicationConfirmation_In	Replication Confirmation of Profit Center Group Hierarchy	Asynchronous Web Service
CostElementReplicationBulkConfirmation_In	Replication Confirmation of Cost Element	Asynchronous Web Service
CostElementGroupHierarchyReplicationConfirmation_In	Replication Confirmation of Cost Element Group Hierarchy	Asynchronous Web Service
FinancialConsolidationElementReplicationBulkRequest_In	Replication of Financial Consolidation Element	Asynchronous Web Service
FinancialReportingStructureReplicationRequest_In	Replication of Financial Reporting Structure	Asynchronous Web Service
FinancialConsolidationStructureReplicationRequest_In	Replication of Financial Consolidation Structure	Asynchronous Web Service
ChartOfAccountsReplicationRequest_In_V1	Replication Request of Chart of Accounts	Asynchronous Web Service
FinancialConsolidationElementReplicationBulkConfirmation_In	Replication Confirmation of Financial Consolidation Element	Asynchronous Web Service
FinancialReportingStructureReplicationConfirmation_In	Replication Confirmation of Financial Reporting Structure	Asynchronous Web Service
FinancialConsolidationStructureReplicationConfirmation_In	Replication Confirmation of Financial Consolidation Structure	Asynchronous Web Service
ChartOfAccountsReplicationConfirmation_In	Replication Confirmation of Chart of Accounts	Asynchronous Web Service
MaterialERPBulkReplicateRequest	Inbound Replication of Materials to MDG	Asynchronous Web Service
BusinessPartnerBasicDataByElementsQuery	Global Search (on the MDG hub) of a Business Partner from a MDG client system	Synchronous Web Service
BusinessPartnerBasicDataByElementsResponse	Global Search (on the MDG hub) of a Business Partner from a MDG client system	Synchronous Web Service

Interface	Detailed Description	Technology Used
BUPA_INBOUND_REL_SAVE_M	Replication of Business Partner Relationships to SAP Business Suite systems (of previous releases)	IDoc
BUPA_INBOUND_MAIN_SAVE_M	Replication of Business Partners to SAP Business Suite systems (of previous releases)	IDoc
DEBMAS	Replication of Customer Master Data to SAP ERP Systems	IDoc
CREMAS	Replication of Vendor Master Data to SAP ERP Systems	IDoc
GLMAST	General Ledger Account Master	IDoc
COSMAS	Cost Center	IDoc
COELEM	Cost Element	IDoc
PRCMAS	Profit Center	IDoc
COGRP1	Cost Center Group Hierarchy	IDoc
COGRP2	Cost Element Group Hierarchy	IDoc
COGRP6	Profit Center Group Hierarchy	IDoc
CLFMAS	Replication of Classification Master Data to SAP ERP Systems	IDoc
MATMAS	Replication of Material Master Data to SAP ERP Systems	IDoc
MDG_BP_SRV	Request Business Partner oData Service	oData Service
MDG_CUSTOMER_SRV	Request Customer oData Service	oData Service
MDG_SUPPLIER_SRV	Request Supplier oData Service	oData Service
MDG_MATERIAL_SRV	Request Material oData Service	oData Service
MDG_COSTCENTER_SRV	Request Cost Center oData Service	oData Service
MDG_PROFITCENTER_SRV	Request Profit center oData Service	oData Service
MDG_MYCR_SRV	Track My Request oData Service	oData Service

A Reference

A.1 The Main SAP Documentation Types

The following is an overview of the **most important** documentation types that you need in the various phases in the life cycle of SAP software.

Cross-Phase Documentation

SAPterm is SAP's terminology database. It contains SAP-specific vocabulary in over 30 languages, as well as many glossary entries in English and German.

- Target group:
 - Relevant for all target groups
- Current version:
 - On SAP Help Portal at help.sap.com ➤ [Glossary](#) ➤
 - In the SAP system in transaction `STERM`

SAP Library is a collection of documentation for SAP software covering functions and processes.

- Target group:
 - Consultants
 - System administrators
 - Project teams for implementations or upgrades
- Current version:
 - On SAP Help Portal at help.sap.com ➤ (also available as documentation DVD)

The **security guide** describes the settings for a medium security level and offers suggestions for raising security levels. A collective security guide is available for SAP NetWeaver. This document contains general guidelines and suggestions. SAP applications have a security guide of their own.

- Target group:
 - System administrators
 - Technology consultants
 - Solution consultants
- Current version:
 - On SAP Service Marketplace at service.sap.com/securityguide ➤

Implementation

The **master guide** is the starting point for implementing an SAP solution. It lists the required installable units for each business or IT scenario. It provides scenario-specific descriptions of preparation, execution, and follow-up of an implementation. It also provides references to other documents, such as installation guides, the technical infrastructure guide and SAP Notes.

- Target group:
 - Technology consultants

- Project teams for implementations
- Current version:
 - On SAP Service Marketplace at service.sap.com/instguides ➔

The **installation guide** describes the technical implementation of an installable unit, taking into account the combinations of operating systems and databases. It does not describe any business-related configuration.

- Target group:
 - Technology consultants
 - Project teams for implementations
- Current version:
 - On SAP Service Marketplace at service.sap.com/instguides ➔

Configuration Documentation in SAP Solution Manager – SAP Solution Manager is a life-cycle platform. One of its main functions is the configuration of business scenarios, business processes, and implementable steps. It contains Customizing activities, transactions, and so on, as well as documentation.

- Target group:
 - Technology consultants
 - Solution consultants
 - Project teams for implementations
- Current version:
 - In SAP Solution Manager

The **Implementation Guide (IMG)** is a tool for configuring (Customizing) a single SAP system. The Customizing activities and their documentation are structured from a functional perspective. (In order to configure a whole system landscape from a process-oriented perspective, SAP Solution Manager, which refers to the relevant Customizing activities in the individual SAP systems, is used.)

- Target group:
 - Solution consultants
 - Project teams for implementations or upgrades
- Current version:
 - In the SAP menu of the SAP system under ► [Tools](#) ► [Customizing](#) ► [IMG](#) ►

Production Operation

The **technical operations manual** is the starting point for operating a system that runs on SAP NetWeaver, and precedes the application operations guides of SAP Business Suite. The manual refers users to the tools and documentation that are needed to carry out various tasks, such as monitoring, backup/restore, master data maintenance, transports, and tests.

- Target group:
 - System administrators
- Current version:
 - On SAP Service Marketplace at service.sap.com/instguides ➔

The **application operations guide** is used for operating an SAP application once all tasks in the technical operations manual have been completed. It refers users to the tools and documentation that are needed to carry out the various operations-related tasks.

- Target group:
 - System administrators

- Technology consultants
- Solution consultants
- Current version:
 - On SAP Service Marketplace at service.sap.com/instguides ➤

Upgrade

The **upgrade master guide** is the starting point for upgrading the business scenarios and processes of an SAP solution. It provides scenario-specific descriptions of preparation, execution, and follow-up of an upgrade. It also refers to other documents, such as upgrade guides and SAP Notes.

- Target group:
 - Technology consultants
 - Project teams for upgrades
- Current version:
 - On SAP Service Marketplace at service.sap.com/instguides ➤

The **upgrade guide** describes the technical upgrade of an installable unit, taking into account the combinations of operating systems and databases. It does not describe any business-related configuration.




- Target group:
 - Technology consultants
 - Project teams for upgrades
- Current version:
 - On SAP Service Marketplace at service.sap.com/instguides ➤

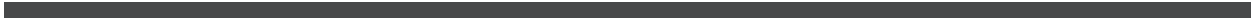
Release notes are documents that contain short descriptions of new features in a particular release or changes to existing features since the previous release. Release notes about ABAP developments are the technical prerequisite for generating delta and upgrade Customizing in the Implementation Guide (IMG).

- Target group:
 - Consultants
 - Project teams for upgrades
- Current version:
 - On SAP Service Marketplace at service.sap.com/releasenotes ➤
 - In the SAP menu of the SAP system under ► **Help** ► **Release Notes** ► (only ABAP developments)

Typographic Conventions

Table 11

Example	Description
<Example>	Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, "Enter your <User Name>".
► Example ► Example ▢	Arrows separating the parts of a navigation path, for example, menu options
Example	Emphasized words or expressions
Example	Words or characters that you enter in the system exactly as they appear in the documentation
www.sap.com 	Textual cross-references to an internet address
/example	Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web
123456 	Hyperlink to an SAP Note, for example, SAP Note 123456 
<i>Example</i>	<ul style="list-style-type: none"> Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options. Cross-references to other documentation or published works
Example	<ul style="list-style-type: none"> Output on the screen following a user action, for example, messages Source code or syntax quoted directly from a program File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, database table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE
EXAMPLE	Keys on the keyboard





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