

SAP Allocation Management for Retail 1.5 Administration Guide



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1 Overview

SAP Allocation Management for Retail, add-on for SAP Customer Activity Repository

Retail allocation is the process of assigning individual product quantities to eligible stores based on their sales performance and their potential in different stores. Fashion retailers often centrally distribute merchandise among a large number of stores. SAP Allocation Management for Retail supports the selection of stores that have to receive merchandise and the determination of appropriate allocation quantities for these stores that covers the consumer demand for a given time period. SAP Allocation Management for Retail is based on SAP Customer Activity Repository as the foundation for integrated planning processes in Retail. Technically, SAP Allocation Management for Retail is delivered as part of the `RTLAPPS` software component of the installable product `CAR RETAIL APPL BUNDLE` and as part of the `UICAR001` software component of installable product `SAP FIORI FOR SAP CARAB`.

SAP Allocation Management for Retail transactions can be accessed via the SAP menu *Allocation Management for Retail* (`/AMR/MENU`) under ► *SAP Menu* ► *Cross-Application Components* ► *Allocation Management for Retail* ►.

Alternatively, you can call up the area menu via transaction *Area Menu Maintenance* (`SE43`) and add it to the *User Menu* or add the transactions to the *Favorites*.

You can access the SAP Allocation Management for Retail Customizing activities by calling up ► *SAP Customizing Implementation Guide* ► *Cross Application Components* ► *Allocation Management for Retail* ►.

Alternatively, you can call up the SAP Allocation Management for Retail substructure via transaction *IMG Structure Maintenance* (`SIMGH`).

You can access the **Distribution Curve Configuration** Customizing activities in the *SAP Customizing Implementation Guide* under ► *SAP Customer Activity Repository* ► *Demand Data Foundation* ► *Data Maintenance* ►.

2 Getting Started

About this Document

This document is a single source of information for the implementation of SAP Allocation Management for Retail, add-on for SAP Customer Activity Repository. It contains security and operations information, and is divided into the following main sections:

- Introduction with references to related documents and relevant SAP notes
- Security Information
- Operations Information

Note

You can find the most current version of this document on SAP Service Marketplace at <http://service.sap.com/instguides>.

We strongly recommend that you use the document available there. The guide will be updated according to updates of the software.

Installation and Configuration

For information on planning and installation, see **Common Installation Guide CARAB 2.0**.

For information on configuration, see **Common Master Guide CARAB 2.0**.

Related Information

For more information about implementation topics not covered in this guide, see the following content on SAP Service Marketplace and SAP Support Portal:

Table 1:

Content	Location
Latest versions of installation and upgrade guides	http://service.sap.com/instguides

Content	Location
Common Installation Guide CARAB 2.0 SAP Customer Activity Repository, retail applications bundle 2.0	You can find the Common Installation Guide on SAP Service Marketplace at http://service.sap.com/instguides ▶ service.sap.com/instguides ▶ <i>Installation & Upgrade Guides</i> ▶ <i>Industry Solutions</i> ▶ <i>Industry Solution Guides</i> ▶ <i>SAP for Retail</i> ▶ <i>SAP Customer Activity Repository</i>
High Availability	http://www.sdn.sap.com/irj/sdn/ha
Performance	http://service.sap.com/performance
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

Further Useful Links

The following table lists further useful links on SAP Support Portal and SAP Service Marketplace:

Table 2:

Content	Location
SAP Notes search	http://support.sap.com/notes
SAP Software Distribution Center (software download and ordering of software)	http://support.sap.com/swdc
SAP Online Knowledge Products (OKPs) — role-specific learning maps	http://service.sap.com/rkt



3 Naming Conventions

Throughout this document the following naming conventions apply.

Definitions

The following terms are used consistently in the processes and procedures described in this guide:

Table 3:

Term	Definition
back-end system	The SAP NetWeaver-based back-end server on which SAP Customer Activity Repository and its consuming applications (such as SAP Assortment Planning for Retail and SAP Promotion Management for Retail) are installed.
front-end server	The SAP NetWeaver-based front-end server on which the SAP Gateway, SAP Fiori Launchpad, SAP Fiori Central UI, and SAP Fiori product-specific components are installed.
Common Installation Guide CARAB 2.0 SAP Customer Activity Repository, retail applications bundle 2.0	You can find this guide on SAP Service Marketplace at http://service.sap.com/instguides  ▶ <i>Installation & Upgrade Guides</i> ▶ <i>Industry Solutions</i> ▶ <i>Industry Solution Guides</i> ▶ <i>SAP for Retail</i> ▶ <i>SAP Customer Activity Repository</i> ▶ 

Naming Differences

Due to naming differences between the underlying technical objects of the components, the names of the following business objects are used interchangeably in this document:

Table 4:

SAP Customer Activity Repository	Demand Data Foundation (DDF) with Unified Demand Forecast (UDF)	SAP Promotion Management for Retail	SAP Assortment Planning for Retail	SAP Merchandise Planning for Retail	SAP Allocation Management for Retail	SAP ERP
article	product location (specific product in a specific location)	product	product	product	product	article material
article variant	product variant	product variant	product variant	product variant	product variant or product/color/size	article variant
store	location	location	location	location	store	store site

4 Security Information

4.1 Why is Security Important?

With the increasing use of distributed systems and the Internet for managing business data, the demands on security are also on the rise. When using a distributed system, you need to be sure that your data and processes support your business needs without allowing unauthorized access to critical information. User errors, negligence, or attempted manipulation of your system should not result in loss of information or processing time. These demands on security apply likewise to SAP Allocation Management for Retail. To assist you in securing SAP Allocation Management for Retail, we provide this security information.

Fundamental Security Guides

SAP Allocation Management for Retail is an add-on to the SAP Customer Activity Repository. Therefore, the corresponding security information also applies to SAP Allocation Management for Retail. The most relevant sections or specific restrictions are indicated in the table below:

Table 5:

Scenario, Application or Component Security Guide	Most Relevant Sections or Specific Restrictions
SAP Customer Activity Repository Security Guide	http://help.sap.com/ ▶ SAP for Retail ▶ SAP Customer Activity Repository ▶ Security Information ▶
SAP NetWeaver Application Server ABAP Security Guide	http://help.sap.com/nw75/ ▶ Security Information ▶ Security Guide ▶ 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 ▶
Security section of the Administrator's Guide, SAP HANA Live for SAP Business Suite	http://help.sap.com/ ▶ Master, Installation, Security, Configuration, and Operations Information Administrator's Guide ▶
SAP HANA Security Guide	http://help.sap.com/hana/ ▶ SAP HANA Platform ▶ Security Information ▶ SAP HANA Security Guide ▶

Scenario, Application or Component Security Guide	Most Relevant Sections or Specific Restrictions
SAP Fiori for Business Suite	http://help.sap.com/businesssuite/ ▶ <i>SAP Fiori for SAP Business Suite</i> ▶ <i>SAP Fiori for SAP Business Suite 7 Innovations 2013</i> ▶ <i>SAP Fiori Apps-Overview</i> ▶ <i>Transactional Apps and Fact Sheets</i> ▶ <i>Central Implementation</i> ▶ <i>Security</i> ▶
SAP NetWeaver 7.5 Security Guide	To run SAP Allocation Management for Retail, you need SAP NetWeaver 7.5. ▶ <i>Security Information</i> ▶ <i>Security Guide</i> ▶
Portal Security Guide	To run SAP Allocation Management for Retail, you need SAP NetWeaver 7.5. http://help.sap.com/nw75/ ▶ <i>Security Information Security Guide</i> ▶ <i>Security Guides for SAP NetWeaver Functional Units Security Guides for Enterprise Portal (EP) and EP Core - Application Portal (EPC)</i> ▶ <i>Portal Security Guide</i> ▶
SAP NetWeaver Gateway Security Guide	http://help.sap.com/nwgateway
SAP for Retail (Industry Solution)	http://help.sap.com/retail-erp605/ ▶ <i>Security Information</i> ▶ <i>SAP Service Marketplace</i> ▶ <i>SAP Security Guide</i> ▶ <i>Industry Solution</i> ▶ <i>SAP for Retail</i> ▶ <i>SAP for Retail</i> ▶ <i>Security Guide</i> ▶

For a complete list of the available SAP Security Guides, see SAP Service Marketplace at <http://service.sap.com/securityguide>.

Important SAP Notes

For a list of security-relevant SAP Hot News and SAP Notes, see SAP Service Marketplace at <http://support.sap.com/securitynotes>.

More Information

For more information about specific topics, see the Quick Links as shown in the table below.

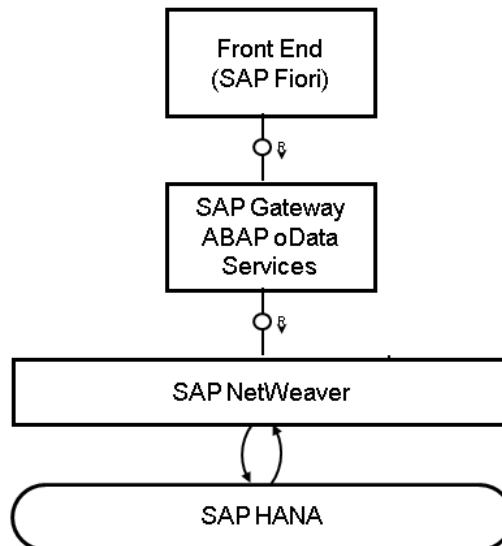
Table 6:

Content	Quick Link in SAP Marketplace or SCN
Security	http://scn.sap.com/community/security

Content	Quick Link in SAP Marketplace or SCN
Security Guides	http://service.sap.com/securityguide
Related SAP Notes	http://service.sap.com/notes http://service.sap.com/securitynotes
Released platforms	http://service.sap.com/pam
Network security	http://service.sap.com/securityguide
SAP Solution Manager	http://service.sap.com/solutionmanager
SAP NetWeaver	http://scn.sap.com/community/netweaver

4.2 Security Aspects of Data, Data Flow and Processes

The figure below describes an overview of the data flow for SAP Allocation Management for Retail.



For more information about the technical system landscape, see the [Common Installation Guide](#).

The table below shows the security aspect to be considered for the process step and what mechanism applies.

Table 7:

Step	Description	Security Measure
Connect the Browser to the SAP front end server (SAP NetWeaver Gateway and UI add on).	The user connects the browser via HTTPS to the SAP NetWeaver Gateway application server. This authenticates the server to ensure the correct certificates are being used. Once the server is authenticated, the information is shared to authenticate the user. This server points to application OData services.	<ul style="list-style-type: none"> • Transfer token • Session cookies • Symantic objects <ul style="list-style-type: none"> ◦ SICF Transaction ◦ Configuration
Connect the front end server to SAP NetWeaver Gateway in the application server.	The SAP Front end server connects via a trusted RFC to the application server containing components to get required information that has been created as part of the installation and system setup.	<ul style="list-style-type: none"> • User authentication • List of Odata service and target system SM59 • transaction SICF <ul style="list-style-type: none"> ◦ Authority Object ◦ Application Customizing
Connect the Application server to the SAP HANA database.	The application server connects to the SAP HANA database via a trusted RFC and gets the required information. This is created as part of the installation and system setup.	<ul style="list-style-type: none"> • Definition and implementation • Application customizing • RFC setup for trusted GW SSO • SAP RD1 user default

4.3 User Administration and Authentication

4.3.1 User Management

User management for SAP Allocation Management for Retail uses the mechanisms provided with the SAP NetWeaver Application Server ABAP, for examples, user types, and password policies. For an overview of how these mechanisms apply for SAP Allocation Management for Retail, see the sections below.

The SAP HANA Content for SAP Allocation Management for Retail uses the user management and authentication mechanisms provided with the SAP HANA Platform. Therefore, the security recommendations and guidelines for user administration and authentication as described in the [Security](#) section of the [SAP HANA Live for SAP Business Suite Administrator's Guide](#) also apply.

Similarly, other components of the technical system landscape for SAP Allocation Management for Retail, such as SAP ERP Central Component (ECC) and/or SAP NetWeaver Process Integration (PI), also use the mechanisms provided with the SAP NetWeaver AS ABAP. For an overview of how these mechanisms apply for SAP Allocation Management for Retail, see the sections below.

4.3.2 User Administration Tools

The table below shows the tools to use for user management and user administration with SAP Allocation Management for Retail.

Table 8:

Tool	Detailed Description	Prerequisites
User and role maintenance with SAP NetWeaver AS ABAP (Transactions SU01, PFCG)	<p>For more information see:</p> <ul style="list-style-type: none">• <i>AS ABAP Authorization Concept</i> in the <i>SAP NetWeaver Application Server ABAP Security Guide</i>• SAP Library for SAP NetWeaver on SAP Help Portal at http://help.sap.com/nw75 under <i>Application Help</i>, choose ▶ <i>Function-Oriented View</i> ▶ <i>Solution Life Cycle Management</i> ▶ <i>Security and User Administration</i> ▶	The SAP NetWeaver 7.5 Application Server is running.

4.3.3 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 Allocation Management for Retail include:

- Individual Users:
 - Dialog users are used for interactive system access, such as SAP GUI for Windows or RFC connections and Fiori applications.
- Technical users:
 - Communication users are used for dialog-free communication through RFC calls.
 - Background users are used for background processing and communication within the system, such as, running scheduled inbound or outbound dispatcher jobs.

For more information about these user types, see *User Types* in the *SAP NetWeaver AS ABAP Security Guide*.

4.3.4 Standard Users

SAP Allocation Management for Retail does not require specialized standard users. The POS Data Management component of SAP Allocation Management for Retail indirectly uses SAP NetWeaver standard users.

For information about SAP NetWeaver standard users, see [Protecting Standard Users](#) in the *SAP NetWeaver Application Server ABAP Security Guide*.

➔ Recommendation

We recommend changing the user IDs and passwords for users that are automatically created during installation.

4.3.5 User Data Synchronization

The application does not deliver additional user data synchronization related features in addition to those available in the SAP NetWeaver platform. It also does not impose any special needs or restrictions, which would limit the usage of related NetWeaver tools.

i Note

For any scenarios where system inter-connectedness at the user level is a requirement, it is mandatory that the same users exist throughout all the pertinent connected systems in the landscape.

4.3.6 Integration into Single Sign-On Environments

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

For more information about the available authentication mechanisms, see [User Authentication and Single Sign-On](#) in the SAP NetWeaver Library.

4.4 Authorizations: Role and Authorization Concept

SAP Allocation Management for Retail uses the authorization concept provided by SAP NetWeaver AS ABAP. Therefore, the recommendations and guidelines for authorization as described in the SAP NetWeaver AS Security Guide ABAP also apply to SAP Allocation Management for Retail.

The SAP NetWeaver authorization concept is based on assigning authorizations to users based on roles. For role maintenance, use the profile generator (transaction `PF03`) on the AS ABAP.

i Note

For more information about how to create roles, see *User Administration and Identity Management in ABAP Systems* in the SAP Library for SAP NetWeaver on SAP Help Portal at <http://help.sap.com/nw75> ▶ *Application Help* ▶ *Function-Oriented View* ▶ *Solution Life Cycle Management* ▶ *Security and User Administration* ▶.

4.4.1 Standard Roles

The SAP Allocation Management for Retail application requires a layered system landscape. As an assortment planner or planning administrator, you must have the necessary users, roles and authorizations in all of the layers of the SAP Allocation Management for Retail application.

- **Front-end server**
To use the collection of SAP Fiori apps that form the SAP Allocation Management for Retail application user interface, you must have a user on the SAP NetWeaver Gateway, or the front-end, server.
- **Back-end server**
To access the relevant Customizing activities and use core SAP Allocation Management for Retail application functionality, you must have a user on the ABAP back-end server.
- **SAP HANA Database**
To allow the SAP Allocation Management for Retail application to access SAP HANA views and procedures, which provide access to data and functionality directly on the database level, you must have a user on the database level and back-end server. You must have a user to the back-end, especially if you are using Fiori apps.
SAP HANA has implemented the regular SQL authorization concept based on privileges. For information, see ▶ *Security* ▶ *Privileges* ▶ *SAP HANA Live for SAP Business Suite, Support Package Stack 02* ▶ *Administrator's Guide* ▶.

Table 9:

Role	Description	Layer
SAP_ISR_DDF_MASTER	Grants access to the following: <ul style="list-style-type: none"> • Check Mass Maintenance • Configure Load Balancing • Define Area of Responsibility • Location Groups • Maintain Product Locations • Monitor compressed Data • Monitor Exceptions • Monitor Imports • Placeholder Products • Products • Product Groups • Schedule Model and Forecasts • Remove Time Series • Search for Schedule Jobs • Search Placeholder Products • Transportation Lanes 	Back-end
SAP_AMR_BCR_ALLOCATOR_T	Grants access to the following Fiori Apps: <ul style="list-style-type: none"> • My Allocation Workload • My Allocation Plans • Manage Market Units • Manage Allocation Parameters • Configure Distribution Curves 	Front-end

For further information on required privileges, roles and authorities refer to the Installation Guide for SAP Allocation Management for Retail.

4.4.2 Verify Users and Roles

1. Ensure that the user name of each individual allocator or planning administrator on the SAP HANA database level, back-end system and on the front-end server (SAP NetWeaver Gateway) is identical on these three levels.
2. Ensure the required user settings on the SAP HANA database level:
 - Each SAP BW/HANA user at least needs following set of privileges:
 - Privilege `SELECT` on schema `_SYS_BIC`
 - Privilege `SELECT` on schema `SAP<SID>`
 - Privilege `EXECUTE` on procedure `REPOSITORY_REST`
 - Each SAP user should also have the following set of privileges
 - System privilege `ROLE ADMIN`

- System privilege
- STRUCTUREDPRIVILEGE ADMIN
- Role CONTENT_ADMIN
- Role USER
- Privilege EXECUTE on procedure TRUNCATE_PROCEDURE_OBJECTS
- Privilege EXECUTE on procedure GET_PROCEDURE_OBJECTS
- *Session Client* of each user has to be set to the correct back-end system client.
 1. Log on to SAP HANA studio
 2. Open the *Modeler* perspective and use the *Navigator* to access your retail application bundle system.
 3. Under *Security*, select a user.
 4. Set the *Session Client* to the client number.
- Repeat these steps for all users of the back-end system.

Ensure that the allocator has all necessary roles and authorization objects assigned to their user on the back-end server:

1. Log on to the back-end server.
 2. Open *User Management* (transaction SU01)
 3. Enter the name of the user and select *Change*.
 4. On the *Roles* tab, verify that the following roles are assigned to the user:
 - SAP_ISR_DDF_MASTER
 - SAP_ISR_AP_MASTER
 5. Set the SAP HANA User Mapping to C in transaction RS2HANA_VIEW.
 6. Enable tracing for the user with transaction SU3. On the Parameters tab, set the RSPLS_HDB_PE_TRACE parameter to value Y
3. Ensure that all procedures in the front-end server are executed. See the *Assign Roles, Catalogs, and Groups in SAP Fiori* section in this guide.

4.4.3 Assign Roles, Catalogs, and Groups in SAP Fiori

To be able to access SAP Fiori apps that constitute the SAP Allocation Management for Retail user interface from the SAP Fiori launchpad, your front-end server user must have the necessary roles assigned. Based on the roles assigned to your user, you can access certain business catalogs and business catalog groups. These include technical content as well as business content.

Table 10:

Front-End Server Business Content			Front-End Technical Content	
Business Role	Business Catalog	Business Catalog Group	Technical Role	Technical Catalog
SAP_AMR_BCR_ALLOCA TOR_T	SAP_AMR_BC_ALLOCAT OR_T	SAP_AMR_BCG_ALLOCA TOR_T	SAP_AMR_TCR_T	SAP_AMR_TC_T

Procedure

1. Log on to your front-end system.
2. Launch *User Maintenance* (transaction SU01).
3. Enter your user name in the *User* field and choose *Change*.
4. On the *Roles* tab, assign the roles SAP_AMR_BCR_ALLOCATOR_T to your user.

4.4.4 Standard Authorization Objects

When you use one of the SAP Allocation Management for Retail applications from your SAP Fiori launchpad, the application communicates with the SAP Customer Activity Repository Retail Applications Bundle back-end server through the SAP NetWeaver Gateway. To allow this communication, not only must the user names in the SAP NetWeaver Gateway and the ABAP back-end system match, but the ABAP back-end system user must have all the required roles and authorization objects assigned.

The table below shows the security-relevant authorization objects that are used by SAP Allocation Management for Retail.

Table 11:

Authorization Object	Field	Value	Field Description
/AMR/BE	<ul style="list-style-type: none">• /AMR/ACTVT• Allowed Back-End Activities• TCD - Transaction Code	<ul style="list-style-type: none">• 01 - Create• 02 - Change• 03 - Display	Allocation Management for Retail - Back-End Processing

i Note

The above authorization object is used to ensure that only Fiori UIs of SAP Allocation Management for Retail can trigger associated functionalities within the SAP Customer Activity Repository back-end system.

4.5 Session Security Protections

To increase security and prevent access to the SAP login ticket and security session cookie(s), we recommend activating secure session management. We also highly recommend using SSL to protect the network communications where these security-relevant cookies are transferred.

4.6 ABAP Server Session Security

For the ABAP front-end server, you must activate HTTP security session management by using the transaction `SICF_SESSIONS`. When you activate HTTP security session management, we recommend you activate the following extra protection for security-related cookies:

- `HttpOnly`
This attribute instructs the browser to deny access to the cookie through client side script. As a result, even if a cross-site scripting (XSS) flaw exists and a user accidentally accesses a link that exploits this flaw, the browser will not reveal the cookie to a third party.
- `Secure`
This attribute instructs the browser to send the cookie only if the request is being sent over a secure channel such as HTTPS. This helps protect the cookie from being passed over unencrypted requests.

➔ Recommendation

It is recommended that you configure the HTTP session expiration with a reasonable timeout of between 10 minutes to 1 hour. To configure this, you use the profile parameter `http/security_session_timeout`.

4.7 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 SAP Allocation Management for Retail 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 SAP Allocation Management for Retail. Details that specifically apply to SAP Allocation Management for Retail are described in the following sections:

- **Communication Channel Security**
This section describes the communication paths and protocols used by the application.
- **Network Security**
This section describes the recommended network topology for the application. It shows the appropriate network segments for the various client and server components and where to use firewalls for access protection. It also includes a list of the ports needed to operate the application.
- **Ports**
This section gives information about ports.
- **Communication Destinations**

This section describes the information needed for the various communication paths, for example, which users are used for which communications.

Communication Channel Security

The table below shows the communication paths used by SAP Allocation Management for Retail, the protocol used for the connection, and the type of data transferred.

Table 12:

Communication Path	Protocol Used	Type of Data Transferred	Data Requiring Special Protection
Front-end client using SAP Fiori to SAP NetWeaver Gateway application server	HTTPS	Login Information data	Password
Front-end client using SAP Fiori to application Server	HTTPS	All Application Data	Transactional data
Application Server to application server	RFC	Application data	System information, personal data and transactional data

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

➔ Recommendation

We strongly recommend using secure protocols (SSL, SNC) whenever possible.

For more information, see [Transport Layer Security](#) and [Web Services Security](#) in the *SAP NetWeaver Security Guide*.

Network Security

The network topology for SAP Allocation Management for Retail is based on the topology used by the SAP NetWeaver platform. Therefore, refer to the following documentation for information on network security:

- SAP NetWeaver 7.5
- SAP Customer Activity Repository Security Guide

Ports

SAP Allocation Management for Retail 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 Application Server ABAP*

Security Guide. 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 Community Network (SCN) at <http://scn.sap.com/community/security/Infrastructure Security > Network and Communication Security>

Communication Destinations

The table below shows an overview of the communication destinations used by SAP Allocation Management for Retail:

Table 13:

Destination	Type	User, Authorizations	Description
SAP ERP Retail	Trusted RFC Connection	Standard RFC user configuration	Connecting SAP ERP System for DRFOUT, SLT and create entries in the allocation table
Fiori Front End Server	Trusted RFC Connection	Standard RFC user configuration	Connecting Fiori Server, so that Allocation Management OData services could be accessed.

4.8 OData Services

Use

A number of OData services are required to run the SAP Allocation Management for Retail application. For security reasons, all OData services are delivered in an inactive state. You must activate these application-specific OData services to use the SAP Fiori user interface of the SAP Allocation Management for Retail application. The following OData services are available:

Table 14:

Service Name	Description
/AMR/OD_ALLOCATIONPLAN_SRV	OData Service for <i>My Allocation Plans</i>
/AMR/OD_COMMON_SRV	Common OData Service used by multiple apps
/AMR/OD_MARKETUNIT_SRV	OData Service for <i>Manage Market Units</i>
/AMR/OD_PARAM_SRV	OData Service for <i>Manage Allocation Parameters</i>

Service Name	Description
/AMR/OD_WORKLOAD_SRV	OData Service for <i>My Allocation Workload</i>
/DMF/DIST_CURVE	OData Service for <i>Configure Distribution Curves</i>

More Information

For more information on activating these services, see the [Activate Common OData Services](#) section in the [Common Installation Guide](#).

4.9 Internet Communication Framework Security

For security reasons, all Internet Communication Framework (ICF) services relevant to your SAP Allocation Management for Retail application are made available in an inactive state. You should only activate those services that are needed for the applications running in your system. For SAP Allocation Management for Retail the following services are needed:

- /sap/bc/ui5_ui5/sap/amr_alloplan
- /sap/bc/ui5_ui5/sap/amr_allo_params
- /sap/bc/ui5_ui5/sap/amr_dist_config
- /sap/bc/ui5_ui5/sap/amr_lib_reuse
- /sap/bc/ui5_ui5/sap/amr_marketunit
- /sap/bc/ui5_ui5/sap/amr_workload

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 on activating these services, see the [Activate SAP Allocation Management for Retail ICF Services](#) section in the [Common Installation Guide](#).

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](#) within the [Security Guides for Connectivity and Interoperability Technologies](#) in the [SAP NetWeaver Security Guide](#)

4.10 Data Storage

SAP Allocation Management for Retail saves data in the SAP HANA database of the SAP system. It relies on the underlying security features available in HANA for data protection.

For more information see, http://help.sap.com/hana_platform

4.11 Enterprise Services Security

The following sections in the SAP NetWeaver Security Guide and documentation are relevant for all enterprise services delivered with SAP Allocation Management for Retail.

- [Web Services Security](#)
- [Recommended WS Security Scenarios](#)
- [SAP NetWeaver Process Integration Security Guide](#)

4.12 Security-Relevant Logging and Tracing

The SAP Allocation Management for Retail does not provide additional security logging and tracing above those available within SAP NetWeaver. For more information on:

- Logging and Tracing for ABAP, see <http://help.sap.com> ► [SAP NetWeaver Library](#) ► [Administrator's Guide](#) ► [SAP NetWeaver Security Guide](#) ► [Security Aspects for System Management](#) ► [Auditing and Logging](#) ►.
- Logging and Tracing for NetWeaver Business Client, see <http://help.sap.com> ► [SAP NetWeaver Library](#) -> [Administrator's Guid](#) ► [SAP NetWeaver Security Guide](#) ► [Security Guides for SAP NetWeaver According to Usage Types](#) ► [Security Guides for Usage Types EPC and EP -> Portal Security Guide](#) ► [Logging and Tracing](#) ► [Identity Mangement](#) ► [User Management of the Application Server Java](#) ► [Troubleshooting](#) ► [Logging and Tracing](#) ►.
- Logging and Tracing for customizing changes, use the SCU3 transaction to activate the logging of changes to the table data.

4.13 Services for Security Lifecycle Management

The following services are available from Active Global Support to assist you in maintaining security in your SAP systems on an ongoing basis.

Security Chapter in the Early Watch Alert (EWA) Report

This service regularly monitors the Security chapter in the EarlyWatch Alert report of your system. It tells you:

- Whether SAP Security Notes have been identified as missing on your system.
In this case, analyze and implement the identified SAP Notes if possible. If you cannot implement the SAP Notes, the report should be able to help you decide on how to handle the individual cases.
- Whether an accumulation of critical basis authorizations has been identified.

In this case, verify whether the accumulation of critical basis authorizations is okay for your system. If not, correct the situation. If you consider the situation okay, you should still check for any significant changes compared to former EWA reports.

- Whether standard users with default passwords have been identified on your system.
In this case, change the corresponding passwords to non-default values.

Security Optimization Service (SOS)

The Security Optimization Service can be used for a more thorough security analysis of your system, including:

- Critical authorizations in detail
- Security-relevant configuration parameters
- Critical users
- Missing security patches

This service is available as a self-service within SAP Solution Manager, as a remote service, or as an on-site service. We recommend you use it regularly (for example, once a year) and in particular after significant system changes or in preparation for a system audit.

Security Configuration Validation

The Security Configuration Validation can be used to continuously monitor a system landscape for compliance with predefined settings, for example, from your company-specific SAP Security Policy. This primarily covers configuration parameters, but it also covers critical security properties like the existence of a non-trivial Gateway configuration or making sure standard users do not have default passwords.

Security in the RunSAP Methodology / Secure Operations Standard

With the E2E Solution Operations Standard Security service, a best practice recommendation is available on how to operate SAP systems and landscapes in a secure manner. It guides you through the most important security operation areas and links to detailed security information from SAP's knowledge base wherever appropriate.

More Information

For more information about these services, see:

- EarlyWatch Alert: <http://service.sap.com/ewa>
- Security Optimization Service / Security Notes Report: <http://service.sap.com/sos>
- Comprehensive list of Security Notes: <http://service.sap.com/securitynotes>
- Configuration Validation: <http://service.sap.com/changecontrol>

5 Operations Information

5.1 Monitoring

Monitoring is an essential task in managing SAP Technology. Monitoring allows you to detect any irregularities or deviations from the ideal business process flow. It also allows you to detect error situations concerning core business processes at an early stage. SAP Allocation Management for Retail uses frameworks developed in Demand Data Foundation (DDF) for its monitoring purposes as most of the master data and transaction data comes from DDF.

SAP Allocation Management for Retail does not have any specific monitoring implemented unless specified in this guide. Demand Data Foundation (DDF) internally uses the SAP NetWeaver standard functionality for monitoring. For more information about this functionality, see the Operation Guides for SAP NetWeaver on SAP Service Marketplace at <http://help.sap.com/nw74> ► *System Administration and Maintenance Information* ▾. For more information, see also the *Application Operations Guide, SAP Customer Activity Repository* at <http://help.sap.com/car> .

5.1.1 Detailed Monitoring

Alert Monitoring

SAP provides you with the infrastructure and recommendations to set up your alert monitor in such a way that critical situations are identified as quickly as possible.

Component-Specific Monitoring

Specific CCMS monitoring for SAP Allocation Management for Retail is not available.

SAP Allocation Management for Retail does not provide any specific capabilities regarding **system performance monitoring**. This is covered by the standard tools.

Application Log Monitoring

The application log function collects messages, exceptions, and errors and displays them in a log. You can call up the log using transaction *Analyze Application Log* SLG1. The log provides you with the following:

- Basic header information on the events that have occurred
- Event details
- Technical information
- Message short and long texts

The following functionality in SAP Allocation Management for Retail uses the application log function with **log object /AMR/**:

Table 15:

Functionality	Log Sub-Object
Automatic Allocation	/AMR/AUTO
Exceptional Fill-In	/AMR/EXTRA
Preselection	/AMR/PRECAL
Deletion	/AMR/REORG
Transfer Allocation Plans	/AMR/TRANS

For more information about the application log function, see SAP Help Portal for SAP NetWeaver at <http://help.sap.com/nw>. Choose a release. Under Application Help, choose **Function-Oriented View** > **SAP NetWeaver Library: Function-Oriented View** > **Application Server** > **Application Server ABAP** > **Other Services** > **Services for Business Users** > **Application Log - User Guidelines (BC-SRV-BAL)**.

5.1.2 Monitoring Exceptions

SAP Allocation Management for Retail uses the Web Dynpro Application /DMF/WDA_UI_EEM_QAT (Exception Monitor) from development package /DMF/CA_EEM_UI for monitoring of any kind of exceptions persisted on the database (associated configuration /DMF/DMF_APP_CFG_CA_EEM_UI or, alternatively, /DMF/DMF_APP_CFG_EEM_UI).

Such exceptions are raised for:

- Calculations for allocation plans
- Processing of automatic allocation (report /AMR/AUTO_ALLOC)
- Processing of the transfer of allocation plans from SAP Allocation Management for Retail to the connected SAP Retail or SAP Fashion Management system (report /AMR/TRANSFER_ALLO_PLANS)
- Allocation deletions (report /AMR/WL_ALLOPLAN_REORG)
- Allocation preselection and caching (report /AMR/PRECALCULATION)

The list of exceptions and messages, including the technical messages relevant for the system administration, are available in the exception management. The monitor exceptions function is available via the Demand Data Foundation (DDF) module in SAP Customer Activity Repository and has been enhanced for SAP Allocation Management for Retail.

All SAP Allocation Management for Retail exceptions are assigned to **generating process 10 Allocation Management**.

Exceptions relevant for SAP Allocation Management for Retail are assigned to application areas /AMR/* and /DMF/DCE.

New business areas have been introduced for SAP Allocation Management for Retail exceptions. Those can be used in the Customizing and as selection criteria in the Web Dynpro Application Monitor Exceptions (/DMF/WDA_UI_EEM_QAT) :


Table 16:

Business Area Description	Business Area
Allocation Automation	31
Allocation Transfer	32
Allocation Reorg	33
Allocation Workload UI	41
Allocation Plan UI	42

You define the relevant settings for the SAP Allocation Management for Retail exception monitoring in the *Customizing* of SAP Customer Activity Repository under ► [Demand Data Foundation](#) ► [Basic Settings](#) ► [Exception Management](#) ► [Maintain Configuration Data for High Level Exceptions](#) ►

The following settings control the processing of messages for SAP Allocation Management for Retail and can be changed in this Customizing activity [Maintain Configuration Data for High Level Exceptions](#):

- **DefaultPriority (Default Priority of Exception)**
You can maintain your own customer-specific priority for an exception.
- **Validity (Default Validity Period of Exception (in Days))**
With this setting you specify how long exceptions remain in the system at the most before they can be deleted by the purging report (transaction /DMF/PURGE_EWB_MSG).
- **Assignment Business Area (Assignment of Business Area(s) to each exception)**
You define the specific business processes (business areas) for which an exception is relevant. You can assign one or several areas to one exception. For example, You have assigned business areas Allocation Workload UI and Allocation Automation to an exception. This exception is then displayed in the workload user interface and can be selected in the exception monitor. But due to the business area assignment this exception is not displayed in the plan user interface.
- Do not change the exception category and do not delete exceptions from the Customizing table.

 **Caution**

Do not change the exception category (field *Excp Cat.*) of the exceptions. SAP Allocation Management for Retail only processes exceptions of exception category *H High Level Exceptions*.

Do not delete exceptions from the Customizing table. With deletion of an entry, the exception is no longer visible within SAP Allocation Management for Retail, neither in exception monitor nor in the user interfaces.

All other settings provided in this Customizing activity, for example distribution center or store-related settings, are not relevant for SAP Allocation Management for Retail.

SAP Fiori and SAP Gateway Monitoring

SAP Allocation Management for Retail uses standard SAP Gateway Monitoring tools for monitoring the SAP Fiori applications and OData services.

For more information about monitoring SAP Fiori apps, see SAP Library on SAP Help Portal at http://help.sap.com/fiori_implementation ► *Operations Information* ► *With SAP NetWeaver 7.4* ► *Monitoring SAP Fiori Apps* ►.

For more information about monitoring OData services, see the SAP Gateway Technical Operations Guide in SAP Library for SAP Gateway on SAP Help Portal at <http://help.sap.com> ► *Technology Platform* ► *SAP Gateway* ► *System Administration and Maintenance Information* ► *Technical Operations for SAP NetWeaver* ►.

SAP HANA Monitoring

SAP Allocation Management for Retail uses standard SAP HANA Monitoring tools for monitoring SAP HANA. For more information, see the *SAP HANA Administration Guide* at http://help.sap.com/hana_platform ► *System Administration* ► *SAP HANA Technical Operations Manual* ►.

Data Consistency

SAP Allocation Management for Retail provides no specific functionality to ensure data consistency but uses the infrastructure of SAP Customer Activity Repository.

5.2 Administration and Management

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.

5.2.1 Starting and Stopping

Table 17:

Action and Component	Sequence	Tool	Detailed Description
Start SAP HANA database	1	sapstartsrv	See the information about starting and stopping SAP HANA systems in the SAP HANA Administration Guide.
Start SAP Systems and Instances	2	STARTSAP(for UNIX)	See the information about starting and stopping SAP Systems based on SAP NetWeaver at http://help.sap.com/nw75 ▶ <i>Application Help</i> ▶ <i>Function-oriented View</i> ▶ <i>Solution Lifecycle Management</i> ▶ <i>Starting and Stopping SAP NetWeaver AS for ABAP and Java (Starting and Stopping SAP Systems Based on SAP NetWeaver)</i> ▶
Start SAP LT Replication Server (Optional)	3	SAP HANA studio	Use SAP HANA studio to start replication of tables required by SAP Allocation Management for Retail. For more information, see the SAP LT Replication Server Operations Guide.
Stop SAP LT Replication Server (Optional)	4	SAP HANA studio	Use SAP HANA studio to stop replication of tables required by SAP Allocation Management for Retail. For more information, see the SAP LT Replication Server Operations Guide.

Action and Component	Sequence	Tool	Detailed Description
Stop SAP Systems and Instances	5	STOPSAP(for UNIX)	See the information about starting and stopping SAP Systems based on SAP NetWeaver at http://help.sap.com/nw75 ▶ <i>Application Help</i> ▶ <i>Function-oriented View</i> ▶ <i>Solution Lifecycle Management</i> ▶ <i>Starting and Stopping SAP NetWeaver AS for ABAP and Java (Starting and Stopping SAP Systems Based on SAP NetWeaver)</i> ▶
Stop SAP HANA database	6	sapstartsrv	See the information about starting and stopping SAP HANA systems in the SAP HANA Administration Guide.

5.2.2 Administration Tools

There is no specific administration tool for SAP Allocation Management for Retail.

SAP Allocation Management for Retail uses the standard SAP NetWeaver administration tools. For more information, see SAP Help Portal for SAP NetWeaver at <http://help.sap.com/nw>. Choose a release. Choose ▶ *System Administration and Maintenance Information* ▶ *Technical Operations for SAP NetWeaver* ▶ *Administration of SAP NetWeaver systems and components* ▶.

SAP Allocation Management for Retail also uses the administration tools available with SAP HANA. For more information, see SAP Help Portal for SAP HANA platform at http://help.sap.com/hana_appliance. Choose ▶ *System Administration* ▶ *SAP HANA Technical Operations Manual* ▶.

5.2.3 Backup and Restore

Backup and Restore

You must back up your system landscape regularly to ensure that you can restore and recover it in case of failure. The backup and restore strategy of your system landscape must not only include your strategy for your SAP

system, but it must also be included in your company's overall business requirements and incorporated into your entire process flow.

In addition, the backup and restore strategy must cover disaster recovery processes, such as how to recover from the loss of a data center due to a fire. It is important that your strategy specifies that normal data and backup data are stored in separate physical locations, so that both types of data are not lost in case of a disaster. SAP Allocation Management for Retail is based on SAP NetWeaver technology; therefore, the SAP NetWeaver backup procedures can also be used for SAP Allocation Management for Retail.

Table 18:

Subject	Path
Backup and recovery processes for ABAP, JAVA, Business Intelligence, or Process Integration	See the Technical Operations Manual for SAP NetWeaver at http://help.sap.com/nw . Choose a release. Choose ► System Administration and Maintenance Information ► Technical Operations for SAP NetWeaver ► .
Best Practice - Backup and Restore for SAP Landscapes	See SAP Enterprise Support Academy - Learning Studio at https://service.sap.com/sap/bc/bsp/spn/esa_redirect/index.htm?gotocourse=X&courseid=70193432 .
Backing up and recovering the SAP HANA database	See SAP Help Portal for SAP HANA platform at http://help.sap.com/hana_appliance . Choose ► System Administration ► SAP HANA Administration Guide ► .
Backup and restore for Demand Data Foundation (DDF)	See (Application) Operations Guide, SAP Customer Activity Repository at https://service.sap.com/instguides . ► Industry Solutions ► Industry Solution Guides ► SAP for Retail ► SAP Customer Activity Repository ► .

5.2.4 Periodic Tasks

This section describes the tasks required to run to keep the application running smoothly over time. It is important that you monitor the successful execution of these tasks on a regular basis.

Table 19:

Program Name/Task	Task scheduling tool	Recommended Frequency and method	Detailed Description
DRFOUT (for master data replication)	-	Frequency: <ul style="list-style-type: none"> • Initial setup of the system • Whenever master data changes Method: Manual task	Perform this task in the SAP ERP system to replicate the needed master data from SAP ERP system to the system for SAP Allocation Management for Retail. SAP Allocation Management for Retail needs at least the following outbound implementations: <ul style="list-style-type: none"> • PAHY (Article Hierarchy) • PMAT (Material) • PMCH (Material Group Hierarchy) • PMPL (Material/Plant) • PPLT (Plant) • PSOS (Source of Supply) • PSPR (Sales Price)
/DMF/ATR_IMPORT	Transaction SM36 for scheduling a background job or run manually in transaction SE38	Frequency: <ul style="list-style-type: none"> • Initial setup of system • Based on the frequency of master data change in SAP ERP Method: Scheduled periodic task or manual task	Perform this task to import: <ul style="list-style-type: none"> • SAP ERP characteristics as attributes into the SAP Customer Activity Repository retail applications bundle landscape • Corresponding attribute values If you want to import additional attributes or values, implement BAdI /DMF/ATR_IMPORT_DEF. Analyze the application log using transaction SLG1 for object /DMF/APPL and sub-object /DMF/ATR. If there are errors, you may need to correct the errors and restart the import process manually or wait until the next import is scheduled.

Program Name/Task	Task scheduling tool	Recommended Frequency and method	Detailed Description
/DMF/PROD_ATR_IMPORT	Transaction SM36 for scheduling a background job or run manually in transaction SE38	<p>Frequency:</p> <ul style="list-style-type: none"> Initial setup of system Based on the frequency of master data change in SAP ERP <p>Method: Scheduled periodic task or manual task</p>	<p>Perform this task to import SAP ERP characteristics assignments to products in the SAP Customer Activity Repository retail applications bundle landscape.</p> <p>If you want to import additional attributes or values, implement BAdI /DMF/ATR_IMPORT_DEF.</p> <p>Analyze the application log using transaction SLG1 for object /DMF/APPL and sub-object /DMF/ATR. If there are errors, you may need to correct the errors and restart the import process manually or wait until the next import is scheduled.</p>
/AMR/WL_ALLOPLAN_REORG	Transaction SM36 for scheduling a background job or run manually in transaction /AMR/WL_ALLO_REORG	<p>Frequency: On a seasonal basis at the time when allocation plans and life cycle entries from a former season are not required, anymore.</p> <p>Method: Scheduled periodic task</p>	<p>Perform this task to delete allocation plans and the corresponding workloads that are no longer required. You can also delete allocation life cycles.</p>
/AMR/DRAFT_REORG	Transaction SM36 for scheduling a background job or run manually in transaction /AMR/DRAFT_REORG	<p>Frequency:</p> <ul style="list-style-type: none"> At least daily Depending on Customizing settings for draft expiry and reorganization <p>Method: Scheduled periodic task</p>	<p>Perform this task to delete draft versions that are no longer required. Drafts have an expiry and a reorganization period that are defined for each functional area in the Customizing. Once the reorganization period is over, the draft can be deleted from the system.</p>

Program Name/Task	Task scheduling tool	Recommended Frequency and method	Detailed Description
/AMR/ SEASONAL_DATES_REORG	Transaction SM36 for scheduling a background job or run manually in transaction /AMR/SEAS_DAT_REORG	Frequency: On a seasonal basis at the time when from a former season are not required anymore. Method: Scheduled periodic task	Perform this task to remove season-dependent dates from the database.
/AMR/AUTO_ALLOC	Transaction SM36 for scheduling a background job or run manually in transaction /AMR/AUTO_ALLOC	Frequency: Daily or weekly dependent on the automation level and frequency of the business scenarios of in-season fill-in and initial allocation Method: Scheduled periodic task	Perform this task to automate the allocation processing in the business scenarios of SAP Allocation Management for Retail. When you run the automatic allocation, a set of allocation plans is created.
/AMR/ TRANSFER_ALLO_PLANS	Transaction SM36 for scheduling a background job or run manually in transaction /AMR/TRANSFER	Frequency: At least daily and depending on the organization and scheduling of the process chain for the logistics execution of allocation management Method: Scheduled periodic task	Perform this task to transfer allocation data from SAP Allocation Management for Retail business scenarios and to create corresponding allocation tables in a default target system.
/AMR/PRECALC	Transaction SM36 for scheduling a background job or run manually in transaction SE38	Frequency: <ul style="list-style-type: none"> At least daily and depending on the requirement of the up-to-date level of data. Directly on demand after creating a new market unit or changing the reference store for an existing market unit. Method: Scheduled periodic task or manual task	Precalculation is also known as preselection and you can use this task to preselect and cache data for allocation processing. This report preselects all important data that is used in the SAP Allocation Management for Retail Fiori apps. The apps consume and display the data as provided by the preselection. Furthermore, the preselection of data is the prerequisite to display the initial workload as well as the workload for the in-season fill-in process.

For information about scheduled periodic tasks for SAP NetWeaver 7.5, see <http://help.sap.com/nw75>
▶ [Application Help](#) ▶ [Function-oriented View](#) ▶ [Search and Operational Analytics](#) ▶ [Managing Search and Operational Analytics](#) ▶ [Technical Operations Manual](#) ▶ [Administration](#) ▶ [Periodic Tasks](#) ▶ [Scheduled Periodic Tasks](#) ▶

5.2.4.1 Deletion of Drafts for Distribution Curve

You can delete draft versions that are no longer required. Drafts are saved automatically in the background when a user ends editing without saving. Drafts have an expiry and a reorganization period that are defined for the functional area Distribution Curve Configuration in the Customizing for Cross-Application Components under [▶ Demand Data Foundation ▶ Data Maintenance ▶ Distribution Curve Configuration ▶ Maintain Expiry and Reorganization Periods for Drafts ▶](#)

Once the reorganization period is over, the draft can be deleted from the system.

Drafts are deleted with transaction `Delete Expired Distr. Curve Drafts (/DMF/DCC_DRAFT_REORG)` or alternatively via scheduled background job for `/DMF/DCC_DRAFT_REORG` defined through transaction `SE36`

5.3 High Availability

SAP Allocation Management for Retail is based on SAP HANA and SAP NetWeaver technology; all high availability considerations that apply to SAP HANA and SAP NetWeaver, such as increasing system availability, improving performance, and eliminating unplanned downtime, also apply to SAP Allocation Management for Retail.

Table 20:

Topic	Path
General information on high availability strategies for SAP NetWeaver-based systems	See SAP Help Portal for SAP NetWeaver at http://help.sap.com/nw . Choose a release. Under <i>Application Help</i> , choose ▶ Function-Oriented View ▶ Solution Life Cycle Management ▶ SAP Business Continuity ▶ .
General information on high availability strategies for SAP HANA based systems	See SAP Help Portal for SAP HANA Platform at http://help.sap.com/hana_appliance . Under <i>System Administration</i> , choose ▶ SAP HANA Technical Operations Manual ▶ .

5.4 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.

Transport and Change Management

SAP Allocation Management for Retail uses the infrastructure of SAP NetWeaver.

For information about change management for SAP NetWeaver 7.5, see <http://help.sap.com/nw75> ► *Application Help* ► *Function-oriented View* ► *Search and Operational Analytics* ► *Managing Search and Operational Analytics* ► *Technical Operations Manual* ► *Change Management* ►.

For information about change management for SAP NetWeaver 7.4, see <http://help.sap.com/nw74> ► *Application Help* ► *Function-oriented View* ► *Search and Operational Analytics* ► *Managing Search and Operational Analytics* ► *Technical Operations Manual* ► *Change Management* ►.

For information about change management for SAP NetWeaver 7.31, see <http://help.sap.com/nw731> ► *Application Help* ► *Function-oriented View* ► *Search and Operational Analytics* ► *Managing Search and Operational Analytics* ► *Technical Operations Manual* ► *Change Management* ►.

Development Requests and Development Release Management

You use the standard tools and procedures of SAP NetWeaver to transport SAP Allocation Management for Retail code extensions or Customizing changes. All such changes are captured by the transport system and are transportable.

Table 21:

Topic	Path
Change and Transport System	See SAP Help Portal for SAP NetWeaver at http://help.sap.com/nw . Choose a release. Under <i>System Administration and Maintenance Information</i> , choose ► <i>Technical Operations for SAP NetWeaver</i> ► <i>Administration of Application Server ABAP</i> ►.
Change Management for SAP HANA-based systems	See SAP Help Portal for SAP HANA platform at http://help.sap.com/hana_appliance . Under <i>System Administration</i> , choose ► <i>SAP HANA Technical Operations Manual</i> ►.
Manual correction process for ABAP on SAP HANA	See SAP Note 1798895 ►.

Support Packages and Patch Implementation

We recommend that you implement SAP NetWeaver, SAP HANA, and SAP Allocation Management for Retail support package stacks. These support package stacks are sets of support packages and patches for the respective product version that must be used in the given combination. The technology for applying support packages and patches will not change.

You can find detailed information about the availability of SP stacks for SAP Allocation Management for Retail on the SAP Support Portal at <http://support.sap.com/sp-stacks>. See the corresponding Release Information Notes (RINs), before you apply any support packages or patches of the selected SP stack.

More Information

Table 22:

Topic	Path
<i>Release Information Note: SAP Customer Activity Repository retail applications bundle 2.0 (product version CAR RETAIL APPL BUNDLE 2.0)</i>	SAP Note 2377015
<i>Release Information Note (RIN) for SAP Allocation Management for Retail 1.5</i>	SAP Note 2374336
SAP Add-on Installation Tool	See the documentation for transaction SAINT in your SAP system.
Implementation of support packages and possible side effects	See SAP Support Portal at https://support.sap.com/patches .
Maintenance Planner	http://support.sap.com ►► Keys, Systems & Installations ► Maintenance Planner ►

5.5 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.

Remote Support Setup

If you want to use SAP remote services (for example, SAP EarlyWatch or Remote Consulting), or if you would like to permit an SAP support consultant to work directly in your system to make a more precise problem diagnosis, set up a remote service connection. Additionally, there exists an ABAP role for read-only access for remote support that is also relevant. This role (SAP_RCA_SAT_DISP for ABAP) is available in the STPI plug-in and is generated when a managed system is connected to SAP Solution Manager. Should any additional application-specific functionality be necessary for use by an SAP support consultant, then an applicable role should be defined providing the appropriate authorization(s) and assigned to the SAP support consultant's user logon.

Problem Message Handover

To create SAP support messages for your installation, you must specify an application component. For SAP Allocation Management for Retail, you can specify one of the following application components:

- CA-RT-AM - to enter support messages for general issues with SAP Allocation Management for Retail that cannot be easily classified into one of the following categories.
 - CA-RT-AM-FIO - to enter support messages for the SAP Fiori (SAP HTML5) applications of SAP Allocation Management for Retail.
 - CA-RT-AM-CAP - to enter support messages for the of SAP Allocation Management for Retail core application:
 - CA-RT-AM-INT - to enter support messages for the Integration (to ERP) component of SAP Allocation Management for Retail.
- CA-DDF-RT - to enter support messages for Demand Data Foundation for Retail.
 - CA-DDF-RT-MD - to enter support messages for the Master Data component.
 - CA-DDF-RT-IF - to enter support messages for the Interfaces component.
 - CA-DDF-RT-FIO - to enter support messages for the SAP Fiori applications for Demand Data Foundation.

5.6 Troubleshooting

Fiori

For information about troubleshooting for SAP Fiori, see SAP Library for SAP Fiori for SAP Business Suite on SAP Help Portal at http://help.sap.com/fiori_implementation?current=fiori_bs2013 ► *Operations Information* ►

If none of the SAP Allocation Management for Retail Fiori apps is starting, please execute report `/UI5/APP_INDEX_CALCULATE` on the frontend system and try again.

OData Service Troubleshooting

For troubleshooting information about OData Service, see Troubleshooting Guide for SAP NetWeaver Gateway in SAP note [1797736](#) ►

Important Disclaimers and Legal Information

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