

SAP Promotion Management for Retail 8.0



Document History

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

Version	Date	Description
1.2	2013-07-26	Updated Diagrams

Content

1	About this Document	5
2	Getting Started	7
3	Planning Information	9
3.1	Overall Implementation Sequence	9
4	Installing and Upgrade of SAP PMR 8.0	11
4.1	System Landscape	11
4.2	Pre-Installation of SAP PMR	12
4.3	Installing SAP PMR	15
4.4	Post-Installation of SAP Promotion Management for Retail (SAP PMR)	16
5	Security Information	22
5.1	Fundamental Security Guide	22
5.2	User Administration and Authentication	22
5.3	Authorizations	25
6	Operation Information	35
6.1	Monitoring	35
6.2	Management of PMR	41



1 About this Document

This Administrator's Guide is the central starting point for the technical implementation of SAP Promotion Management for Retail (SAP PMR). You use SAP PMR to:

- Import retail data acquired through SAP ERP or another master data system
- Integrate SAP PMR offers into SAP ERP promotions
- Organize data into internal SAP PMR structures to ease data management
- Organize product placement within promotional material
- Build a demand model and calculate forecasting

Features

Use this Administrator's Guide for an overview of SAP Promotion Management for Retail (SAP PMR), its software units, and its processes from a technical perspective. It includes:

- Technical implementation information

This section provides you with the most important information regarding the implementation of SAP PMR, including an overview of the related planning information, its software units, the system landscape, and the overall implementation sequence.

- Installation

This section provides an overview of the installation components and the sequence in which they are installed, as described in detail in SAP Note number [1812556](#)

- Security information

This section provides the information required to operate SAP PMR securely

- Operations information

This section provides the most relevant information required for the operation of SAP PMR

Service-oriented architecture

This section provides information on service-oriented architecture installation and service enablement of SAP Business Suite 7.

Integration

SAP PMR is installed as a stand-alone application, however it does require master data from other systems (such as SAP ERP) to process product and financial data.

Constraints

This guide primarily discusses the overall technical implementation of SAP PMR, rather than its subordinate components. This means that additional software dependencies might exist without being mentioned explicitly in this document. You can find more information on component-specific software dependencies in the corresponding installation guides. This Administrator Guide does not provide information on the following:

-
- Installation or configuration of the SAP NetWeaver (SAP NetWeaver®) technology platform
 - Installation or configuration of an SAP HANA (SAP HANA ®) database
 - Installation, configuration, or integration with any of the SAP Business Suite applications.

2 Getting Started

This section contains the following:

- Implementation Consideration
- Important SAP Notes
- Information Available on the SAP Service Marketplace
- Other useful links

Implementation Considerations

- Desktop Publishing

You can export publication data that is assembled in the SAP PMR application in XML format. This allows you to export a description of your publication pages to a desktop publishing system. A third party or partner is required to provide the conversion from the standard XML SAP PMR produced here to the format required by your desktop publishing program of your choice.

- SAP Business Warehouse
SAP PM also feeds back in to the execution system for promotion activation, and to the SAP Business Warehouse system for post-promotion analytics.
- Display

The user interface screens are portal based; that is, they are based on Web Dynpro technology and are displayed in an Internet browser or the SAP NetWeaver Business Client.

Important SAP Notes

Read the following SAP Notes **before** you start the installation. These SAP Notes contain the most recent information on the installation, as well as corrections to the installation documentation. Make sure that you have the up-to-date version of each SAP Note, which you can find in the *SAP Service Marketplace* at the internet address: service.sap.com/notes.

Table 2

SAP Note Number	Title	Description
212876	The new archiving tool SAPCAR	Information and references to notes for SAP archiving tool, SAPCAR
1812556	Release strategy for the ABAP add-on RTLPROMO	This SAP Note contains information about planning the installation and upgrades of the ABAP add-on [Add-on].
1809841	Release strategy for the ABAP add-on RTLDDF 100	Release strategy for the ABAP add-on RTLDDF 100
1809840	Release strategy for the ABAP add-on RTLDMF 200	Release strategy for the ABAP add-on RTLDMF 200
1801904	Installing RTLDMFSCENG 200	Installing the Science Engine Server
1809842	Release strategy for the ABAP add-on RTLMCFND 100	Release strategy for the ABAP add-on RTLMCFND 100

Information on SAP Marketplace

Information is available on the SAP Marketplace for the following areas:

Table 3

Title	Internet Address
SAP NetWeaver®	service.sap.com/netweaver
SAP Notes	service.sap.com/notes
Released platforms	service.sap.com/platforms
System sizing	service.sap.com/sizing
Front-end installation	service.sap.com/instguides

Further Useful Links

Table 4

Title	Internet Address
SAP Promotion Management for Retail	help.sap.com/retail-pm

3 Planning Information

3.1 Overall Implementation Sequence

Process

The following table describes the overall installation sequence for SAP PMR. This table contains all available software units. However, to implement a specific scenario, you only need a subset of available software units. Some are only required for special processes.

Table 5: Sequence

Step	Action (Required Documentation)	Remarks or Subsequent Steps
1	Installation of NetWeaver 702 SPO6	
2	Installation of component BS_FND 702 SPO4	
3	Installation of RTLDMF 120	
4	Installation of RTLPRMO 710	
5	Installation of RTLDMFSCENG120	Non ABAP

More Information

Table 6: Useful Links

Content	Location on SAP Marketplace
SAP Notes search	service.sap.com/notes
SAP Software Distribution Center (software download and ordering of software)	service.sap.com/swdc
Latest versions of installation and upgrade guides	service.sap.com/instguides
Sizing, calculation of hardware requirements - such as CPU, disk and memory resource - with the Quick Sizer tool	service.sap.com/quicksizer
Released platforms and technology-related topics such as maintenance strategies and language support	To access the Platform Availability Matrix directly, enter service.sap.com/pam
Network security	service.sap.com/securityguide
High Availability	www.sdn.sap.com/irj/sdn/ha
Performance	service.sap.com/performance

Content	Location on SAP Marketplace
Information about Support Package Stacks, latest software versions and patch level requirements	service.sap.com/sp-stacks
Information about Unicode technology	www.sdn.sap.com/irj/sdn/i18n
SAP Online Knowledge Products (OKPs) – role-specific Learning Maps	service.sap.com/rkt

4 Installing and Upgrade of SAP PMR 8.0

For information about the software unit requirements to implement RTLDDF100 and RTLDMF200, see the Software Component Matrix

4.1 System Landscape

i Note

The purpose of this diagram is not to suggest the number of physical hardware servers. While you can use separate hardware servers as indicated, they are listed separately for descriptive purposes only.

! Caution

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

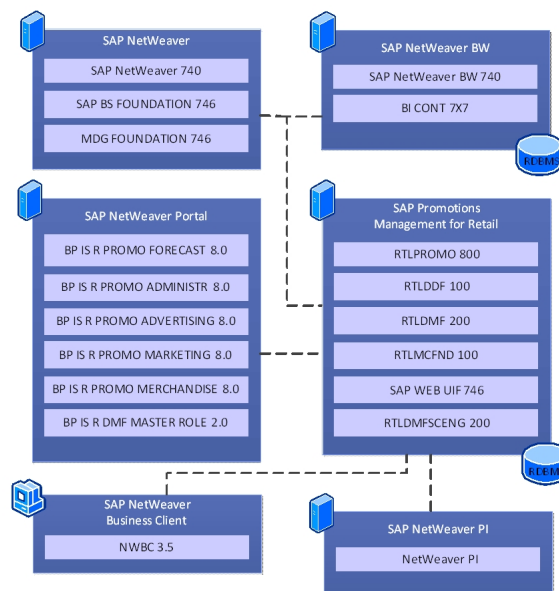


Figure 1: PMR System Landscape

Software Component Matrix

The available software components and operating systems are defined in the *Product Availability Matrix (PAM)*.

For more information, see the *Product Availability Matrix* on the SAP Marketplace at service.sap.com/pam. Once you have accessed PAM, navigate to the desired product you are interested in.

Table 7

Software Component	Required/Optional
Platform: SAP NetWeaver 740	Required
SAP BS FOUNDATION 746	Required
MDG FOUNDATION 746	Required
Demand Foundation Server: RTLDMF 200 and RTLDDF 100	Required
Science Engine Server: RTLDMFSCENG 200	Required
Promotions Server: RTLPRMO 800	Required
Multi-Channel Foundation: RTLDCFND 100	Required
Web UI: SAP WEB UIF 746	Required
NetWeaver Business Client: 3.5	Optional
SAP NetWeaver Portal: NetWeaver 740	Optional
SAP Netweaver PI : Process Integration	Optional
SAP NetWeaver Business Warehouse: SAP NetWeaver SAP BW 740 (with BI Content 7X7)	Optional

4.2 Pre-Installation of SAP PMR

Process

Introduction to Demand Data Foundation (DDF)

The Demand Data Foundation (DDF) is a cross-industry reusable layer designed for analyzing and modeling historical demand data and forecasting future demands. DDF is the data layer that supports the Unified Demand Forecast (UDF). DDF also includes the data model, the data import infrastructure, reuse frameworks (such as exception handling or process controller), as well as reuse tools for data maintenance and user interfaces for data maintenance.

Besides the transactional data, DDF stores master data. It provides a relational model of those objects for modeling, analyzing, and forecasting demands. DDF allows for the implementation of transactional (OLTP) and analytical (OLAP) use cases.

Verify that you are using products that require DDF before reading further or attempting to install.

Installation of DDF

This section describes the initial implementation of the RTLDDF100 and RTLDMF200 software components.

DDF uses the following system landscape:

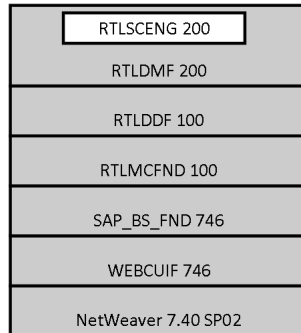


Figure 2: Overview of DDF System Landscape

Software Component Matrix

The available software components and operating systems are defined in the *Product Availability Matrix*(PAM) located on the SAP Service Marketplace at service.sap.com/pam. Once you have accessed PAM, navigate to the desired product.

Prerequisites

- SAP NetWeaver 7.4 SPS02 application server

Once you have ensured that the prerequisites exist on your system, apply the SAP Notes in the following order:

1. [1809841](#) : Release strategy for the ABAP add-on RTLDDF 100
2. [1809840](#) : Release strategy for the ABAP add-on RTLDMF 200
3. [1801904](#) : Installing RTLDMFSCENG 200
4. [1809842](#) : Release strategy for the ABAP add-on RTLMCFND 100

Demand Data Foundation (DDF 1.0) is an add-on to the SAP NetWeaver® 7.4 SPS02 (minimum) technology platform. Note that the consuming application installs DDF. DDF allows for the implementation of Online Transactional Processing (OLTP) and Online Analytical Processing (OLAP) use cases and processes to empower new business scenarios.

DDF can only be installed with the consuming applications, such as SAP Promotion Management for Retail (SAP-PMR).

Post Installation of DDF

The following sections outline the minimally required steps to configure the RTLDDF100 and RTLDMF200 components:

If you use the Science component, activate the /DMF/FORECAST business function:

➔ Recommendation

We recommend that the system administrators activate the business functions.

i Note

Once the business function is active, we recommended that you do not deactivate it

Perform the following steps:

1. Log into your system via SAP Logon.
2. Start transaction SFW5.
3. Select the desired business function in the *Enterprise Business Functions* list.

4. Choose *Activate Change*.

Configure the Science Engine Server

This topic defines how to configure ABAP to use the *Science Engine Server* (RTLDMFSCENG 200) component. You activate the forecasting business function and create two RFC destinations for C++ binaries.

Perform the following steps:

1. Start transaction SM59.
2. Choose *Edit*, then *Create*.
3. Enter `SAPDMF_FCST_DEST` in the *RFC Destination* field.
4. Enter `T` in the *Connection Type* field and choose *Save*.
5. Choose the *Technical Settings* tab.
6. Choose *Start on Application Server*.
7. Enter `dmf_fcst` in the *Program* field.
8. Choose *Default Gateway Value* from the *Start Type of External Program* field.
9. Choose *Default Gateway Value* from the *CPI-C Timeout* field.
10. Leave the *Gateway Host* and *Gateway Service* fields blank.
11. Choose *Save*, then *Back*.
12. Repeat steps 1 & 2.
13. Enter `SAPDMF_MOD_DEST` in the *RFC Destination* field.
14. Repeat steps 4 through 6.
15. Enter `dmf_cam_mod` in the *Program* field.
16. Repeat steps 8 through 11.
17. Verify the following settings on the *MDMP & Unicode* tab for each RFC destination:
 - The *Communication Type with Target System* field is set to *Non-Unicode*
 - The *MDMP Settings* field is set to *Inactive*
 - Choose *Connection Test* to ensure that you have successfully created the RFC destination
 - To verify correct operation of the science server, you can use transaction SE37 to execute the `/DMF/SCI_GET_VERSION` function. After executing this function, you have three rows in the `ET_VERSION_TABLE`: one for CAM, one for MOD, and one for FCST. These rows report the version of the science server components.
18. Analyze and implement the following SAP Notes:
 - SAP Note [1801910](#) to configure the system landscape directory (SLD) connection
 - SAP Note [1448655](#) to install the Diagnostics Agent
 - SAP Note [1802411](#) to configure the Diagnostics Agent

Import Portal Roles

You can use the roles from the SAP NetWeaver Business Client software and the SAP NetWeaver Portal component for user authorization. The SAP NetWeaver Portal roles work the same way as the SAP NetWeaver Business Client roles. Using the SAP NetWeaver Portal is optional

the *PFCG* roles have been created for use in SAP NetWeaver Business Client. To use the functions of these roles in SAP NetWeaver Portal, you must upload these roles from the SAP system to SAP NetWeaver Portal.

With the *Role Upload* tool, the SAP NetWeaver Portal roles are generated automatically. You can enhance the SAP NetWeaver Portal roles; for example, you can create your own iViews.

You can upload the following *PFCG* roles:

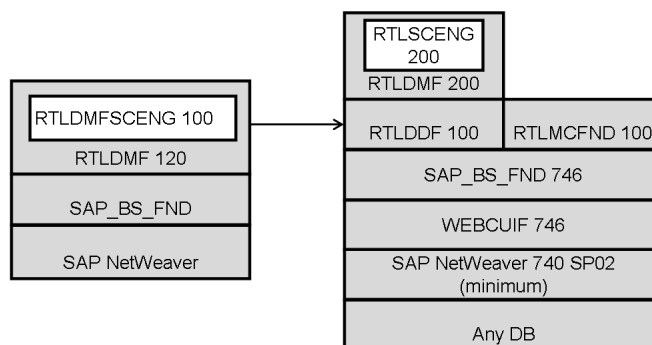
- `SAP_ISR_DMF_MASTER`
- `SAP_ISR_DMF_READONLY_MASTER`

For more information about the *Role Upload* tool, see SAP Note [1685257](#).

Upgrade and Migration Information

You use this section as an overview and a checklist of actions you perform to upgrade and migrate data from Demand Management Foundation (DMF) to Demand Data Foundation (DDF).

Migration Overview – Demand Management Foundation to Demand Data Foundation



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1

Figure 3: Migration Overview

Checklist

These actions are in chronological order so that you can work through them similar to a checklist. For more information, use the links to the descriptions of the actions.

1. Make a homogeneous system copy to preserve your current status, so that you have a reference or fallback system in place. For more information about system copy of systems based on SAP NetWeaver 7.4 (or higher), see the SAP NetWeaver installation guides at <http://service.sap.com/instguides> ► *Installation and Upgrade Guides SAP NetWeaver* ►
2. If you are currently operating a system that has the RTLDMF120 component installed and you wish to upgrade to the RTLDDF100 and RTLDMF200 components, follow the steps as outlined in the *Installation of DDF* topic.
3. If you upgraded to the RTLDDF100 and RTLDMF200 components, you upgrade RTLDMFSCENG 1.2 to RTLDMFSCENG 2.0 following the steps as outlined in the SAP note [1801904](#)
4. Activate the business functions as outlined in the Post-Installation of DDF topic.

4.3 Installing SAP PMR

Process

Deploy Promotions Server

The Promotions Server (component `RTLPRMO`) contains all necessary ABAP classes and libraries required for the promotions processing required by SAP PMR. You use the SAP Add-On Installation Tool (transaction `SAINT`) to install the component.

i Note

For complete information on SAINT see SAP Service Marketplace ► [SAP Support Portal](#) ► [Release & Upgrade Info](#) ► [Installation and Upgrade Guides](#) ► [Industry Solutions](#) ► [Add-On Components](#) ► [SAINT Documentation](#) ►

Procedure

1. Log on to your ABAP system
2. Install component `RTLPRMO 800` using transaction `SAINT` as described in SAP Note [1812556](#)

Connect the SAP Enterprise Portal and SAP BI

You facilitate integration between SAP Enterprise Portal (EP) and SAP NetWeaver Business Intelligence (SAP BI).

i Note

BI JAVA usage type must be installed to use the “Print Version” function.

Procedure

The following steps will facilitate the integration between EP and SAP BI:

1. The BI Content 7x7 Feature Pack is activated for the source system in SAP BI
2. The source system for SAP PMR has to be defined for that RFC in SAP BI
3. The RFC destination has been established for the communication from SAP NetWeaver Business Intelligence (SAP BI) to SAP PMR
4. The PMR data sources have to be replicated and then activated in SAP

4.4 Post-Installation of SAP Promotion Management for Retail (SAP PMR)

Prerequisites

You have ensured that the following services are enabled:

- WDA_MD_HR_LOC_EDIT
- WDA_MD_HR_LOC_SEARCH
- WDA_MD_HR_PROD_CREATE
- WDA_MD_HR_PROD_EDIT
- wda_md_loc_hr_maint
- wda_md_mm_error_powl
- wda_md_mm_lane
- wda_md_mm_prd_loc_er
- wda_mm_mm_prod_loc

These services allow the end user to use the Web Dynpro component for each of the services.

Process

i Note

If you have an SAP PMR upgrade from SAP PMR 7.1 to SAP 8.0 these post installations steps are not required.

The following section outlines the initial minimal required steps to configure and use SAP PMR 8.0.

Configure SAP PMR Number Ranges

You must configure number ranges within SAP Customizing before you can use SAP PMR.

i Note

Refer to the SAP PMR Customizing documentation for setup instructions specific to your usage scenario.

Use this procedure to enter number ranges for the number range objects within SAP PMR:

1. Log on to the customer system and client.
2. In Customizing for Cross-Application Components, choose **► General Application Functions ► Records and Case Management ► Basic Settings ► Unique Indicator ► Maintain Number Ranges ►**
3. Enter the following number range objects:

Table 8

Number Range Object	Description	Number Field	Range From	Range To
/PRM/TPLID	Template ID	01	0000000001	1999999999
		02	5000000000	9999999999
		03	2000000000	4999999999
/PRM/EVTID	Event ID	01	0000000001	9999999999
/PRM/CMPID	Campaign ID	01	0000000001	9999999999
/DMF/OFRID	External Offer ID	01	0000000001	9999999999
/DMF/LHR10	Location Hierarchy ID	01	0000000001	0000020000
		02	0000020001	9999999999
/DMF/PHR10	Product Hierarchy ID	01	0000000001	0000020000
		02	0000020001	9999999999
/DMF/LBJID	Controller Job ID	01	00000001	99999999
/DMF/MD_M2	MD MM Batch Job	01	00001	99999
/DMF/MD_MM	MD MM Error Recovery	01	00001	99999
/DMF/TS	Time Stream ID	01	0000000001	9999999999
/DMF/VNDDL	Vendor Deal ID	01	0000000001	9999999999
/DMF/PHPID	Place Holder Product ID	01	00000000000001	99999999999999

Note

In the Number Field, 01 defines a number range for data that is imported from a master system (for example, SAP ERP) and 02 defines a number range for user-created data. The Number Field entries 01 and 02 are required as shown for the number range objects /PRM/TPLID, /DMF/PHR10, and /DMF/LHR10

Configure SAP PMR

Once you have installed both the Demand Data Foundation Server (component `RTLDMF`) and the Deploy Promotions Server (component `RTLPRMO`) in SAP PMR, access the SAP IMG to configure the application

Note

Refer to the SAP PMR Customizing documentation for setup instructions specific to your usage scenario.

Prerequisite

You have configured the Webserver so that it is able to run Web Dynpro screens.





Procedure

1. Synchronize factory calendars in *Customizing* for SAP NetWeaver® user interface services (SAP NetWeaver UI services) by choosing [▶ General Settings ▶ Maintain Calendar ▶](#)
 - When integrating SAP PMR with SAP ERP, you must synchronize factory calendars between SAP ERP and DDF.
 - When not integrating SAP PMR with SAP ERP, you must create these factory calendars manually and make sure that they are assigned to the locations that must be replicated to SAP PMR.
2. Activate type linkages using transaction `SWETYPV`
3. Create logical systems for the sending system in *Customizing* for Cross-Application Components by choosing [▶ Predefined ALE Business Processes ▶ Cross Application Business Processes ▶ Central User Administration ▶ ALE Mandatory Activities for Central User Administration ▶ Define Logical Systems ▶](#)
4. Assign logical systems to client systems in *Customizing* for Cross-Application Components by choosing [▶ Predefined ALE Business Processes ▶ Cross-Application Business Processes ▶ Central User Administration ▶ ALE Mandatory Activities for Central User Administration ▶ Assign Logical Systems to Client. ▶](#)
5. Create RFC destinations for target systems (such as SAP ERP) for outbound processing in *Customizing* for Cross-Application Components by choosing [▶ Predefined ALE Business Processes ▶ Cross-Application Business Processes ▶ Central User Administration ▶ ALE Mandatory Activities for Central User Administration ▶ Create RFC Connections ▶](#)
6. Configure the number range objects within SAP PMR. For more information, see section *Configure SAP PMR Number Ranges*
7. Define the logical systems in *Customizing* for Cross-Application components by choosing [▶ Demand Data Foundation ▶ Initialization ▶ Define Logical Systems ▶](#)

Caution

Your logical system entry must include a description.

8. Configure load balancing. For more information, see the SAP Library help at [▶ help.sap.com ▶ SAP for Retail ▶ SAP Promotion Management. ▶](#)
9. Define your business calendar in *Customizing* for Cross-Application Components by choosing [▶ Demand Data Foundation ▶ Initialization ▶ Define Business Week Customization. ▶](#)
10. Define the characteristics of your sales history in *Customizing* for Cross-Application Components by choosing [▶ Demand Data Foundation ▶ Initialization ▶ Define Sales History. ▶](#)

11. Maintain tactics in Customizing for Cross-Application Components by choosing [Demand Data Foundation > Promotions > Maintain Promotion Specific Tactics.](#) 
12. Maintain image search parameters in Customizing for Cross-Application Components by choosing [Demand Data Foundation > Promotions > Maintain Image Search Parameters.](#) 
13. Maintain attributes in Customizing for Cross-Application Components by choosing [Demand Data Foundation > Promotions > Maintain Promotion Specific Attributes.](#) 
14. Maintain advertising export parameters in Customizing for Cross-Application Components by choosing [Promotions > Exports > Maintain Advertising Export Parameters.](#) 
15. Configure organizational data to replicate locations in SAP PMR.
16. Define and activate the path used by MIME objects.

Adding SAP PMR Business Packages

The SAP PMR business packages contain the Enterprise Portal definitions for SAP PMR application.

Note

You do not perform the post installation steps in this section if you will be running SAP PMR using the SAP NetWeaver Business Client rather than SAP Enterprise Portals.

For SAP Promotions 8.0, the following Business Package is mandatory:

- BP ERP05 COMMON PARTS 1.41 contains the non-application-specific portal content which is common to all SAP Promotions 7.0 roles

The archives for this Business Package must be deployed.



Prerequisites

You have performed the following installation steps:

- Implemented both components in SAP PMR using the `SAINT` transaction
- Installed and configured SAP NetWeaver Application Server
- Set up the BI system
- Configured SAP PMR number ranges
- Performed any additionally required SAP PMR configuration

Procedure

Define the SAP PMR System

1. Log in to the portal server as a portal administrator.
2. Choose [System Administration > System Configuration > System Landscape](#) 
3. Click the *Search* tab and search for all folders.
4. Go to the *Systems* folder.
5. Choose [Systems > New > System](#)  (from template).
6. Select either an SAP system using a dedicated application server or an SAP system with load balancing.
7. Enter the required data and choose *Open the object for editing*.
8. Choose *Property Category*.
 - If you defined a system using a dedicated application server, specify:
 - Application Host
 - SAP Client
 - SAP System Number
 - If you defined a system with load balancing, specify:
 - Group

- Message Server
 - SAP Client
 - SAP System ID (SID)
9. Set the *Property Category* field to *Web Appl Server (WebAS)* and enter the required data.
 10. Set the *Property Category* field to *User Management* and enter the required data.
 11. Add a system alias.
 12. Choose *System Aliases* and set the *Alias Name* field to *SAP_Promotions*.
 13. Save your entries.

1 Note

When you configure your portal and send out the URL for portal access to your users, always use the fully specified domain name.

Map a Portal User to SAP PMR and SAP

1. Log in to the portal server as a portal administrator.
2. Choose ► *User Administration* ► *Identity Management* ► *Create User*. ►
3. Enter the required data
4. Choose the *User Mapping for System Access* tab.
5. Enter the required data for the `SAP_Promotions` system and save your entries.
6. Enter the required data for the `SAP_BW` system and save your entries.

Import Portal Roles

You can use the roles from the SAP NetWeaver Business Client software and the SAP NetWeaver Portal component for user authorization. The SAP NetWeaver Portal roles work the same way as the SAP NetWeaver Business Client roles. Note that the use of the SAP NetWeaver Portal is optional.

The *PFCG* roles have been created for use in SAP NetWeaver Business Client. To use the functions of these roles in SAP NetWeaver Portal, you must upload these roles from the SAP back-end system to SAP NetWeaver Portal.

With the *Role Upload* tool, the SAP NetWeaver Portal roles are generated automatically. You can enhance the SAP NetWeaver Portal roles; for example, you can create your own iViews.

You can upload the following PFCG roles:

- `SAP_ISR_PROMO_MARKETING`
- `SAP_ISR_PROMO_ADMINISTRATION`
- `SAP_ISR_PROMO_ADVERTISING`
- `SAP_ISR_PROMO_MERCHANDISE`
- `SAP_ISR_PROMO_READONLY`

For more information about the *Role Upload* tool, see SAP Note [1685257](#).

Assign the SAP PMR Roles to the Portal User

1. Log in to the portal server as a portal administrator.
 2. Choose ► *User Administration* ► *Identity Management*. ►
 3. Search for a portal user that should have a promotion role.
 4. Select a user and choose *Modify*.
 5. Search for an available role and assign all necessary roles to the user.
 6. Assign the respective portal permissions to the system.
 7. *SAP NetWeaver by Key Capability*
- Save your entries.

Check the Portal Integration

1. Log in to the portal server using the imported `SAP_ISR_PROMO_ADMINISTRATION` role.

2. Check that you have access to the workset containing the menu links.
3. Navigate to *Promotion Management for Retail* and select the various links to verify that you have access to the pages.

Configure SAP NetWeaver® Business Client

i Note

You do not need to install or access the NetWeaver Business Client, if you are running SAP PMR using SAP Enterprise Portals.

You can run SAP PMR using the NetWeaver Business Client (NWBC).

For more information, see the SAP Library help at help.sap.com > *SAP NetWeaver* > *SAP NetWeaver 7.4 Library* > *SAP NetWeaver Library* > *UI Technology* > *SAP NetWeaver Business Client 4.0*. 

NWBC access requires a change in the settings for two system parameters, as follows:

- login/accept_sso2_ticket = **1**
- login/create_sso2_ticket = **2** (recommended) or **1**

See also SAP Notes [900000](#) and [817529](#) for specific information about installation and setup.

5 Security Information

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 on your system should not result in loss of information or processing time. These demands on security apply likewise to SAP Promotion Management (SAP PMR). To assist you in securing SAP PMR, we provide this security information.

5.1 Fundamental Security Guide

SAP PMR is based on the SAP NetWeaver technology platform. Therefore, the corresponding security guides also apply to SAP PMR

Table 9: Fundamental Security Guides

Scenario, Application, or Component Security Guide	Most Relevant Sections or Specific Restrictions
SAP NetWeaver Security Guide	help.sap.com/mw_platform > Information > Security Guide
SAP NetWeaver Application Server AS ABAP Security Guide	help.sap.com/nw_platform > Security Information > SAP NetWeaver Security Guide > Security Guides for SAP NetWeaver Functional Units > Security Guides for the Application Server > Security Guides for the AS ABAP > SAP NetWeaver > Application Server ABAP Security Guide

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

5.2 User Administration and Authentication

SAP PMR uses the user management and authentication mechanisms provided by SAP NetWeaver, in particular, the SAP NetWeaver Application Server ABAP and Java. Therefore, the security recommendations and guidelines for user administration and authentication per the SAP NetWeaver Application Server ABAP Security Guide and the SAP NetWeaver Application Server Java Security Guide also apply to SAP PMR.

Features

User Management

User management for SAP PMR uses the mechanisms provided with the SAP NetWeaver Application Server component (ABAP and Java), for example, tools, user types, and password policies. For an overview of how these mechanisms apply to SAP PMR, see the following sections.

User Administration Tools

The following table lists useful information for user management tools:

Table 10

Tool	Most Relevant Sections	Prerequisites
User and role maintenance with SAP NetWeaver AS ABAP (Transactions SU01, PFCG)	help.sap.com/nw_platform > Security Information > SAP NetWeaver Security Guid > Security Guides for SAP NetWeaver Functional Units > Security Guides for the Application Server > Security Guides for the AS ABAP > SAP NetWeaver Application Server ABAP Security Guide > AS ABAP Authorization Concept >	SAP NetWeaver Application Server ABAP should be running.

User Types

It is 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 PMR include:

- Individual Users
 - Dialog users are used for SAP GUI for Windows or RFC connections
 - Internet users are used for same policies apply as for dialog users, but used for internet connections
- Technical users:
 - Communication user type: used for dialog-free communication through external RFC calls
 - System and background user type: used for background processing and communication within the system, such as, running scheduled inbound/outbound dispatcher jobs

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

Standard Users

SAP PMR does not require specialized standard users. SAP PMR indirectly uses SAP NetWeaver standard users.

For more information about these standard users, see topic *Protecting Standard Users* in the *User Administration* structure in the SAP NetWeaver Application ABAP Security Guide.

Integration into Single Sign-On Environments

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

For more information about the available authentication mechanisms, see topic *User Authentication and Single Sign-On* in the *User Authentication* structure in the SAP NetWeaver Application Server ABAP Security Guide.

Secure Network Communications (SNC)

SNC is available for user authentication and provides for an SSO environment when using the SAP GUI for Windows or remote function calls.

For more information, see help.sap.com/ > [SAP NetWeaver](#) > [SAP NetWeaver 7.0 \(2004s\)](#) > [SAP NetWeaver 7.0 Library](#). >

Select a language and then choose ► *Administrator's Guide* ► *SAP NetWeaver Security Guide* ► *Security Guides for SAP NetWeaver According to Usage Types* ► *Security Guide for Usage Type AS* ► *SAP NetWeaver Application Server ABAP Security Guide* ► *User Authentication* ► *Authentication and Single Sign-On* ► *Secure Network Communications (SNC)*. ►

SAP Logon Tickets

SAP PMR supports the use of logon tickets for SSO when using a Web browser as the front-end client. In this case, users can be issued a logon ticket after they have authenticated themselves with the initial SAP system. The ticket can then be submitted to other systems (SAP or external systems) as an authentication token. The user does not need to enter a user ID or password for authentication but can access the system directly after the system has checked the logon ticket.

SNC is available for user authentication and provides for an SSO environment when using the SAP GUI for Windows or remote function calls.

For more information, see ► help.sap.com/ ► *SAP NetWeaver* ► *SAP NetWeaver 7.0 (2004s)* ► *SAP NetWeaver 7.0 Library*. ►

Select a language and then choose ► *Administrator's Guide* ► *SAP NetWeaver Security Guide* ► *Security Guides for SAP NetWeaver According to Usage Types* ► *Security Guide for Usage Type AS* ► *SAP NetWeaver Application Server ABAP Security Guide* ► *User Authentication* ► *Authentication and Single Sign-On* ► *Logon Tickets* ►

Client Certificates

As an alternative to user authentication using a user ID and passwords, users using a Web browser as a front-end client can also provide X.509 client certificates to use for authentication. In this case, user authentication is performed on the Web server using the secure sockets layer protocol (SSL protocol) and no passwords have to be transferred. User authorizations are valid in accordance with the authorization concept in the SAP system.

For more information, see ► help.sap.com/ ► *SAP NetWeaver* ► *SAP NetWeaver 7.0 (2004s)* ► *SAP NetWeaver 7.0 Library*. ►

Select a language and then choose ► *Administrator's Guide* ► *SAP NetWeaver Security Guide* ► *Security Guides for SAP NetWeaver According to Usage Types* ► *Security Guide for Usage Type AS* ► *SAP NetWeaver Application Server ABAP Security Guide* ► *User Authentication* ► *Authentication and Single Sign-On* ► *Client Certificates*. ►

SAP Promotion Management uses the authorization concept provided by SAP NetWeaver. Therefore, the recommendations and guidelines for authorizations as described in the *SAP NetWeaver Application Server ABAP Security Guide* apply to SAP PMR.

The SAP NetWeaver authorization concept is based on assigning authorizations to users based on roles. For role maintenance, use the profile generator (transaction PFCG) when using ABAP technology

Note

For more information, see ► help.sap.com/ ► *SAP NetWeaver* ► *SAP NetWeaver 7.0 (2004s)* ► *SAP NetWeaver 7.0 Library* ►

Select a language and then choose ► *Administrator's Guide* ► *SAP NetWeaver Security Guide* ► *User Administration and Authentication*. ►

For more information about the available authentication mechanisms, see topic *User Authentication and Single Sign-On* in the *User Authentication* structure in the *SAP NetWeaver Application Server ABAP Security Guide*.

5.3 Authorizations

SAP PMR uses the user management and authentication mechanisms provided with the SAP NetWeaver platform, in particular the SAP NetWeaver Application Server ABAP and Java. Therefore, the security recommendations and guidelines for user administration and authentication as described in the SAP NetWeaver Application Server ABAP Security Guide and SAP NetWeaver Application Server Java Security Guide also apply to PMR.

i Note

Activate the business functions as outlined in the Post-Installation of the DDF and SAP PMR sections.

Prerequisites

As a security requirement, follow the instructions in the following see the following SAP Notes:

Table 11

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Features

The table lists standard roles used by DDF

Table 12

Role	Description
SAP_ISR_DMF_MASTER	<p>Includes access to the following applications:</p> <ul style="list-style-type: none"> • Product Groups • Placeholder Products • Location Groups • Define Area of Responsibility • Search for Schedule Jobs • Schedule Model and Forecasts • Monitor Imports • Configure Load Balancing • Monitor Exceptions • Monitor Compressed Data • Product • Search Placeholder Products • Transportation Lanes • Maintain Product Locations • Remove Time Series • Check Mass Maintenance
SAP_ISR_DMF_READONLY	<p>Includes access to the following applications:</p> <ul style="list-style-type: none"> • Product Groups • Placeholder Products • Location Groups • Define Area of Responsibility • Search for Schedule Jobs • Schedule Model and Forecasts • Monitor Imports • Configure Load Balancing • Monitor Exceptions • Monitor Compressed Data • Product • Search Placeholder Products • Transportation Lanes • Maintain Product Locations • Remove Time Series • Check Mass Maintenance

The table lists standard roles used by SAP PMR:

Table 13

Role	Description
SAP_ISR_PROMO_ADMINISTRATION	Includes access to all SAP PMR applications and authorizations.

Role	Description
SAP_ISR_PROMO_MARKETING	<p>Includes access to the following applications:</p> <ul style="list-style-type: none"> ● ○ Campaign Schedule ○ Event Schedule ○ Offer Schedule ○ Planning Workbench ○ Vendor Fund Maintenance ○ Product Groups ○ Placeholder Products ○ Location Groups ○ Templates ○ Define Area of Responsibility ○ Schedule Jobs ○ Monitor Imports ○ Monitor Exceptions ○ Manage Images ○ Products ○ Placeholder Products ○ Transportation Lanes ○ Product Locations ○ Remove Time Series ○ Check Mass Maintenance
SAP_ISR_PROMO_MERCHANDISE	<p>Includes access to the following applications:</p> <ul style="list-style-type: none"> ● ○ Campaign Schedule ○ Event Schedule ○ Offer Schedule ○ Planning Workbench ○ Vendor Fund Maintenance ○ Product Groups ○ Placeholder Products ○ Location Groups ○ Templates ○ Define Area of Responsibility ○ Schedule Jobs ○ Schedule Model and Forecasts ○ Monitor Imports ○ Monitor Exceptions ○ Manage Images ○ Products ○ Placeholder Products ○ Transportation Lanes ○ Product Locations

Role	Description
SAP_ISR_PROMO_ADVERTISING	Includes access to the following applications: <ul style="list-style-type: none"> • ○ Campaign Schedule ○ Event Schedule ○ Planning Workbench ○ Location Groups ○ Templates ○ Define Area of Responsibility ○ Manage Images
SAP_ISR_PROMO_READONLY	Includes access to all SAP PMR applications with read-only authorization

Standard Authorization Objects

The table shows the security-relevant authorization objects that are used by SAP PMR.

Table 14: Standard Authorization Objects

Authorization Object	Field	Value	Description
CA_POWL	POWL_APPID POWL_CAT POWL_LSEL POWL_QUERY POWL_RA_AL POWL_TABLE		Authorization for Personal Object Worklist (POWL) menu function for the DDF POWL applications.
S_START	Object Name Object Type Program ID	/DMF/* and /PRM/* POWL WDYA R3TR	The authorization object S_START is used during the start authorization check for particular TADIR objects, such as Web Dynpro applications. Note that you must not use this object directly in your own coding. The object can only be used through the class CL_START_AUTH_CHECK. The concept of the start authorization check for program objects with object catalog entries is described in SAP Note 1413011
S_TCODE		/DMF/TS_DELETE RSM37 SM37	Transaction Code Check at Transaction Start

Authorization Object	Field	Value	Description
/PRM/CMPN	ACTV	01 Create 06 Delete 06 Delete D1 Copy	Authorization for Campaign Maintenance application. 01 allows user to create campaign. 06 allows user to delete an event. 23 allows user to edit an event. D1 with 01 allows a user to create a campaign with reference.
/PRM/OFFR	ACTVT	01 Create or generate 02 Change 03 Display 06 Delete 23 Maintain 61 Export 75 Remove 78 Assign D1 Copy	Offer authorization object. 01 enables the <i>Create Without Reference</i> button. If user has only 01 authorization, all functionality is available except the authorization to assign attributes in create mode. 02 enables the <i>Update Status</i> and <i>Update</i> buttons. User can save offers. If user has only 02 authorization, user cannot assign and remove attributes. 06 allows user to delete an offer. 23 allows user to create an offer in reference to a vendor fund; however, to save the offer, user must have either 01 or 02 authorization. 61 enables the <i>Transfer</i> button. 78 allows user to assign and remove attributes; however, to save, user must have either 01 or 02 authorization. D1 enables user to create with reference; however, to save the copied offer, user must also have either the 01 or 02 authorization.

Authorization Object	Field	Value	Description
/PRM/EVENT	ACTVT	01 Create 06 Delete 23 Maintain 43 Release 61 Export D1 Copy	Event authorization object. 01 allows user to create an event. 06 allows user to delete an event. 23 allows user to edit an event, deliver an event, and refresh offer financials. 43 allows user to transfer an event. 61 allows user to export an event. D1 with 01 allows user to create an event with reference to another event.
/PRM/VDRDL	ACTVT	01 Create 02 Change 06 Delete	Vendor deal authorization object. 01 allows user to create a vendor deal. 02 allows user to edit a vendor deal. 01 or 02 allows user to assign or unassign attributes to a vendor deal. 06 allows user to delete a vendor deal.
/PRM/RM	ACTVT	01 Create 02 Maintain 06 Delete 10 Post D1 Copy	Representation management authorization object. 01 allows user to create a template. 02 allows user to edit a template. 06 allows user to delete a template. 10 allows user to post and unpost a template. D1 allows user to copy a template.

Security Protection

To increase security and prevent access to the SAP logon ticket and security session cookies, we recommend activating secure session management.

We also highly recommend using SSL to protect the network communications where these security-relevant cookies are transferred.

Session Security Protection on the AS ABAP

To activate session security on the AS ABAP, set the corresponding profile parameters and activate the session security for the client using the `SICF_SESSIONS` transaction.

For more information, see *Activating HTTP Security Session Management on AS ABAP* in the *SAP NetWeaver Application Server ABAP* security guide.

More Information

For more information about specific topics, see the quick links as shown in the table below.

Table 15

Content	Quick Link on the SAP Marketplace or SAP Developer Network (SDN)
Security	sdn.sap.com/irj/sdn/security
Security guides	service.sap.com/securityguide
Related SAP Notes	service.sap.com/notes service.sap.com/securitynotes
Released platforms	service.sap.com/pam
Network security	service.sap.com/securityguide
SAP Solution Manager	service.sap.com/solutionmanager
SAP NetWeaver	sdn.sap.com/irj/sdn/netweaver

6 Operation Information

Designing, implementing, and running your SAP applications at peak performance 24 hours a day has never been more vital for your business success than now.

This section provides a starting point for managing, maintaining, and running your application optimally. It contains specific information for various tasks and lists the tools that you can use to implement them.

i Note

Adaptive Computing is a capability provided by SAP NetWeaver. Any component, for example SAP Promotion Management for Retail (SAP PMR), released on NetWeaver 4.6C or higher, can run within the NetWeaver adaptive framework.

6.1 Monitoring

Monitoring is an essential task in the management of SAP technology. Monitoring allows you to detect any irregularities or deviations from an ideal business process flow or to detect error situations concerning a core business process at an early stage.

SAP PMR supports monitoring functions within the Demand Data Foundation (DDF) framework. DDF uses the SAP NetWeaver standard functions for monitoring. For more information about standard functions for monitoring, see the SAP NetWeaver Operations Guide.

Features

Alert Monitoring

SAP provides you with the infrastructure and recommendations to set up your alert monitoring to recognize critical situations as quickly as possible.

Monitoring Installation and Setup

To allow the auto-alert mechanism of Computing Center Management System (CCMS), see SAP Note [617547](#).

Component-Specific Monitoring

DDF provides CCMS monitoring for the following processes:

- Model by product location
- Model by hierarchy
- Forecast by product location
- Forecast by hierarchy

The Monitor Tree Elements (MTEs) must be verified and configured for the following processes:

- DMF_MODEL_PROCESSES_BY_HIER
- DMF_MODEL_PROCESSES_BY_PROD_LOC

- DMF_FORECAST_PROCESSES_BY_HIER
- DMF_FORECAST_PROCESSES_BY_PROD_LOC

Monitoring Details

Exception Handling

DDF uses the exception handling framework to log errors that arise while running background processes. You can define the exception messages in the system before actual exception instances can be created. The exception definition is based on the general ABAP message concept. Each exception is identified by a combination of a message class and a message number. Each instance of an exception has a unique internal ID (message handle).

i Note

The following sub-objects do not use exception handling:

- /DMF/OFFER_PURGE
- /DMF/PHP
- /DMF/ENGINE

Configuration of Exceptions

You can manage the exceptions in Customizing under [Cross-Application Components](#) [Demand Data Foundation](#) [Basic Settings](#) [Exception Management](#).

Configuration Data for High Level Exceptions

[Cross-Application Components](#) [Demand Data Foundation](#) [Basic Settings](#) [Exception Management](#) [Maintain Configuration Data for High Level Exceptions](#).

You have the following customizing options:

- Assignment of business areas to exceptions
- Definition of exception priority
- Definition of message types
- Definition of validity period
- Definition of validity period

Configuration Data for Low Level Exceptions

You can define the priority of exceptions in Customizing under [Cross-Application Components](#) [Demand Data Foundation](#) [Basic Settings](#) [Exception Management](#) [Maintain Configuration Data for Low Level Exceptions](#).

Customer-Specific Replacement Messages

You can define the replacement of messages in Customizing under [Cross-Application Components](#) [Demand Data Foundation](#) [Basic Settings](#) [Exception Management](#) [Define Customer-Specific Replacement Messages](#).

Customizable Message Status

You can define the available exception status values in Customizing under [Cross-Application Components](#) [Demand Data Foundation](#) [Basic Settings](#) [Exception Management](#) [Define Customizable Message Status](#).

Monitoring of Exceptions

You use the *Monitor Exceptions* function to review and process the exceptions that have been generated from the batch processes

You have the following features:

- Flexible filtering of exceptions
- Overview the number of exceptions
- Perform additional filtering based on the business area, the context type, or the context instance (value)

- Display of result of the selected exceptions in a table grid.
- Display of exception details including associated low level exceptions for one highlighted exception

Housekeeping for Exceptions

You can have a high number of exceptions that occur during the system operation. We recommend that you perform a regular purging (deletion) of obsolete exceptions.

Monitor Compressed Data

You use the *Monitor Compressed Data* screen to view *Time Series* data. The system uses the *Compressed Data Management* (CDM) function as the storage engine for the *Time Series* data. This data is compressed to save space and ensure optimal database table performance, but compression prevents data from being read by the *Data Browser* function (transaction SE16).

Application Log

The *Application Log* function collects messages, exceptions, and errors, and displays them in a log. This log provides you with basic header information, a message long text, detailed information, and technical information.

Setting the Trace Level

The trace level controls the amount and type of information that will appear in the trace file. The three levels are as follows:

- ERROR – the trace file will only contain information (and in fact will only be created) when an actual runtime error occurs during execution of modeling and/or forecasting.
- WARNING – the trace file will contain all information normally found at the error level, plus information relating to out-of-the-ordinary conditions that might signal a potential problem.
- INFO – the trace file will contain all information normally found at the warning level plus information about the functioning of each call to modeling or forecasting, even when there are no errors or warnings.

By default, the trace level is set to ERROR, so that no trace file is produced unless an error occurs. This is the recommended setting.

Changing the Trace Level for Modeling

1. Define the model profile in the Customizing profile under **Cross-Application Components** > *Demand Data Foundation* > *Modeling and Forecasting* > *Maintain Forecast Profiles*.
2. Select the modeling profile for which you wish to adjust the trace level, and then select the *Model Configuration* folder.
3. Enter the trace level in the *Modeling Parameter Settings* field as follows: trace_level=<INFO| ERROR | WARNING>. If this field contains additional settings, separate the settings with a semicolon.
4. Note that this text field can contain additional settings. If so, separate the settings using a semicolon.

Viewing the Trace Files

Each execution of modeling or forecasting is referred to as a task, and is assigned a unique 32-character identifier called a task ID. The system places the trace files for a given task in a folder named after the task ID. The name of the trace file for modeling is `cam.trc` and the name of the trace file for forecasting is `fcst.trc`.

By default, the system creates these task directories in the `DIR_HOME` folder. The trace files can be viewed either on the host system using transaction AL11.

Changing the Location of Trace Files

By default, no particular location is specified for the trace file results. As a result, the system produces the trace files in the current working directory of the running science process. The working directory is in the `DIR_HOME` folder.

1. Define the model profile in the Customizing activity for *Maintain Forecast Profiles*.

2. Select the modeling profile for which you wish to adjust the trace level, and then select the *Model Configuration* folder.
3. Enter the file location in the *Modeling Parameter Settings* field as follows: `log_directory=<location>`. The location must already exist and must be writable by the operating system user that runs the science process. If this field contains additional settings, separate the settings with a semicolon.

Workload Monitors

When instances of an object are sent from an external system to DDF via an inbound remote function call (RFC) or Enterprise Services, the data is stored in the staging tables.

The transfer of objects can be triggered by an initial load as well as by a delta load that transfers modified instances of an object. You can schedule the `/DMF/PROCESS_STAGING_TABLES` report as a batch job to move data from the staging tables into the corresponding object. The following table lists all interfaces and indicates the relationship between the master data object and its corresponding interface tables:

Table 16

Master Data Object	Interface Table	Description
Image Data	DMF/MDIF_IMAGE	Staging table for Image Header
	DMF/MDIF_IMGTXT	Staging table for Image Texts
Transportation Lane	/DMF/MDIF_LANE	Staging table for data of Transportation Lane
	/DMF/MDIF_LANEPC	Staging table for price data of Transportation Lane
	/DMF/MDIF_LANETD	Staging table for time dependent data of Transportation Lane
Location	/DMF/MDIF_LOC	Staging table for Location Header Data
	/DMF/MDIF_LOCADR	Staging table for Location Address Data
	/DMF/MDIF_LOCASS	Staging table for Location Hierarchy Assignment Data
	/DMF/MDIF_LOCTXT	Staging table for Location Text Data, including fax, telephone and URL
Location Hierarchy	/DMF/MDIF_LOCH	Staging table for Location Hierarchy Header Data
	/DMF/MDIF_LOCHAS	Staging table for Location Hierarchy Assignment Data
	/DMF/MDIF_LOCHN	Staging table for Location Hierarchy Node Data
	/DMF/MDIF_LOCHNT	Staging table for Location Hierarchy Node Text Data
	/DMF/MDIF_LOCHT	Staging table for Location Hierarchy Text Data

Master Data Object	Interface Table	Description
Product Location	/DMF/MDIF_PRLC	Staging table for Product Location Header Data
	/DMF/MDIF_PRLCCT	Staging table for Product Location time dependent Cost Data
	/DMF/MDIF_PRLCPR	Staging table for Product Location time dependent Price Data
	/DMF/MDIF_PRLCTD	Staging table for Product Location time dependent Data
Product	/DMF/MDIF_PROD	Staging table for Product Header Data
	/DMF/MDIF_PROASS	Staging table for Product Hierarchy Assignment Data
	/DMF/MDIF_PROTXT	Staging table for Product Description Data
	/DMF/MDIF_PROUOM	Staging table for Product Unit of Measure Data
Product Hierarchy	/DMF/MDIF_PROH	Staging table for Product Hierarchy Header Data
	/DMF/MDIF_PROHN	Staging table for Product Hierarchy Node Data
	/DMF/MDIF_PROHNT	Staging table for Product Hierarchy Node Text Data
	/DMF/MDIF_PROHTX	Staging table for Product Hierarchy Header Text Data

Table 17

Technical Data Object	Interface Table	Description
Generic Time Series	/DMF/TS_GENERIC	Staging table for Generic Time Series Data
Inventory Data	/DMF/OPIF_INVENT	Staging table for Inventory Data
Sales Data	/DMF/BI_SALES	Staging table for BI Sales Data
Store Traffic	/DMF/BI_ST_TRAFF	Staging table for BI Store Traffic Data

The following remote function modules (RFCs) can be called to write data into staging tables:

Table 18

Master Data Object	Remote Function Module
Image Data	/DMF/MDIF_IMAGE_DATA_INBOUND
Transportation Lane	/DMF/MDIF_LANE_INBOUND
Location	/DMF/MDIF_LOCATION_INBOUND

Master Data Object	Remote Function Module
Location Hierarchy	/DMF/MDIF_LOC_HIER_INBOUND
Product Location	/DMF/MDIF_PROD_LOC_INBOUND
Product	/DMF/MDIF_PRODUCT_INBOUND
Product Hierarchy	/DMF/MDIF_PROD_HIER_INBOUND

Table 19

Transactional Data Object	Remote Function Module
Generic Time Series	/DMF/TS_GENERIC_INBOUND
Inventory Data	/DMF/OPIF_INVENTORY_INBOUND
Vendor Fund	/DMF/OPIF_VENDOR_FUND_INBOUND
Sales Data	/DMF/BI_SALES_DATA
Store Traffic	/DMF/BI_SALES_DATA

You can schedule the /DMF/PROCESS_STAGING_TABLES report as a batch job to move data from the staging tables into the corresponding object.

Data Consistency

The external data providers that write data into the staging tables can additionally provide a high resolution time stamp when an RFC is called. Every data record within a staging table has a high resolution time stamp assigned (EXT_KEY_TST field) to it. This high resolution time stamp is part of the key of the data record within the staging table. Therefore, different records for the same object can exist at a point in time within the staging table. The processing of the data from the staging table into the corresponding business object ensures that the data of the newest data record within a staging table is processed.

Authorizations

To ensure the data consistency, only the users with authorizations can load the data into staging tables. The system performs authorization checks on the following function groups:

- /DMF/BI_SALES_INBOUND
- /DMF/MDIF_IMAGE_DATA
- /DMF/MDIF_LANE
- /DMF/MDIF_LOCATION
- /DMF/MDIF_LOC_HIER
- /DMF/MDIF_PRODUCT
- /DMF/MDIF_PROD_HIER
- /DMF/MDIF_PROD_LOC
- /DMF/OPIF_INVENTORY
- /DMF/TS_GENERIC_INBOUND

6.2 Management of PMR

SAP provides an infrastructure to help your technical support consultants and system administrators manage the SAP components, as well as complete all technical administration and operation tasks.

For more information, see the technical operations guide for SAP NetWeaver in the SAP Help Portal at help.sap.com > *System Administration and Maintenance Information* > *Technical Operations Guide*. >

Features

Starting and Stopping

When you start SAP NetWeaver, you start the system database, the application servers, and the respective processes of which the system consists.

For more information, see the technical operations guide for SAP NetWeaver in the SAP Help Portal at help.sap.com > *System Administration and Maintenance Information* > *Technical Operations Guide (English)* > *General Administration Tasks* > *Starting and Stopping SAP NetWeaver ABAP and Java*. >

Backup and Restore

You 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. You specify in your strategy that the normal data and the backup data are stored in separate physical locations, so that you do not lose both types of data in a disaster.

Scheduled Periodic Tasks

You can automatically schedule import tasks using the `/DMF/PROCESS_STAGING_TABLES` report in the `/DMF/EXT_IF_COMMON` package.

Required Manual Periodic Tasks

This section describes all manual tasks required to run periodically to keep the application running smoothly over time. A manual task needs a person to execute it. A scheduled task can be automated using a task scheduler program. Such tasks may be required on the component level and are therefore relevant in each scenario that uses the component. 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.

Table 20: Manual tasks for DDF

Task	Tool Supporting this Task	Recommended Frequency	Detailed Description
Purge Data	Report <code>/DMF/PURGE_AGENT</code>	As required	See the <code>/DMF/PURGE_AGENT</code> report documentation (transaction code SE38).

Task	Tool Supporting this Task	Recommended Frequency	Detailed Description
Delete Obsolete Time Series Data	Report /DMF/TS_DELETE	As required	You can select the data to be deleted by location and product using the key figure parameter (KPRM). The available time series types include: <ul style="list-style-type: none"> • Universal (UN) • Location Universal (UL) • Point of Sale (PS) • Syndicate Data (SY)
Delete Obsolete Exception Message Data	Program /DMF/ PURGE_EWB_MESSAGES	As required	Execute or schedule the program. No parameter is required by this program. The purging is driven by the message configuration and the executed deletions in the UI.
Consolidate Time Series Data	Program /DMF/ TS_BUFFER_CLEAN	As required	Use this function to clear the Time Series buffer to propagate the data to the final persistence engine in the Compressed Data Management module. Execute the program for each KPRM in which the Buffer Threshold parameter is greater than 0.

Load Balancing

The application uses the standard function of SAP NetWeaver for logon and load balancing.

For modeling and forecasting services, the maximum number of products and maximum number of demand group locations is essential.

During workload processing, the system breaks a single operation or service into many smaller tasks. It then runs each of these tasks as separate dialog work processes (task requests or screen changes), up to the configured maximum number of work processes. Since the system attempts to run this maximum number of processes in parallel, you use load balancing to help more evenly distribute workload within the system.

High Availability

The application is based on SAP NetWeaver technology; the high availability considerations that apply to SAP NetWeaver, such as increasing system availability, improving performance, and eliminating unplanned downtime, also apply to PMR.

For more information, see the *SAP High Availability* in the SAP Help Portal at help.sap.com/nw_platform > *Application Help* > *Function-Oriented View* > *English* > *Solution Life Cycle Management* > *SAP High Availability*. >

Support Desk Management

Support Desk Management allows 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 here:

- Remote support setup
- Problem message handover

Problem Message Handover

To create SAP support messages for your installation, you specify the DDF software component.

Remote Support

You can set up a read-only user for remote support that allows access to the applications and SAP NetWeaver transactions.

The following roles should be assigned to this user:

- `SAP_QAP_BC_SHOW` (for SAP NetWeaver)
- Consuming application's role

Typographic Conventions

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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