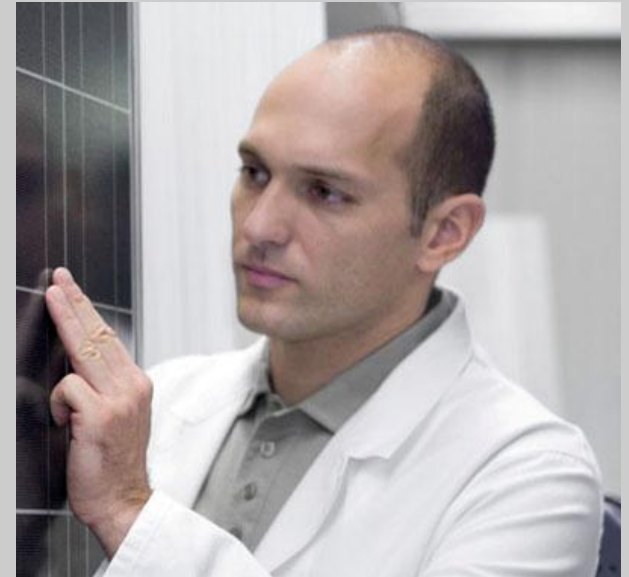


# SAP Solution Manager for Customizing Synchronization



*Product Management*  
*SAP Solution Manager*  
SAP AG

THE BEST-RUN BUSINESSES RUN SAP™



As a result of this presentation, you will be able to:

- **Describe major challenges for Customizing Synchronization**
- **Explain how SAP Solution Manager supports Customizing Synchronization**
- **Describe how local customizing locks facilitate configuration management**
- **List benefits that you can gain by using SAP Solution Manager for Customizing Synchronization**

## Task

- **Synchronization of customizing across your landscape**

## Target Group

- **All customers with more than one SAP R/3, SAP R/3 Enterprise or SAP ECC system**
- **mySAP Business Suite customers**

## Benefits

- **Consistency of customizing in multiple-system landscapes**
- **Reduction of manual synchronization efforts**
- **Flexibility of configuration distribution**
- **Sophisticated centralized configuration tracking and monitoring**





## Definition Customizing Synchronization

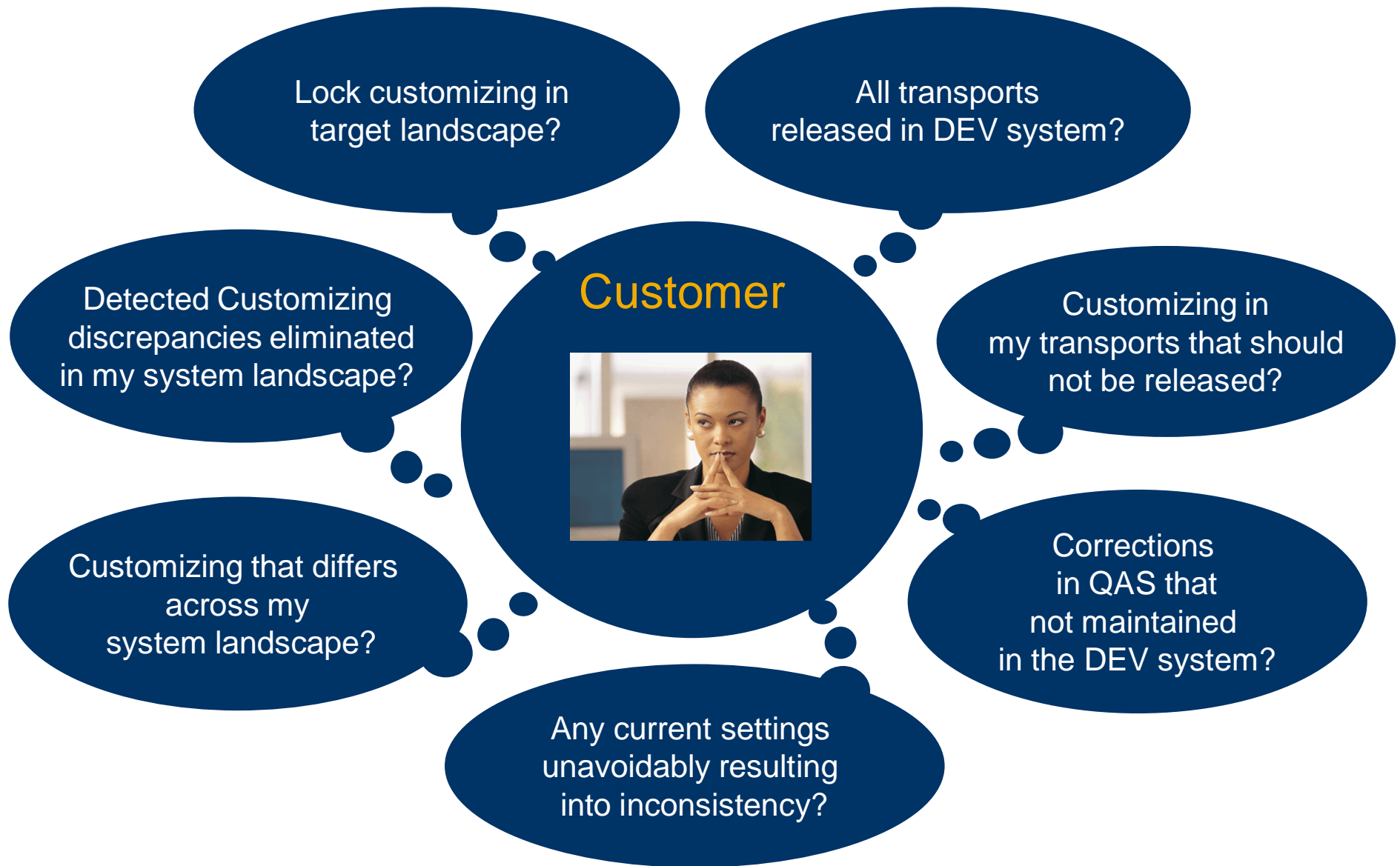
Customizing Scout

Customizing Distribution

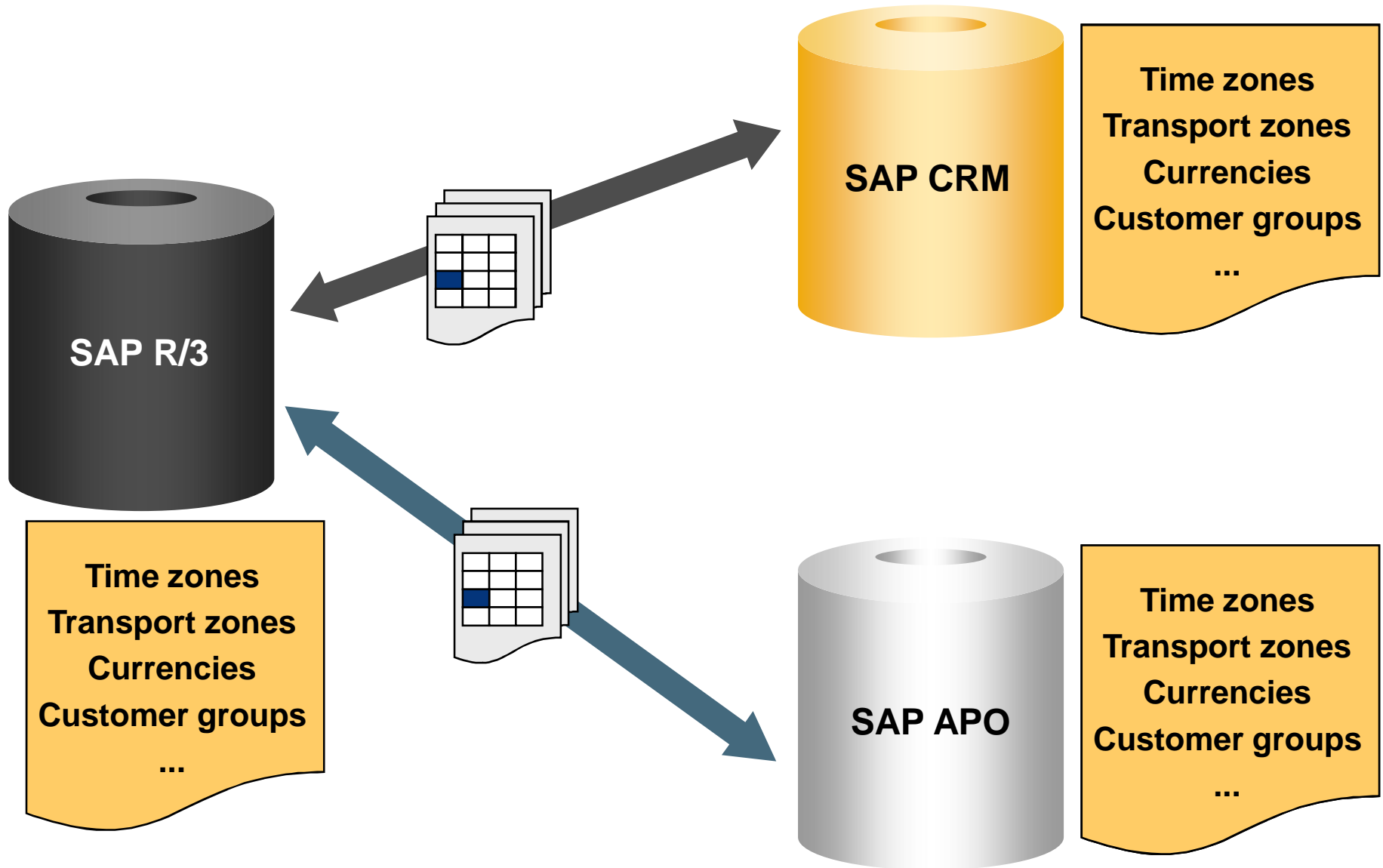
Local Customizing Locks

Summary & Additional Information

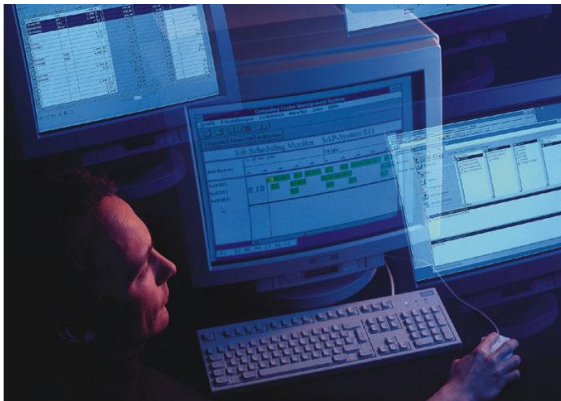
# Challenges of Consistent Customizing Settings



# Keeping Business Configuration in Sync



# Importance of Synchronous Customizing



**A mySAP Business Suite system landscape consists of various components which have their own customizing tables.**

**Technical point of view**

**Question**  
How to secure cross-component customizing consistency?

**Solution**  
Customizing Synchronization



**Semantical point of view**

**Components need, however, some common set of customizing.**

# Two components of Customizing Synchronization



## Comparing Customizing

**Comparison between systems and clients**

**No automated customizing adjustments**

**Use to control customizing before and after distribution**

**CUSTOMIZING SCOUT**

## Distributing Customizing

**From one to multiple target systems and components**

**Automated customizing distribution possible**

**Use to distribute defined set of customizing between components**

**CUSTOMIZING DISTRIBUTION**





Definition Customizing Synchronization

**Customizing Scout**

Customizing Distribution

Local Customizing Locks

Summary & Additional Information

THE BEST-RUN BUSINESSES RUN SAP™

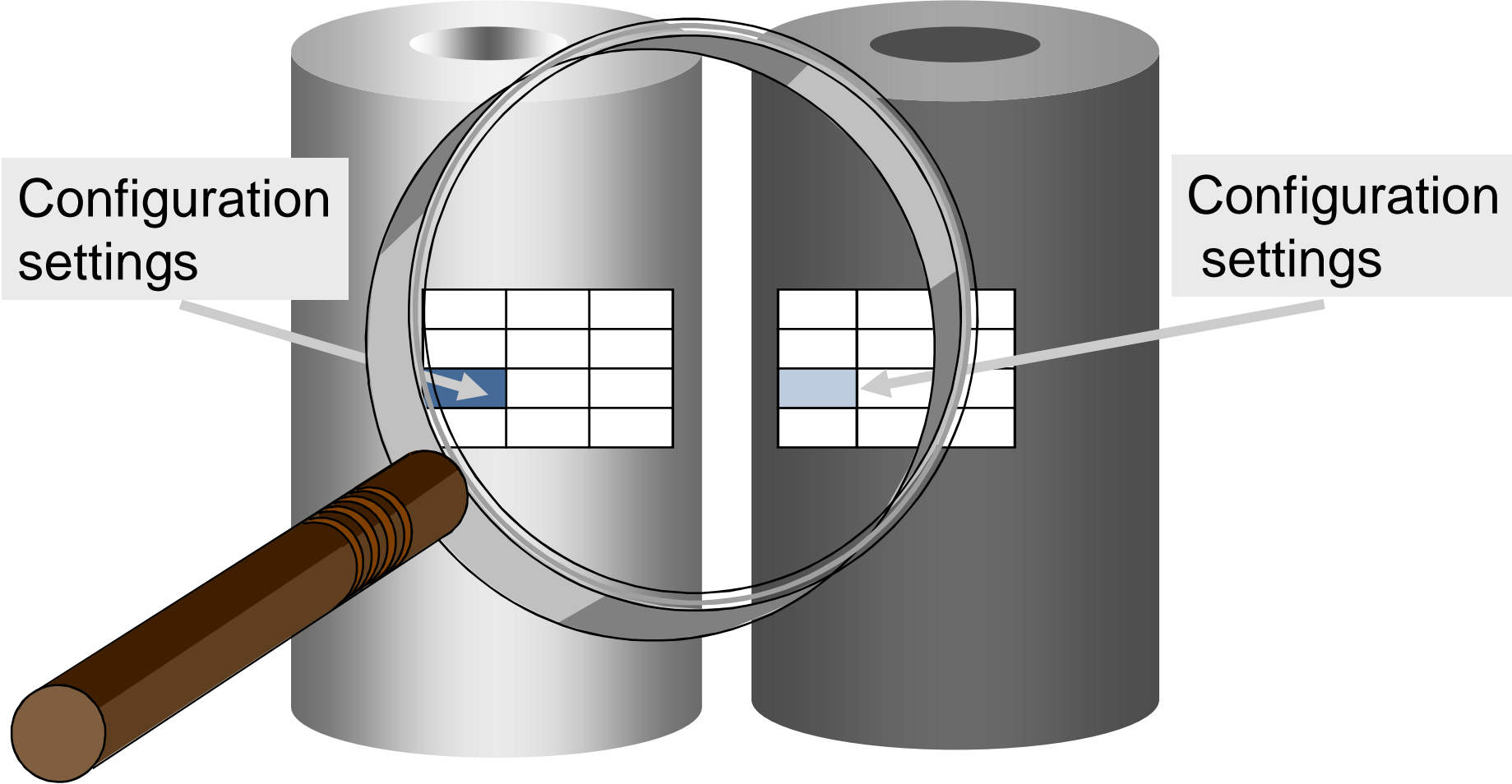


# Comparing Customizing Settings in Two Systems



Development System

Quality Assurance System



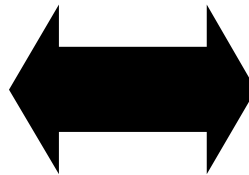
# Comparing Customizing Across Components



SAP ECC/  
SAP R/3

SAP MDM

Configuration  
settings

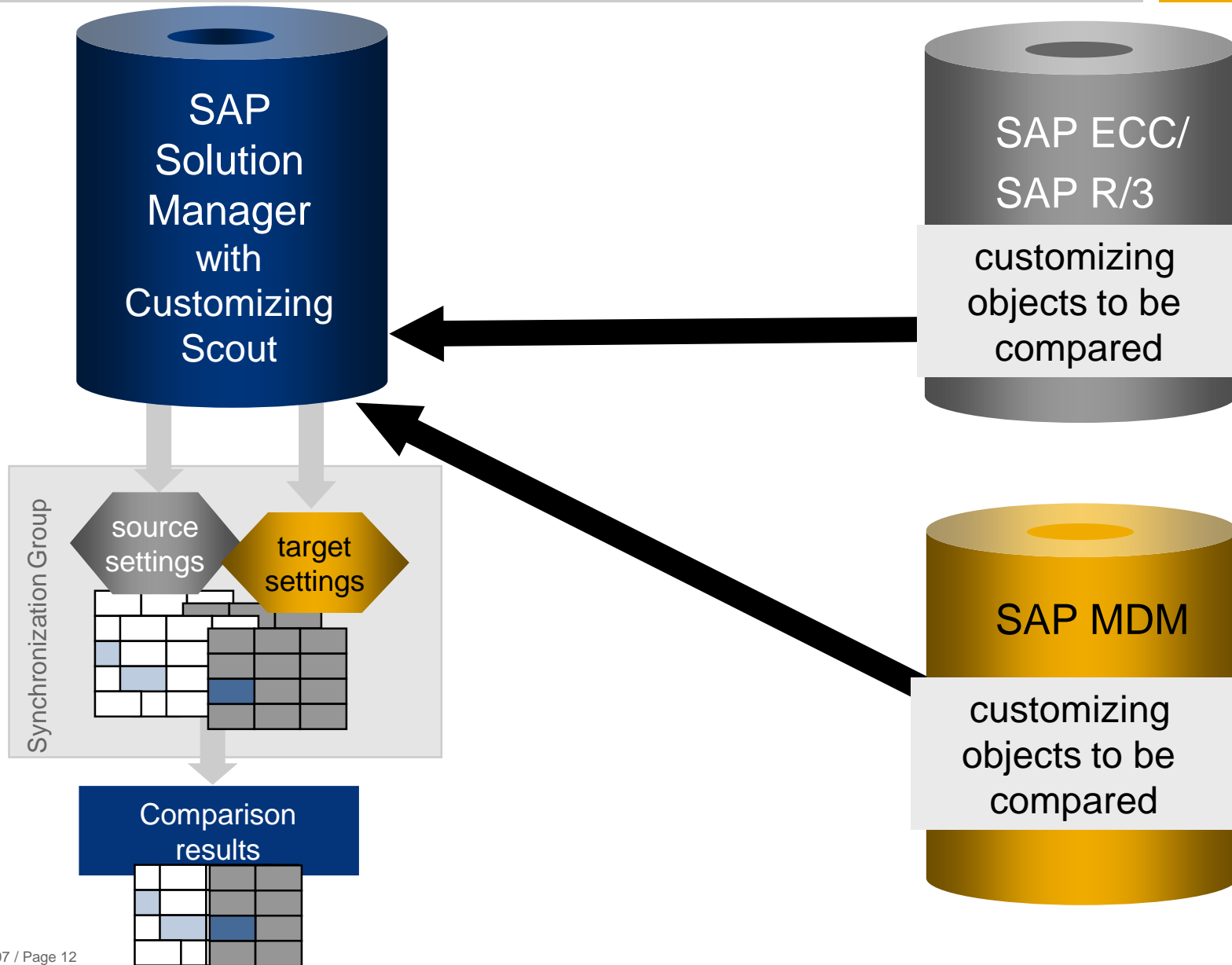



???

Configuration  
settings



# Customizing Comparison - Process in Detail





## Define your customizing object piece list

- Group customizing for comparison or distribution using customizing objects or IMG activities
- Use SAP predefined synchronization objects for cross-component comparison and distribution
- Define customizing objects locks for target systems (SAP Solution Manager 3.2)

... simply using

Synchronization Group Editor

# Customizing Scout: Comparison Results



Comparison Edit Goto Utilities System Help

Comparison Target System IMG Environment Source System IMG Environment Statistics Display

Target(SAP CRM/Enterprise Buyer): FAZ/600/400 <-> Source(SAP R/3 System): FA3/600/470 - Last Action: 31.07.2003  
Synchronization Group: ZTECH2003

Stat.	Object	Synchronization Object	Description	Comp	Entries Target Total	Entries Only in Target	Entries Changed	Entries Only in Source
	CRMV_BUPA_CBBL	CRM_BILLING_BLOCKING_REASON	Billing Blocking Reasons		10	0	0	1
	CRMV_COMM_GRP	CRM_COMM_GRP	Commission Groups		3	0	0	0
	V_T005S	CRM_REGIONS	Regions		1.610	808	143	1

Legend for overview results

Legend: Difference List

**Processing Status**

- Open
- In Process
- Completed

**Comparison Status**

- View/Tables Not Yet Compared
- View/Table Contents are Identical
- View/Table Contents are Identical and Differences in Structure
- View/Table Contents are Not Identical
- View/Table Contents are Not Identical and Differences in Structure
- Comparison Not Possible

# Customizing Scout: Field-level View



Comparison Edit Goto Settings Utilities System Help

Customizing Scout: Object Comparison

View: CRMV\_BUPA\_CBBL - Target(SAP CRM/Enterprise Buyer): FAZ/600/400 <-> Source(SAP R/3 System): FA3/600/470 - Date: Synchronization Group: ZTECH2003

Reason	Description
<input type="checkbox"/>	01 Calculation missing
<input type="checkbox"/>	02 Compl Confirm Missng
<input type="checkbox"/>	03 Prices incomplete
<input type="checkbox"/>	04 Check terms of paymt
<input type="checkbox"/>	05 Check delivery terms
<input type="checkbox"/>	08 Check credit memo
<input type="checkbox"/>	09 Check debit memo
<input type="checkbox"/>	41 not yet completed
<input type="checkbox"/>	42 no price agreement
<input type="checkbox"/>	43 new price as of....
<input checked="" type="checkbox"/> S	Z1 Exceeded Allowable

**Example: CRM Billing Blocking Reasons**

**Differences high-lighted: Entry only available in source system**

Legend: Comparison Result

Color	Meaning
[Light Blue]	View/Table Entry Difference
[Yellow]	Field Content Differences
[Light Green]	Entry Only in the Target System
[Green]	Entry Only in Source System
[Light Blue]	Identical Entry
[Light Blue]	Identical Entry

ID	Meaning
MT	Difference. Entry from Target System
MS	Difference. Entry from Source System
T	Entry Only in the Target System
S	Entry Only in Source System
	Entries Identical
(M)	Differences Only in Hidden Fields

## Increased transparency

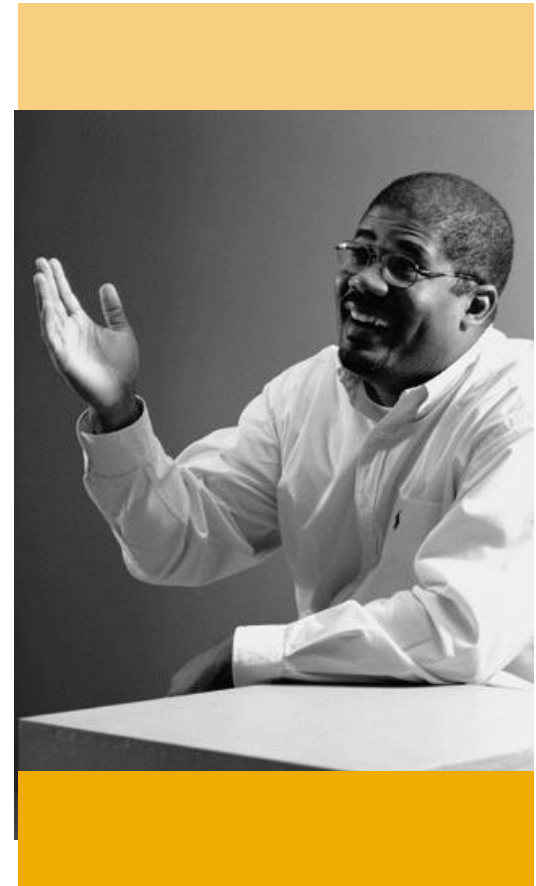
- All comparison results available in one central list
- Branching into details list possible

## Reduction of manual comparison work

- Individual customizing table comparisons are superfluous

## Easy deployment

- Very easy setup of comparison runs
- Only read-RFCs are required



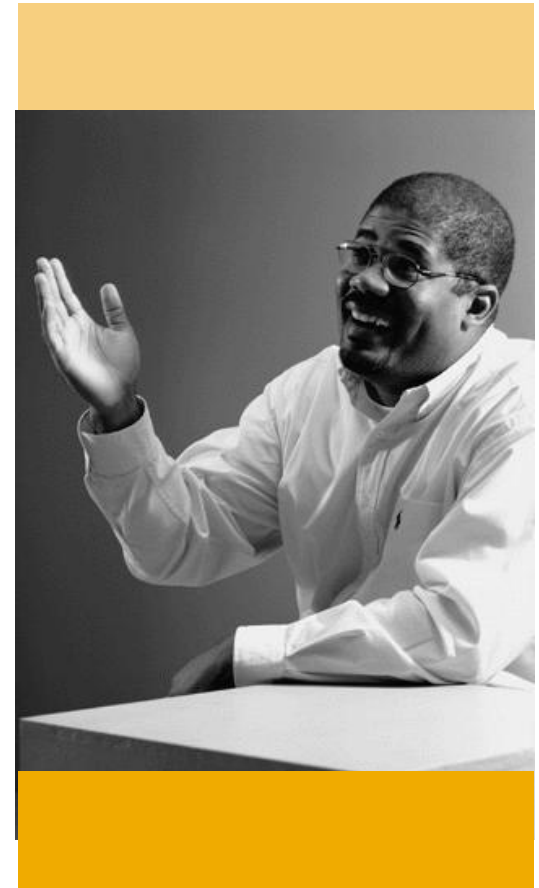


## Coverage of multiple usage scenarios, for example

- Inter-landscape consistency check (DEV-QAS-PRD)
- Cross-component consistency check (such as: SAP MDM <-> SAP R/3)
- Comparison after upgrades or change management activities

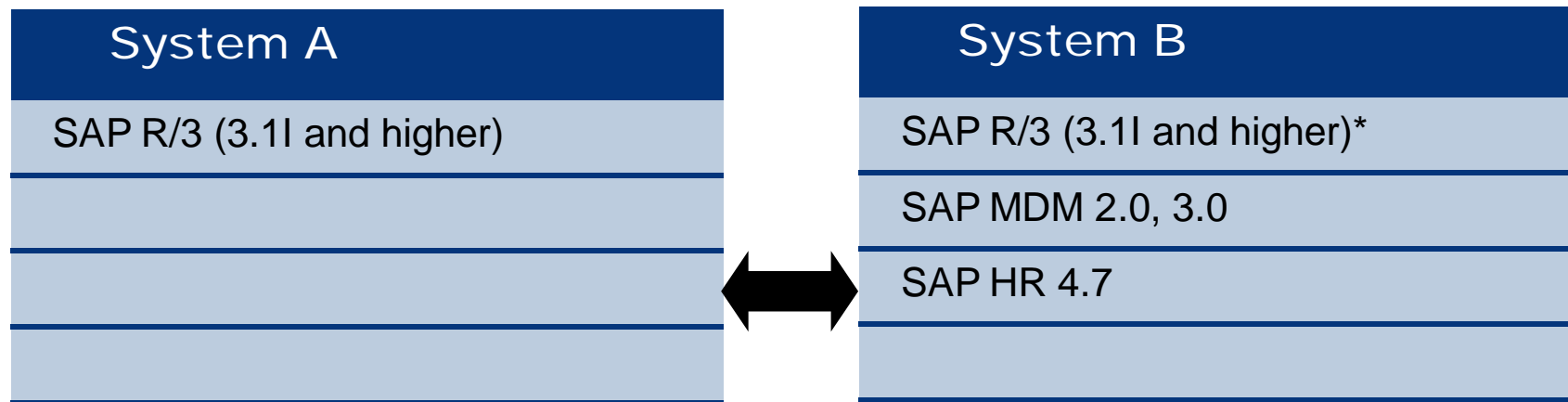
## ... And beyond that Customizing Scout

- Is integral part of the SAP Solution Manager product portfolio and free of charge
- Is the natural extension of a proven comparison tool: Customizing Cross-System Viewer
- Delivers support of installed-base landscapes





The Customizing Scout can compare systems with the following releases ...



Basically all ABAP-based systems can be involved in the comparison process. Comparisons using the Customizing Scout can also be based on your own (customer-specific) synchronization objects.

\* No synchronization objects available



Definition Customizing Synchronization

Customizing Scout

**Customizing Distribution**

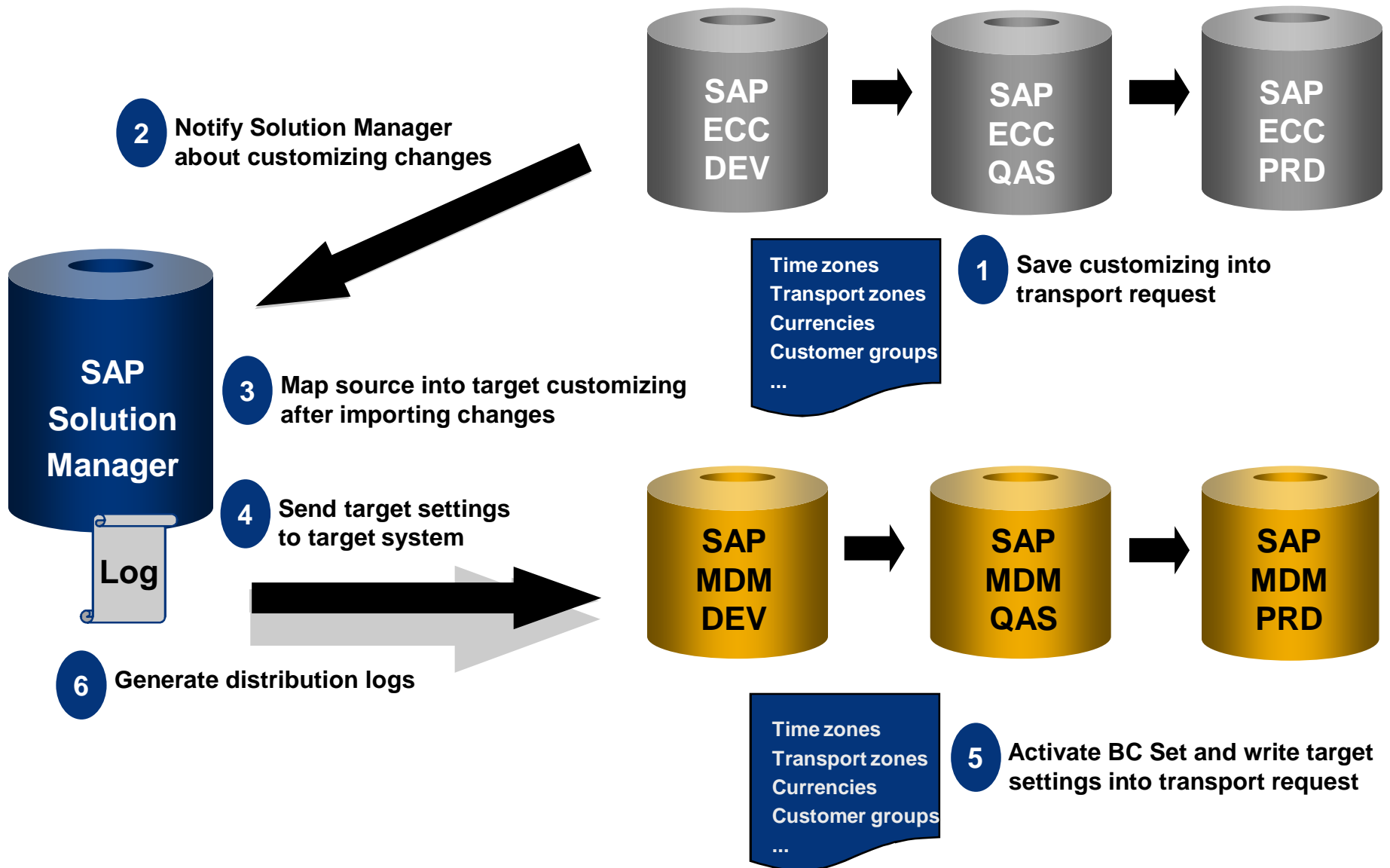
Local Customizing Locks

Summary & Additional Information

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# Automatic Customizing Distribution in Detail





## Elimination of inconsistencies

- Detected by the CCSV or Customizing Scout

## Groundwork for efficient master data management

- Establish customizing data basis

## Distribution of customizing for business process

- Requiring the same set of customizing across different components

## Centralization of customizing development

- Support system consolidation efforts

## Configuration of empty systems

- Using initial distribution

# How To Set Up Customizing Distribution



## Setup synchronization group

- Define piece list of objects to be distributed into target systems

### Note:

- Local customizing lock functionality also works independently from distributing Customizing (SAP Solution Manager 3.2).

# How To Set Up Customizing Distribution



Quickly define your distribution scope (synchronization group)

**Synchronization Group ZDISTRIBUTE-ALL Change**

Synchronization Group	Source Component	Target Component
SAPL_MDM_GENOBJ_MISC_DIST_47	SAP_APPL	MDM
SAPL_MDM_GENOBJ_MISC_SCOU	SAP_APPL	MDM
SAPL_MDM_GENOBJ_PAYCARD	SAP_APPL	MDM
SAPL_MDM_GENOBJ_REGSTRUC	SAP_APPL	MDM
SAPL_MDM_GENOBJ_TITLE	SAP_APPL	MDM
SAPL_MDM_GENOBJ_ZONE	SAP_APPL	MDM
SAPL_MDM_IPPE	SAP_APPL	MDM
SAPL_MDM_PROD	SAP_APPL	MDM
SAPL_MDM_PRODUCT_R3SETTYP_VIEWCL	SAP_APPL	MDM
SAPL_MDM_PRODUCT_R3SETTYP_VIEWS	SAP_APPL	MDM
SAPL_MDM_TECHNICALASSETS_VALHELP	SAP_APPL	MDM
Z99TEST	SAP_APPL	BBPCRM
ZANDI	SAP_APPL	SAP-CRMBICM
ZARN_05	SAP_APPL	BBPCRM
ZCRM40	SAP_APPL	BBPCRM
ZCRM40_DEMO	SAP_APPL	BBPCRM
ZCRM_SYNCHRONISATIONSGRUPPE	SAP_APPL	BBPCRM
ZDEMO	SAP_APPL	BBPCRM
ZDEMO_TEST001	SAP_APPL	BBPCRM
ZDISTRIBUTE000	SAP_APPL	BBPCRM
<b>ZDISTRIBUTE-ALL</b>	<b>SAP_APPL</b>	<b>BBPCRM</b>
ZSTRUK	SAP_APPL	SAP_APPL
ZSYNGHTEST	SAP_APPL	BBPCRM
ZTEST	SAP_APPL	BBPCRM
ZTEST FOR IDES SATELLITES	SAP_BASIS	BBPCRM
ZYDISTRIBUTE15	SAP_APPL	BBPCRM
Z_BASISOBJECTS_SOLVAL31	SAP_APPL	BBPCRM
Z_CRMOBJECTS_SOLVAL31	SAP_APPL	BBPCRM
Z_INITIAL	SAP_APPL	BBPCRM
Z_KUA_COPY_FOR_USE	SAP_APPL	SAP_HR
Z_ROMAN	SAP_APPL	SCM

Type	Description
Synchronizati...	Master Distribution R/3 -> CRM
Synchronizati...	Define Commission Groups
Synchronizati...	Define Powers of Attorney
Synchronizati...	Define Countries in mySAP.com Systems (CRM)
Synchronizati...	Define Customer Groups
Synchronizati...	Define Industry
Synchronizati...	Check exchange rate types
Synchronizati...	Define Delivery Priority
Synchronizati...	Define Texts for Check Results
Synchronizati...	Define Distribution Channels
Synchronizati...	Define Divisions

Set up synchronization group

- Via IMG activities
- Via customizing objects
- Via SAP-predefined synchronization groups

# How To Set Up Customizing Distribution



## Define customizing distribution scenario

- What? – Synchronization group
- From where to where? – Source and target systems
- At what times? – Distribution types/frequency

## Overview distribution options

- At transport recording (for immediate testing)
- At transport release (after successful testing)
- Timed distribution (transfer of customizing only at pre-defined times, e.g. at night or at weekends)
- Initial distribution (complete copy of selected customizing objects)



# How To Set Up Customizing Distribution



## Easily set up Customizing Distribution scenario

**Customizing Distribution: Create**

Initial Distribution  RFC Destinations

Synchronization Group: ZDISTRIBUTE-ALL

Distribution-Relevant Transports in the Development Systems:

For Solution Manager Project Transports  For all Transport Requests

DISTRIBUTE

Source System

Distribution Type: Synchronization at Transport Recording

Log.System	System	Client	RFC Destination	Basis Rel.	Support Pckge
R3_00_600	DE3	600	SM_DE3CLNT600_TRUSTED	620	0034

Target Systems

Assigned Target Systems

Log.System	System	Client	RFC Destination	Basis Rel.	Supprt Pack
CRM_00_600DEZ		600	SM_DEZCLNT600_TRUSTED	620	0031

Editor Lock in Target System

### Set up Customizing Distribution

- Include synchronization group
- Define distribution source and target
- Define distribution type (frequency)

# How To Set Up Customizing Distribution



## Evaluate distribution logs

- Overview of all active customizing distributions
- Detailed distribution logs:
  - Administrative data (When? Who? Distribution from - to?)
  - Distribution log entries
  - Cause of error
  - Recommendations for error handling
- Link to BC Set activation log  
(technology integrated into Customizing Distribution)
- ⑩ Note:
  - Make use of integrated comparison functionality: Customizing Scout!

# How To Set Up Customizing Distribution



## Flexible logging selection to ...

The screenshot shows the 'Customizing Distribution Log Selection' dialog box in SAP. It is divided into several sections:

- Transport Request/Initial Distribution:** Contains three radio button options: 'Without Restrictions' (selected), 'Only Distributions by Transport' (with a 'Source Transport Request' field), and 'Only Initial Distributions' (with a 'Synchronization Group' field).
- Other Restrictions:** A list of fields with dropdown menus and a 'Delete Restrictions' button. The 'Solution Manager Project' field is highlighted and contains the value 'DISTRIBUTE'. Other fields include 'Source System', 'Source Client', 'Target System', 'Target Client', and 'User Name' (containing 'SOLMANDEMO').
- Time Restriction:** Includes a 'Date Selection' dropdown, 'From (Date/Time)' and 'To (Date/Time)' fields, and a 'Delete Time Restriction' button.
- Checkboxes:** At the bottom, there are two checkboxes: 'Only logs since last complete distribution' (checked) and 'Skip this selection at the start of the transaction in future' (unchecked).

Select your logging option

- Source transports
- Users / date / time
- Source / target systems

# How To Set Up Customizing Distribution



... track and trace distribution status

The screenshot displays the SAP Customizing Distribution Sessions interface. The left pane shows a tree view with the following structure:

- Project/Object List/Target System/Date
  - ▼ DISTRIBUTE
    - ▼ ID3K928404
      - ▼ DSZ
        - 19.12.2003 16:49:29 (selected)
        - 16.12.2003 11:59:34
        - 16.12.2003 11:57:25
        - 16.12.2003 10:49:01

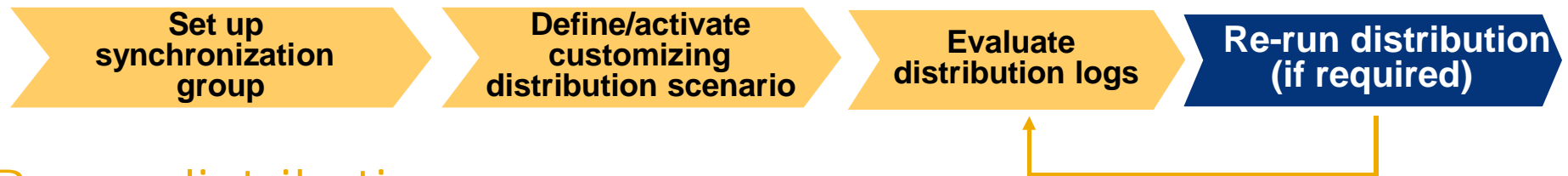
The right pane shows a table of log entries:

T...	Message Text	LTxt	Date	Time
●	Distribution of transport ID3K928404 to component BBPCRM started		19.12.2003	16:49:29
●	Synchronization object: CRM_COMM_GRP put in distribution	?	19.12.2003	16:49:29
●	- Subobject CRMV_COMM_GRP of CRM_COMM_GRP put in distribution	?	19.12.2003	16:49:29
●	Activation of BC Set 8B870266D3B9B0438D8A3AAF158AE9DA in system CRM_00_600 was successful (req...		19.12.2003	16:49:50
●	Distribution successful for target system CRM_00_600	?	19.12.2003	16:49:50

Evaluate selected log

- Messages for distribution log entries
- Navigate into BC Set logs to view distributed customizing content

# How To Set Up Customizing Distribution



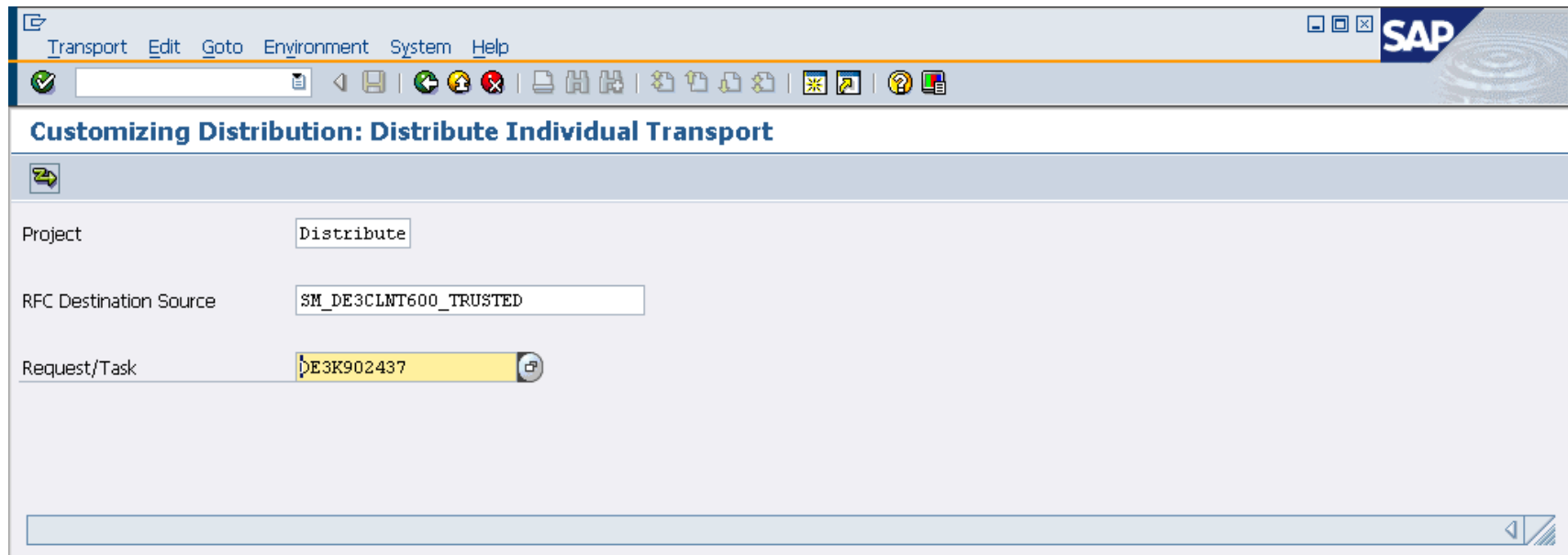
## Re-run distribution

- If customizing synchronization is required on a regular basis
- In case of distribution failures
- Possible for individual transports, too

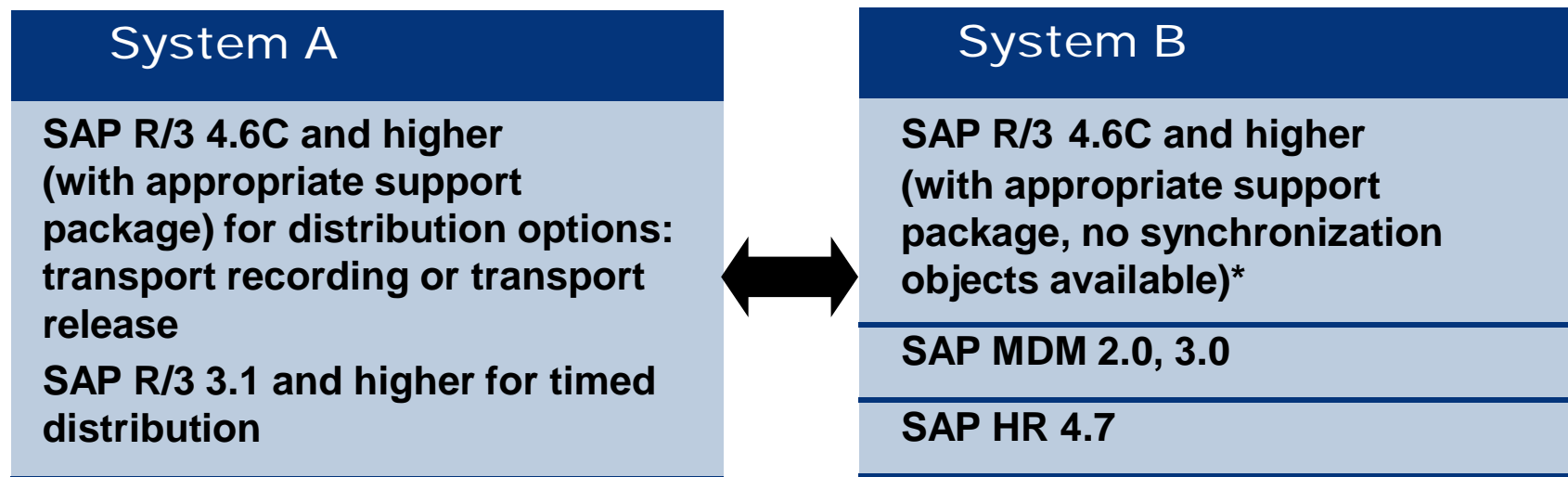
# How To Set Up Customizing Distribution



## Re-distribute customizing for individual transports



The Customizing Distribution can synchronize systems with the following releases ...



Basically all ABAP-based systems can be involved in the distribution process. Customizing Distribution can also be based on your own (customer-specific) synchronization objects.

\* No synchronization objects available

## Consistency of customizing in multiple-system landscapes

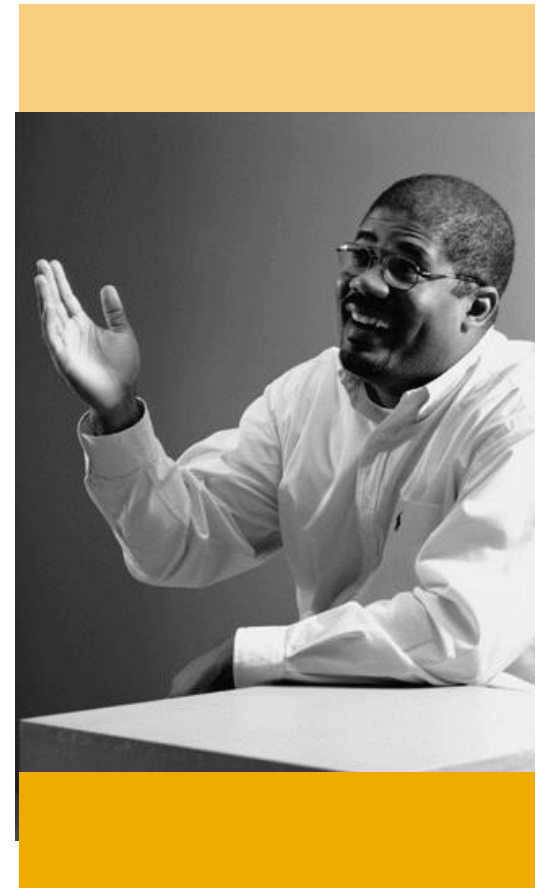
- **Safer administration of cross-component customizing**
- **Less error-prone replication of customizing**
- **Simple consistency checks**

## Reduction of manual distribution works

- **Automated distribution procedure**
- **Synchronization into various systems at once**
- **Central management of all customizing synchronization requests**

## Distribution flexibility

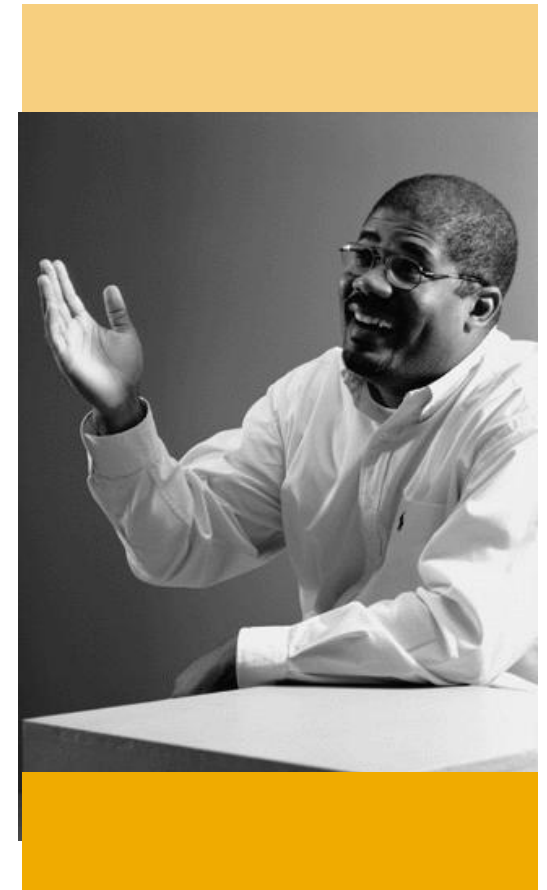
- **Variable distribution frequency**





## ... And beyond that Customizing Distribution

- **Is integral part of the SAP Solution Manager product portfolio and free of charge**
- **Enhances ALE Customizing Data distribution features/technologies**





Definition Customizing Synchronization

Customizing Scout

Customizing Distribution

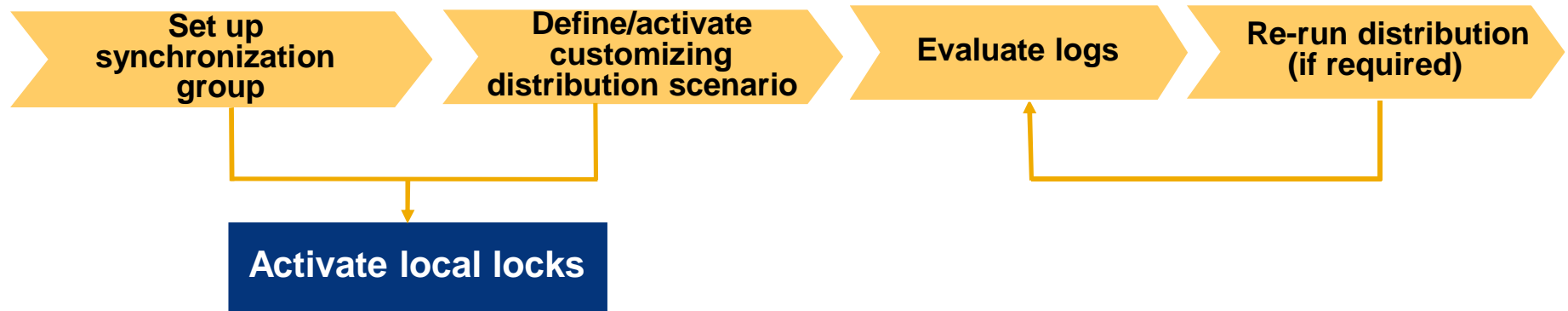
**Local Customizing Locks**

Summary & Additional Information

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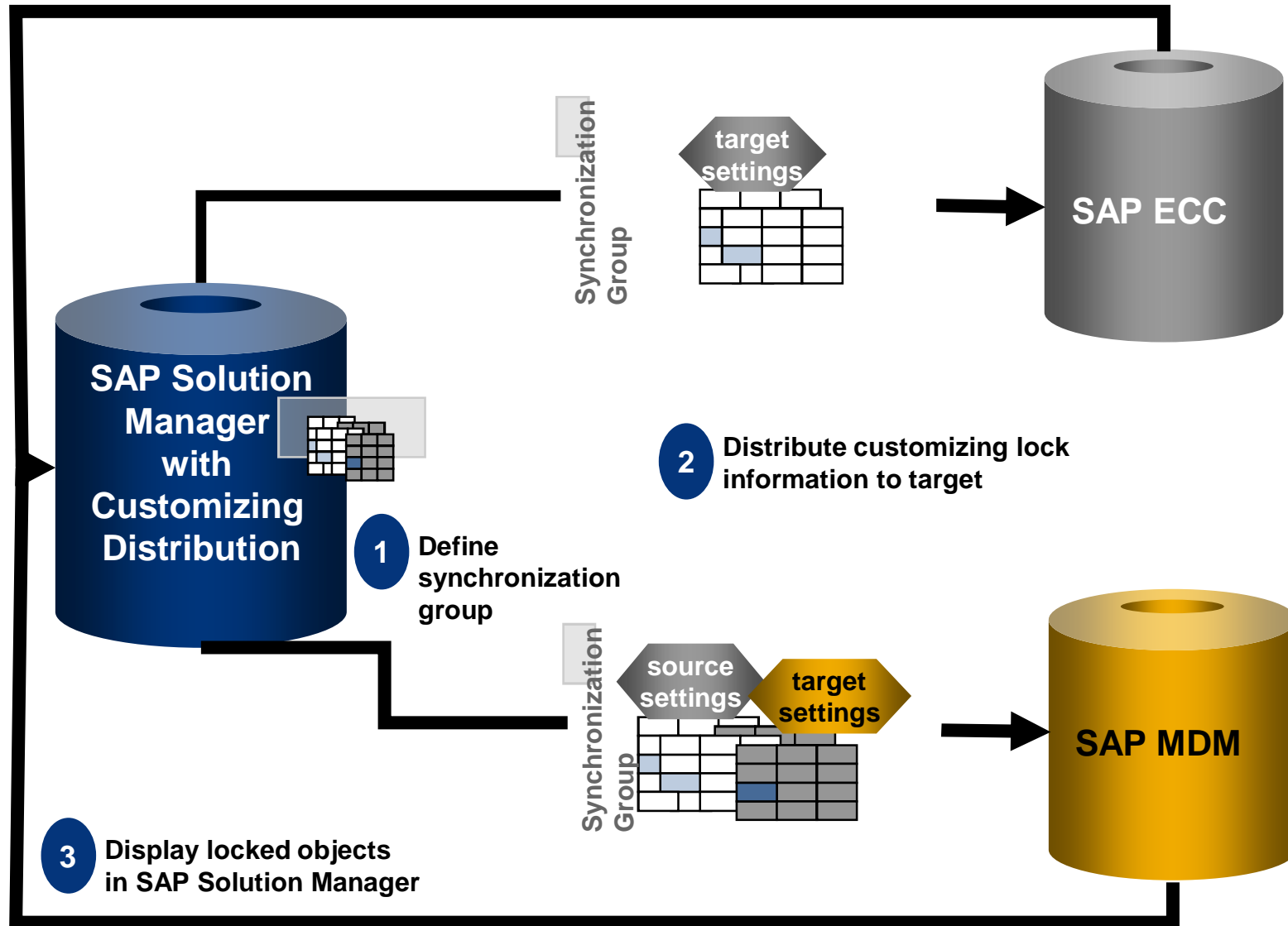
# Local Customizing Locks



## Lock customizing locally

- Lock customizing in component systems against changes
- To be used independent of or in conjunction with Customizing Distribution
- Lock possible for specific customizing ranges (filtering)
- Available with SAP Solution Manager 3.2

# Local Customizing Locks: Overview Graphic



# How To Set Up Local Customizing Locks



## Easily set up locking mechanism

**Set-Up Customizing Locks**

Anzeigen

Active Customizing Locks

Synchronization Group	Target System	SAP Sy	Target
ZLOCK_DOR	C445	U9C	445
Z_TEST_LOCK	U6UCLNT445	U6U	445

Set up local locks

- Define lock piece list (synchronization group)
- Define target for locks

# How To Set Up Local Customizing Locks



## Centrally view locked target customizing objects

The screenshot shows the SAP GUI interface. The top menu bar includes 'Lock', 'Edit', 'Goto', 'Environment', 'System', and 'Help'. A dropdown menu is open, showing options: 'Set-Up Customizing Distribution', 'Show Active Locks in Target System' (highlighted with a yellow box and F5), 'Synchronisationsgruppe anzeigen' (F9), and 'Back' (F3). Below the menu is a table titled 'Active Customizing Locks' with columns: Synchronization Group, Target System, SAP Sy..., and Target ...

Synchronization Group	Target System	SAP Sy...	Target ...
ZLOCK_DOR	C445	U9C	445
Z_TEST_LOCK	U6UCLNT445	U6U	445

A yellow arrow points from the 'Show Active Locks in Target System' menu item to a secondary window titled 'All objects for which locks are active in system U9C445'. This window displays a table with columns: View/Table, Type, Src. System, Art der Sperre, IMG activity, Date, Time, and Name.

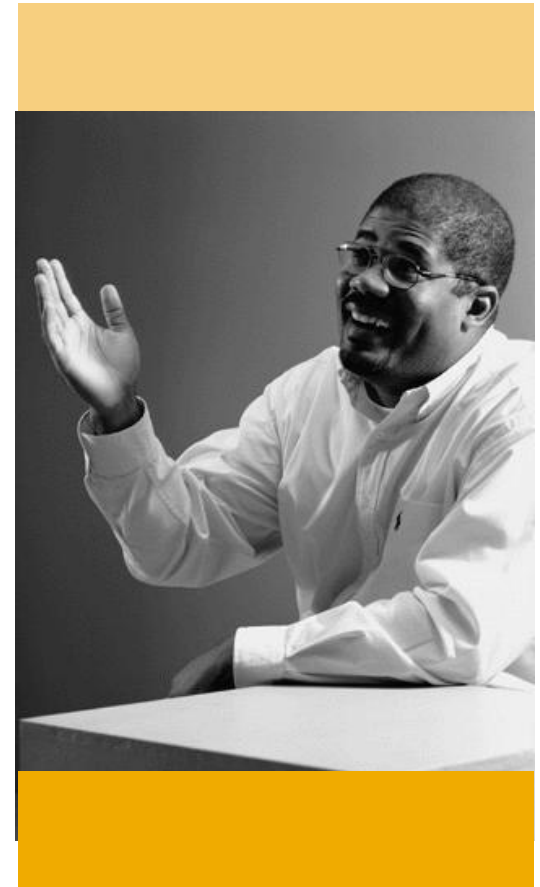
View/Table	Type	Src. System	Art der Sperre	IMG activity	Date	Time	Name
V_005_B	V	ZLOCK_DOR	SATCLNT800	SIMG_CFMENUSAPCOY17	25.08.2004	09:44:23	SOLTEST00
V_T005	V	ZLOCK_DOR	SATCLNT800	SIMG_CFMENUSAPCOY01	25.08.2004	09:44:23	SOLTEST00
V_T005I	V	ZLOCK_DOR	SATCLNT800	SAPG_0003	25.08.2004	09:44:23	SOLTEST00
V_T005J	V	ZLOCK_DOR	SATCLNT800	SAPG_0002	25.08.2004	09:44:23	SOLTEST00
V_T005K	V	ZLOCK_DOR	SATCLNT800	SAPG_0001	25.08.2004	09:44:23	SOLTEST00
V_T005S	V	ZLOCK_DOR	SATCLNT800	SIMG_CFMENUSAPCOVK2	25.08.2004	09:44:23	SOLTEST00
V_T005_BAS	V	ZLOCK_DOR	SATCLNT800	SIMG_CFMENUSAPCOY07	25.08.2004	09:44:23	SOLTEST00

## Central configuration management

- Management of customizing distribution and customizing locking, also independent of each other

## High degree of availability

- Locks reside locally in component system
- Available independent of SAP Solution Manager





Definition Customizing Synchronization

Customizing Scout

Customizing Distribution

Local Customizing Locks

**Summary & Additional Information**

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# SAP Solution Manager – Customizing Synchronization



## Task

- Synchronization of customizing across your landscape

## Target Group

- All customers with more than one SAP R/3, SAP R/3 Enterprise or SAP ECC system
- mySAP Business Suite customers

## Benefits

- Consistency of customizing in multiple-system landscapes
- Reduction of manual synchronization efforts
- Flexibility of configuration distribution
- Sophisticated centralized configuration tracking and monitoring



# Bosch und Siemens Haushaltsgeräte GmbH, Germany



B/S/H/

BSH is market leader in Germany and number-one in Europe as manufacturer of home appliances.



BSH deploys a global redesign project of their business application landscape that is centrally supported by SAP Solution Manager.

Almost 400 project team members are using SAP Solution Manager in the Realization phase.

// There is no better way to control customizing in heterogenous system landscapes than with the integrated use of SAP Solution Manager's customizing distribution functionality. Today, we have 9 development systems that are controlled by the SAP Solution Manager.

*Andre Moers, B/S/H/, SAP Technology / Information Technology*

# Customizing Synchronization – Further Information



## HP Success Story about the use of Customizing Distribution

<http://www.service.sap.com/solutionmanager>

-> Media Library

-> Success Stories



SAP Customer Success Story  
High Tech



**"SAP Solution Manager offers a customizing synchronization and distribution tool that is an essential enabler of our strategy to consolidate parts of our enterprise configuration settings into a new global instance."**

Andreas Pott, Systems Analyst, HP

### AT A GLANCE

**Summary**  
HP chose the SAP® Solution Manager solution management platform to harmonize selected finance configuration settings across systems and components in order to ensure smooth migration to a new, single global instance of its SAP software-based systems.

**Web Site**  
www.hp.com

**Key Challenges**

- Complex business with many autonomous configurations
- Time-consuming, manual processes leading to delays in synchronizing and distributing changes and importing them into receiving systems
- Users often unaware of changes and continued to work with outdated information

**Project Objectives**

- Standardize customizing synchronization and distribution procedures across business units
- Automate the entire customizing process and control distribution centrally from a single point
- Enable IT configurators to manage customization procedures with less reliance on IT support teams

**Solutions and Services**  
SAP Solution Manager, with its customizing synchronization and distribution functionality

**Why SAP Solution**

- HP already using SAP Solution Manager to automate day-to-day system management
- Extensive customizing synchronization functionality available from a single tool set

**Implementation Highlights**

- Initial setup of the pilot implementation was rapid and straightforward
- SAP Solution Manager development and product-management team provided on-site assistance and knowledge transfer to HP's IT teams.

**Key Benefits**

- IT configurators manage a high percentage of the procedure themselves and have complete control over the time of synchronization.
- Average customizing distribution time is cut from several hours to minutes.
- Time for error resolution is reduced by 50%.
- Time for monitoring correctness of distributed customizing is cut by 45%.
- Customizing for a large, complex organization is greatly simplified.
- Centralized control cuts administration costs.
- Increased autonomy of IT configurators enables IT teams to be 10% more productive.

**Implementation Partner**  
SAP Solution Manager development and product-management team

**Existing Environment**  
SAP R/3® Enterprise, functionally now available in the mySAP® ERP solution

### HP

**HP Reduces Customizing Distribution Time from Hours to Minutes, Cuts Error Resolution Time by 50%, and Makes IT Support 10% More Productive with SAP® Solution Manager**

HP, the world's largest consumer IT company and a leading enterprise solutions provider, is streamlining the global harmonization of selected finance configuration settings across its diverse systems with SAP® Solution Manager, a solution management platform. Now, in just a few minutes, IT configurators are able to control and distribute customizing requests quickly and easily by themselves, with less reliance on IT support teams. Customizing procedures have been standardized and automated, making them consistent, transparent, and traceable enterprise-wide. Reducing the manual element of customization has cut errors substantially and made the entire process 50% more efficient.

**Standardizing Change Management Processes**  
A long-term user of SAP software as the platform for its global business, HP relies on sophisticated monitoring tools provided in SAP Solution Manager to automate the day-to-day management of its complex system landscape. Customizing synchronization was implemented in 2004 to simplify the migration of parts of HP's financial configuration settings to a new global instance by consolidating autonomous configurations existing across its business units. As a first step, changes that were made on a frequent, often daily basis to financial objects, such as currencies, exchange rates, accounting codes, and vendor data, needed to be standardized and transferred to a master system.



## SAP Solution Manager Customizing Synchronization – Presentations and e-Learning

- <http://service.sap.com/rkt-solman> (SAP Solution Manager Learning Map)

## Online Documentation

- SAP Help Portal <http://help.sap.com/>
  - > Documentation -> SAP Solution Manager
  - > topic “Customizing Synchronization”

## General Information Customizing Synchronization

- Background information on Customizing Scout and Customizing Distribution  
<http://www.service.sap.com/customizing>

Thank you!

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