Perfect data is perfectly possible with Utopia.

Operations Guide for EAM Solutions by Utopia

Release EAM 9.1

Document History

The following tables provide an overview of the most important document changes and approvals.

Version	Date	Description	Name
1.0	05/10/2017	Review	Manik Choudhary

Approval History

Version	Date	Description	Name
1.0	07/12/2017	Approved	Lyle Snyder/Michael Clements

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Getting Started

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

List the target groups:

- System Administrators
- Technology Consultants

List the current version:

- On SAP Service Marketplace at service.sap.com/instguides

Logging and Tracing

The EAM Solutions by Utopia for MDG are using change request types built within the MDG Application Framework, and so all validation logs can be accessed via SLG1 in the same manner as they can for the core four SAP-delivered domains (Material, Customer, Supplier, Financials).

Product Object	Object	Sub-Object
Equipment	/UGI/EAM_UPLOAD	/UGI/EAM_UP
Functional Location	/UGI/EAM_UPLOAD	/UGI/EAM_UP
MRO-BOM	/UGI/EAM_UPLOAD	/UGI/EAM_UP
Work Center	/UGI/EAM_UPLOAD	/UGI/WKC_UP
Maintenance Plan	/UGI/EAM_UPLOAD	/UGI/MPMI_UP
Measuring Point	/UGI/EAM_UPLOAD	/UGI/MSP_UP
Task List	/UGI/TASKLIST_UP	/UGI/TASKLIST_UP
Classification	/UGI/EAM_UPLOAD	/UGI/CLF_UP
Object Links	/UGI/EAM_UPLOAD	/UGI/OL_UP
Object Network	/UGI/EAM_UPLOAD	/UGI/NW_UP

Table 1: "Objects": Overview

Support Desk Management

Support Desk Management enables you to set up an efficient internal support desk for your support organization that seamlessly integrates your end users, internal support employees, partners, and SAP Active Global Support specialists and Utopia 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 in this section:

- Remote Support Setup
- Problem Message Handover

Remote Support Setup

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

- R/3 Support
- HTTP connect – URL Access – Due to limitations of the Solution Manager, HTTP connections cannot be passed through the Partner Support Portal. In the event that the incident requires debugging or observation of the UI processes, the customer needs to avail themselves for a screen sharing session with Utopia's support team.

For more information, see SAP Note 592085.

SAP Component List

XX-PART-UGI; -FNC; -MRB; -SVM; WRC; -TSL, -MNP; -MSP; -OBL

Incoming messages are routed to SAP Global Partner Support first and then to Utopia.

SAP Component	Text	Routing (initial queue)
XX-PART-UGI		SAP Global Partner Support
"" – EQU	Equipment	SAP Global Partner Support
"" – FNC	Functional Location	SAP Global Partner Support
"" – MRB	MRO-BOM	SAP Global Partner Support
"" – WRC	Work Centers	SAP Global Partner Support
"" – TSL	Task Lists	SAP Global Partner Support
"" – MNP	Maintenance Plans	SAP Global Partner Support
"" – MSP	Measuring Points	SAP Global Partner Support
"" – OBL	Object Links	SAP Global Partner Support
"" – SVM	Service Master	SAP Global Partner Support

Problem Message Handover

For information about the processing of internal support messages and forwarding them to SAP, see SAP Help Portal at http://help.sap.com under Application Lifecycle Management-> SAP Solution Manager -> SAP Solution Manager 7.0 -> SAP Library Incident Management -> Service Desk.

To send problem messages to SAP, use the relevant ERP application component in the SAP application component hierarchy.

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

For the EAM 9.1 Solutions by Utopia for MDG Add-On, support desk is handled in the same manner as support for any other SAP issue. SAP Active Support serves as both the Level 1 tier and Level 2 tier support groups, and sends the Incident to Utopia Global Services as Tier 3 support, in the event that it cannot be resolved within the 1st and 2nd tier of the existing SAP Support Framework.

In order for Utopia Global Services to log into the client system, the following four roles are assigned to the SAP Support User. Utopia Global Services uses the same protocols as SAP uses during troubleshooting and issue resolution.

For more information, see SAP Note 1637249

Role	Description
/UGI/_MDGEAM_ALLUSR	Master Data Governance for EAM: All
/UGI/_MDGEAM_ECC_PM	EAM Mngt of Technical Objects and Maintenance Processing
/UGI/_MDGEAM_MENU	Master Data Governance for EAM: Menu
/UGI/_MDGEAM_REQ	Master Data Governance for EAM: Requester
/UGI/_MDGEAM_SPEC	Master Data Governance for EAM: Specialist
/UGI/_MDGEAM_STEW	Master Data Governance for EAM: Steward
/UGI/_NONMDG_TSKLST	Master Data Governance for EAM: Change Task List (Non-MDG)

Table 2: Roles delivered

If the support needed is for Utopia MDG-EAM-: LAM, In addition to the mentioned roles, the following roles should also be assigned for SAP support user.

Role	Description
/UGI/_MDGEAM_MENU_LAM	Master Data Governance for EAM with LAM: Menu
/UGI/_MDGEAM_REQ_LAM	Master Data Governance for EAM: Requester LAM
/UGI/_MDGEAM_SPEC_LAM	Master Data Governance for EAM: Specialist
/UGI/_MDGEAM_STEW_LAM	Master Data Governance for EAM: Steward

Table 3: Roles delivered

Appendix: Related Guides

Content	Location on SAP Service Marketplace
Master and Upgrade Guide for MDG EAM 9.1	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.0
Operations Guide for MDG EAM 9.1	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.0
Security Guide for MDG 9.0	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.0
Configuration Guide for MDG EAM 9.1	http://service.sap.com/instguides -> SAP Solution Extensions -> SAP MDG-EAM by Utopia