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Operations Guide for EAM Solutions by Utopia

Release EAM 9.2

Document History

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

Version	Date	Description	Name
1.0	18-10-2018	Initial version	Vishnu Chaitanya

Approval History

Version	Date	Description	Name
1.0	18-10-2018	Approved version	Lyle Snyder

Table of Contents

Getting Started	4
Logging and Tracing	4
Support Desk Management	4
Remote Support Setup	5
SAP Component List	5
Problem Message Handover	5
Appendix: Related Guides	7

Getting Started

This technical operations manual is the start point for operating a system that runs on SAP NetWeaver, and precedes the application operations guides of SAP Business Suite. This document contains operation-specific information on SAP Enterprise Asset Management (EAM) Solution by Utopia.

For general information on system administrator activities, monitoring and management of Master Data Governance, technical system details, change management and support desk management, see https://help.sap.com/viewer/p/SAP_MASTER_DATA_GOVERNANCE → Application Operations Guide under the Operations tab.

AIW component-specific hierarchy related to support desk management is listed as part of this document.

List the current version:

- On SAP Help Portal at https://help.sap.com/viewer/p/MDG_EAM.

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	Description		
Equipment	/UGI/EAM_UPLOAD	/UGI/EAM_UP	EQ, FL, MB, ISU DIF Upload Log		
Functional Location					
Material BOM					
EQ BOM					
FL BOM					
WBS BOM					
Connection Object					
Device Location		/UGI/WKC_UP	Work Center DIF Upload Log		
Device					
Work Center				/UGI/MPMI_UP	MPMI DIF Upload Log
Maintenance Plan					
Measuring Point				/UGI/MSP_UP	Measuring Point DIF Upload Log
Object Links					
Object Network					
Classification				/UGI/CLF_UP	Classification DIF Upload Log
Task List	/UGI/TASKLIST_UP	/UGI/TASKLIST_UP	TaskList DIF Upload Log		
Master Data Consolidation	MDC	MDC_PROCESS	MDC Process Log		

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; -EQU; -FNC; -MRB; -WRC; -TSL, -MNP; -MSP; -OBL; -ISU; -MDC; -SVM

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	Bill of Materials	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
"" – ISU	IS Utilities	SAP Global Partner Support
"" – MDC	Consolidation and Mass Processing	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 9.2 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 relevant roles are assigned to the SAP Support User. Utopia Global Services uses the same protocols as SAP uses during troubleshooting and issue resolution. However, Utopia is not able to leverage browser based activity through the secure channel. This activity can only be accomplished through screen sharing by the customer.

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)
/UISU/_MDGISU_ALLUSR	Master Data Governance for ISU: All
/UISU/_MDGISU_MENU	Master Data Governance for IS-Utilities: Menu
/UISU/_MDGISU_REQ	Master Data Governance for IS-Utilities: Requester
/UISU/_MDGISU_SPEC	Master Data Governance for IS-Utilities: Specialist
/UISU/_MDGISU_STEW	Master Data Governance for IS-Utilities: Steward
/UGI/_MDC_DISP_EAM_APP_920	Master Data Governance, Consolidation: EAM Solutions by Utopia
/UGI/_MDC_SPEC_EAM_APP_920	MDG, Consolidation and Mass Processing: Specialist (EAM Solutions by Utopia)
/UGIEAMUI/SAP_MDC_BCR_BOM	Mass Processing and Consolidation for BOM (MDC) – Apps
/UGIEAMUI/SAP_MDC_BCR_CONF MTC	Mass Processing and Consolidation - Configuration
/UGIEAMUI/SAP_MDC_BCR_EQ_BOM	Mass Processing and Consolidation for EQ BOM (MDC) – Apps
/UGIEAMUI/SAP_MDC_BCR_FLOC_BOM	Mass Processing and Consolidation for FLOC BOM (MDC) – Apps

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 9.2	https://help.sap.com/viewer/p/MDG_EAM -> 9.2 on ECC6 EHP8 SP07 -> Master and Upgrade Guide
Operations Guide for MDG EAM 9.2	https://help.sap.com/viewer/p/MDG_EAM -> 9.2 on ECC6 EHP8 SP07 -> EAM Application Operations Guide
Security Guide for MDG 9.1	SAP Master Data Governance Security Guide -> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.1
Configuration Guide for MDG EAM 9.2	https://help.sap.com/viewer/p/MDG_EAM -> 9.2 on ECC6 EHP8 SP07- > EAM-Configuration Guide