



Perfect data is perfectly possible with Utopia.

Operations Guide for EAM Solutions by Utopia for S/4HANA

Release EAM 1909

Document History

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

Version	Date	Description	Name
1.0	29-08-2019	Initial version	Manjunatha Goudra
2.0	18-05-2020	Updated for SP01	Manjunatha Goudra

Approval History

Version	Date	Description	Name
1.0	13-09-2019	Approved version	Lyle Snyder
2.0	18-05-2020	Approved	Lyle Snyder

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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.

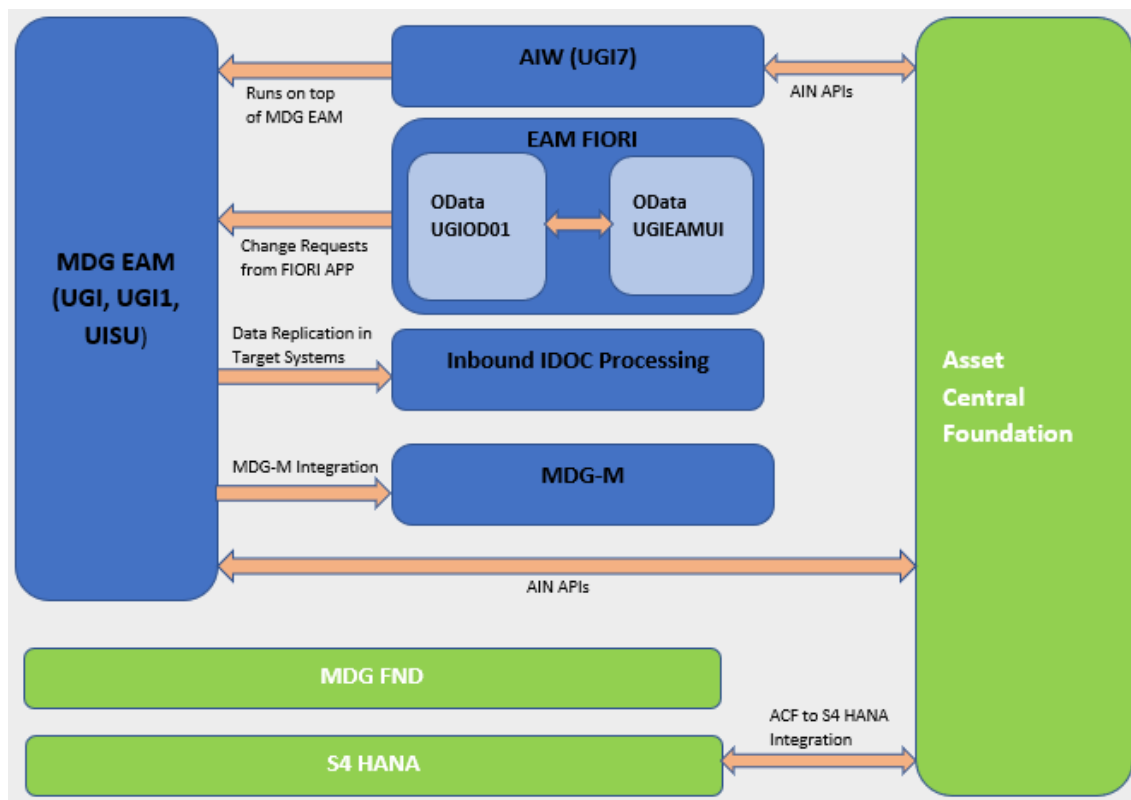
For general information on system administrator activities, monitoring and management of Master Data Governance, technical system details, change management and support desk management, see https://help.sap.com/viewer/p/SAP_MASTER_DATA_GOVERNANCE → Application Operations Guide under the Operations tab.

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

Current Version

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

Technical System Landscape



Component Matrix

The UGI3 connector and is a mandatory component for both UGI (EAM) and UGI1 (SVM) Base applications. Fiori IS Utilities, and MDQ are optional components. Fiori is required for MDQ.

Connector	Base	Fiori (oData and UI)	Optional Comp	Functions Supported
UGI3	UGI			Enterprise Asset Management by Utopia

UGI3	UGI	UGIOD01	UGIEAMUI		Enterprise Asset Management with Fiori
UGI3	UGI			UISU	EAM with IS Utilities
UGI3	UGI1				MDG for Service Master by Utopia
UGI3	UGI	UGIOD04	UGISMUI		MDG for Service Master by Utopia with Fiori

Monitoring of Utopia EAM version

Refer to the main [SAP MDG 9.2 Operations Guide](#) for information concerning Alert Monitoring.

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			
Device		/UGI/WKC_UP	Work Center DIF Upload Log
Work Center		/UGI/MPMI_UP	MPMI DIF Upload Log
Maintenance Plan		/UGI/MSP_UP	Measuring Point DIF Upload Log
Measuring Point		/UGI/OL_UP	Object Link DIF Upload Log
Object Links		/UGI/NW_UP	Object Network DIF Upload Log
Object Network		/UGI/CLF_UP	Classification DIF Upload Log
Classification	/UGI/TASKLIST_UP	/UGI/TASKLIST_UP	Task List DIF Upload Log
Task List	MDC	MDC_PROCESS	MDC Process Log
Master Data Consolidation			

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; -EQB; -FLB; -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	Material Bill of Materials	SAP Global Partner Support
“” – EQB	Equipment Bill of Materials	SAP Global Partner Support
“” – FLB	Functional Location 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 1909 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, if it cannot be resolved within the 1st and 2nd tier of the existing SAP Support Framework.

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 Management 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_CONFMTCT	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

If the support is needed for Utopia MDG-EAM /MDG-M Integration, then these additional roles should also be assigned for SAP support user.

Role	Description
/UGI/_MDGEAM_MBOM_MENU	Master Data Governance for Material BOM: Menu
/UGI/_MDGEAM_MBOM_REQ	Master Data Governance for Material BOM: Requester
/UGI/_MDGEAM_MBOM_SPEC	Master Data Governance for Material BOM: Specialist
/UGI/_MDGEAM_MBOM_STEW	Master Data Governance for Material BOM: Steward

Table 4: Roles delivered

Appendix: Related Guides

Content	Location on SAP Service Marketplace
Master and Upgrade Guide for MDG EAM 1909	https://help.sap.com/viewer/p/MDG_EAM > EAM 1909 on S/4HANA > Master and Upgrade Guide
Operations Guide for MDG EAM 1909	https://help.sap.com/viewer/p/MDG_EAM > EAM 1909 on S/4HANA > EAM Application Operations Guide
Configuration Guide for EAM 1909	https://help.sap.com/viewer/p/MDG_EAM > EAM 1909 on S/4HANA > EAM-Configuration Guide
SAP MDG Security Guide	Utopia EAM leverages the standard SAP Framework and methods. Please refer to the standard SAP Master Data Governance Security Guide for details. SAP Master Data Governance 9.2 > Security Guide.
High Availability	Utopia EAM leverages the standard SAP Framework and methods. Please refer to the standard SAP MDG Operations Guide for details. SAP Master Data Governance 9.2 Operations Guide > High Availability.

Starting and Stopping	Utopia EAM leverages the standard SAP Framework and methods. Please refer to the standard SAP MDG Operations Guide for details. SAP Master Data Governance 9.2 Operations Guide > Starting and Stopping.
Backup and Recovery	Utopia EAM leverages the standard SAP Framework and methods. Please refer to the standard SAP MDG Operations Guide for details. SAP Master Data Governance 9.2 Operations Guide > Backup and Restore.
Troubleshooting	For any identified issues, please refer to Support Desk Management

Important Notes

SAP Note Number	Title	Category
2078099	Release Strategy for SAP MDG EAM by Utopia	Release Planning Information
2837648	Functional Restrictions in SAP MDG EAM by Utopia	Functional Restriction Note
2837658	MDG EAM Release Information Note	Release Information Note