

How To Set Up Restricted Access to  
SAP NetWeaver MDM for Remote  
Support

# SAP NetWeaver® Master Data Management 7.1

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SAP AG  
Dietmar-Hopp-Allee 16  
69190 Walldorf  
Germany  
T +49/18 05/34 34 34  
F +49/18 05/34 34 20  
[www.sap.com](http://www.sap.com)

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## Typographic Conventions

Type Style	Represents
<i>Example Text</i>	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.
	Cross-references to other documentation.
<b>Example text</b>	Emphasized words or phrases in body text, graphic titles, and table titles.
EXAMPLE TEXT	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
Example text	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
<b>Example text</b>	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<b>&lt;Example text&gt;</b>	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
EXAMPLE TEXT	Keys on the keyboard, for example, F2 or ENTER.

## Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

## **Set Up Restricted Access to SAP NetWeaver MDM for Remote Support**

<b>1</b>	<b>PROVIDING READ-ONLY ACCESS TO AN MDM REPOSITORY .....</b>	<b>2</b>
<b>2</b>	<b>SETTING UP A NETVIEWER CONNECTION .....</b>	<b>8</b>

# Set Up Restricted Access to SAP NetWeaver MDM for Remote Support

## Introduction

To effectively analyze *SAP NetWeaver MDM* issues, SAP support agents may need to remotely connect to the computers in the customer's landscape on which MDM GUI applications are installed. To preserve the security and integrity of the customer's computers, MDM servers, and MDM repositories, special SAP support logins can be created which restrict access to the MDM repository data and functions. Additionally, the remote connection itself can be configured to allow SAP support agents to access only the MDM GUI applications they need to analyze.

This document describes the following:

- How to provide read-only access to an MDM repository by creating a *sapsupport* role and user from the MDM Console.
- How to set up a Netviewer connection on local computers so that an SAP support agent can remotely access your MDM GUI applications.

# 1 Providing Read-Only Access to an MDM Repository

This section describes how to provide read-only access to an MDM repository by creating a *sapsupport* role and user on the MDM Console.

## Prerequisites

- MDM Console is installed locally
- MDM Server is running locally or remotely
- Administration privileges exist on the relevant MDM repository

## Overview

MDM repositories are protected by a multi-dimensional security scheme based on the concepts of users and roles.

- **Users** - Each MDM repository contains a Users table that lists the user name and password combinations which permit access to that repository. Additionally, each user name on the table is assigned one or more roles which define the repository privileges available to that user.
- **Roles** - Each MDM repository also contains a Roles table which lists the available roles for repository users. Each role specifies a set of access privileges to the MDM repository, including read and write access to the repository's tables and fields as well as permission to perform repository-related operations. Privileges can be assigned on a global (the same permissions apply to the entire repository) or granular (permissions differ item-by-item) basis.



See the *MDM Repository Security* section of the *MDM Console Reference Guide* for more information about users and roles.

The following procedures create a new role called *sapsupport* which provides read-only access to an MDM repository. It then creates a new user named *sapsupport* which is assigned only the *sapsupport* role. This user and role combination is what SAP support will use to access the customer's MDM repository.

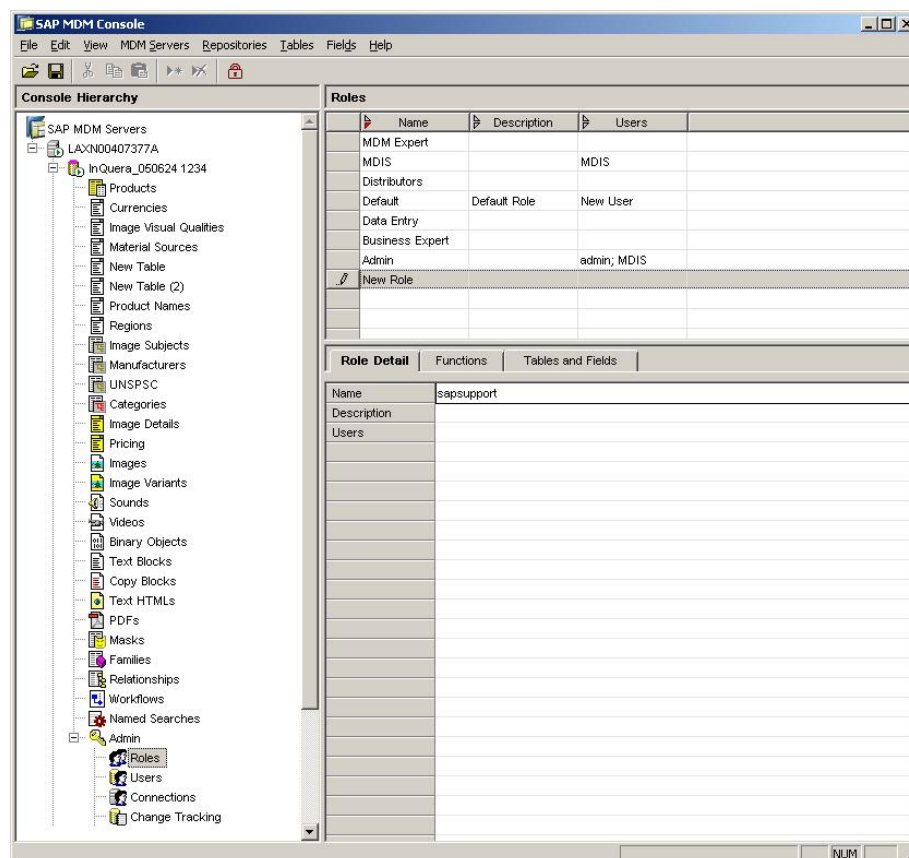


If the customer's MDM Server is configured for LDAP use, the section "2. Creating a *sapsupport* user from the MDM Console" procedure described in this document is not applicable. The *sapsupport* user name must instead be created in the customer's LDAP directory (see *LDAP Support* in the *MDM Console Reference Guide* for more information). In this case, assign the *sapsupport* role to the *sapsupport* user in the LDAP directory (section "1. Creating a *sapsupport* role from the MDM Console" in this document).

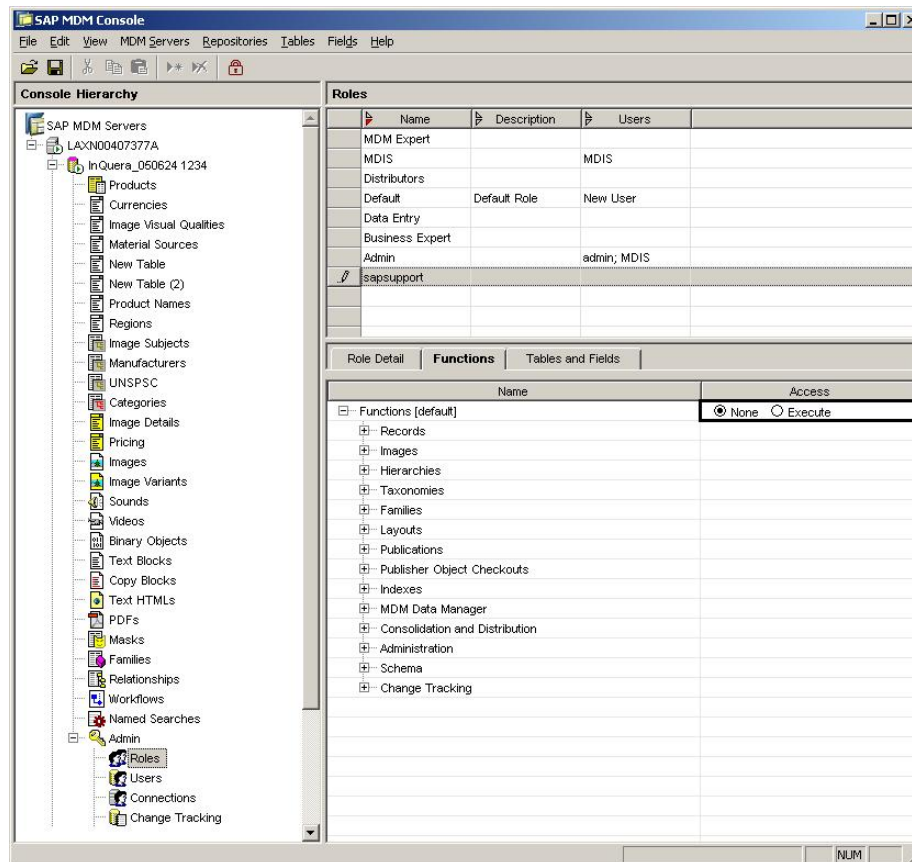
## Procedure

### 1. Creating a sapsupport Role from the MDM Console

1. On the MDM Console, connect to the relevant repository and select the *Admin* → *Roles* item in the Console Hierarchy.
2. Right-click on the *Roles* table and select *Add Role* from the context menu.
3. In the *Role Detail* pane, enter **sapsupport** in the new role's *Name* field and leave the other fields empty.



4. On the *Functions* tab, click the *None* button in the *Functions [default]* row's *Access* column.



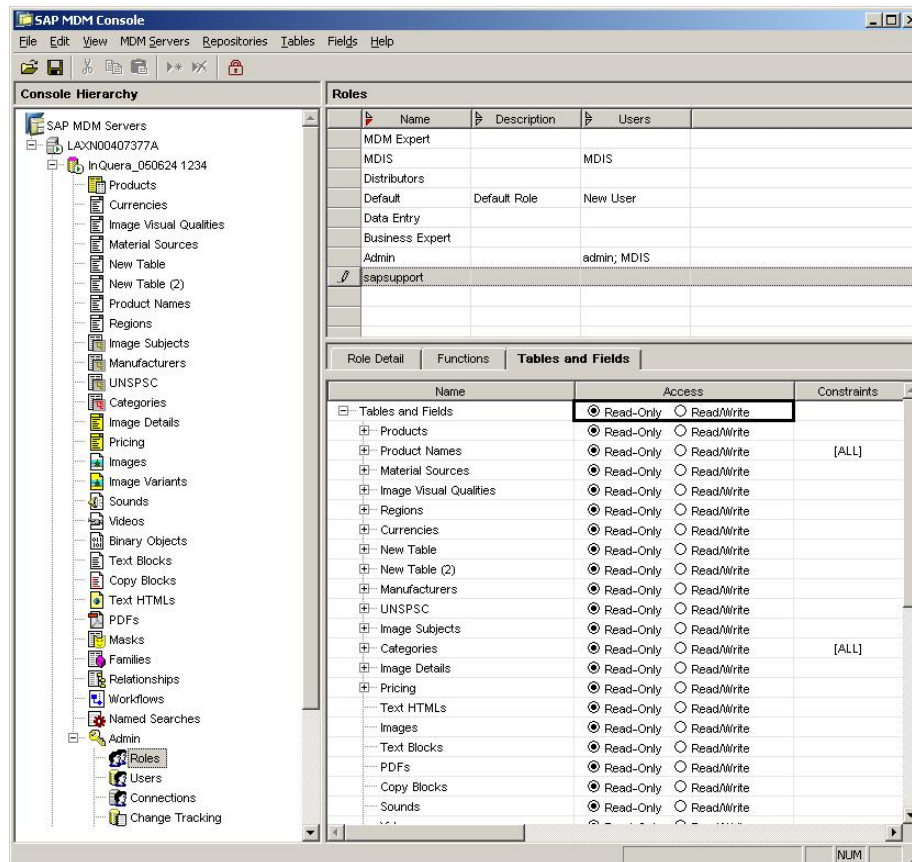
Note: Setting the *Functions [default]* row's access level to *None* applies the *None* setting to all functions listed on the tab.

5. Click Yes on the *Confirm Function Access Setting* dialog.



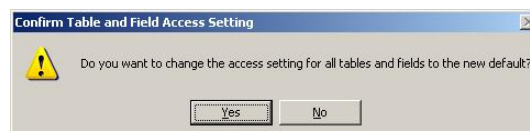


6. On the *Tables and Fields* tab, click the *Read-Only* button in the *Tables and Fields* row's *Access* column.



Setting the *Tables and Fields* row's access level to *Read-Only* applies the *Read-Only* setting to all tables and fields listed on the tab.

7. Click *Yes* on the *Confirm Table and Field Access Setting* dialog.

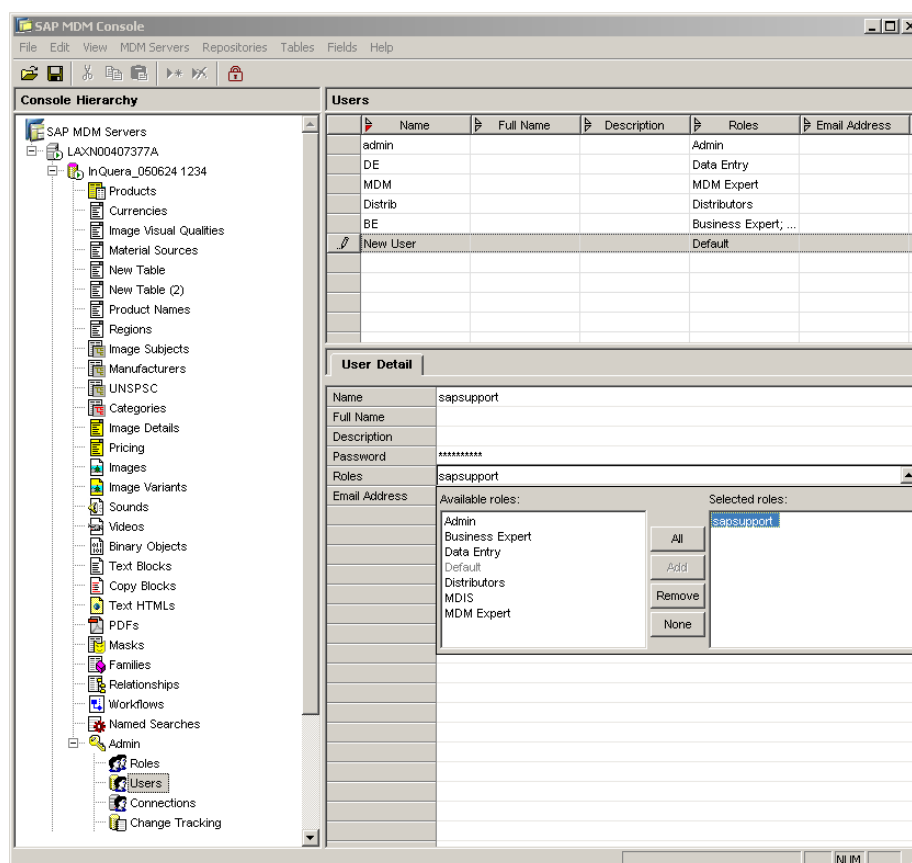


8. Press *Shift + Enter* to save the new role.

## 2. Creating a sapsupport User from the MDM Console

This procedure assumes you have already created the *sapsupport* role as described above.

1. On the MDM Console, connect to the relevant repository and select the *Admin* → *Users* item in the Console Hierarchy.
2. Right-click on the *Users* table and select *Add User* from the context menu.
3. In the *User Detail* pane, enter **sapsupport** in the new user's *Name* field.
4. In the *Roles* field, add the *sapsupport* role (only) from the drop-down list.



5. Enter a password in the *Password* field (optional).
6. Leave the other fields empty and press *Shift + Enter* to save the *sapsupport* user.

## Results

As a result of these procedures, you have created a *sapsupport* user name and password which provides read-only access to your repository.

Note: Role permissions are applied in real-time, so if the SAP support agent should require additional access or functional privileges, you can modify the *sapsupport* role accordingly while the agent is still logged in to MDM with the *sapsupport* user name.

## **SAP Delivered Master Data Repositories Containing a *sapsupport* User**

Starting with MDM 5.5 SP06 SAP has added the role *sapsupport* and the user *sapsupport* with empty password to the following delivered master data repository templates:

- SAP Product
- SAP Material
- SAP Business Partner
- SAP Customer
- SAP Vendor
- SAP Employee

## 2 Setting up a Netviewer Connection

This section describes how to set up a Netviewer connection on a local host computer so that a SAP support agent can remotely access MDM GUI applications.

### Prerequisites

The host computer must meet the following requirements:

- Workstation or small server running Microsoft Windows XP, Windows Server 2003, or Windows Vista.
- Located on the customer network.
- Has network access to hosts where the MDM Server components run
- Has Internet access.
- No SAP application servers installed as direct login to the OS of application server should be avoided wherever possible
- MDM GUI applications should be installed on the host.


### Overview

In order to diagnose problems on your MDM system, SAP support agents must be able to connect to a computer on your network which has the MDM GUI applications installed. The separate Netviewer application enables SAP support agents to connect remotely to this computer and, with your permission, to even take control of the MDM GUI applications.

The following procedures guide you through the download of the Netviewer application and starting up a remote connection with an SAP support agent.

### Procedure

#### 1. Downloading the Netviewer Application

1. In your Internet browser, go to <http://netviewer.com/sap-ags/en>.
2. Click on the  image located in the box labeled *Click to start the Netviewer one2meet participant program*.
3. On the *File Download* dialog, click *Save*.



4. Save the *NW\_o2m\_Participant\_EN.exe* file to a location on the host computer.

## 2. Maintain Service Connection Type Netviewer

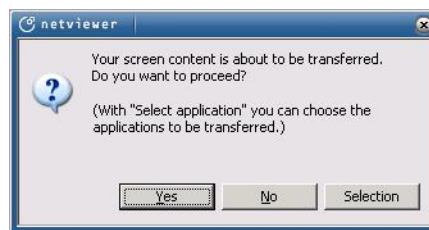
1. Log on to <http://service.sap.com/access-support>.
2. Click on *Maintain Connections*.
3. Select the system.
4. Set up the required connection type: *Netviewer (Full Access)*.


## 3. Starting a Remote Connection with SAP Support

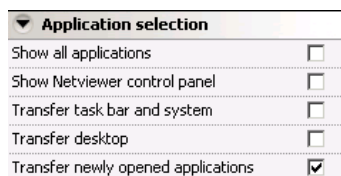
1. Start the *NW\_o2m\_Participant\_EN.exe* program on the host computer.
2. On the *Start session* dialog, enter the session number and password provided by the SAP support agent and click *OK*.



3. A dialog opens informing you that your screen content is about to be transferred. Click *Yes* to continue.

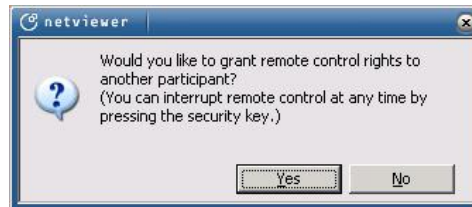


4. If the Netviewer sidebar is not visible, click on the  icon to display it. Make sure only the *Transfer newly opened applications* option is checked.



Once you have transferred newly-opened applications, the SAP support agent can see all the actions you perform in the newly-opened applications.

5. Start the applications (MDM Data Manager, MDM Console, and so on) that the SAP support agent needs to investigate.
6. If the SAP support agent wants to take control of the started applications, you will see the following dialog:



7. Click Yes to allow the SAP support agent to control the started applications.



Clicking Yes grants access to applications that are currently running on the computer.