

# SAP Sourcing 9.0

# Document History



## Caution

Make sure that you have the latest version of this document on SAP Service Marketplace at [service.sap.com/eso](http://service.sap.com/eso).

The following table provides an overview of the most important document changes.

Table 1

Version	Date	Description
1.1	2014-07-29	Initial version with minor edits

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# 1 Getting Started

## 1.1 About This Document

The master guide is the starting point for the technical implementation of SAP Sourcing.

### **i** Note

The starting point for the technical upgrade of SAP Sourcing is the upgrade guide on SAP Service Marketplace at [service.sap.com/eso](https://service.sap.com/eso).

Use the master guide to get an overview of SAP Sourcing and its software units from a technical perspective. The master guide is a planning tool that helps you to design your system landscape, and refers you to the required detailed documentation.

Since the master guide primarily discusses the overall technical implementation of SAP Sourcing rather than its subordinate components, additional software dependencies might exist without being mentioned explicitly in this guide. For information about component-specific software dependencies, see the corresponding installation guides.

## 1.2 Functional Overview of SAP Sourcing

SAP Sourcing covers the entire strategic source to contract process across all categories of spend. It consists of a suite of the following solutions:

- SAP Strategic Sourcing
- SAP Contract Lifecycle Management (SAP CLM)
- SAP Supplier Management

The key features of each of these solutions are listed below.

### **SAP Strategic Sourcing**

SAP Strategic Sourcing lets you drive sustainable cost savings while ensuring sustainable sourcing processes.

This solution provides the following key features:

- Project management  
Bring internal stakeholders together using a shared, online project plan. Keep team members up-to-date using status reports and alerts. Track opportunities for savings. Leverage preconfigured business process templates to reduce cycle time and help ensure that best practices are repeated throughout your organization.
- Collaborative, multiround sourcing processes  
Enable multiple rounds to identify qualified suppliers and negotiate pricing while leveraging collaborative scoring and bid optimization features. Carry key data forward into a comprehensive request for proposal or auction.
- Requests for information, proposals, and quotations  
Conduct simple or complex sourcing activities for direct, indirect, and service categories by automating the creation of requests for information, proposals, and quotations.

- **Robust reporting**  
Analyze supplier responses using side-by-side comparisons, pricing, and potential savings reports. Help ensure that diverse suppliers are being invited to participate in sourcing events. Evaluate award decisions over time to understand what key criteria are being used in awarding business to suppliers.
- **Effective auctions**  
Create competitive bidding environments using reverse, forward, and Dutch auctions. Interact with suppliers in real time, using instant messaging, bidding consoles with real-time updates, and graphical representations of auction activities. Easily manage bidding and disclosure rules, such as bid and rank visibility, automatic extensions, weighted-bidding cost factors, staggered start and end times for individual items, and reserve prices.
- **Integrated sourcing and procurement execution**  
Integrate sourcing and procurement processes with SAP ERP to drive compliance and realize savings.

### **SAP Contract Lifecycle Management**

SAP Contract Lifecycle Management (SAP CLM) lets you optimize corporate contracts by automating contract creation, enhancing visibility, improving compliance, and delivering rapid time to value. By managing the entire contract lifecycle consistently across the enterprise, you can realize the full value of your contracts, resulting in higher profits and lower legal and financial risk.

This solution provides the following key features:

- **Standardized, automated contract creation from clause libraries and templates**  
Streamline the approval process with consistent, preapproved language, controlled edits, and appropriate approvals.
- **Fully searchable repository**
- **Contract performance management**  
Encourage purchasing under contract terms, track accruals against contracts, and streamline activities by quickly reporting on outstanding commitments and contracts.
- **Integration with back-end systems and processes**  
Improve compliance by integrating contract information into back-end systems.
- **Management of expirations and contract audits**  
Optimize contract negotiations by initiating timely renewals and leveraging the full contract history to negotiate better terms and conditions.

### **SAP Supplier Management**

SAP Supplier Management lets you optimize supplier onboarding, information management, evaluation, and performance management. With full supplier visibility, you can make more-informed, collaborative supply decisions that boost profitability.

This solution provides the following key features:

- **Supplier onboarding and qualification**  
Automate supplier onboarding processes with supplier self-service and identify the right suppliers easily by streamlining the process for gathering additional information.
- **Supplier development**  
Drive improved performance with centralized monitoring and administration of supplier development.
- **Supplier performance management**  
Manage scorecards and alerts related to key supplier performance indicators.
- **Supplier information management**

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Capture, centralize, and share the most up-to-date supplier data across the enterprise, enabling more-informed, collaborative supply decisions.

## More Information

SAP Library for SAP Sourcing on SAP Help Portal at [help.sap.com](https://help.sap.com) ► *SAP Business Suite* ► *SAP Sourcing* ►

## 1.3 Supported Languages

SAP Sourcing supports the following languages:


- English
- Chinese, Simplified
- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Polish
- Portuguese (Brazilian)
- Russian
- Slovak
- Spanish
- Swedish
- Turkish

For more information, see *Install Language Packs* in the installation guide for SAP Sourcing on SAP Service Marketplace at [service.sap.com/eso](https://service.sap.com/eso).

## 1.4 Important SAP Notes

The following table lists important SAP Notes. Make sure that you have the current version of each SAP Note from SAP Service Marketplace at [service.sap.com/notes](https://service.sap.com/notes).

Table 2

SAP Note	Title
<a href="#">1526147</a>	SAP Sourcing 9.0 Release Information Note
<a href="#">1478396</a>	SAP Sourcing 7.0 Release Information Note  <div>  <b>Note</b>            There is a Release Information Note (RIN) for each support package of SAP Sourcing 7.0. See the RIN for the support package to which you are upgrading.         </div>

## 1.5 System Landscape

For system landscape information, see *Supported Platforms and Configurations* in the product availability matrix on SAP Service Marketplace at [service.sap.com/pam](http://service.sap.com/pam).

Basic authentication can be used to authenticate the user to access all systems in the landscape. For more information, see the configuration guide for SAP Sourcing on SAP Service Marketplace at [service.sap.com/eso](http://service.sap.com/eso).

The following servers can be hosted on the SAP Hosting site:

- Sourcing
- Optimizer
- Contract generation



### Caution

We strongly recommend using a minimal system landscape for test and demo purposes only. For performance, scalability, high availability, and security reasons, do not use a minimal system landscape as your production landscape.

## 2 Software Units

The figure below provides an overview of the components and services that SAP Sourcing can include, depending on the license and distribution media. For more information about each of these components, see below and see also the installation guide for SAP Sourcing on SAP Service Marketplace at [service.sap.com/eso](http://service.sap.com/eso).

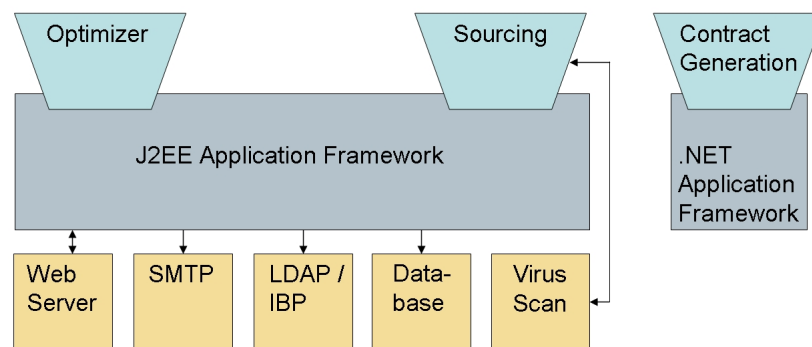


Figure 1: Components and Services

### 2.1 SAP Sourcing

#### 2.1.1 Server Hardware Requirements

Only valid for: SAP NetWeaver |

See [Sizing Guidelines \[page 15\]](#). For more information, see *Hardware and Software Requirements* in the installation guide for SAP NetWeaver 7.3 SP03 on SAP Service Marketplace at [service.sap.com/instguidesnw73](http://service.sap.com/instguidesnw73).

End of: SAP NetWeaver |

Only valid for: JBoss |

The following table shows the recommended hardware requirements for the application and database servers.

End of: JBoss |

Only valid for: JBoss |

Table 3: Recommended Hardware Requirements for Application and Database Servers

Server Hardware	Database	Application
Memory	Minimum 4GB	Minimum 4GB
Disk space	45GB	Minimum 3GB Recommended 10GB
Disk subsystem	Hardware-based RAID controller with caching	Fast wide SCSI (min.)
CPU	Dual 2.8GHz Pentium Xeon with 2MB cache	Dual 2.8GHz Pentium Xeon with 2MB cache

Server Hardware	Database	Application
	Dual 1GHz UltraSPARC IIIi	Dual 1GHz UltraSPARC IIIi
CD-ROM	8x	8x

End of: JBoss |

## 2.1.2 Server Software Requirements

Only valid for: SAP NetWeaver |

**SAP Sourcing 9.0 must be installed on SAP NetWeaver 7.3 SP03.** You can find the installation guide for SAP NetWeaver 7.3 SP03 on SAP Service Marketplace at [service.sap.com/instguidesnw73](http://service.sap.com/instguidesnw73).

End of: SAP NetWeaver |

Only valid for: SAP NetWeaver |

NetWeaver server requirements are as follows:

End of: SAP NetWeaver |

Only valid for: SAP NetWeaver |

- Use NetWeaver 7.3 SP03 for all supported database/OS combinations.
- NetWeaver and SAP Sourcing should be installed on separate databases.
- The OS/400 and z/OS operating systems are not supported.
- Download area: ► [www.service.sap.com/swdc](http://www.service.sap.com/swdc) ► *NetWeaver 7.3* ►

End of: SAP NetWeaver |

Only valid for: SAP NetWeaver |

### Supported Database Platforms and Operating Systems

Only valid for: IBM DB2 for Linux and UNIX and Windows |

The following operating systems are supported for IBM DB2 Version 9.7 for Linux, Unix, and Windows:

End of: IBM DB2 for Linux and UNIX and Windows |

Only valid for: IBM DB2 for Linux and UNIX and Windows |

- Windows Server 2008 / 2008 R2
- Linux
  - SuSe (10 & 11)
  - RedHat 5.4, 64 bit
- HP-UX 11.23
- HP-UX 11.31
- AIX 5.3
- AIX 6.1
- SOLARIS /SPARC 9
- SOLARIS /SPARC 10

End of: IBM DB2 for Linux and UNIX and Windows |

Only valid for: Oracle |

The following operating systems are supported for the Oracle 11g R2 11.2.0 database:

End of: Oracle |

Only valid for: Oracle |

- Windows Server 2008 / 2008 R2
- Linux
  - SuSe
  - X86 64 bit (10 and 11)
- HP-UX 11.23
- HP-UX 11.31

### **i** Note

Only the 64-bit version.

- AIX 6.1
- Solaris

End of: Oracle |

For more information about the supported database platforms and operating systems for SAP Sourcing and for the optimizer, see the Product Availability Matrix on SAP Service Marketplace at [service.sap.com/pam](http://service.sap.com/pam).

End of: SAP NetWeaver |

## Database Considerations

Only valid for: AIX | IBM DB2 for Linux and UNIX and Windows |

In AIX 6.1, there are two types of workload partitions (WPARs): System WPARs and application WPARs. IBM DB2 for Linux, UNIX, and Windows installation is supported only on a system WPAR.

End of: AIX | IBM DB2 for Linux and UNIX and Windows |

Only valid for: IBM DB2 for Linux and UNIX and Windows |

The spend and compliance module is supported only on Oracle, not on IBM DB2.

End of: IBM DB2 for Linux and UNIX and Windows |

Only valid for: Oracle |

The spend and compliance module is supported only on Oracle.

End of: Oracle |

Only valid for: IBM DB2 for Linux and UNIX and Windows |

Global search supports Microsoft Office 2007+ documents only on all supported versions of DB2 9.7 for LUW.

End of: IBM DB2 for Linux and UNIX and Windows |

## Application Server Considerations

Only valid for: SAP NetWeaver |

If you are installing on SAP NetWeaver 7.3, be sure that the Java Development Kit (JDK) that you specify during the installation of SAP Sourcing (SAP JVM) is the same that is used by the application server.

End of: SAP NetWeaver |

The application server must have full access to the following folders in the SAP Sourcing installation:

- logs  
This is required to write logs of the SAP Sourcing application.
- tmp  
This is for use as a temporary folder for attached documents, generated reports, and so on.

Only valid for: JBoss |

The application server deployed dictates the actual version of the Web server that can be used. In some circumstances, earlier versions of the Web server may be used. Future versions of the Web server can be used provided there are no API changes to the Web server.

End of: JBoss |

### Supported LDAP Directories

The following Lightweight Directory Access Protocol (LDAP) directories are supported by SAP Sourcing for the operating system/application server combinations:

- Sun ONE Directory Server 5.2
- Microsoft Active Directory 2003 or 2008
- OpenLDAP

Only valid for: SAP NetWeaver |

Although SAP User Management Engine is not necessarily an LDAP directory, it can connect to an LDAP as a repository. We recommend using SAP User Management Engine instead of direct LDAP support.

End of: SAP NetWeaver |

### Supported Virus Scan Engines

The following virus scan engines are supported by SAP Sourcing:

- Symantec Scan Engine 5.1
- Symantec Scan Engine 5.2

## More Information

Product availability matrix on SAP Service Marketplace at [service.sap.com/pam](http://service.sap.com/pam)

## 2.1.3 Client Hardware Requirements

For client hardware information, see *Supported Platforms and Configurations* in the product availability matrix on SAP Service Marketplace at [service.sap.com/pam](http://service.sap.com/pam).

### Note

As with other Web-enabled applications, the performance of the SAP Sourcing client is highly dependent upon the network infrastructure between the Web browser client and the application server. SAP Sourcing performance may suffer if sufficient bandwidth is not provided. Other factors that influence performance and, consequently, end user response times include the following:

- Network latency
- Number of concurrent users
- Event size (for example, size of RFx event), specifically the number of line items, suppliers, and questions
- Number of language packs installed

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## 2.1.4 Client Software Requirements

For client software requirement information, see *Supported Platforms and Configurations* in the product availability matrix on SAP Service Marketplace at [service.sap.com/pam](http://service.sap.com/pam).

## 2.2 Optimizer

The optimizer is an optional tool that performs complex calculations and comparisons to automatically determine an award scenario based on your specified priorities, goals (such as achieving the lowest cost or the highest quality), and rules. The optimizer generates the best possible solutions to meet your goal based on the specified rules.

### Prerequisites

The following are installed on the server:

- Java Development Kit (JDK)
- SAP NetWeaver 7.3
- SAP Sourcing

### Integration

You must install the optimizer on a machine that is physically separate from the SAP Sourcing server. Technically, the system will still function if you run the optimizer on the same machine in a different Java Virtual Machine (JVM), but this is strongly discouraged.

#### **i** Note

You can install the optimizer independent of the SAP Sourcing installation. However, you can complete the optimizer installation only after a working SAP Sourcing application has been installed and a context has been created. Typically, the optimizer is installed just after the SAP Sourcing installation.

You must run the optimizer server with the same version and vendor for JVM software as the SAP Sourcing server. Otherwise, the optimizer will not function.

The figure below shows the recommended server topology.

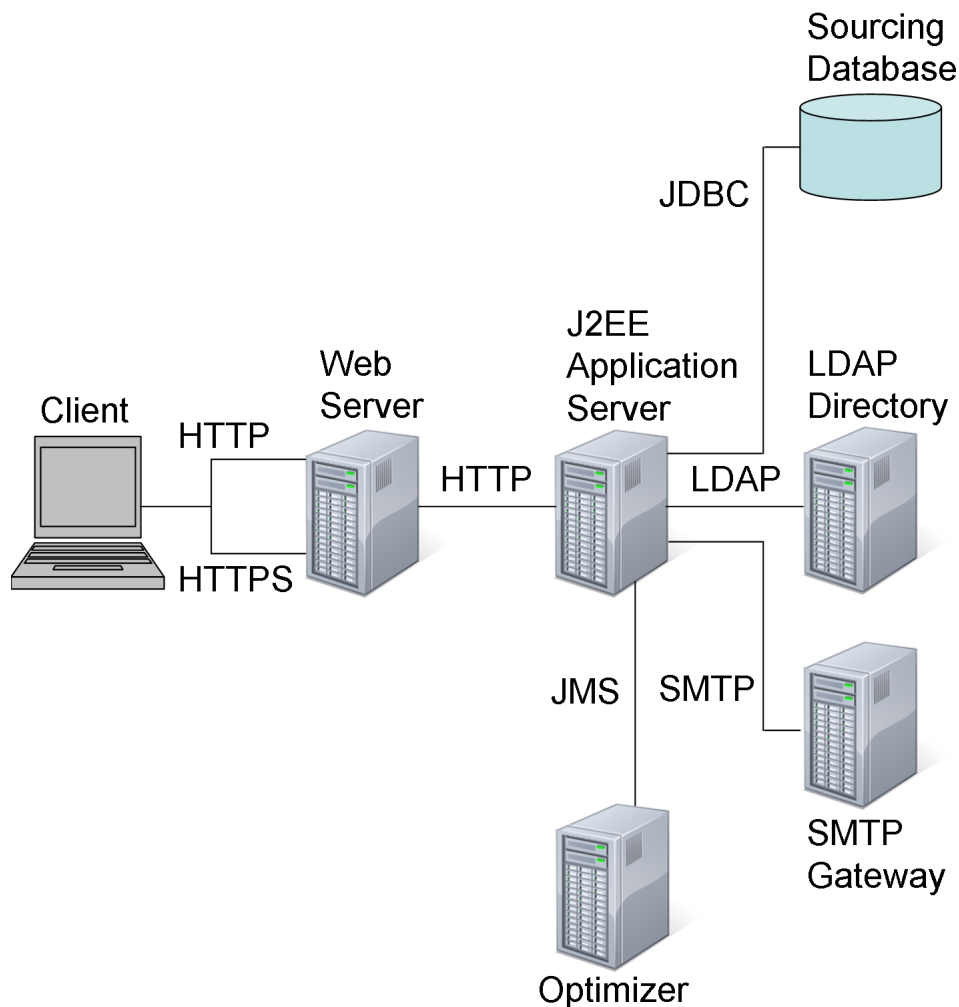


Figure 2: Recommended Server Topology

## 2.3 Contract Generation

Contract generation is an optional service that enables you to generate a contract from an RFx, auction, or master agreement. Each contract is based on a contract document template, which consists of clauses and sections of standard legal terms. Clauses can contain variables that are automatically replaced with terms and other detailed information that is taken directly from a sourcing event such as an RFx or auction, or from a specific agreement. The contract document is a Microsoft Word file that is attached to the sourcing event from which it is created. After the contract is generated, you can edit it in Microsoft Word and use it for negotiation with the supplier.

### Prerequisites

The following are installed and configured:

- Microsoft Windows Server 2003, 32 Bit or 64 Bit
- Internet Information Services (IIS) 6.0

In the IIS Manager, ensure that the `ASP.NET` extension is set to *Allow*.

In particular, when adding accounts to any security settings, be sure to include NETWORK and NETWORK SERVICE as well.

- Microsoft .NET Framework 2.0 Software Development Kit (SDK) (x64)
- Microsoft Office Word 2007 Professional Edition

You know how to configure Office applications to run under a specific user account.

You have administrator privileges.

## Integration

The contract generation service is a Microsoft .NET service. Typically, it is installed on a separate machine independent of the application server. However, it can be installed on any server that meets the requirements. The installation guide for SAP Sourcing describes how to install contract generation on a Microsoft Windows 2003 server.

### **i** Note

You can install contract generation independent of the SAP Sourcing installation. However, you can complete the contract generation installation only after a working SAP Sourcing application has been installed and a context has been created. Typically, contract generation is installed just after the SAP Sourcing installation.

## 2.4 Sizing Guidelines

The sizing guidelines are based on a simple sizing model for a small and large installation. When the number of concurrent SAP Sourcing users is less than 50, it is considered a small installation; when the number of concurrent SAP Sourcing users is greater than 50, it is considered a large installation.

In addition, the sizing guidelines are based on the following assumptions:

- Each server is configured with the minimum recommended hardware configuration and has only a single J2EE instance with neither hardware nor software clustering enabled.
- Each deployed instance uses only out-of-box functionality with no custom modifications or customizations.
- All benchmarks are based on standard and most-used transactions and processes.

### Sizing Guidelines for Core SAP Sourcing Application

A production installation employs a dual hardware strategy (two separate boxes) to support failover for a small installation. For optimal performance, a large installation may employ additional boxes to enable a user load balancing of approximately 50 concurrent SAP users per box.

If SAP CLM is installed and contract generation (IIS server) is enabled, contract generation should reside on a separate server.

If SAP CLM is installed and RFx bid optimization is enabled, the optimizer should reside on a separate server.

### SAP Sourcing Server

The minimum hardware requirements are as follows:

- Quad-core processor (for example, AMD Opteron 852 / 2.6GHz or equivalent)
- 16GB RAM, 70GB disk

- 64-bit server

The recommended JVM settings are as follows:

- -XX:MaxPermSize=1024m
- -XX:NewRatio=6
- -Xms4G
- -Xmx4G
- -Dfile.encoding=UTF-8

### Database Server

The minimum hardware requirements are as follows:

- Quad-core processor (for example, AMD Opteron 852 / 2.6GHz or equivalent)
- 16GB RAM
- 64-bit server

For information about scaling up the database server, see your database vendor's documentation on scalability.

Database sizing – specifically for the hard disk – involves two aspects, one of which is fixed and can be considered the baseline size. The other aspect is variable and based on the size of data growth in the application. The following examples are approximate metrics to provide a guideline for sizing. The actual required disk sizes can be obtained by assessing the anticipated rate of growth.

A baseline install of the SAP Sourcing application generates a database that is between 100MB and 150MB. The average database sizes for active customer installations tend to be 19GB, with some customer databases as large as 150GB and some as small as 500MB. For any given customer, the growth of the database is highly usage-dependent and is relative to the number and size of the attachments.

### Sizing Guidelines for Optional Components

#### Optimizer

The minimum hardware requirements are as follows:

- Quad-core processor (for example, AMD Opteron 852 / 2.6GHz or equivalent)
- 16GB RAM, 70GB disk
- 64-bit server

The recommended JVM settings are as follows:

- -XX:MaxPermSize=1024m
- -XX:NewRatio=6
- -Xms4G
- -Xmx4G

#### Contract Generation

The minimum hardware requirements are as follows:

- Quad-core processor (for example, AMD Opteron 852 / 2.6GHz or equivalent)
- 16GB RAM, 70GB disk
- 64-bit server

#### SAP NetWeaver PI

To derive the appropriate hardware sizing, use the Quick Sizer on SAP Service Marketplace at [service.sap.com/quicksizing](http://service.sap.com/quicksizing).

## 3 Overall Implementation Sequence

### Process

The following table provides the overall implementation sequence for SAP Sourcing. The table contains all available software units.

Table 4

Action	Documentation	Additional Information
Install supported operating system	Installation Guide for SAP Sourcing on SAP Service Marketplace at <a href="http://service.sap.com/eso">service.sap.com/eso</a>	
Install supported JDK and JRE	Installation Guide for SAP Sourcing	
Set up LDAP directory	Installation Guide for SAP Sourcing	Optional if not using Single Sign-On
Install and configure Web server		Optional
Install and configure anti-virus scan		Optional but recommended
Modify database management system (DBMS) and create database user (schema) per SAP specifications	Installation Guide for SAP Sourcing	
Install supported application server	Installation Guide for SAP Sourcing, specific application server documentation	
Install SAP Sourcing	Installation Guide for SAP Sourcing	
Configure SAP Sourcing	Configuration Guide for SAP Sourcing on SAP Service Marketplace at <a href="http://service.sap.com/eso">service.sap.com/eso</a>	
Install SAP Sourcing Optimizer	Installation Guide for SAP Sourcing	Optional
Install and configure contract generation	Installation Guide for SAP Sourcing	Optional
Integrate SAP Sourcing with SAP ERP	Configuration Guide for Integrating SAP ERP and SAP Sourcing on SAP Service Marketplace at <a href="http://service.sap.com/eso">service.sap.com/eso</a>	Optional
Integrate SAP Sourcing with SAP SRM	Configuration Guide for Integrating SAP SRM and SAP Sourcing on SAP Service Marketplace at <a href="http://service.sap.com/eso">service.sap.com/eso</a>	Optional

## 4 References

### 4.1 Documentation for SAP Sourcing

The following table shows where to find application help, installation documentation, configuration documentation, upgrade documentation, and other technical documentation for SAP Sourcing.

Table 5

Title	Where to Find
Application Help for SAP Sourcing	<a href="https://help.sap.com">help.sap.com</a> ► <i>SAP Business Suite</i> ► <i>SAP Sourcing</i> ►
Component Upgrade Guide for SAP Sourcing	SAP Service Marketplace at <a href="https://service.sap.com/eso">service.sap.com/eso</a>
<b>i Note</b> Be sure to choose the correct guide for your database.	
Configuration Guide for Integrating SAP ERP and SAP Sourcing	SAP Service Marketplace at <a href="https://service.sap.com/eso">service.sap.com/eso</a>
Configuration Guide for Integrating SAP SRM and SAP Sourcing	SAP Service Marketplace at <a href="https://service.sap.com/eso">service.sap.com/eso</a>
Configuration Guide for SAP Sourcing	SAP Service Marketplace at <a href="https://service.sap.com/eso">service.sap.com/eso</a>
Installation Guide for SAP Sourcing	SAP Service Marketplace at <a href="https://service.sap.com/eso">service.sap.com/eso</a>
<b>i Note</b> Be sure to choose the correct guide for your database.	
Scripting and Workflow Guide for SAP Sourcing	SAP Service Marketplace at <a href="https://service.sap.com/eso">service.sap.com/eso</a>
Security Guide for SAP Sourcing	SAP Service Marketplace at <a href="https://service.sap.com/eso">service.sap.com/eso</a>
Solution Operation Guide for SAP Sourcing	SAP Service Marketplace at <a href="https://service.sap.com/eso">service.sap.com/eso</a>

### 4.2 Useful Links on SAP Service Marketplace

The following table contains useful links to information on SAP Service Marketplace.

Table 6

Content	SAP Service Marketplace
Installation and Upgrade Guide Documentation	<a href="https://service.sap.com/instguides">service.sap.com/instguides</a>
Maintenance Optimizer	<a href="https://service.sap.com/solman-mopz">service.sap.com/solman-mopz</a>
Performance of SAP Software Solutions	<a href="https://service.sap.com/performance">service.sap.com/performance</a>

Content	SAP Service Marketplace
Platform and Technology Information Center	<a href="http://service.sap.com/platforms">service.sap.com/platforms</a>
Product Availability Matrix	<a href="http://service.sap.com/pam">service.sap.com/pam</a>
Quick Sizer	<a href="http://service.sap.com/quicksizing">service.sap.com/quicksizing</a>
Ramp-Up Knowledge Transfer (RKT)	<a href="http://service.sap.com/rkt">service.sap.com/rkt</a>
Release Notes – What's New	<a href="http://service.sap.com/releasenotes">service.sap.com/releasenotes</a> ► <i>SAP Solutions</i> ► <i>SAP Sourcing</i> ►
SAP Download Manager You can use SAP Download Manager to download software from SAP Software Distribution Center. If you have any problems or questions relating to SAP Download Manager, create a customer message under component XX-SER-SAPSMP-SDM.	<a href="http://service.sap.com/download-basket">service.sap.com/download-basket</a> ► <i>Get Download Manager</i> ►
SAP Installations and Upgrades	<a href="http://service.sap.com/installations">service.sap.com/installations</a>
SAP Maintenance Strategy	<a href="http://service.sap.com/maintenance">service.sap.com/maintenance</a>
SAP Message Wizard	<a href="http://service.sap.com/message">service.sap.com/message</a> Use the relevant component under SRM-ESO.
SAP Notes Search	<a href="http://service.sap.com/notes">service.sap.com/notes</a>
SAP Security Guides	<a href="http://service.sap.com/securityguide">service.sap.com/securityguide</a>
SAP Software Catalog for Customers and Partners As an alternative to downloading software from SAP Software Distribution Center, you can order software on CD-ROM or DVD from the SAP software catalog. If you have problems or questions relating to ordering, create a customer message under component XX-SER-SWFL-SHIP.	<a href="http://service.sap.com/softwarecatalog">service.sap.com/softwarecatalog</a>
SAP Support Packages and Patches	<a href="http://service.sap.com/patches">service.sap.com/patches</a>
SAP Support Package Stacks	<a href="http://service.sap.com/sp-stacks">service.sap.com/sp-stacks</a>

## 4.3 Special Information for Ramp-Up Customers

If you encounter any problems in the SAP Sourcing ramp-up phase, report them as customer messages by using the SAP message wizard on SAP Support Portal at [service.sap.com/message](http://service.sap.com/message) and indicate that the message is a ramp-up message. During the ramp-up phase, technical support is provided directly by SAP Development.

For information about the ramp-up process, see SAP Service Marketplace at [service.sap.com/rampup](http://service.sap.com/rampup). If you have questions about the ramp-up process, enter them in a customer message using component XX-SER-RU.

For a successful implementation of your project, we offer our ramp-up customers the relevant SAP online knowledge product at no cost. SAP online knowledge products are online training materials for the latest SAP solutions and products. They contain delta knowledge on new functions of the software, implementation knowledge, and guidelines

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for your project. You receive role and task-specific online learning material for the implementation of your project, including the following:

- Live sessions with SAP experts
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- Self-tests
- Notice of recent updates of content

To subscribe to the SAP online knowledge product:

1. Send an e-mail to [rkt@sap.com](mailto:rkt@sap.com).
2. Name the product/solution you are implementing.
3. Provide the S-user IDs (for SAP Service Marketplace) of up to 10 of your consultants engaged in your project.

Access to the SAP online knowledge product is then granted immediately.

## 4.4 Related Master Guides

The following table shows where to find the master guides for related applications.

Table 7

Title	Location
Master Guide for SAP NetWeaver 7.3	<a href="https://websmp110.sap-ag.de/instguidesnw">websmp110.sap-ag.de/instguidesnw</a> ► <a href="#">SAP NetWeaver</a> ► <a href="#">SAP NetWeaver 7.3</a> ► <a href="#">Installation</a> ►

# Typographic Conventions

Table 8

Example	Description
<Example>	Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, "Enter your <User Name>".
► Example ► Example ▢	Arrows separating the parts of a navigation path, for example, menu options
<b>Example</b>	Emphasized words or expressions
<b>Example</b>	Words or characters that you enter in the system exactly as they appear in the documentation
<a href="http://www.sap.com">www.sap.com</a>	Textual cross-references to an internet address
<a href="#">/example</a>	Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web
<a href="#">123456</a>	Hyperlink to an SAP Note, for example, SAP Note <a href="#">123456</a>
<i>Example</i>	<ul style="list-style-type: none"> <li>Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options.</li> <li>Cross-references to other documentation or published works</li> </ul>
Example	<ul style="list-style-type: none"> <li>Output on the screen following a user action, for example, messages</li> <li>Source code or syntax quoted directly from a program</li> <li>File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools</li> </ul>
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, database table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE
<span>EXAMPLE</span>	Keys on the keyboard





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