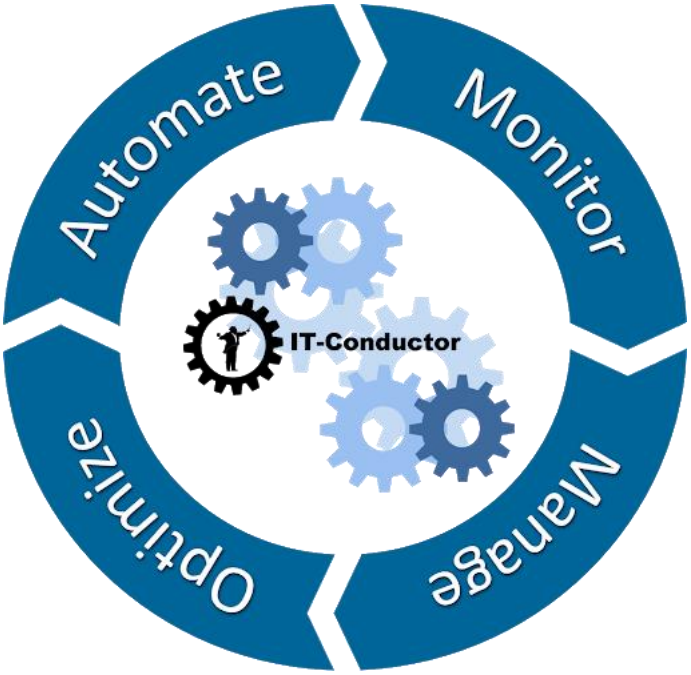


SID-Refresh™

User Guide v.1.4.9

SID-Refresh™ is designed to simplify, automate, and optimize the process of updating the technical data and configuration in SAP systems.

IT-Conductor™

For questions and other concerns, e-mail us at:
sidrefresh@itconductor.com

Version History

Version	Release Date	Description
1.4.9	02/18/2022	**Update** • Removed 12 tables from the Users (SU01) task **Fix** • Fixed "Export Tasklist failed in ALECUST, TMS steps with RC12" • Fixed "Export Tasklist failed in CRM_ERMS step with RC8" • Fixed "Clean Tasklist failed in WEBSERVICE steps with RC8"
1.4.8	01/05/2021	**Update** • Added 12 tables to the **Users (SU01)** task
1.4.7	10/17/2019	**New** • Added new batch mode execution switch **-b** that enables batch logging to standard output
1.4.6	06/28/2019	**New** • Added the **SAML2 Configuration** task • Added the **OAuth Client Configuration** task • Added the **OAuth Server Configuration** task • Added the **Relationship Service Configuration** task • Added the **CRM E-mail Response Mngmt System Configuration** task **Update** • Added 4 tables to the **ALE Customizing** task • Added 6 tables to the **SAP NetWeaver LDAP Configuration (LDAP)** task • Added 15 tables to the **SAP Unified Connectivity (UCON)** task • Added 1 table to the **HTTP Service Configuration (SICF)** task • Removed 2 tables from the **Archiving ADK Configuration** task

		• Removed 4 tables from the **Batch Jobs (SM37)** task • Removed 1 table from the **RFC Connections (SM59)** task • Removed 1 table from the **Secure Store (SECSTORE)** task • Removed 1 table from the **Users (SU01)** task • Removed 2 tables from the **Integration Engine Configuration (SXMB_ADM)** task
1.4.5	04/21/2019	**Fix** • Fixed **NullPointerException** if the License Key doesn't contain **SID** Attribute
1.4.4	09/10/2018	**New** • Added license generation notice **Fix** • Fixed invalid license key if there is a newline in the license file
1.4.3	07/12/2018	**New** • Added license check function **Fix** • Fixed problems with the text progress bar
1.4.2	05/21/2018	**New** • Added the function of collecting diagnostic information for support **Fix** • Fixed problems with export tasks
1.4.1	05/01/2018	**New**

		• Added the **SAP Office Number Range for Attachment (SBWP)** task • Added the **Users (SU01)** task • Added the **SAP Gateway Configuration** task • Added the **SAP Unified Connectivity(UCON)** task • Added the **SAP NetWeaver Enterprise Threat Detection (ETD)** task • Added the **SAP Screen Personas Configuration** for S/4HANA • Added the **SAP NetWeaver Switchable Authorization Checks (SACF)** task **Update** • Changed the **SAP NetWeaver Workflow Configuration (SWU3)** task to **SAP NetWeaver Workflow Configuration (SWU3) and SAP NetWeaver Workflow Runtime Data (SWU3)** • Added the **Cleanup of Spool Configuration (SPAD)** task for S/4HANA • Added 4 tables to the **Export Archiving ADK Configuration** task • Added 14 tables to the **Batch Jobs (SM37)** task • Added 1 table to the **HTTP Service Configuration (SICF)** task • Added 6 tables to the **Security Audit Profile Configuration (SM19)** task • Added 9 tables to the **Trust Manager Configuration (STRUST)** task • Added 1 table to the **Test Workbench Configuration (CATT, eCATT, STWB)** task • Added 25 tables to the **Integration Engine Configuration (SXMB_ADM)** task • Added 3 tables to the **SAP NetWeaver Workflow Configuration (SWU3)** task for S/4HANA • Added 1 table to the **Secure Store (SECSTORE)** task for S/4HANA • Added 1 table to the **ChaRM/CTS Configuration** task • Removed 2 tables from the **ChaRM/CTS Configuration** task • Removed 2 tables from the **ALE Configuration** task

		• Removed 1 table from the **Archiving Objects Configuration** task • Removed 2 tables from the **SAPconnect Configuration (SCOT)** task ***Note:*** *Support for S/4HANA from release 1610*
1.4.0	02/21/2018	**New** • **Added the** Cleanup of Selected ABAP Basis Tables (OTHERS) **task** • **Added the** GTS Component Configuration **task** • **Added the** EWM Server Configuration **task** • **Added the** EWM Interface Configuration **task** • **Added the** BW Configurations **task** Update • **Removed the** Users (SU01) **task**
1.3.0	06/01/2017	**New** • Added the **SAP CRM Configuration** task • Added functionality for the customer-defined tables to be included in export/import
1.2.0	05/01/2017	**New** • Added the expert mode that allows you to clean certain configurations of the refreshed system by deleting their respective data tables such as TempSe tables for spool output, etc. • Added functionality for the export of the tables (backup) to be performed prior to cleaning them for the purpose of saving the content (For Safety Precautions) • Added functionality for the restoration of the table content prior to clean up • Added functionality for the customer-defined tables to be added to the cleanup configuration **(Precaution: Customer must be aware and accept full responsibility for cleaning table contents in the refreshed system.)**

1.1.0	03/01/2017	• Initial release of **SID-Refresh™** with multiplatform support for Windows/Linux/Unix and all SAP-supported databases

Table of Contents

I. Product Overview

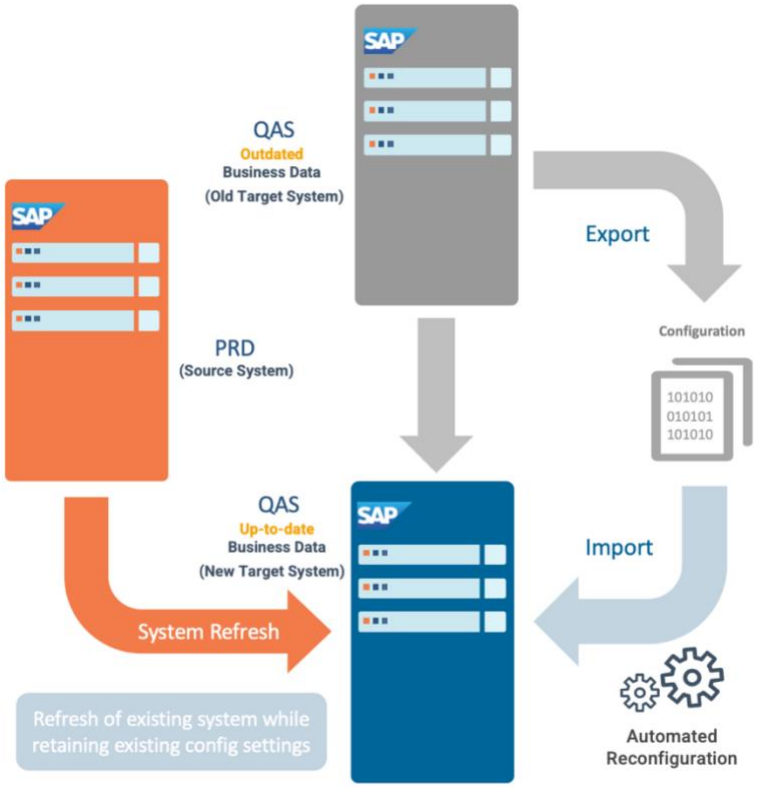


Figure 1: System Refresh Process

A. Background

System copy and system refresh are fundamental administrative tasks in SAP landscapes. In situations where you need to change your operating system, your database, or perhaps, you want to build an entirely new system based on an existing system, you need to perform system copy. If you want to set up a sandbox system for testing and demo purposes, a system copy is also performed. While system refresh is closely related to system copy, it basically involves more than just copying one system to another. When you refresh a system, you overwrite an existing target system with the latest data from a source system while maintaining the configuration.

The challenge now is how system refresh requires several steps, that when performed manually, can be tedious and time-consuming as it requires at least 20 hours to perform. Depending on the complexity of your systems, system refresh can

even take up to several days to complete. Given SAP's recommendation to perform system refresh at least once every quarter, it would be a great relief to have an automated solution in place and remove the burden of having to manually process them four times a year, or probably more.

B. Product Description

SID-Refresh™ is a tool developed to automate the end-to-end process of system refresh. It is designed to simplify, automate, and optimize the process of updating the technical data and configuration in SAP systems.

C. High-Level Process

The system refresh process shown in Figure 1 depicts the creation of a new system with its own identity as a copy from the source system and the refresh of an existing system while retaining the existing configuration settings.

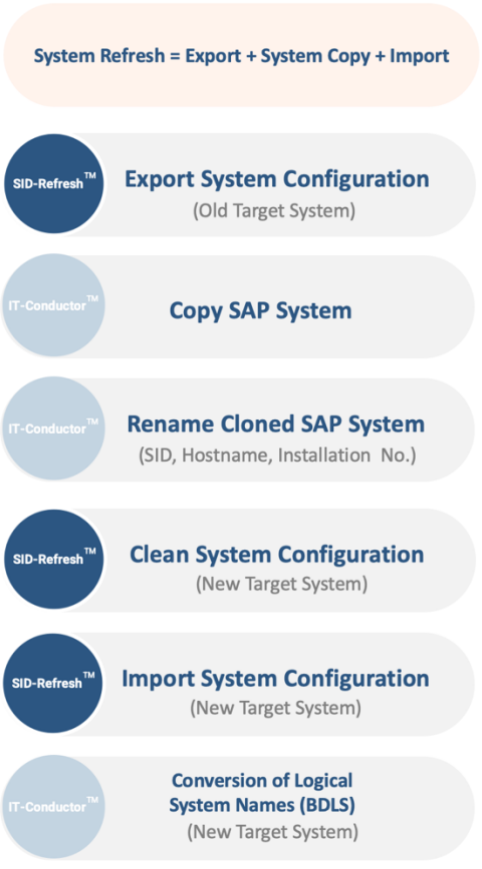


Figure 2: System Refresh High-Level Process

SID-Refresh™ exports the target system tables that contain configuration information before system refresh is started and imports them afterward.

The typical task list runs in the following sequence:

- **Export System Configuration**

The connection-related configuration data is exported as table content for the file system using R3trans.

- **Copy SAP System**

The database of the production system is copied into the quality system.

- **Rename Cloned SAP System**

The copied system is renamed with the same SID as the old target system.

- **Clean System Configuration**

The contents of the tables that contain information about the source system will be cleaned up.

- **Import System Configuration**

The connection-related configuration data in the form of table content is imported back to the new target system using R3trans.

- **Conversion of Logical System Names (BDLS)**

When logical system names are duplicated, you have to convert them to have unique IDs again. To convert one or more logical system names to new or existing logical names, transaction BDLS is used.

> **Note:** The Copy SAP system, Rename Cloned SAP System, and Conversion of Logical System Names can be automated using a separate "Automation as a Service" feature in IT-Conductor cloud platform.

D. Product Features

Refresh of **SAP CRM** systems exports and imports configuration tasks for refreshing SAP CRM, related to connectivity inside target system or to systems outside. Only for refreshing one isolated systems — related systems are not changed.

The following is an overview of configuration tasks in SAP CRM:

- Export CRM Middleware Configuration
- Export CRM Component Configuration
- Export CRM WebClient Configuration
- Import CRM Middleware Configuration
- Import CRM Component Configuration

Refresh of **SAP EWM** systems exports and imports configuration tasks for refreshing SAP EWM, related to connectivity inside target system or to systems outside. Only for refreshing one isolated system, related systems are not changed.

The following is an overview of configuration tasks in SAP EWM:

- Export EWM Server Configuration
- Export EWM Interface Configuration
- Import EWM Server Configuration

Refresh of **SAP GTS** systems export and import configuration tasks for refreshing SAP GTS. It is related to connectivity inside the target system or to systems outside. Only for refreshing one isolated system, related systems are not changed.

The following is an overview of configuration tasks in SAP GTS systems:

- Export GTS Component Configuration
- Import GTS Component Configuration

Refresh of **SAP SCM** systems exports and imports configuration tasks for refreshing SAP SCM. It is related to connectivity inside target system or to systems outside. Only for refreshing one isolated system. related systems are not changed.

The following is an overview of configuration tasks in SAP SCM:

- Export SCM Basis Integration Configuration

- Export SCM Server Integration Configuration
- Import SCM Basis Integration Configuration
- Import SCM Server Integration Configuration

Refresh of **SAP SRM** systems exports and imports configuration tasks for refreshing SAP SRM. It is related to connectivity inside the target system or to systems outside. Only for refreshing one isolated system, related systems are not changed.

The following is an overview of configuration tasks in SAP SRM:

- Export SRM Component Configuration
- Import SRM Component Configuration

The result is a quality system with the production system's 'business data' and the original 'technical data and configuration' of the quality system.

As already mentioned, the program does not require additional hardware, there is no complex installation and configuration.

Below is a list of 'technical data and configuration' that may be exported/imported using SID-Refresh™. Note that selected options are saved on initial use and can be reused on subsequent execution of the refresh.

1. ALE Configuration
2. ALE Customizing
3. Archiving ADK Configuration
4. Archiving Customizing Configuration
5. Archiving Objects Configuration
6. Batch Jobs (SM37)
7. Report Variants
8. Batch Server Groups (SM61)
9. CCMS Configuration (RZ20, RZ21)
10. CCMS History
11. DBA Cockpit Configuration (DBACOCKPIT)
12. Additional DBA Cockpit Config. for Oracle
13. Operating System Commands (SM69)
14. Cross-Client File Names/Paths (FILE)
15. SAP License (SLICENSE)
16. Logon Groups (SMLG)
17. Operation Modes (RZ04)

18. Spool Configuration (SPAD)
19. System Profiles (RZ10)
20. RFC Connections (SM59)
21. RFC Inbound Queue Configuration (SMQ2)
22. RFC Outbound Queue Configuration (SM58, SMQ1)
23. Background RFC (SBGRFCMON)
24. SLD Data Supplier Configuration (RZ70)
25. SAPconnect Configuration (SCOT)
26. SAP Office Configuration (SBWP)
27. SAP Office Number Range for Attachments (SBWP)
28. HTTP Service Configuration (SICF)
29. SLD Access Data Configuration (SLDAPICUST)
30. Update Program Administration (SM14)
31. Security Audit Profile Configuration (SM19)
32. Trust Manager Configuration (STRUST)
33. SNC Access Control List (STRUSTSSO2)
34. TMS Configuration (STMS)
35. TMS Quality Assurance Configuration (STMS)
36. Version Management
37. Virus Scan Definitions (VSCAN)
38. Web Service Configuration (SOAMANAGER)
39. Users (SU01)
40. Test Workbench Configuration (CATT, eCATT, STWB)
41. Internet Transaction Server Config. (IACOR, ITS)
42. Project Customizing (SPRO)
43. Client Configuration (SCC4)
44. Integration Engine Configuration (SXMB_ADM)
45. SolMan Configuration in Managed System
46. ChaRM/CTS Configuration
47. Service Data Control Center Configuration (SDCCN)
48. Service Data Control Center Download Data (SDCCN)
49. Login Screen Information
50. Initial Screen Configuration (SMW0)
51. Lock/Unlock Users (EWZ5)
52. Batch-Input Data and Configuration (SM35)
53. SAP NetWeaver Workflow Configuration (SWU3)
54. SAP NetWeaver Workflow Runtime Data (SWU3)
55. SAP NetWeaver LDAP Configuration (LDAP)
56. Secure Store (SECSTORE)
57. Customer Defined Configuration Tables (CUSTOMER)

58. SAP Gateway Configuration
59. SAP Screen Personas Configuration
60. SAP Unified Connectivity (UCON)
61. SAP NetWeaver Enterprise Threat Detection (ETD)
62. SAP NetWeaver Switchable Authorize Checks (SACF)
63. SAP NetWeaver Maintain Whitelists (SLDW)
64. CRM Middleware Configuration
65. CRM Plug-In Configuration (CRM/ERP)
66. CRM Integration in ERP
67. CRM Component Configuration

    - CRM Analytic Component Configuration
    - CRM Interaction Center Component Configuration
    - CRM Marketing Component Configuration
    - CRM Miscellaneous Component Configuration
    - CRM Field Applications (Mobile) Component Configuration
    - CRM Sales Component Configuration
    - CRM Partner Channel Management Component Configuration
    - CRM Service Component Configuration
    - CRM Web Channel Enablement Component Configuration

68. CRM WebClient Configuration

    - Define transaction launcher and IC WebClient
    - Communication Management Software Connections

69. SRM Component Configuration

    - Technical Basic Settings
    - Settings for Supplier Synchronization
    - Activate Users

70. SCM Basis Integration Configuration

    - Activation of Incremental Data Transfer
    - Distribution Definition Maintenance
    - Generation of Distribution Definitions

- Maintain Business System Group
- Assignment of Logical System and Queue Type
- Activation of CIF Error Handling
- Assignment of RFC Destinations to Application Cases
- User Parameters

71. SCM Server Integration Configuration
72. Remote Control and Communication Framework Configuration
73. SCM Configuration in ERP

- Basic Settings for Setting Up the System Landscape
- Basic Settings for the Data Transfer
- Application-Specific Settings and Enhancements

74. GTS Component Configuration

- SAP Compliance Management
- SAP Customs Management
- SAP Risk Management

75. EWM Server Configuration

- Master Data Settings
- Batch Management
- Goods Issue Process (Work Center)
- Printer Settings
- Others Settings

76. EWM Interface Configuration RFID

- Settings - mandatory
- General Settings for ERP - mandatory
- General Settings for ERP
- Delivery Processing for ERP
- Goods Movement
- Transportation

- General Settings for GTS - mandatory
- General Settings for GTS
- Non-SAP Systems
- Availability Check
- Migration from LE-WM

77. BW Configurations

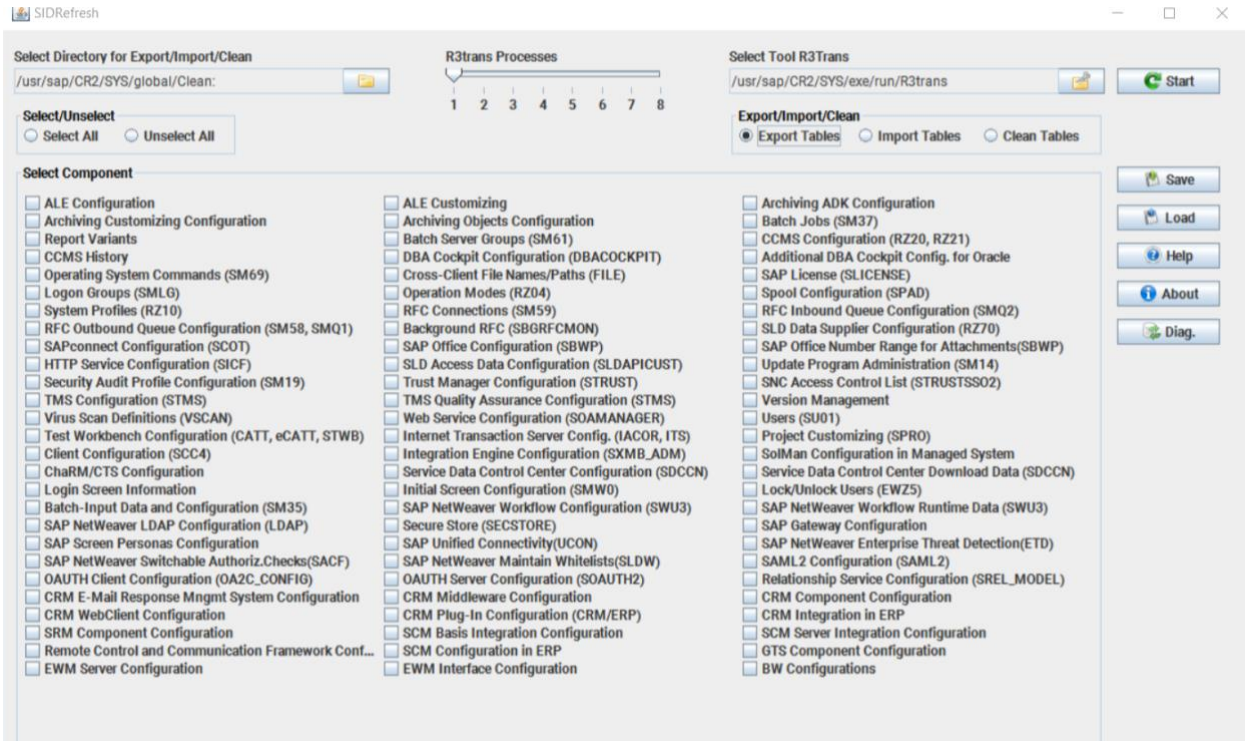


Figure 3: SAP NetWeaver ABAP Technical Configuration Components

Below is a list of technical data and configuration that may be cleaned up using SID-Refresh™. Note that the selected options are saved on initial use and can be reused on subsequent execution of the refresh.

1. Cleanup of CCMS Configuration (RZ20, RZ21)
2. Cleanup of CCMS History (CCMSHISTORY)
3. Cleanup of DBA Cockpit Configuration (DBACOCKPIT)
4. Cleanup of Additional DBA Cockpit Config. for Oracle
5. Cleanup of Spool Configuration (SPAD)
6. Cleanup of System Profiles (RZ10)
7. Cleanup of RFC Inbound Queue Configuration (SMQ2)

8. Cleanup of RFC Outbound Queue Configuration (SM58, SMQ1)
9. Cleanup of Background RFC (SBGRFCMON)
10. Cleanup of SAP Connect Data (SCOT)
11. Cleanup of SLD Access Data Configuration (SLDAPICUST)
12. Cleanup of TMS Configuration (STMS)
13. Cleanup of Web Service Configuration (SOAMANAGER)
14. Cleanup of Integration Engine Runtime Data (SXMB_ADM)
15. Cleanup of Batch-Input Data and Configuration (SM35)
16. Cleanup of Selected ABAP Basis Tables (OTHERS)
17. Cleanup of Operating System Monitoring Data (ST03N)

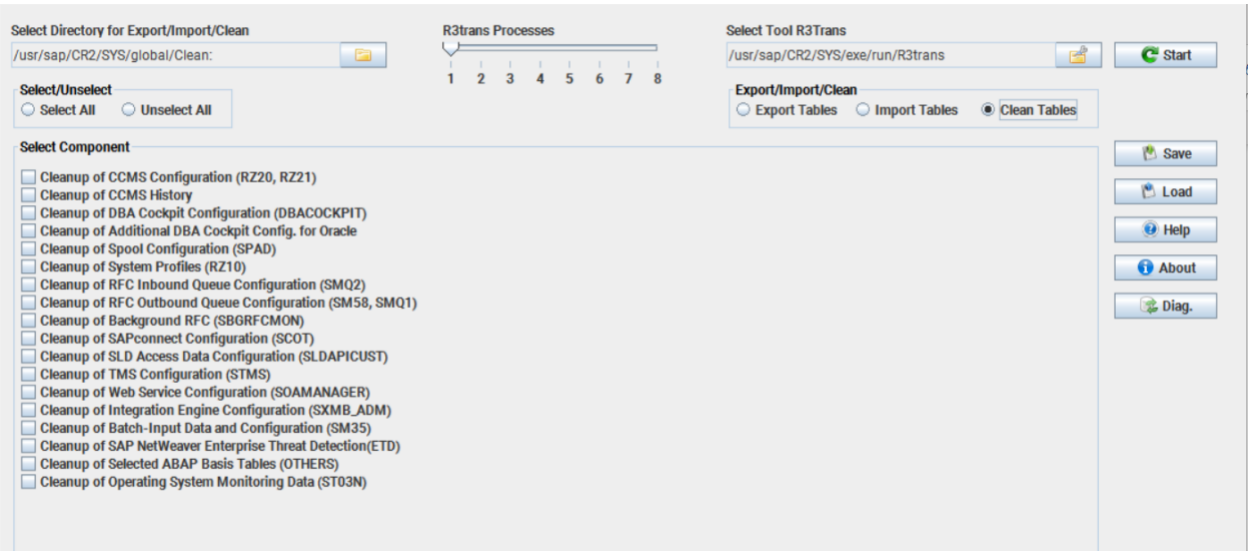


Figure 4: SAP NetWeaver ABAP Technical Configuration Components for Clean Tasks

E. Benefits and Value

The benefits and value provided by **SID-Refresh™** are the following:

- Additional hardware is not required
- Minimal resources for implementation and operations
- No major changes in the existing landscape
- Easy implementation with minimal process
- Can be deployed on platforms that use different operating systems and databases
- Automated process
- Minimizes downtime
- Increased integrity

Below are the average savings we saw in the field for customers who benefited from pre and post-copy automation per system refresh. Note that the actual database copy is not included because that depends on the size of the customer's system and the platform/technology used. The manual process varied based on the complexity of the system due to the number of jobs, connections, profiles, etc., while the **SID-Refresh™** the automated process remained consistent each time regardless of system complexity.

Manual	With SID-Refresh™
20 hours	4 hours
Varied effort and error rate depending on system complexity	More thorough and error-free regardless of system complexity
Manual implementation of the checklist	80% automated

F. SAP Supported Environments

The following table lists the SAP environments that are supported by **SID-Refresh™** with other useful information.

Application	Version
SAP NetWeaver ABAP	7.00 - 7.50
SAP ECC	5.0 and 6.0
SAP S/4 HANA	From 1511
Solution Manager	From 7.0
SAP BI	From 7.0
SAP CRM	From 7.0
SAP EWM	From 7.0
SAP SCM	From 7.0
SAP GTS	From 7.0

G. SAP Supported Operating System

The following table lists the supported operating systems where the .jar file can be installed.

System	Architecture
Linux/Unix	64-bit (x86_64) / SPARC (64-bit), IBM AIX on POWER Systems (64-Bit)
Microsoft Windows	64-bit (x86_64)

H. Limitations of the Product

SID-Refresh™ satisfies the majority of the required functionalities when performing system refresh. The following lists down the current limitations of the product.

- Refreshing systems between Unicode and non-Unicode
- Testing for SAP BI, CRM, SCM scenarios (basis technical configurations would still work, but module-specific technical configurations may not be covered)
- Does not support NetWeaver Java

II. Getting Started

The following sections introduce you to the first few actions as a new user of **SID-Refresh™**.

A. General Prerequisites

- Should be run as <SID> adm account.
- Requires Java Runtime Environment (JRE) only version 1.8 or higher
- Requires **SID-Refresh™** License file SIDREFRESH.LIC in the directory with the SIDRefresh.jar file for Linux/Unix or the SIDRefresh.jar file for Windows systems
- **SID-Refresh™** can be run using GUI or the terminal console.
- It is strictly recommended to use R3trans version with time stamp 24.03.17 or newer.

B. Initial Setup

1. Download **SID-Refresh™** from this link if you haven't already done so.
2. Login to the source system using a <SID> adm account.
3. Copy/Paste the **SIDRefresh.jar** (For Linux/Unix) or **SIDRefresh.exe** file (for Windows system) and the **SIDREFRESH.LIC** license file in the same directory.

4. Verify if the Java version installed in the system met the minimum requirement as stated in the General Prerequisites.

    a. For Linux/Unix, run the following command in a terminal window:

        java -version

    b. For Windows, run the following command in command prompt:

        java -version

5. Verify if the x terminal is working and if necessary, adjust the DISPLAY environment variable because it is required to run the X11 server.

6. Verify if the R3Trans path is within <sid>adm PATH environment and if you can execute a test connect.

    a. For Linux/Unix, run the following command in a terminal:

        R3trans -x

    b. For Windows, run the following command in command prompt:

        R3trans.exe -x

C. Installing and Updating Licenses

- You will receive an e-mail with the license key file attached.
- If you need to renew or replace the key, please open a support ticket, submit a request or contact by e-mail at **support@itconductor.com.**
- Copy the license key file SIDREFRESH.LIC to the **SID-Refresh™** home directory where the SIDRefresh.jar is located.

III. Administering System Refresh Using SID-Refresh™

A. Exporting the Target System's Technical Data and Configuration

Using GUI

1. Launch **SID-Refresh™** in GUI mode.

    a. For Linux/Unix, run the following command in a terminal:

    java -jar /Install/SIDRefresh.jar

    b. For Windows, run the following command in command prompt:

    java -jar SIDRefresh.jar

Important: If <sid>adm is not used to run the program, you will encounter an error. To troubleshoot this, please refer to the SID-Refresh Help Wiki.

2. **SID-Refresh™** will check the environment variables and automatically search for R3trans in the default directory.

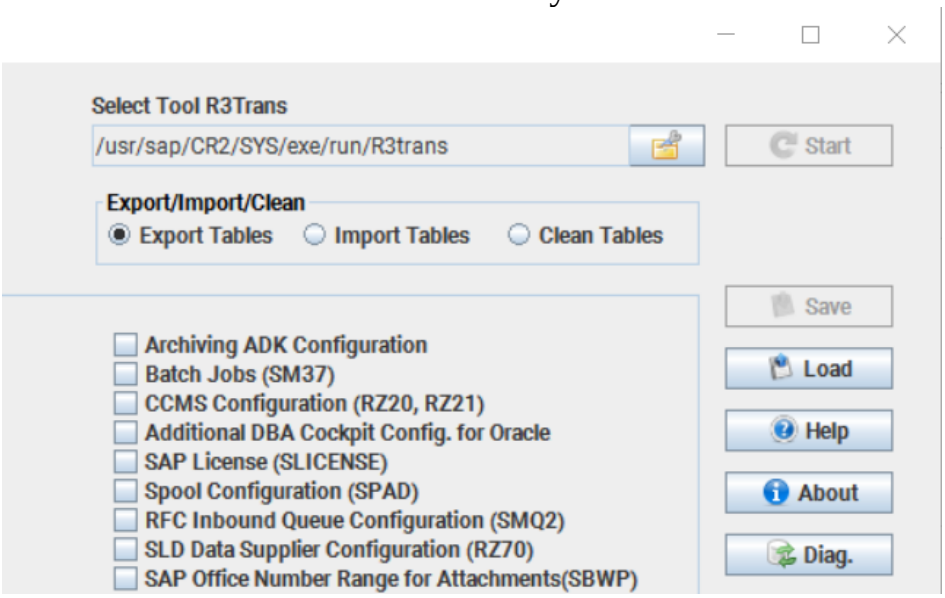


Figure 5: R3trans Path on Linux/Unix Systems

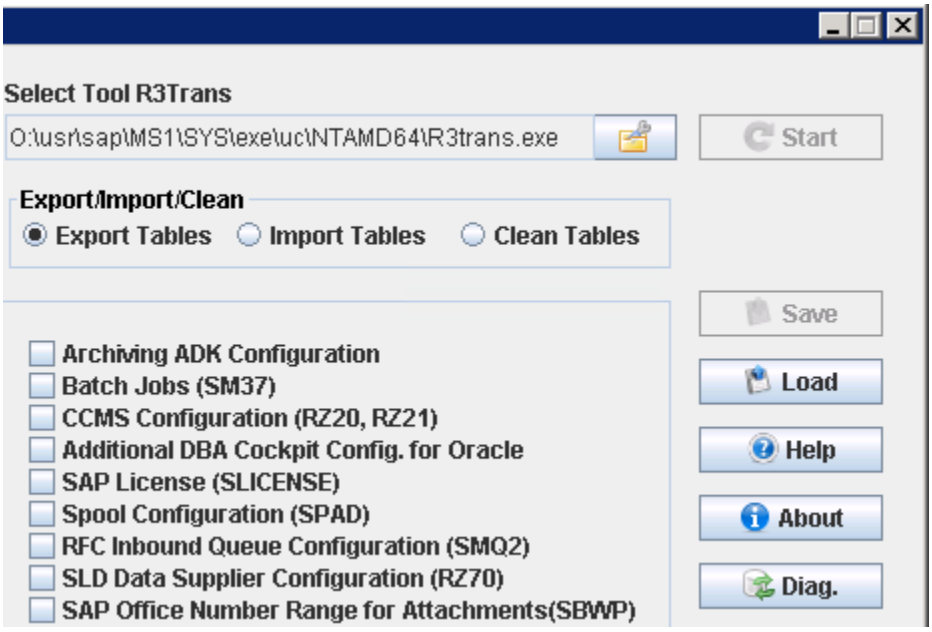


Figure 6: R3trans Path on Windows Systems

If R3trans is not in the default directory, you must specify the path where it is saved.

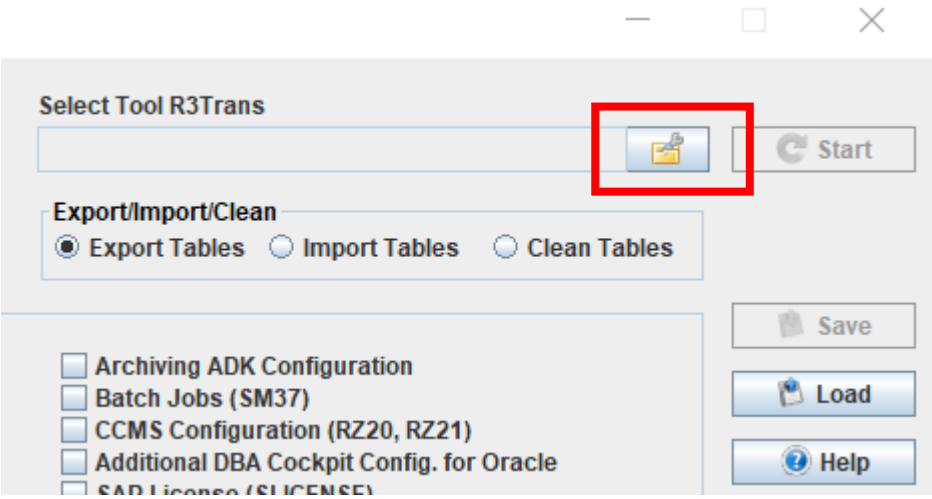


Figure 7: Manual Selection of R3trans Path

Upon clicking the **open folder** button in the **Select Tool R3Trans** section, a dialog box will open where you can select the path where R3trans is saved. Click **Open**.

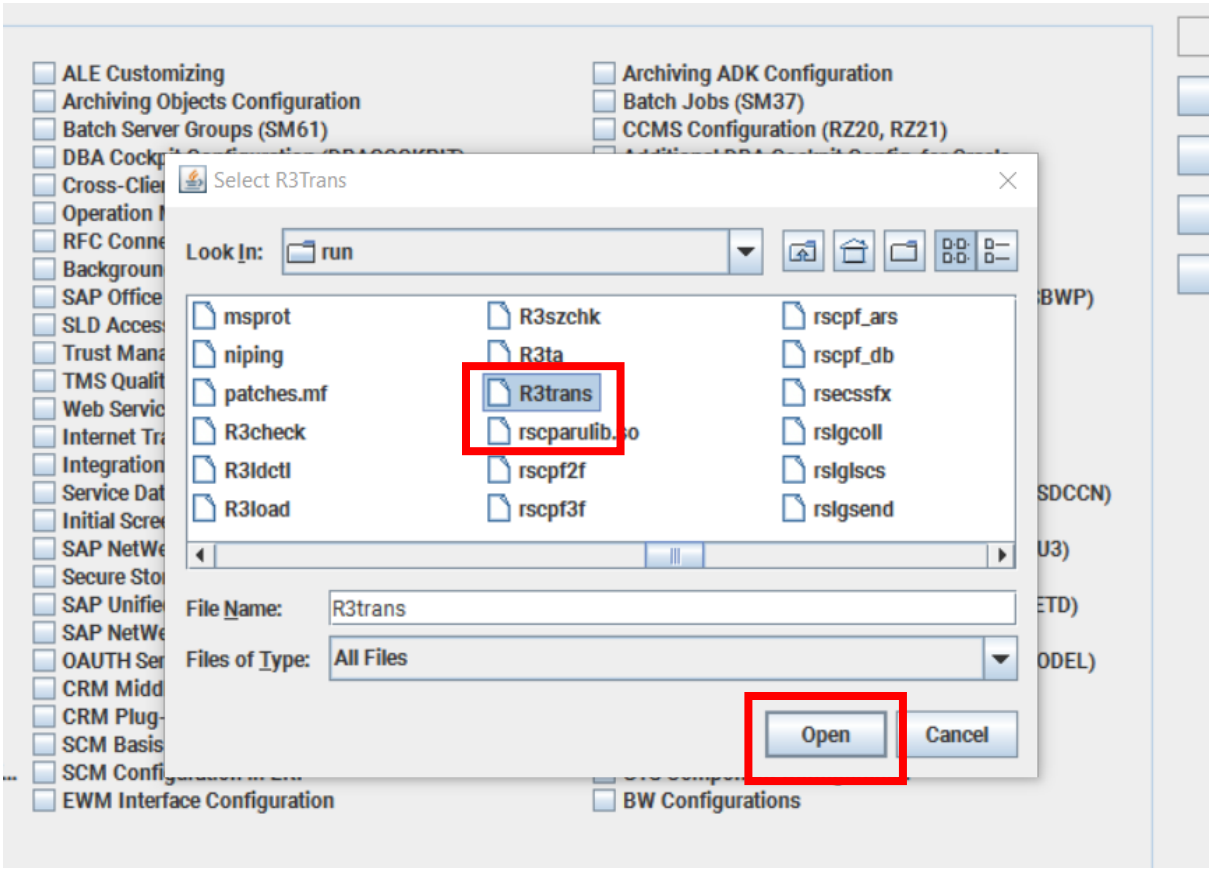


Figure 8: Navigate to R3trans Path on Linux/Unix Systems

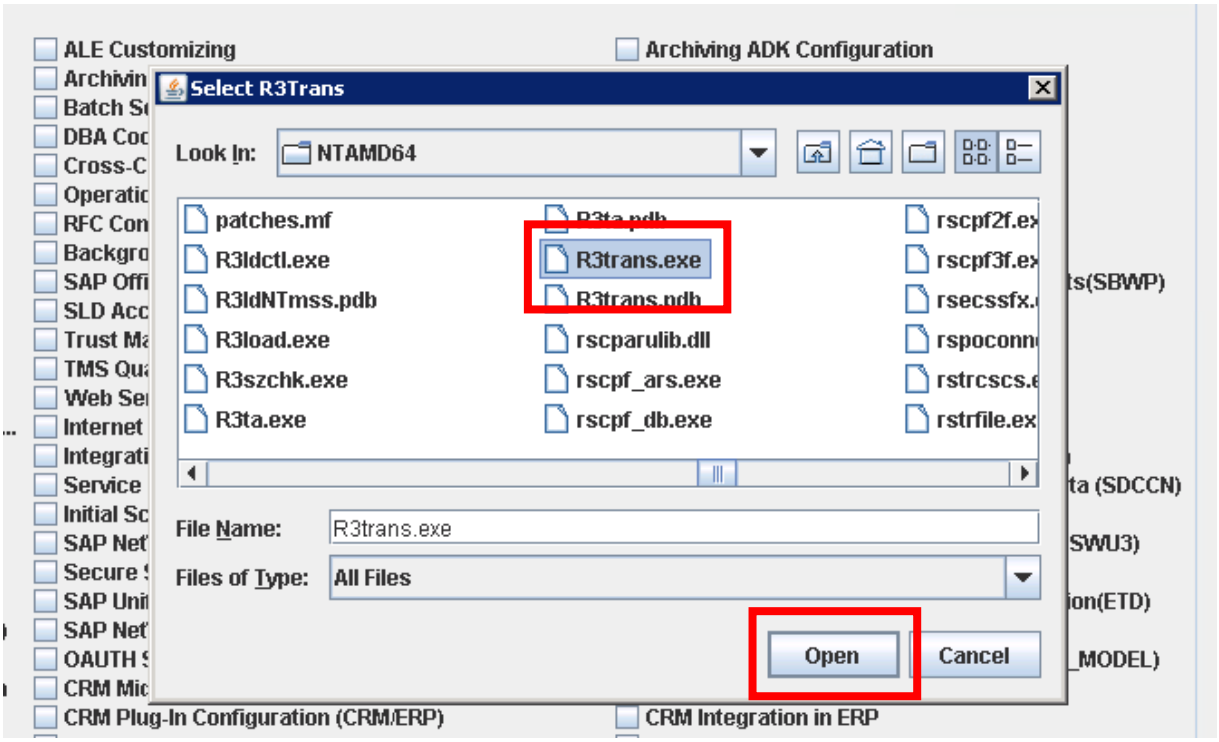


Figure 9: Navigate to R3trans Path on Windows Systems

3. **SID-Refresh™** will also define a default directory for the Export/Import/Clean.

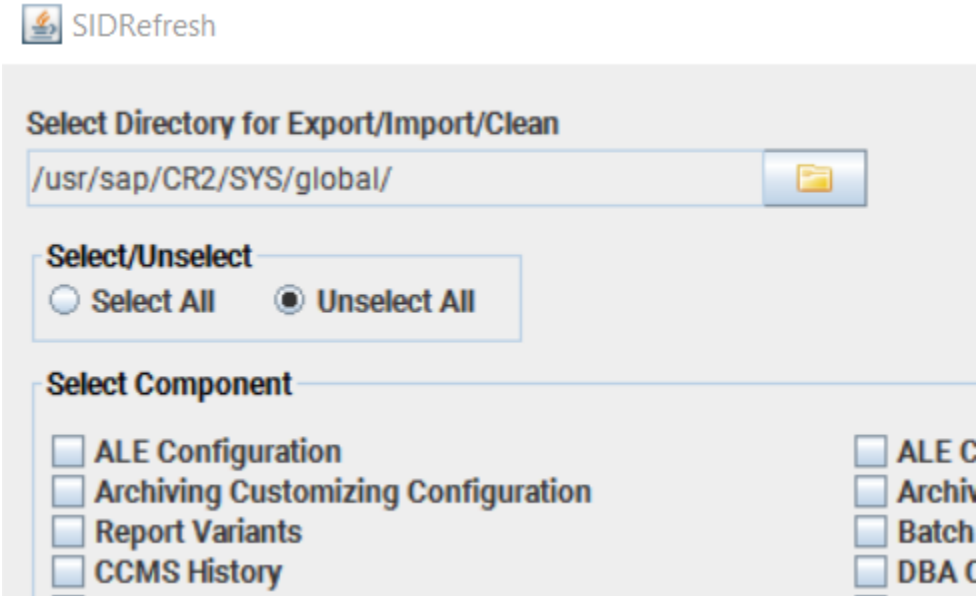


Figure 10: Default Export/Import Path on Linux/Unix Systems

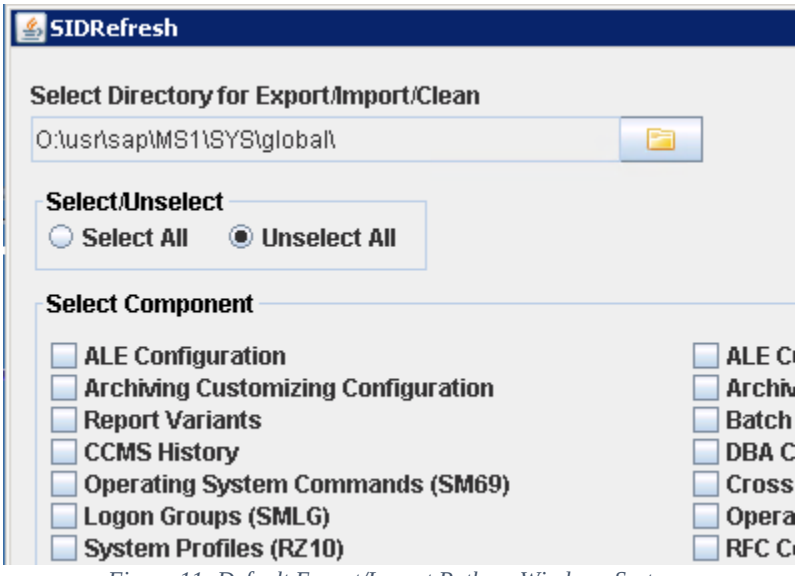


Figure 11: Default Export/Import Path on Windows Systems

Recommendation: Use a different export directory other than the default which now brings us to Step 4.

4. Create an **ExportImport** folder within the global directory.
5. Click the **open folder** button in **Select Directory for Export/Import** section and select the path where you created that folder.

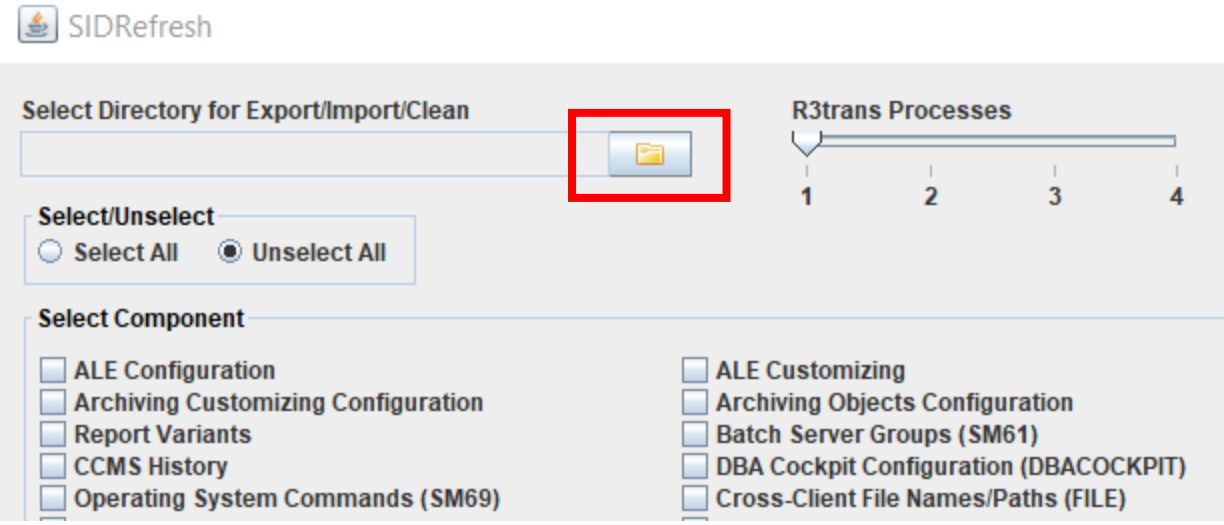


Figure 12: Manual Path Selection for Export/Import

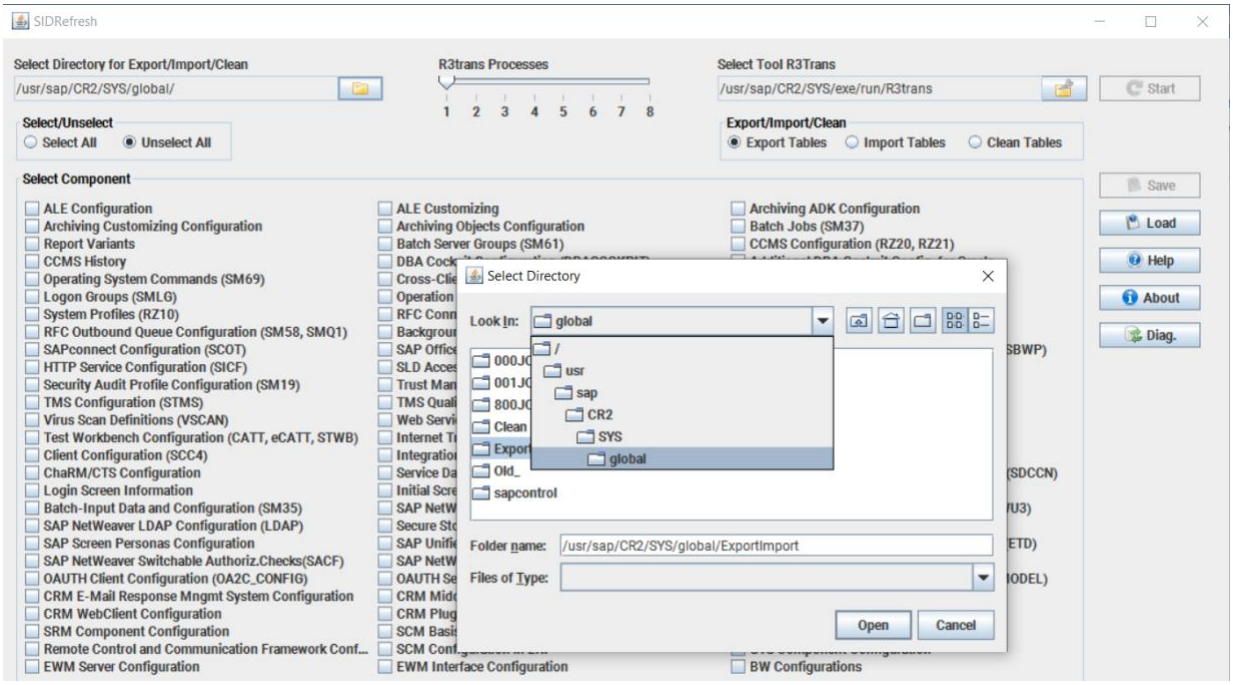


Figure 13: Changing Path to Global Directory on Linux/Unix Systems

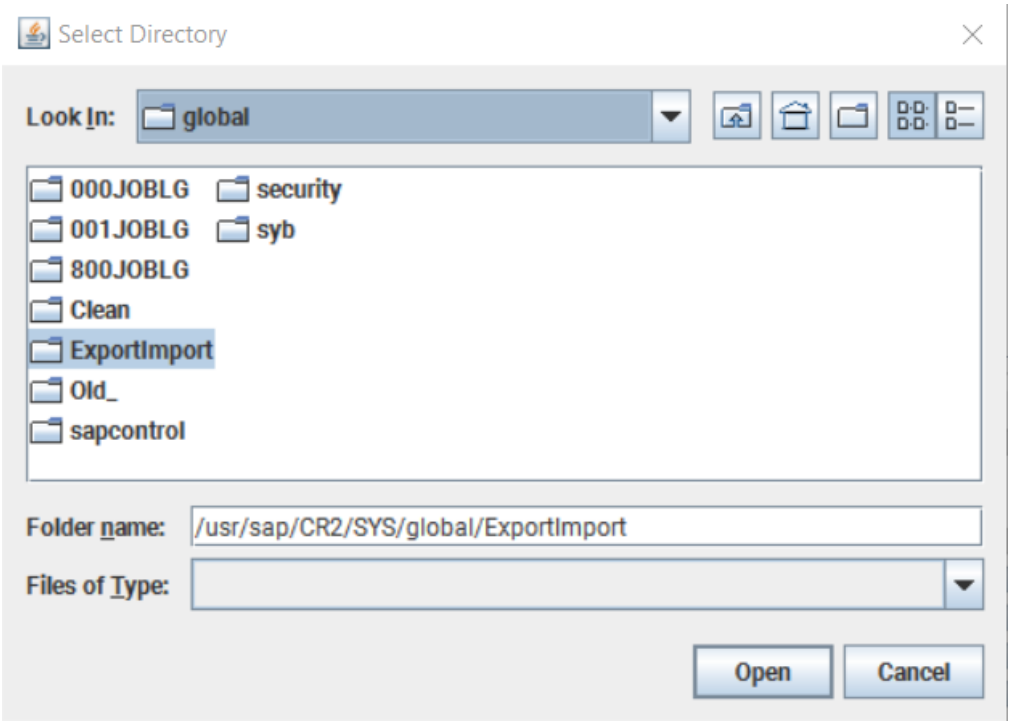


Figure 14: Selecting ExportImport Directory on Linux/Unix Systems

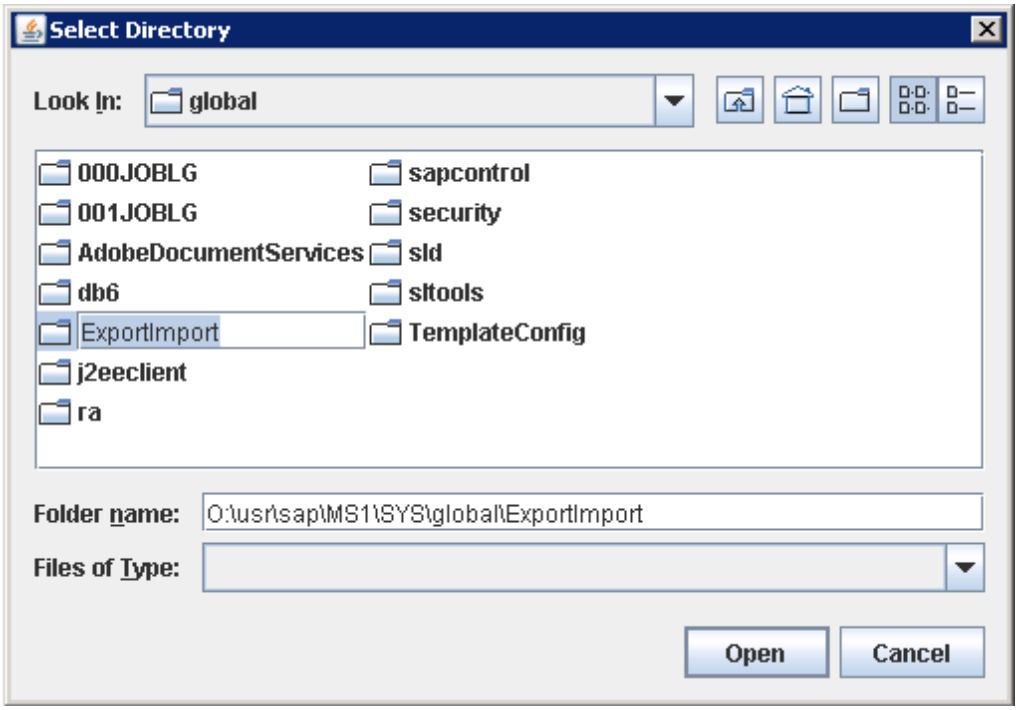


Figure 15: Manual Path Selection for Export/Import on Windows Systems

6. Select the number of R3trans processes to use for the export procedure.

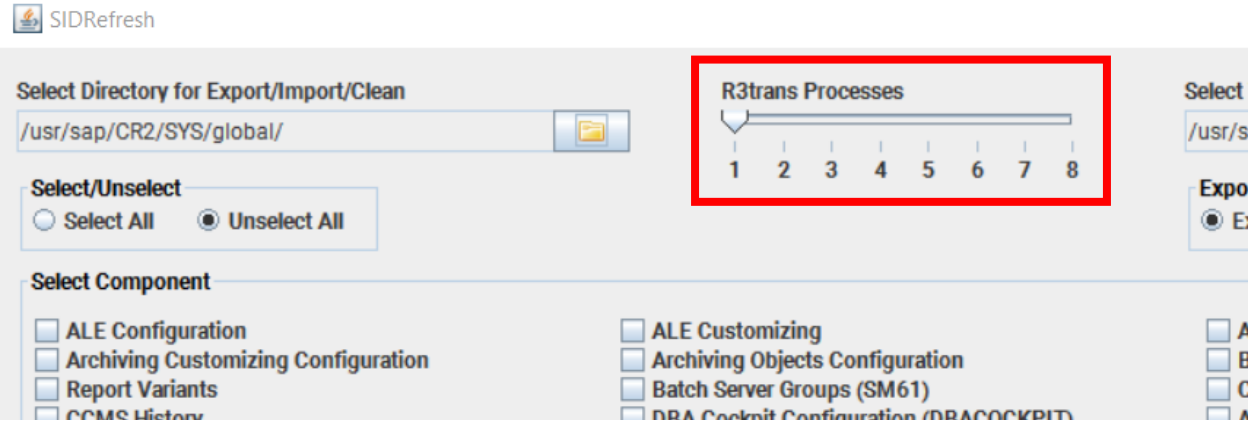


Figure 16: Number of R3trans Processes for Export

SID-Refresh™ checks the number of processors (CPU) in the system. By default, the slider is positioned at 1. The slider in the tool allows you to select the number of concurrent R3trans tasks that you want to run. A maximum of 8 is allowed since higher than 8 does not yield to shorter runtime.

Checkpoint: If any of the following are incorrect, the Save and Start buttons, as well as the component selections, will be grayed out or disabled. So, ensure these two are properly defined.

- Export/Import path
- R3trans path

7. In the **Export/Import/Clean** section, select the **Export Tables** radio button.

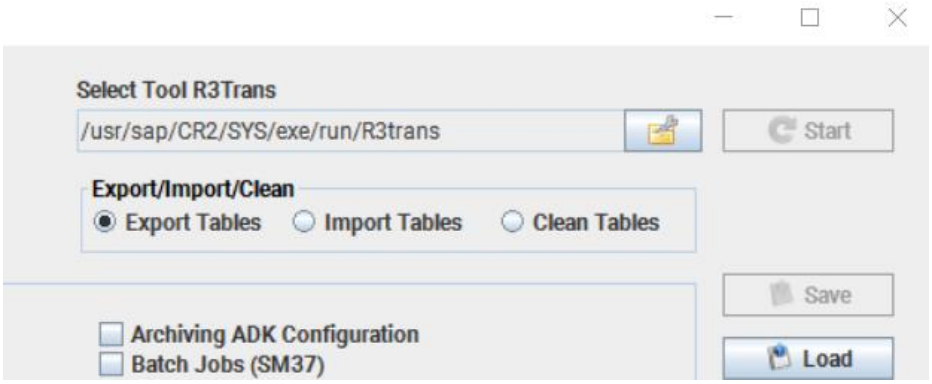


Figure 17: Selecting Export Tables Radio Button

8. Select the components that you want to export and save.

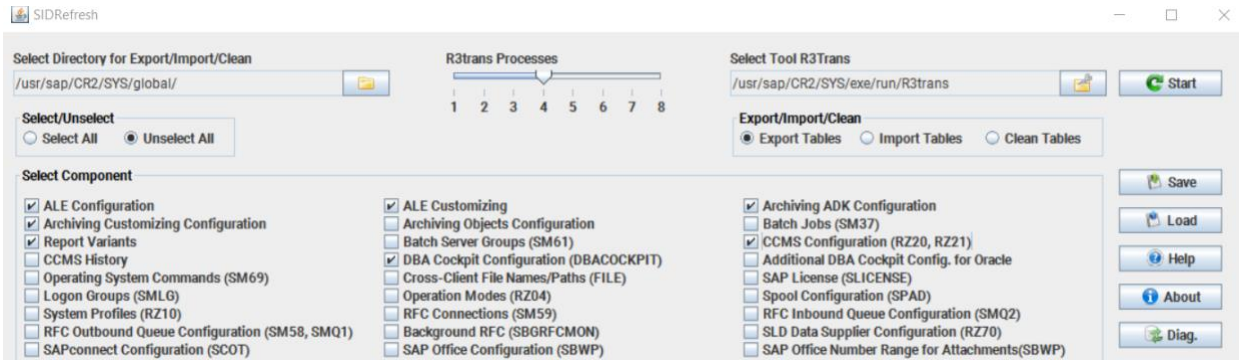


Figure 18: Component Selection for Export Process

In the **Select/Unselect** section, You can either select the **Select All** radio button or individually check the checkboxes of the configuration files you want to export.

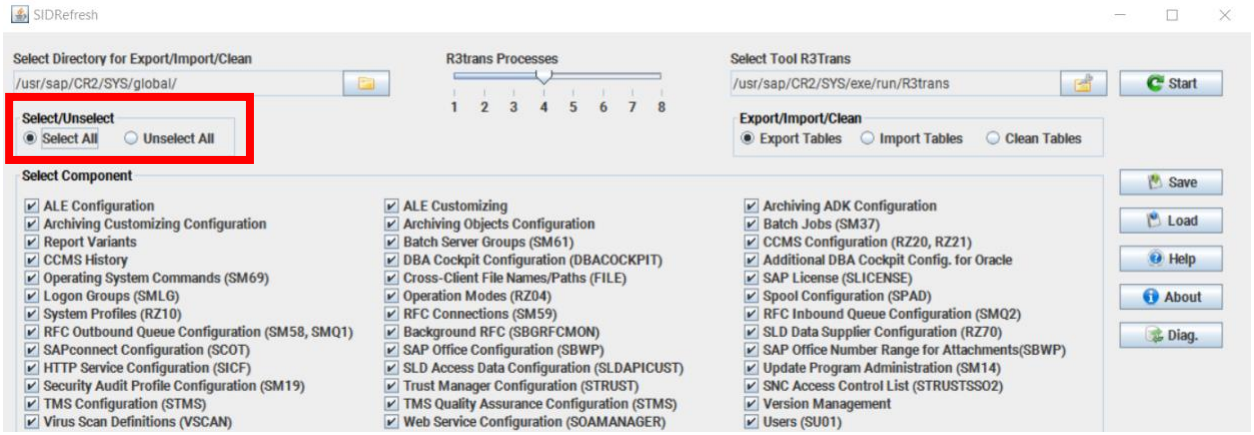


Figure 19: Select All Option in Component Selection for Export Process

9. Users have the option to save the configuration selection for later use or next execution of the export procedure. To do this, click the **Save** button, specify the file name and save it in the same **ExportImport** path you have defined in Step 2. (Optional)

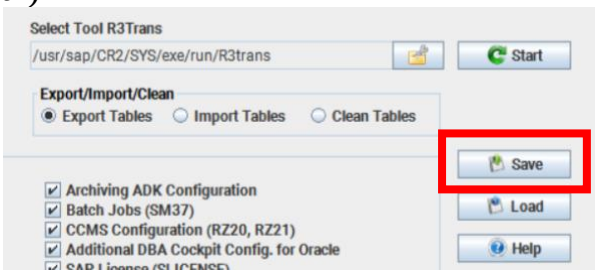


Figure 20: Saving the Export Configuration

Alternatively, you can select the **Load** button to use an existing configuration/selection you have saved in your previous run.

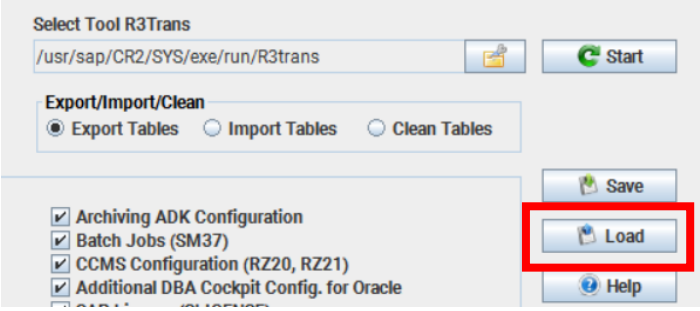


Figure 21: Loading Previously Saved Configuration

A dialog box will open. Navigate to the directory where you saved the export configuration file you have previously saved, select that file, and click **Open**.

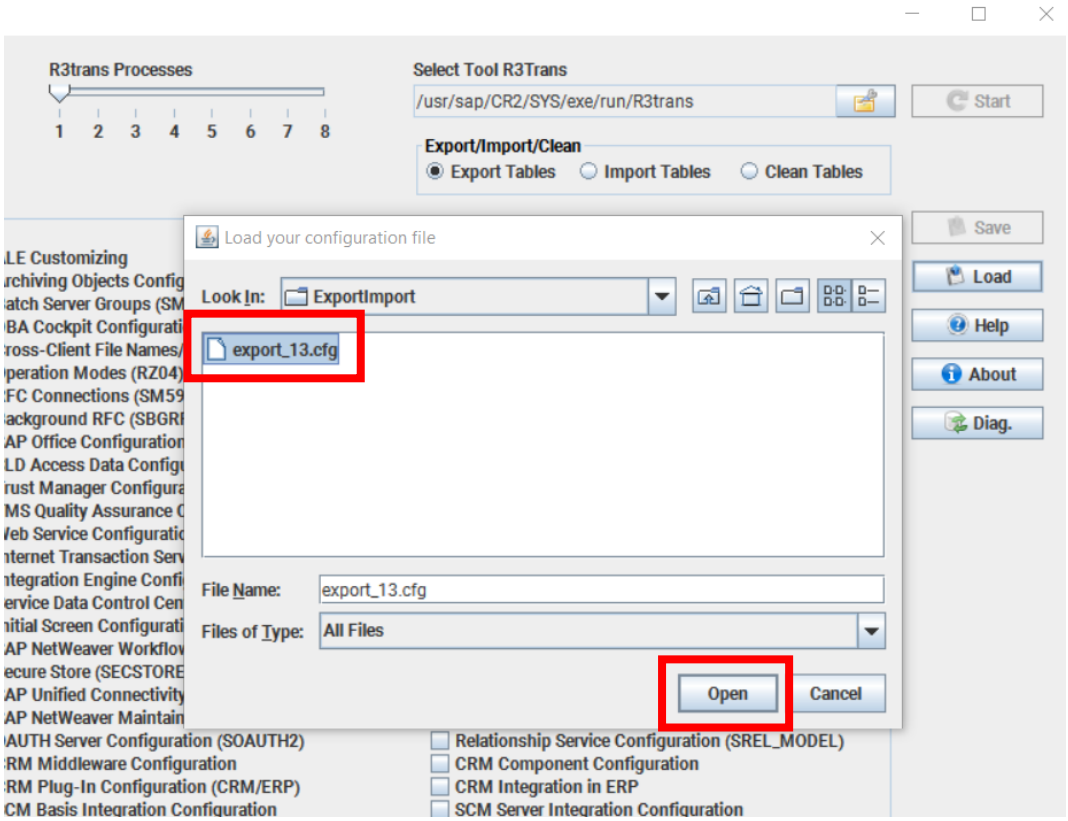


Figure 22: Navigating and Selecting the Configuration File

10. Click the **Start** button to start the export process for all the configurations you have selected in Step 7.

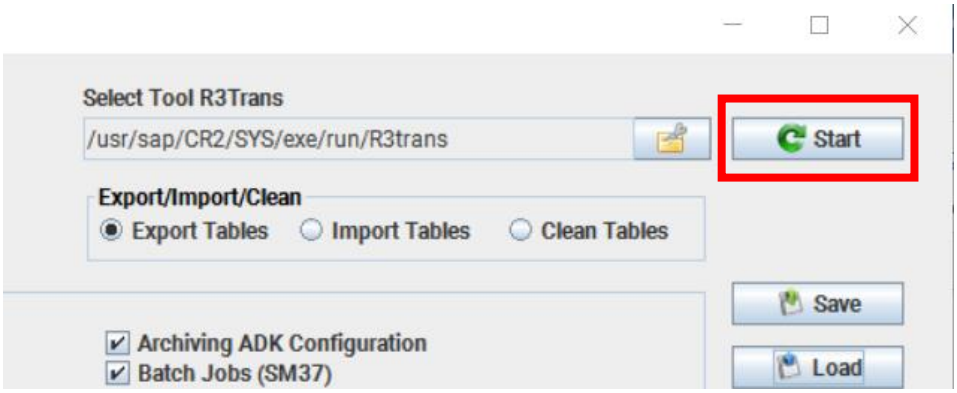


Figure 23: Starting the Export Process

Depending on the complexity of your systems, the degree of parallelism (i.e. the number of concurrent R3trans processes) you have indicated in Step 6, and the number of components you have selected in Step 8, the entire export process may take from a few minutes up to several hours. The status of the process execution can be seen in the progress bar at the bottom of the screen.

Figure 24: Export Progress Bar

Once the export process is completed, you will be notified by the "**Export Complete**" message box. Click **OK**.

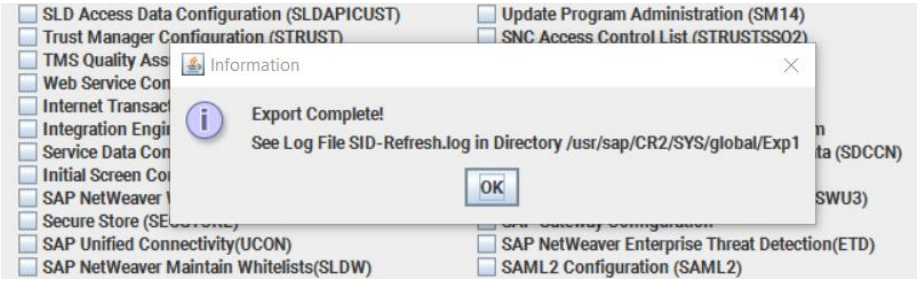


Figure 25: Export Completion Message

In addition, the **Export/Import/Clean Return Code** panel will display logs containing the components with the export process run time. You can check for any errors and perform troubleshooting if necessary. You may refer to the [SID-Refresh Help Wiki]

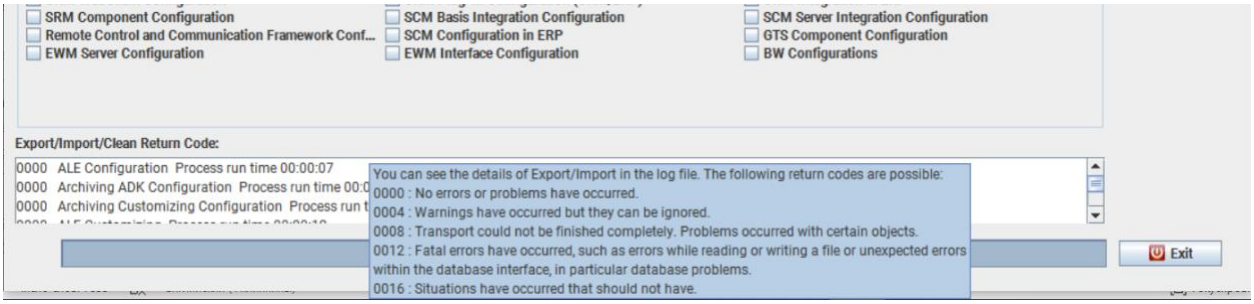


Figure 26: Export Return Codes

Note: All other operations (Start, Save, Load, Diagnose, Open Folder, etc.) will be disabled. These buttons will be grayed out and will remain inactive until the export process has been completed.

Using Console

1. To run in console mode, you must specify the command line options.

    a. For Linux/Unix, run the following command in a terminal:

    java -jar /Install/SIDRefresh.jar -h

```
ozsapcrm2:cr2adm 57> java -jar ./SIDRefresh.jar -h
SID-Refresh version 1.4.8.20210105220641 License Expiration: 2021-10-01
SID-Refresh version 1.4.8.20210105220641 Licensed SIDs: *
This is SID-Refresh version 1.4.8.20210105220641
Copyright (c) 2016-2021 IT-Conductor Inc. All rights reserved.

Usage
SID-Refresh can be invoked from the command line using the following command:

java -jar path-to-SID-Refresh/SID-Refresh.jar COMMAND [OPTIONS] [PARAMETERS]..

The following COMMANDS are possible:
-h              :Display this help and exit successfully.
-i              :Import Data
-e              :Export Data
-c              :Clean Data
-chk            :Check the path and version of R3trans
-b              :Run in batch mode for ITC

The following OPTIONS are possible:
-d=\<Path>      :Path for Export/Import/Claen Data
-exe=\<Path>    :Path to R3Trans.exe
-f=\<Path>      :Path to Export/Import/Clean config File
-t=<1..8>       :Select the maximum number of parallel Export/Import/Clean processes

The following PARAMETERS are possible:
/ALECONFIG
/ALECUST
/ARCHIVE_ADK
/ARCHIVE_CUST
/ARCHIVE_OBJ
```

Figure 27: Export Command Line Options on Linux/Unix Systems

b. For Windows, run the following command in command prompt:

java -jar SIDRefresh.jar -h

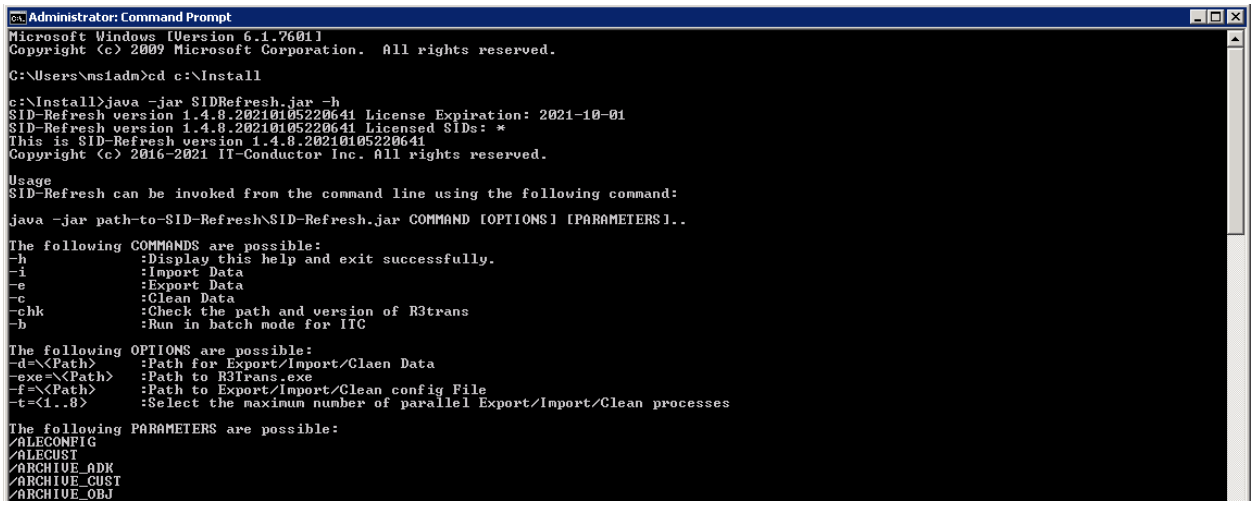


Figure 28: Export Command Line Options on Windows Systems

Recommendation: Run the program with the key **-chk** during the first run to check the environment variables and the console command line options will be displayed which can then be substituted into the launch command.

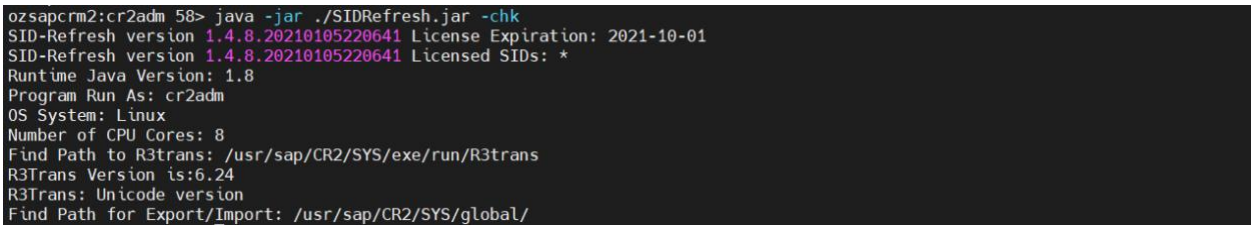


Figure 29: -chk Option to Check Path and Version of R3trans on Linux/Unix Systems

Figure 30: -chk Option to Check Path and Version of R3trans on Windows Systems

2. Specify the following in the command to be executed upon export
   - Directory for the export
   - Path to the R3trans program
   - Number of maximum R3trans (if not specified, the default is 1)
   - Specific components or all of the components for export

a. For Linux/Unix, run the following command in a terminal:

java -jar /Install/SIDRefresh.jar -e -t=4 -d=/usr/sap/<SID>/SYS/global/ExportImport -exe=/usr/sap/<SID>/SYS/exe/run/R3trans /ALECONFIG /ALECUST /ARCHIVE_ADK

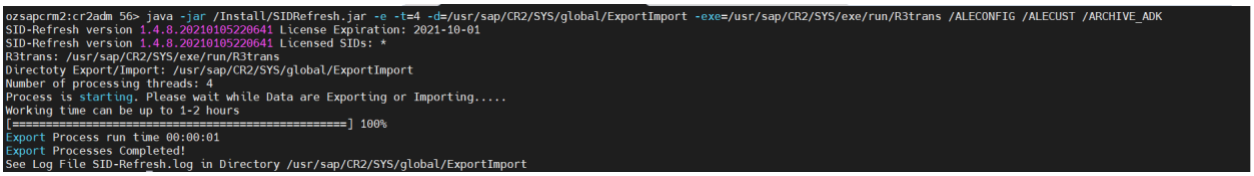


Figure 31: Completion of Console Execution on Linux/Unix Systems

Alternatively, you can specify **/ALL** if you want to export all the components of the source system.

java -jar /Install/SIDRefresh.jar -e -t=4 -d=/usr/sap/<SID>/SYS/global/ExportImport -exe=/usr/sap/<SID>/SYS/exe/run/R3trans /ALL

b. For Windows, run the following command in command prompt

java -jar C:\Install\SIDRefresh.jar -e -t=4 -d=D:\usr\sap\<SID>\SYS\global\ExportImport -exe=D:\usr\sap\<SID>\SYS\exe\uc\NTAMD64\R3trans.exe /ALECONFIG /ALECUST /ARCHIVE_ADK

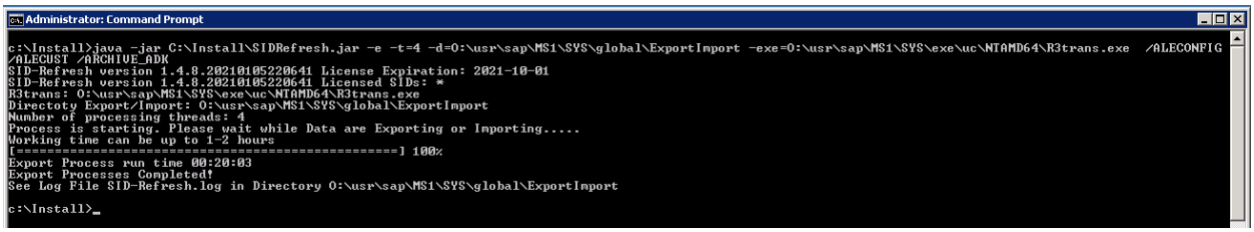


Figure 32: Example Console Execution on Windows Systems

Alternatively, you can specify **/ALL** if you want to export all the components of the source system.

java -jar C:\Install\SIDRefresh.jar -e -t=4 -d=D:\usr\sap\<SID>\SYS\global\ExportImport -exe=D:\usr\sap\<SID>\SYS\exe\uc\NTAMD64\R3trans.exe /ALL

3. **SID-Refresh™** also provides you an option to run the export process based on a previously saved configuration.

    a. For Linux/Unix, run the following command in a terminal:

    java -jar /Install/SIDRefresh.jar -f=/usr/sap/<SID>/SYS/global/ExportImport/<file name>.cfg

```
ozsapcrm2:cr2adm 58> java -jar /Install/SIDRefresh.jar -f=/usr/sap/CR2/SYS/global/ExportImport/export_13.cfg
SID-Refresh version 1.4.8.20210105220641 License Expiration: 2021-10-01
SID-Refresh version 1.4.8.20210105220641 Licensed SIDs: *
R3trans: /usr/sap/CR2/SYS/exe/run/R3trans
Directoty Export/Import: /usr/sap/CR2/SYS/global/ExportImport
Number of processing threads: 1
Process is starting. Please wait while Data are Exporting or Importing.....
Working time can be up to 1-2 hours
[==============================================] 100%
Export Process run time 00:00:01
Export Processes Completed!
See Log File SID-Refresh.log in Directory /usr/sap/CR2/SYS/global/ExportImport
```

Figure 33: Exporting with Previously Saved Config on Linux/Unix Systems

    b. For Windows, run the following command in command prompt:

    java -jar C:\Install\SIDRefresh.jar -f=D:\usr\sap\<SID>\SYS\global\ExportImport\export_13.cfg

```
Administrator: Command Prompt

c:\Install>java -jar C:\Install\SIDRefresh.jar -f=O:\usr\sap\MS1\SYS\global\ExportImport\export_13.cfg
SID-Refresh version 1.4.8.20210105220641 License Expiration: 2021-10-01
SID-Refresh version 1.4.8.20210105220641 Licensed SIDs: *
R3trans: O:\usr\sap\MS1\SYS\exe\uc\NTAMD64\R3trans.exe
Directoty Export/Import: O:\usr\sap\MS1\SYS\global\ExportImport
Number of processing threads: 1
Process is starting. Please wait while Data are Exporting or Importing.....
Working time can be up to 1-2 hours
[==============================================] 100%
Export Process run time 00:00:01
Export Processes Completed!
See Log File SID-Refresh.log in Directory O:\usr\sap\MS1\SYS\global\ExportImport

c:\Install>_
```

Figure 34: Exporting with Previously Saved Config on Windows

Validation of Successful Export

1. Navigate to the **ExportImport** directory.
2. Validate the content within the **ExportImport** folder and check if there is a **.log** file created.
3. View the content of the **.log** file. It should contain the tables exported as part of the configuration.
4. Alternatively, you can navigate to the subdirectories containing the actual configuration itself. You should see the exported .log file and the **.dat** file.
5. You can view the **.log** file for more details and to see the actions that were generated from each of those configurations. This will create a command file

and also the data that will be used in the importing procedure after the database refresh.

B. Cleaning the Target System's Technical Data and Configuration

Using GUI

1. Launch **SID-Refresh™** in GUI mode.

    a. For Linux/Unix, run the following command in a terminal:

    java -jar /Install/SIDRefresh.jar

    b. For Windows, run the following command in command prompt:

    java -jar SIDRefresh.jar

Important: If <sid>adm is not used to run the program, you will encounter an error. To troubleshoot this, please refer to the SID-Refresh Help Wiki.

2. **SID-Refresh™** will check the environment variables and automatically search for R3trans in the default directory.

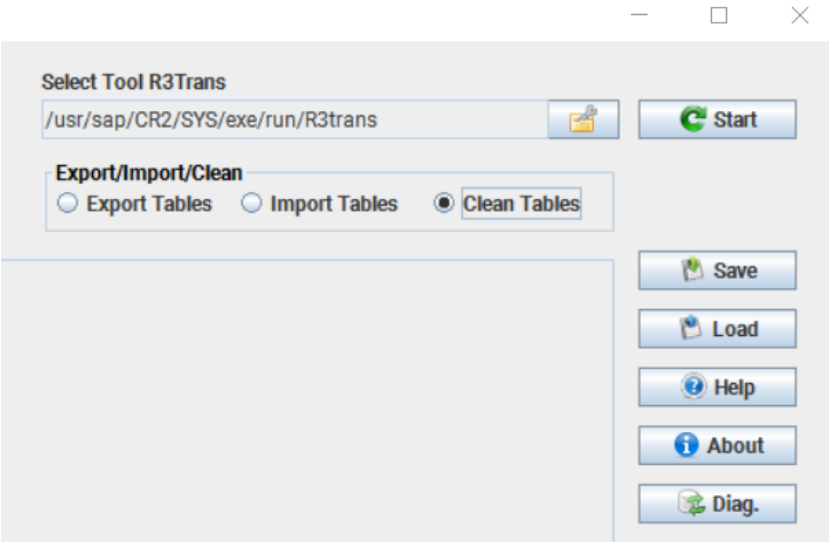


Figure 35: R3trans Path on Linux/Unix Systems

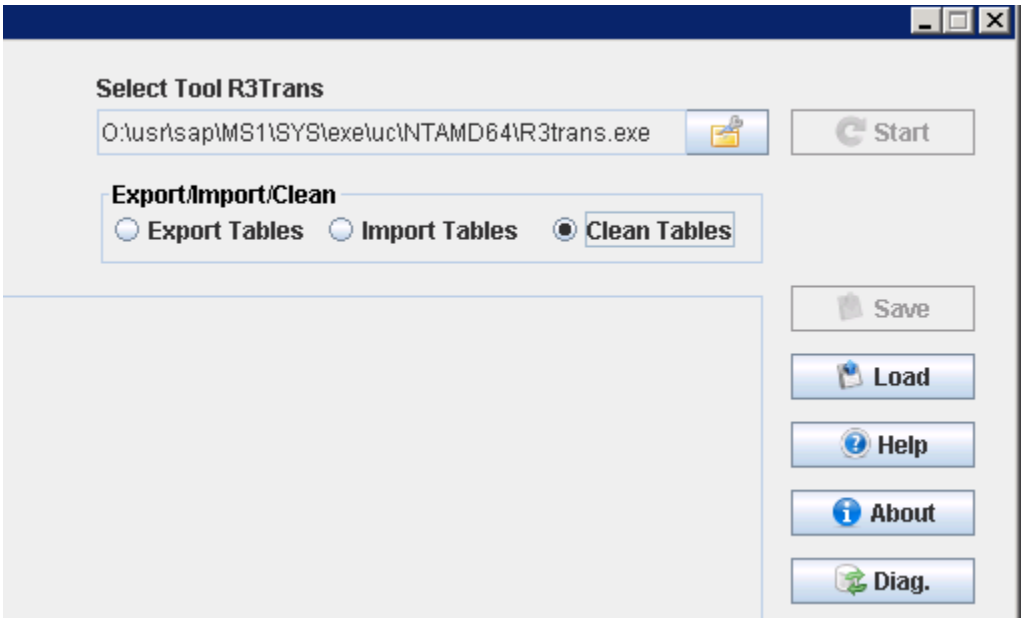


Figure 36: R3trans Path on Windows Systems

If R3trans is not in the default directory, you must specify the path where it is saved.

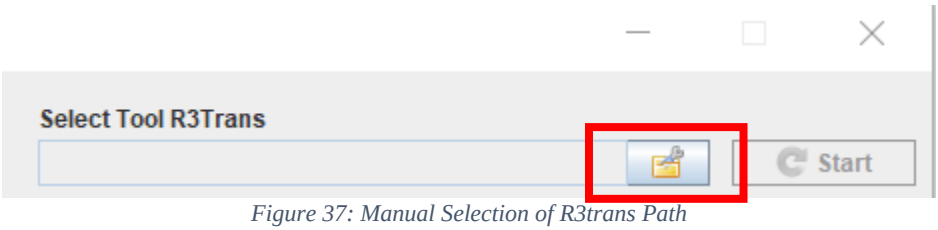


Figure 37: Manual Selection of R3trans Path

Upon clicking the **open folder** button in the **Select Tool R3Trans** section, a dialog box will open where you can select the path where R3trans is saved.

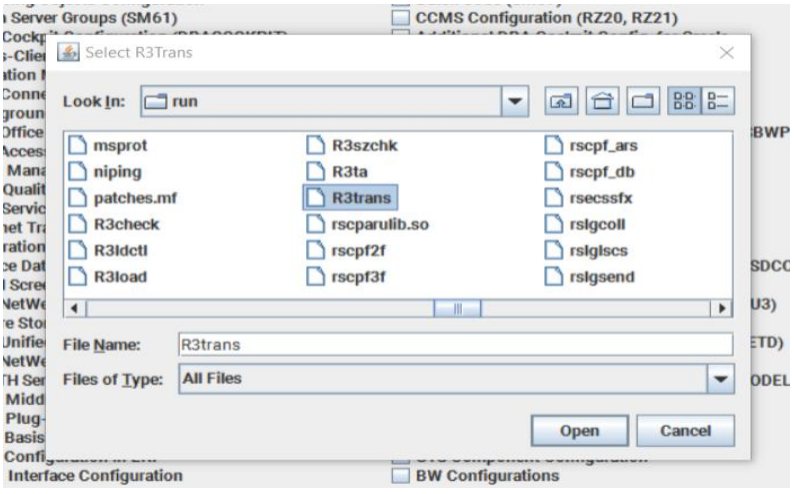


Figure 38: Navigating to R3trans Path on Linux/Unix Systems

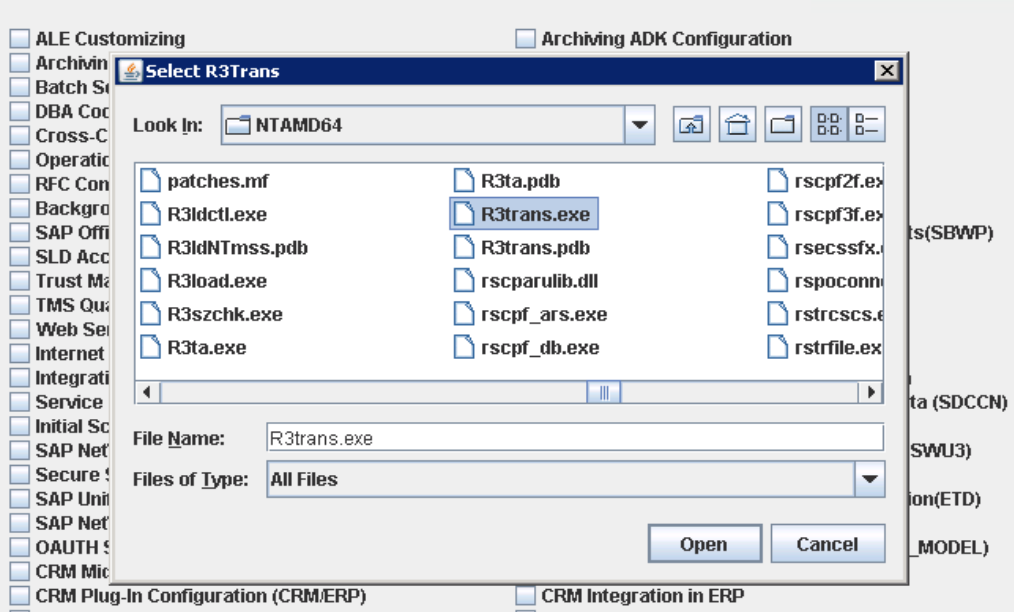


Figure 39: Navigating to R3trans Path on Windows Systems

3. **SID-Refresh™** will also define a default directory for the Export/Import/Clean.

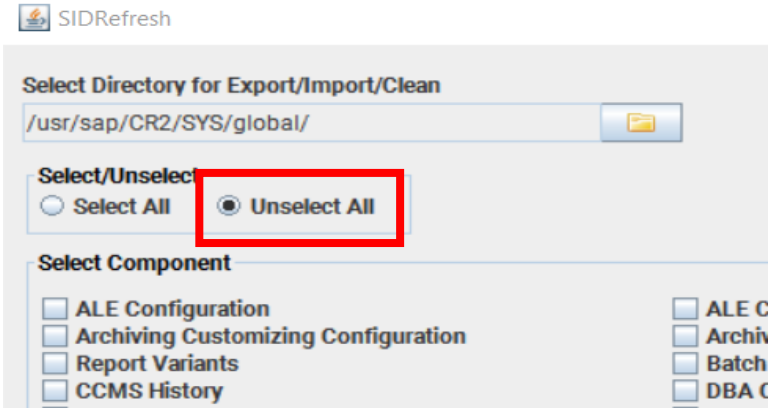


Figure 40: Default Clean Path on Linux/Unix Systems

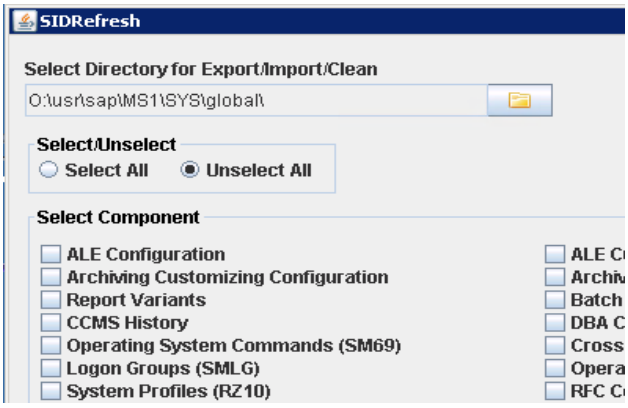


Figure 41: Default Clean Path on Windows Systems

Recommendation: Use a different directory for the Clean Up process for backup purposes.

4. Click the **open folder** button in **Select Directory for Export/Import** section. Create a new folder for the **Clean Up** process.

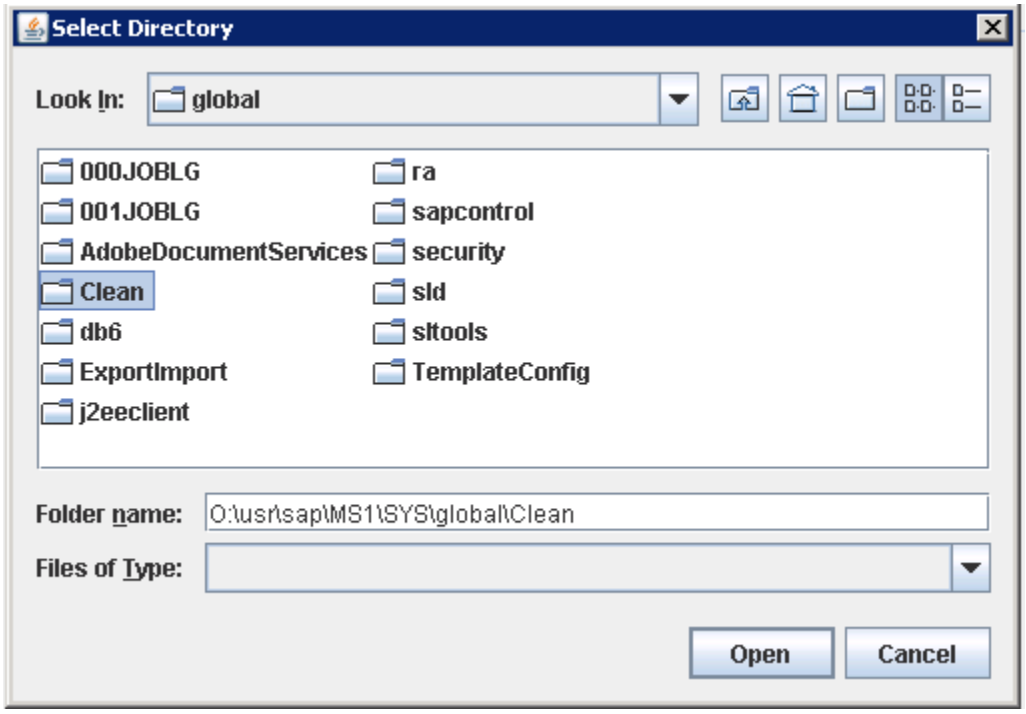


Figure 42: Creating a New Clean Folder on Windows Systems

5. Select the number of R3trans processes to use for the export procedure.

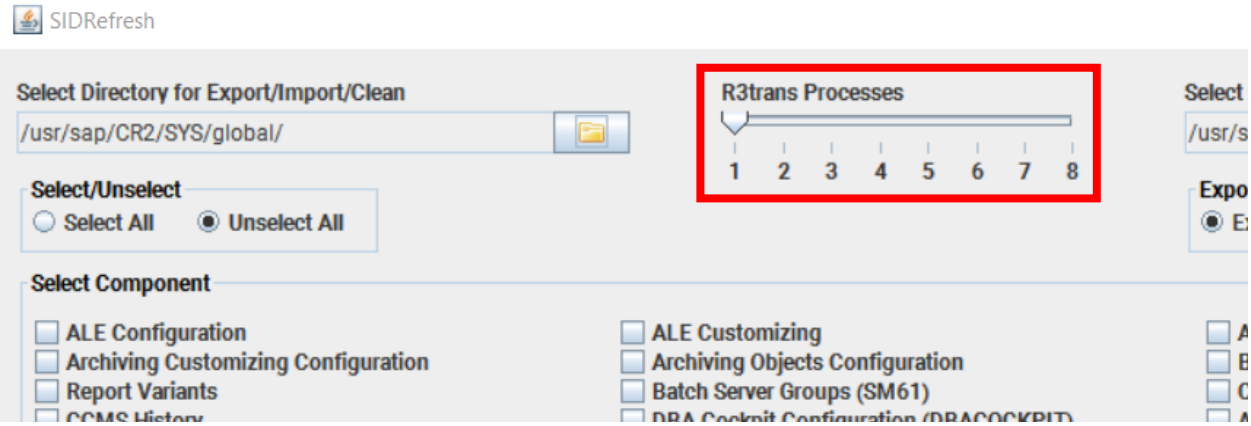


Figure 43: Number of R3trans Processes for Clean Up

SID-Refresh™ checks the number of processors (CPU) in the system. By default, the slider is positioned at 1. The slider in the tool allows you to select the number of concurrent R3trans tasks that you want to run. A maximum of 8 is allowed since higher than 8 does not yield to shorter runtime.

Checkpoint: If any of the following are incorrect, the Save and Start buttons, as well as the component selections, will be grayed out or disabled. So, ensure these two are properly defined.

- Export/Import path
- R3trans path

6. Select the components that you want to clean up and save.

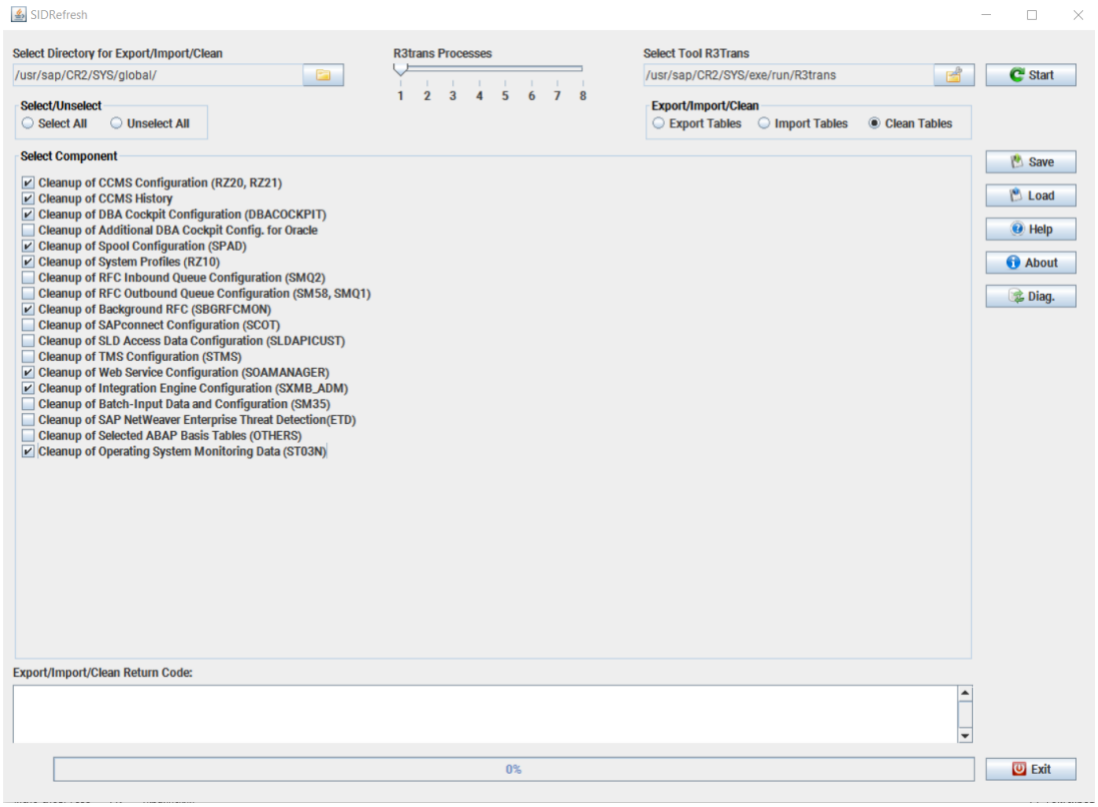


Figure 44: Component Selection for Clean Up Process

In the **Select/Unselect** section, You can either select the **Select All** radio button or individually check the checkboxes of the configuration files you want to export.

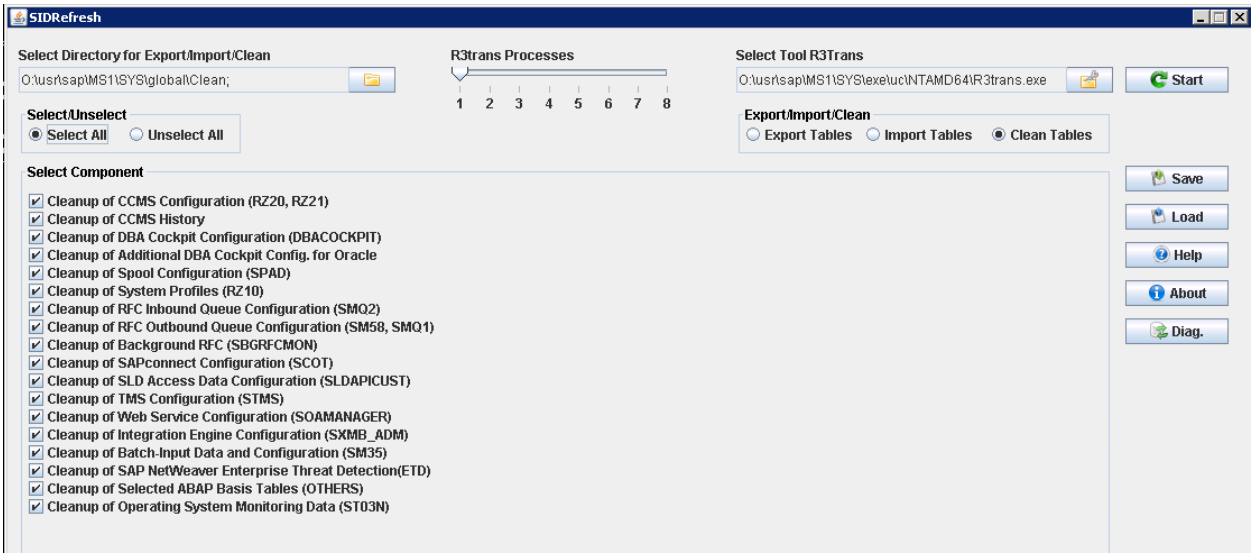


Figure 45: Select or Unselect All for Clean Up Process

7. Users have the option to save the configuration selection for later use or next execution of the export procedure. To do this, click the **Save** button, specify the file name and save it in the same **newly created** path for the Clean Up process you have defined in Step 4. (Optional)

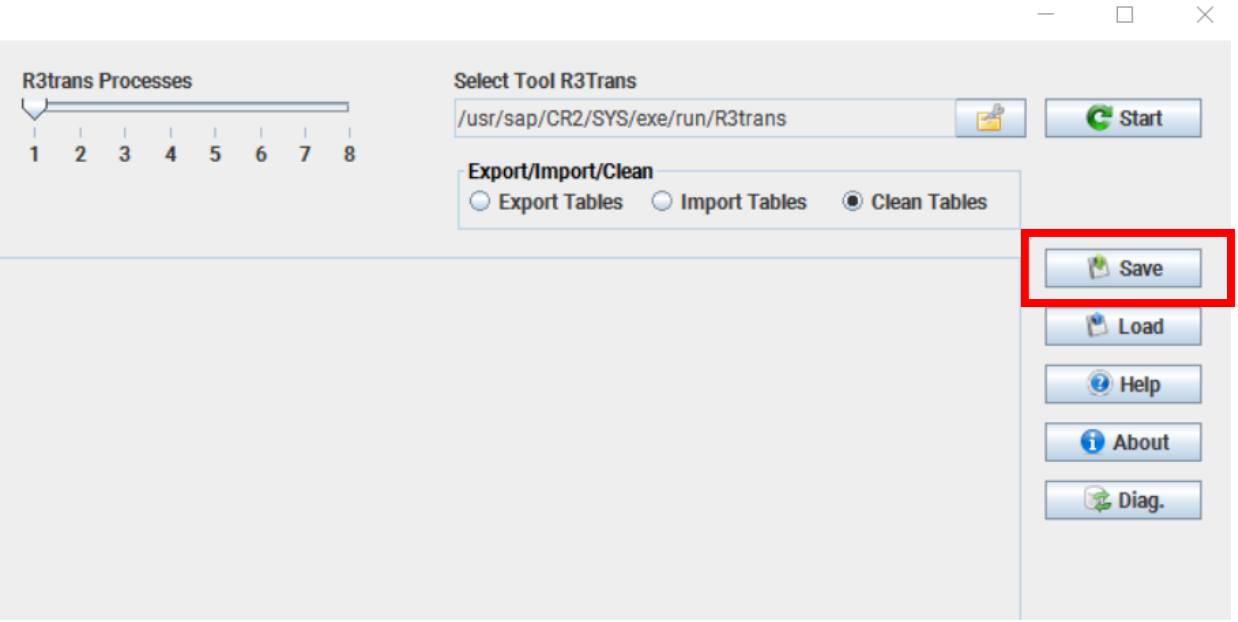


Figure 46: Saving the Clean Up Configuration

A dialog box will open. Navigate to the directory where you saved the **Clean Up** configuration file you have previously saved, select that file, and click **Open**.

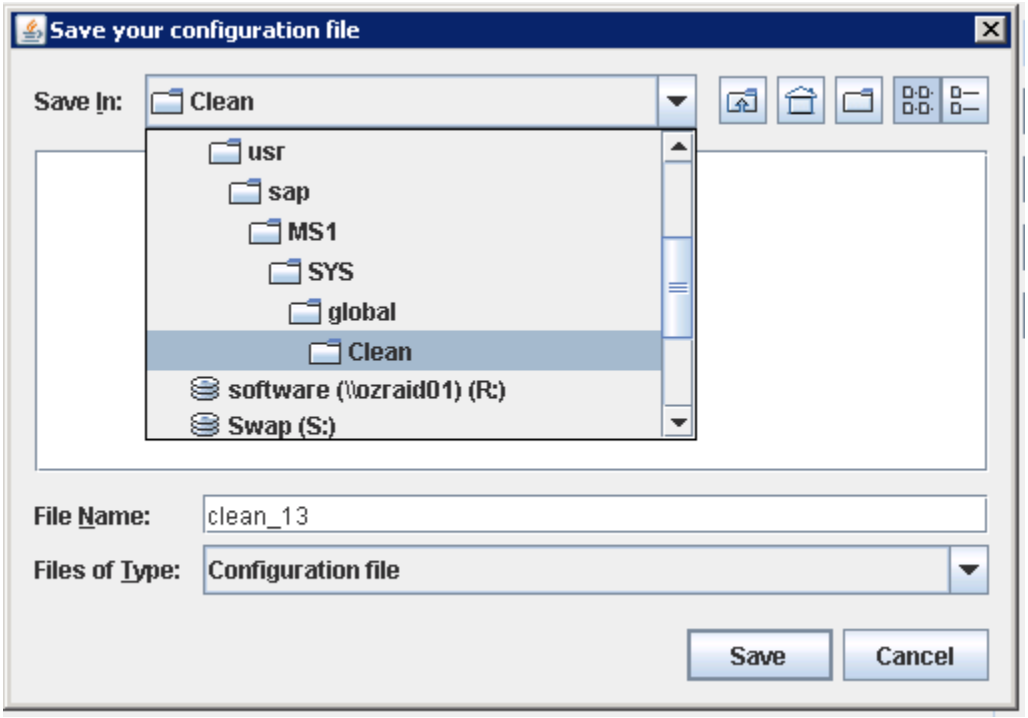


Figure 47: Navigating and Selecting the Clean Up Configuration File

8. Click the **Start** button to start the **Clean Up** process for all the configurations you have selected in Step 7.

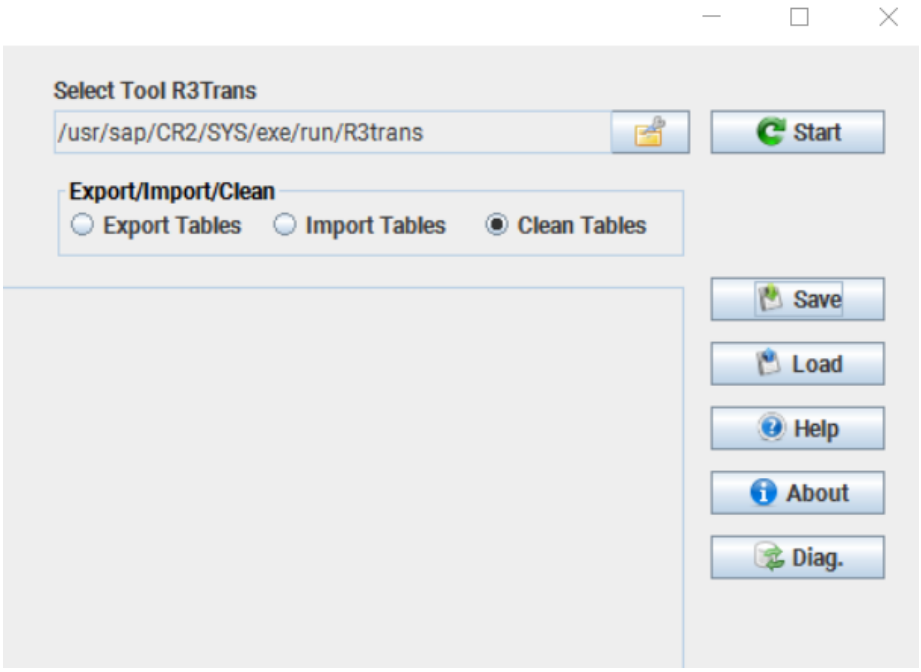


Figure 48: Starting the Export Process

A dialog will open for the request to perform a backup for the tables to be cleaned up.

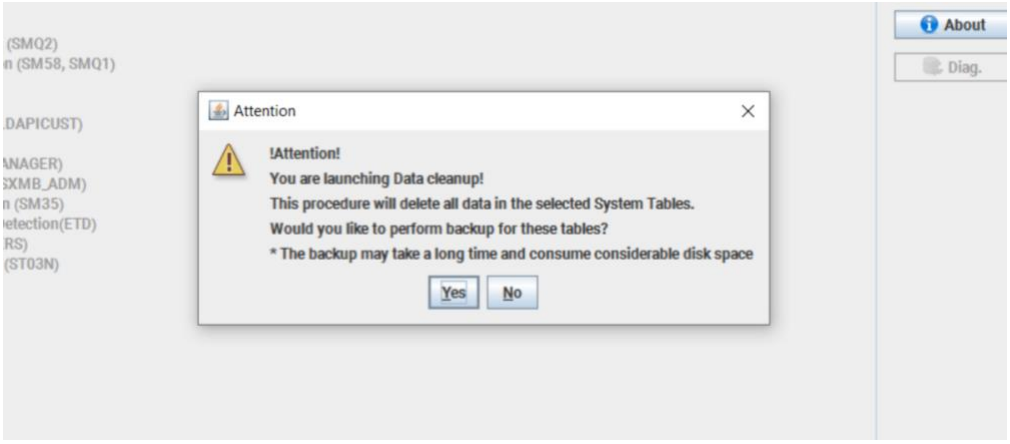


Figure 49: Warning Dialog Box When Launching Data Cleanup

Depending on the complexity of your systems, the degree of parallelism (i.e. the number of concurrent R3trans processes) you have indicated in Step 5, and the number of components you have selected in Step 6, the entire export process may take from a few minutes up to several hours. The status of the process execution can be seen in the progress bar at the bottom of the screen.

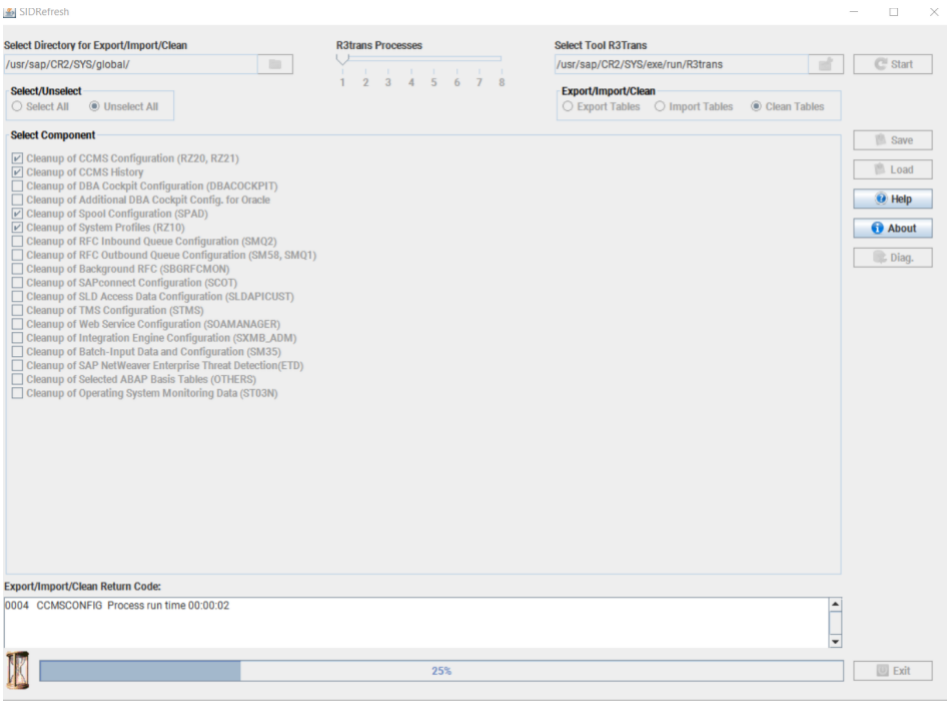


Figure 50: Clean Up Progress Bar

In addition, the **Export/Import/Clean Return Code** panel will display logs containing the components with the process run time. You can check for any errors and perform troubleshooting if necessary. You may refer to the Troubleshooting Guide.

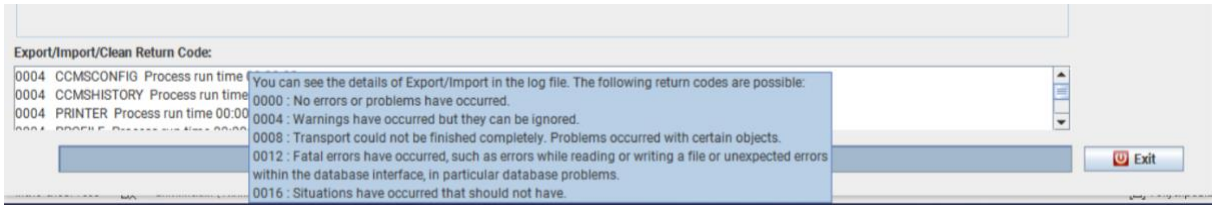


Figure 51: Clean Return Codes

Note: All other operations (Start, Save, Load, Diagnose, Open Folder, etc.) will be disabled. These buttons will be grayed out and will remain inactive until the **Clean Up** process has been completed.

Using Console

1. To run in console mode, you must specify the command line options.

   a. For Linux/Unix, run the following command in a terminal:

   java -jar /Install/SIDRefresh.jar -h

```
ozsapcrm2:cr2adm 57> java -jar ./SIDRefresh.jar -h
SID-Refresh version 1.4.8.20210105220641 License Expiration: 2021-10-01
SID-Refresh version 1.4.8.20210105220641 Licensed SIDs: *
This is SID-Refresh version 1.4.8.20210105220641
Copyright (c) 2016-2021 IT-Conductor Inc. All rights reserved.

Usage
SID-Refresh can be invoked from the command line using the following command:

java -jar path-to-SID-Refresh/SID-Refresh.jar COMMAND [OPTIONS] [PARAMETERS]..

The following COMMANDS are possible:
-h              :Display this help and exit successfully.
-i              :Import Data
-e              :Export Data
-c              :Clean Data
-chk            :Check the path and version of R3trans
-b              :Run in batch mode for ITC

The following OPTIONS are possible:
-d=\<Path>      :Path for Export/Import/Claen Data
-exe=\<Path>    :Path to R3Trans.exe
-f=\<Path>      :Path to Export/Import/Clean config File
-t=<1..8>       :Select the maximum number of parallel Export/Import/Clean processes

The following PARAMETERS are possible:
/ALECONFIG
/ALECUST
/ARCHIVE_ADK
/ARCHIVE_CUST
/ARCHIVE_OBJ
```

Figure 52: Clean Command Line Options on Linux/Unix Systems

_____b. For Windows, run the following command in command prompt:

java -jar SIDRefresh.jar -h

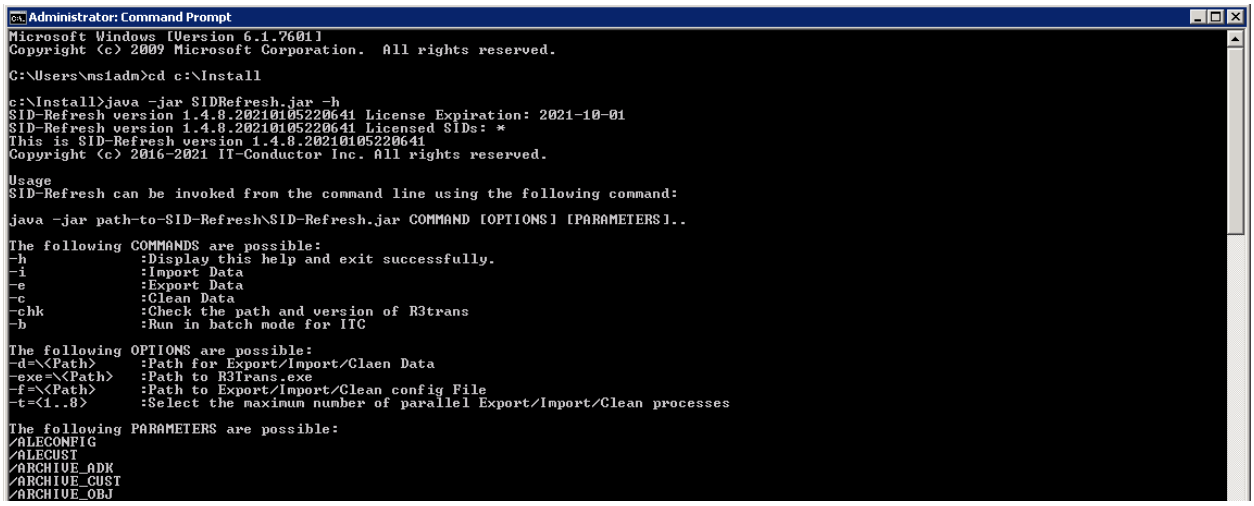


Figure 53: Clean Command Line Options on Windows Systems

Recommendation: Run the program with the key **-chk** during the first run to check the environment variables and the console command line options will be displayed which can then be substituted into the launch command.

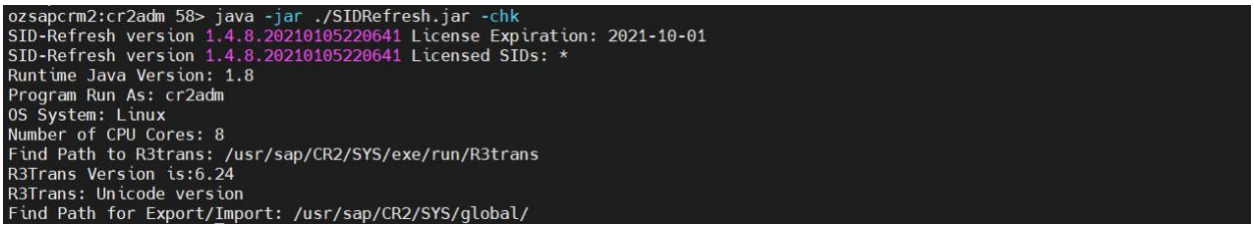


Figure 54: -chk Option to Check Path and Version of R3trans on Linux/Unix Systems

Figure 55: -chk Option to Check Path and Version of R3trans on Windows Systems

2. Specify the following in the command to be executed upon the clean-up procedure:

- Directory for the Clean
- Path to the R3trans Program
- Number of maximum R3trans (if not specified, the default is 1)
- Specific Components or All of the Components for Clean

a. For Linux/Unix, run the following command in a terminal:

java -jar /Install/SIDRefresh.jar -c -t=4 -d=/usr/sap/<SID>/SYS/global/Clean -exe=/usr/sap/<SID>/SYS/exe/run/R3trans /CCMSCONFIG /CCMSHISTORY /DBACOCKPIT /DBAORACLE /PRINTER

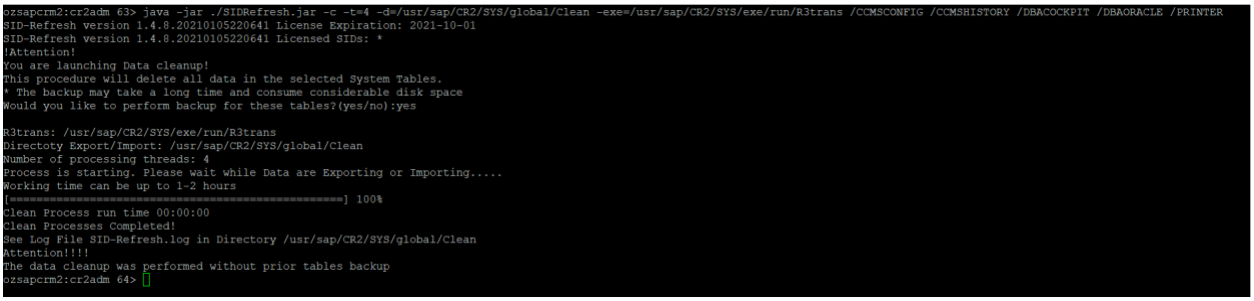


Figure 56: Completion of Console Execution on Linux/Unix Systems

Alternatively, you can specify /ALL if you want to export all the components of the source system.

java -jar /Install/SIDRefresh.jar -c -t=4 -d=/usr/sap/<SID>/SYS/global/Clean -exe=/usr/sap/<SID>/SYS/exe/run/R3trans /ALL

b. For Windows, run the following command in command prompt:

java -jar C:\Install\SIDRefresh.jar -c -t=4 -d=D:\usr\sap\<SID>\SYS\global\Clean -exe=D:\usr\sap\<SID>\SYS\exe\uc\NTAMD64\R3trans.exe /CCMSCONFIG /CCMSHISTORY /DBACOCKPIT /DBAORACLE /PRINTER

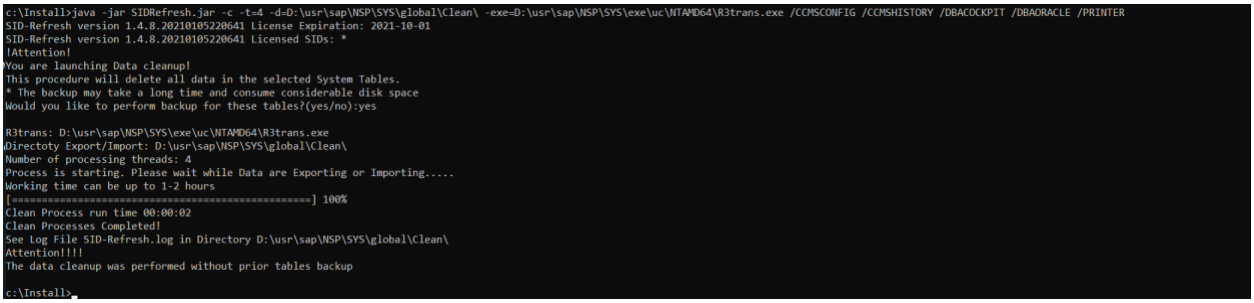


Figure 57: Example Console Execution on Windows Systems

Alternatively, you can specify /ALL if you want to export all the components of the source system.

java -jar C:\Install\SIDRefresh.jar -c -t=4 -d=D:\usr\sap\<SID>\SYS\global\Clean -exe=D:\usr\sap\<SID>\SYS\exe\uc\NTAMD64\R3trans.exe /ALL

A dialog will open for the request to perform a backup for the tables to be cleaned up:

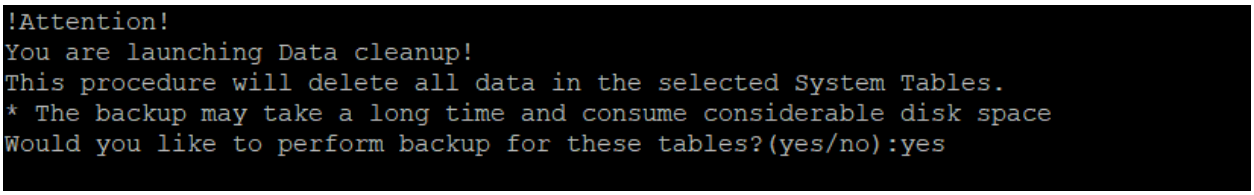


Figure 58: Warning Dialog Box when Launching Data Cleanup

3. **SID-Refresh™** also provides you an option to run the clean process based on a previously saved configuration.

a. For Linux/Unix, run the following command in a terminal:

java -jar /Install/SIDRefresh.jar -f=/usr/sap/<SID>/SYS/global/Clean/<file name>.cfg

Figure 59: Cleaning with Previously Saved Config on Linux/Unix Systems

b. For Windows, run the following command in command prompt:

java -jar C:\Install\SIDRefresh.jar -f=D:\usr\sap\<SID>\SYS\global\Clean\<file name>.cfg

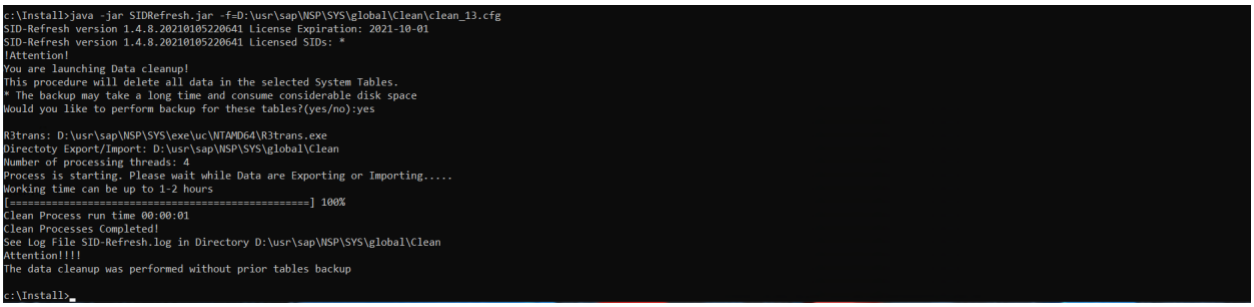


Figure 60: Cleaning with Previously Saved Config on Windows

Validation of Successful Clean

1. Navigate to the Clean directory.
2. Validate the content within the Clean folder and check if there is a .log file created.
3. View the content of the .log file. It should contain the tables cleaned as part of the configuration.
4. Alternatively, you can navigate to the subdirectories containing the actual configuration itself. You should see the exported .log file and the .dat file.
5. You can view the .log file for more details and to see the actions that were generated from each of those configurations.

Restoring a table(s) from Backup

If you want to restore a table(s) from backup, click **Yes** when the dialog box in Step 8 (Clean Up) asks you if you want to perform backup. Then select **Import Tables,** ensure you are in the **Clean Up** directory, select the components that you want to restore, and finally click **Start**.

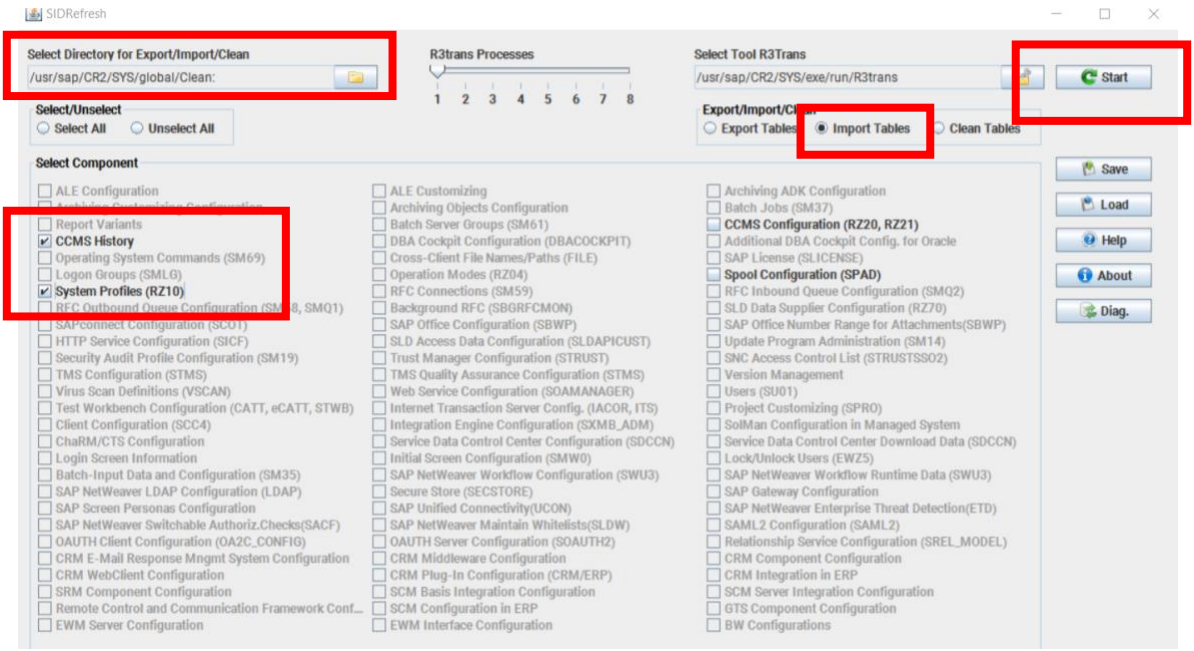


Figure 61: Restoring Tables After Clean Up Process

C. Importing the Source System's Technical Data and Configuration

Using GUI

1. Launch **SID-Refresh™** in GUI mode.

    a. For Linux/Unix, run the following command in a terminal:

    java -jar /Install/SIDRefresh.jar

    b. For Windows, run the following command in command prompt:

    java -jar SIDRefresh.jar

> **Important:** If <sid>adm is not used to run the program, you will encounter an error. To troubleshoot this, please refer to the SID-Refresh Help Wiki.

2. **SID-Refresh™** will check the environment variables and automatically search for R3trans in the default directory.

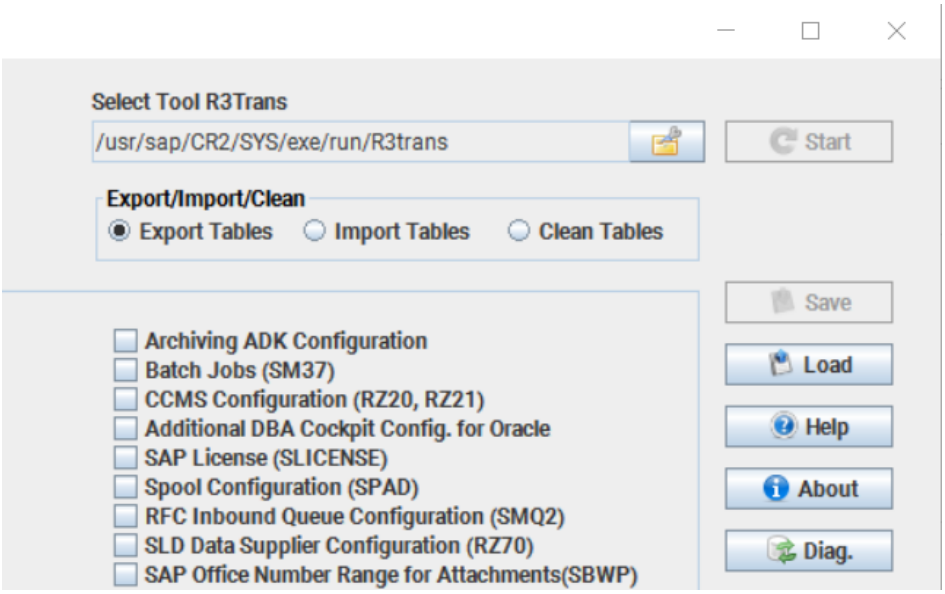


Figure 62: R3trans Path on Linux/Unix Systems

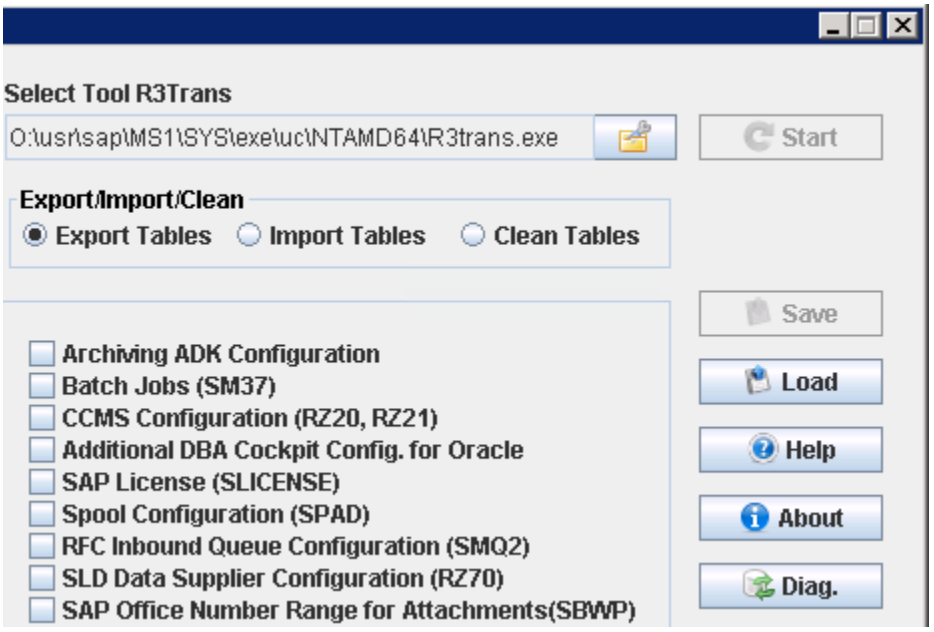


Figure 63: R3trans Path on Windows Systems

If R3trans is not in the default directory, you must specify the path where it is saved.

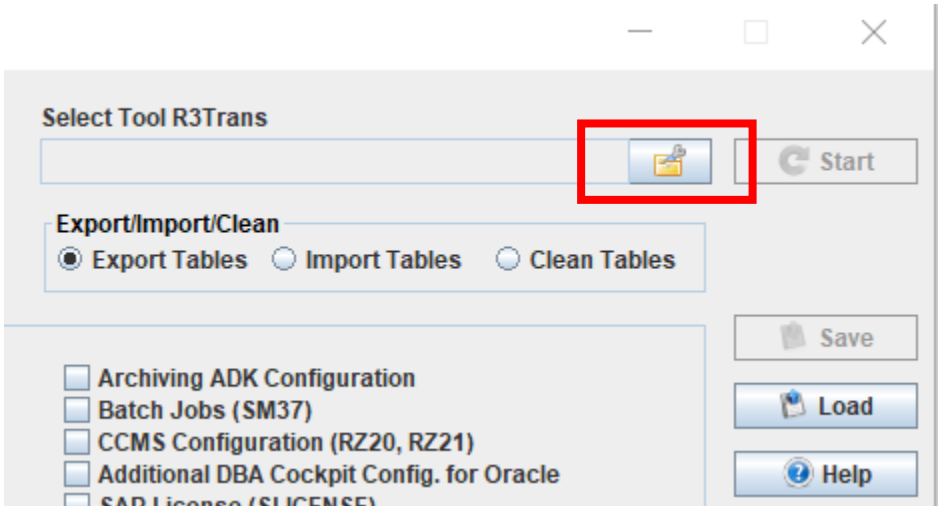


Figure 64: Manual Selection of R3trans Path

Upon clicking the **open folder** button in the **Select Tool R3Trans** section, a dialog box will open where you can select the path where R3trans is saved.

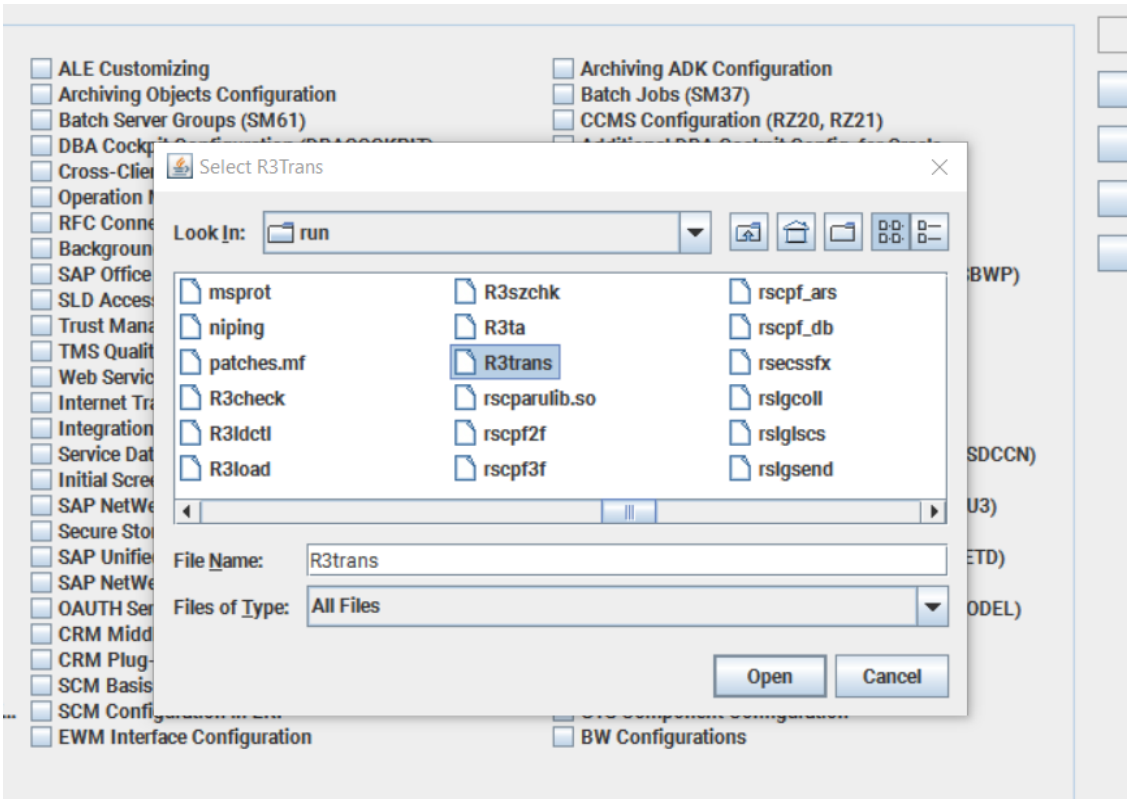


Figure 65: Navigating to R3trans Path on Linux/Unix Systems

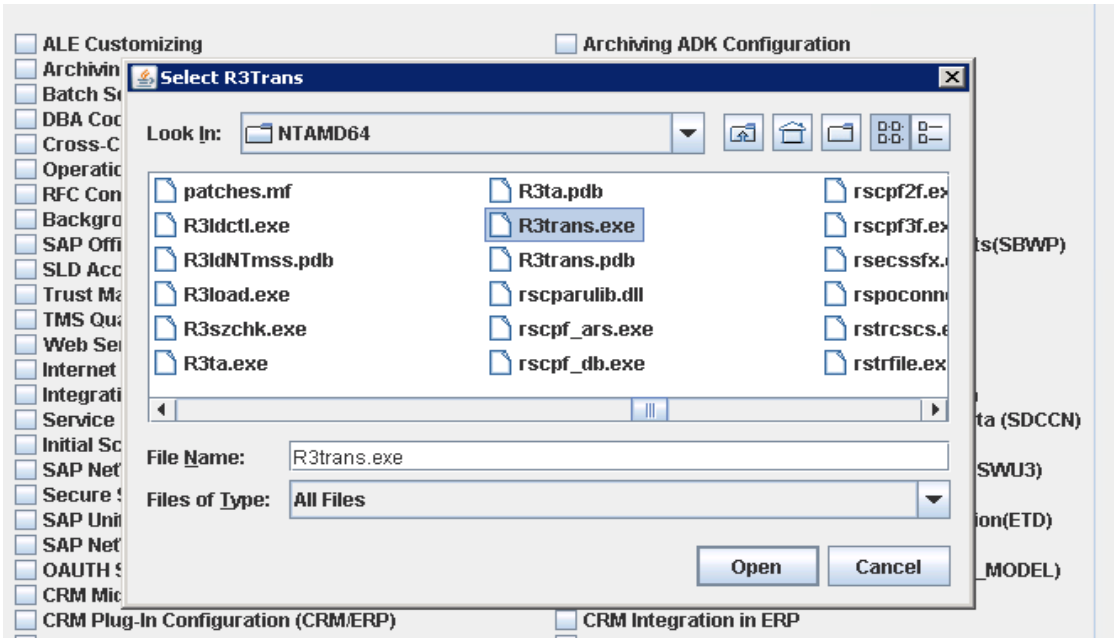


Figure 66: Navigating to R3trans Path on Windows Systems

3. Select the directory for the same folder you created previously in the Export procedure.

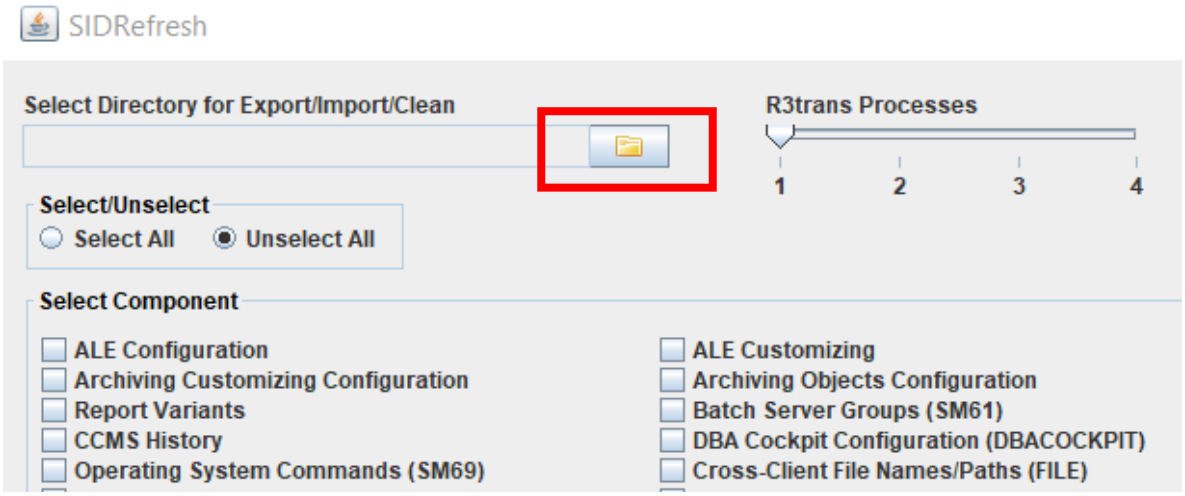


Figure 67: Open Folder for Export/Import Directory Selection

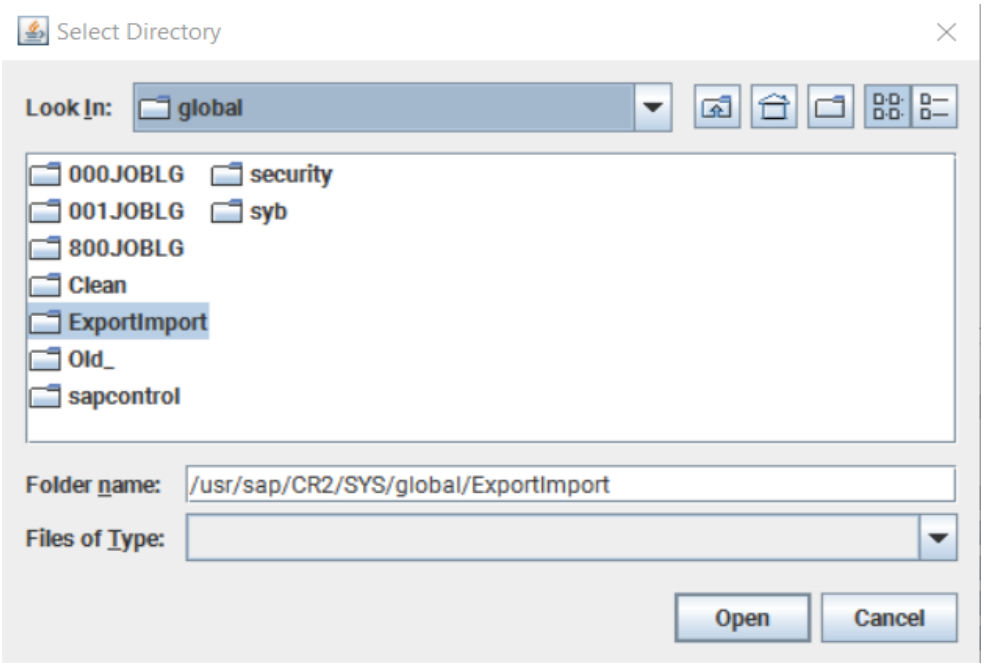


Figure 68: Selecting the Export/Import Path on Linux/Unix Systems

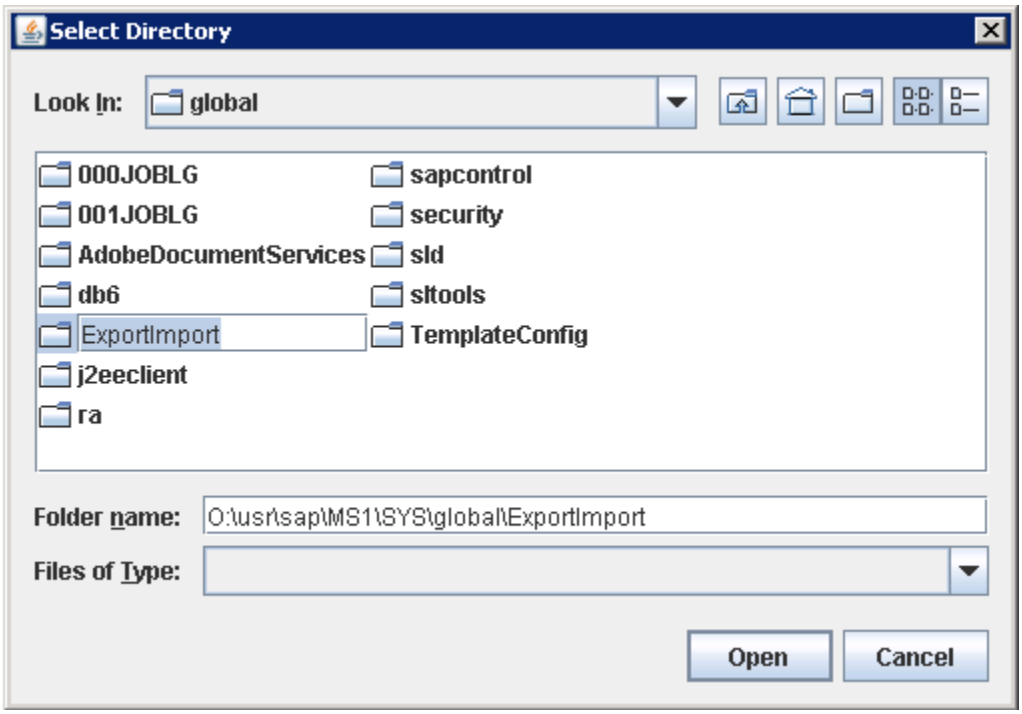


Figure 69: Selecting the Export/Import Path on Windows System

4. Select the number of R3trans processes to use for the **Import** procedure.

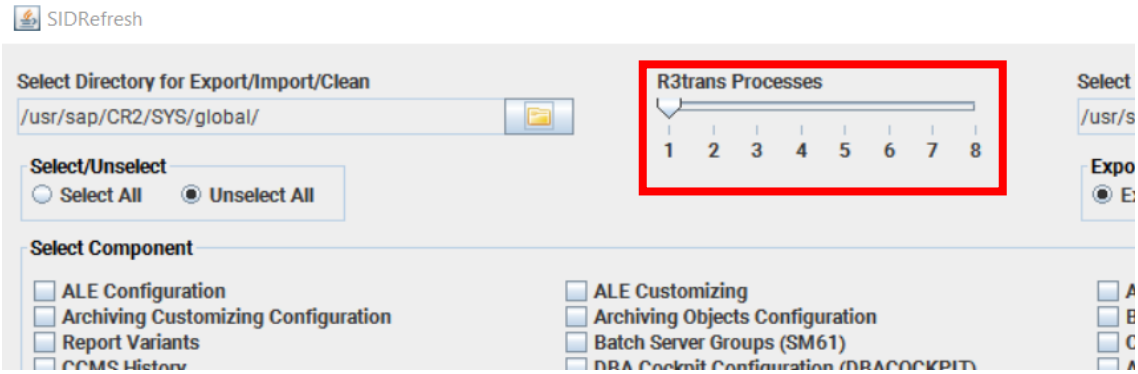


Figure 70: Number of R3trans Processes

SID-Refresh™ checks the number of processors (CPU) in the system. By default, the slider is positioned at 1. The slider allows you to select the number of concurrent tasks. A maximum of 8 is allowed since higher than 8 does not yield to shorter runtime.

5. In the **Export/Import/Clean** section, select the **Import Tables** radio button.

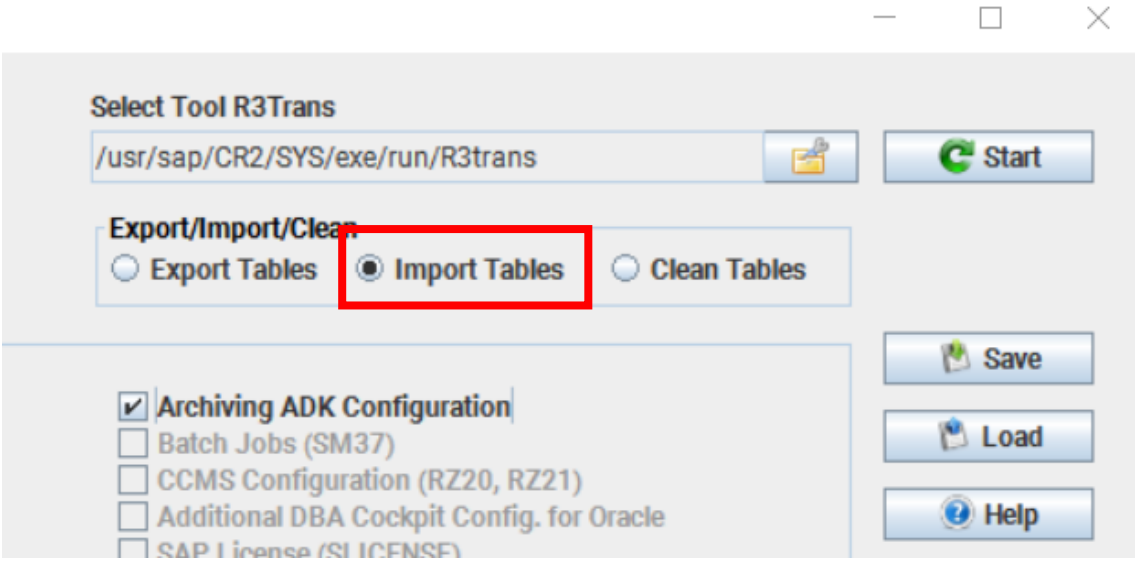


Figure 71: Selecting Import Tables Radio Button

SID-Refresh™ automatically reads the components that were successfully exported in the previous Export procedure. All the components that were not exported are grayed out.

6. Select the components that you want to import and save.

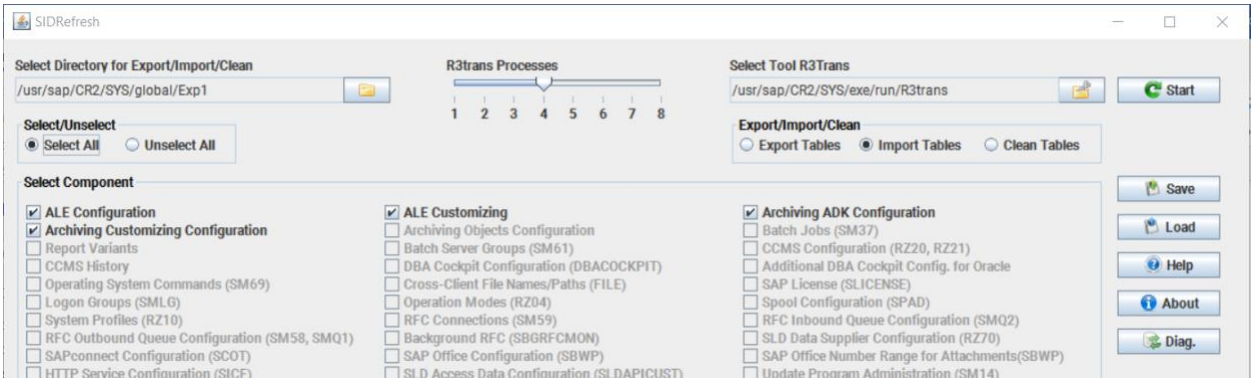


Figure 72: Selecting Components to be Imported

In the **Select/Unselect** section, you have the option to **Select All**. Ideally, you should import all the components that you have exported previously.

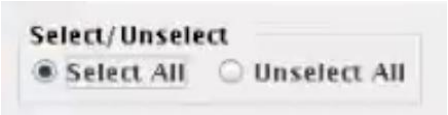


Figure 73: Select All Option

In cases where you don't want to import a specific configuration file back to the new target system, you can easily unselect the checkbox next to its name.

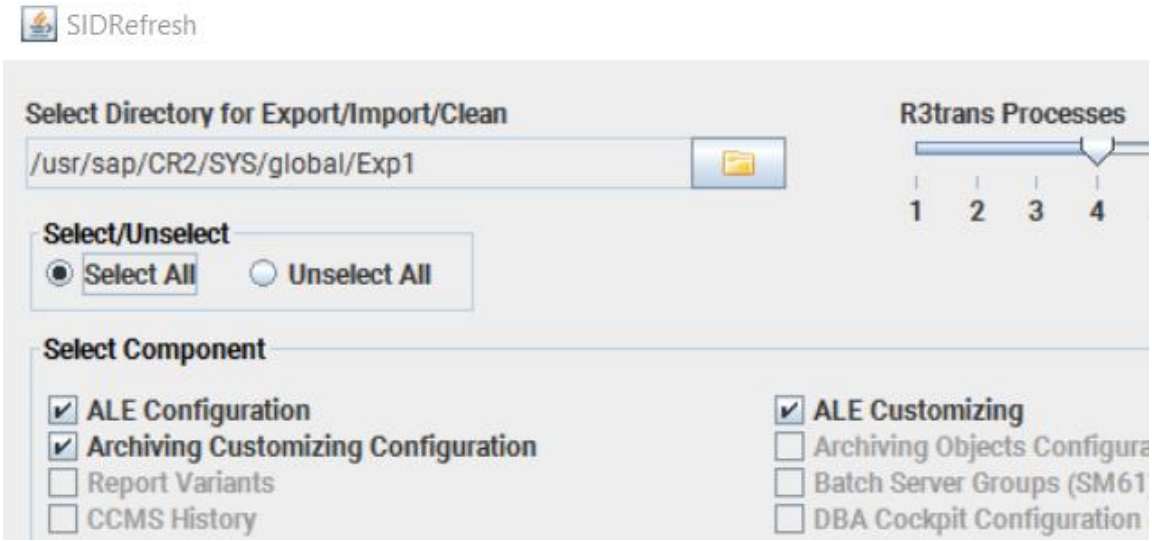


Figure 74: Manual Selection of Components

7. Save the configuration of the import by clicking the **Save** button. (Optional. This is useful in cases where you will be performing the exact import procedure in another target system. It saves you time and effort as you opt not to perform the Import procedure all over again.)

8. Click the **Start** button to start the import process.

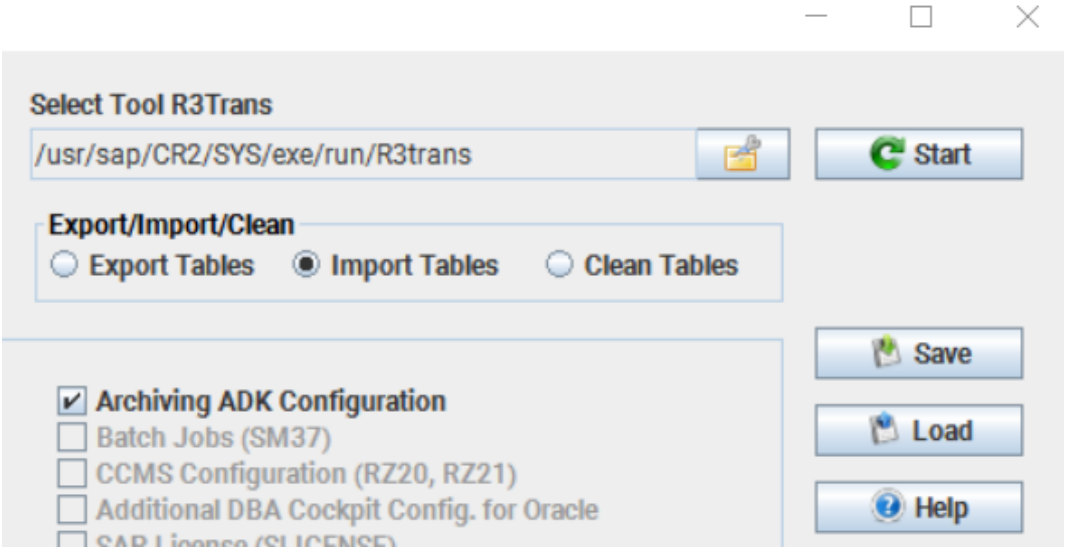


Figure 75: Starting the Import Process

Depending on the complexity of your systems, the degree of parallelism (i.e. the number of concurrent R3trans processes) you have indicated in Step 4, and the number of components you have selected in Step 6, the entire export process may take from a few minutes up to several hours. The status of the process execution can be seen in the progress bar at the bottom of the screen.

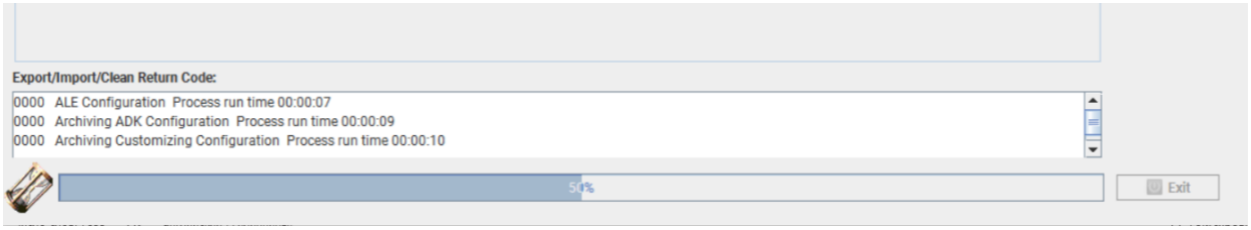


Figure 76: Import Progress Bar

In addition, the **Export/Import/Clean Return Code** panel will display logs containing the components with the process run time. You can check for any errors and perform troubleshooting if necessary. You may refer to the SID-Refresh Help Wiki

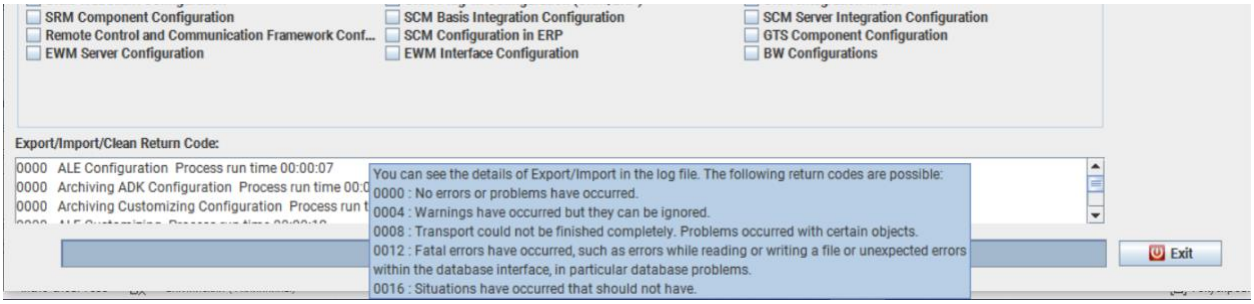


Figure 77: Import Return Codes

Note: All other operations (Start, Save, Load, Diagnose, Open Folder, etc.) will be disabled. These buttons will be grayed out and will remain inactive until the **Import** process has been completed.

Using Console

1. To run in console mode, you must specify the command line options.

    a. For Linux/Unix, run the following command in a terminal:

    java -jar /Install/SIDRefresh.jar -h

```
ozsapcrm2:cr2adm 57> java -jar ./SIDRefresh.jar -h
SID-Refresh version 1.4.8.20210105220641 License Expiration: 2021-10-01
SID-Refresh version 1.4.8.20210105220641 Licensed SIDs: *
This is SID-Refresh version 1.4.8.20210105220641
Copyright (c) 2016-2021 IT-Conductor Inc. All rights reserved.

Usage
SID-Refresh can be invoked from the command line using the following command:

java -jar path-to-SID-Refresh/SID-Refresh.jar COMMAND [OPTIONS] [PARAMETERS]..

The following COMMANDS are possible:
-h              :Display this help and exit successfully.
-i              :Import Data
-e              :Export Data
-c              :Clean Data
-chk            :Check the path and version of R3trans
-b              :Run in batch mode for ITC

The following OPTIONS are possible:
-d=\<Path>      :Path for Export/Import/Claen Data
-exe=\<Path>    :Path to R3Trans.exe
-f=\<Path>      :Path to Export/Import/Clean config File
-t=<1..8>       :Select the maximum number of parallel Export/Import/Clean processes

The following PARAMETERS are possible:
/ALECONFIG
/ALECUST
/ARCHIVE_ADK
/ARCHIVE_CUST
/ARCHIVE_OBJ
```

Figure 78: Import Command Line Options on Linux/Unix Systems

b. For Windows, run the following command in command prompt:

java -jar SIDRefresh.jar -h

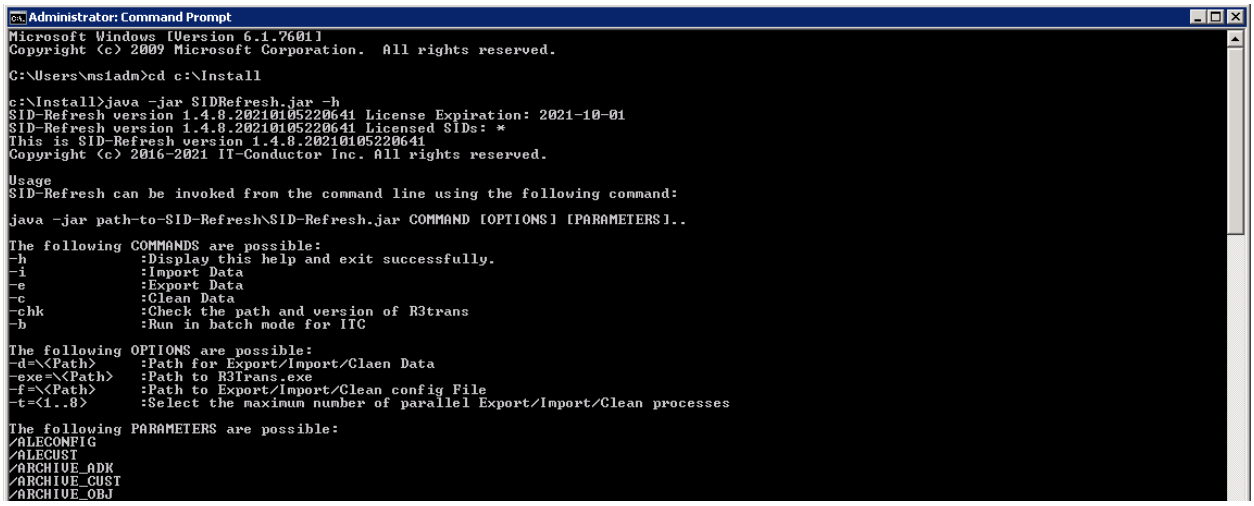


Figure 79: Import Command Line Options on Windows Systems

Recommendation: Run the program with the key **-chk** during the first run to check the environment variables and the console command line options will be displayed which can then be substituted into the launch command.

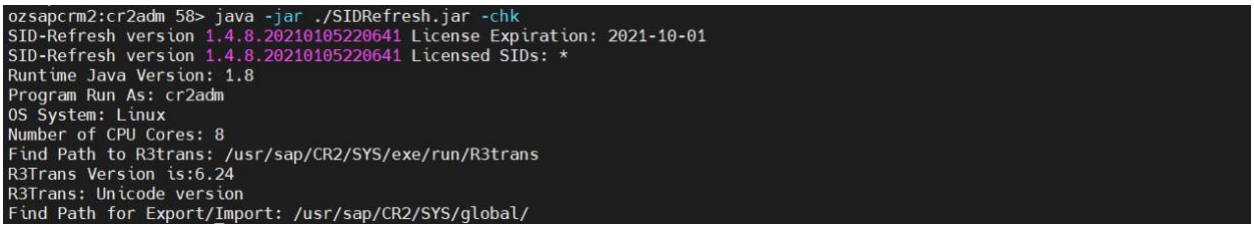


Figure 80: -chk Option to Check Path and Version of R3trans on Linux/Unix Systems

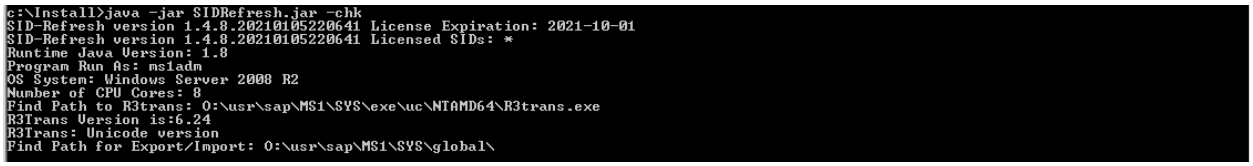


Figure 81: -chk Option to Check Path and Version of R3trans on Windows Systems

2. Specify the following in the command to be executed upon export
   - Directory for the export
   - Path to the R3trans program

- Number of maximum R3trans (if not specified, the default is 1)
- Specific components or all of the components for export

- For Linux/Unix, run the following command in a terminal:

java -jar /Install/SIDRefresh.jar -i -t=4 -d=/usr/sap/<SID>/SYS/global/ExportImport -exe=/usr/sap/<SID>/SYS/exe/run/R3trans /ALECONFIG /ALECUST /ARCHIVE_ADK

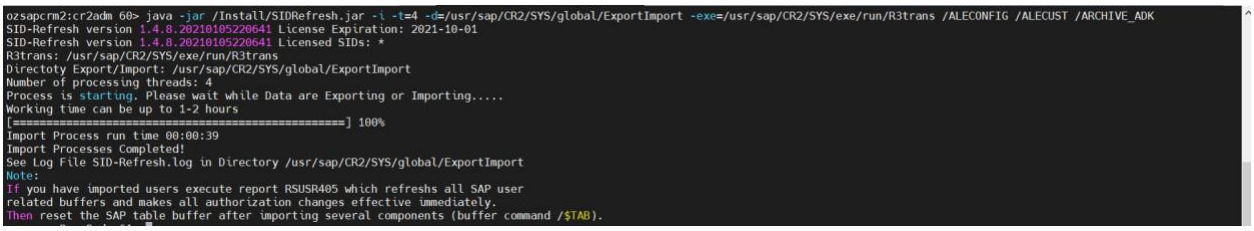


Figure 82: Completion of Console Execution on Linux/Unix Systems

Alternatively, you can specify **/ALL** if you want to export all the components of the source system.

java -jar /Install/SIDRefresh.jar -i -t=4 -d=/usr/sap/<SID>/SYS/global/ExportImport -exe=/usr/sap/<SID>/SYS/exe/run/R3trans /ALL

- For Windows, run the following command in command prompt

java -jar C:\Install\SIDRefresh.jar -i -t=4 -d=D:\usr\sap\<SID>\SYS\global\ExportImport -exe=D:\usr\sap\<SID>\SYS\exe\uc\NTAMD64\R3trans.exe /ALECONFIG /ALECUST /ARCHIVE_ADK

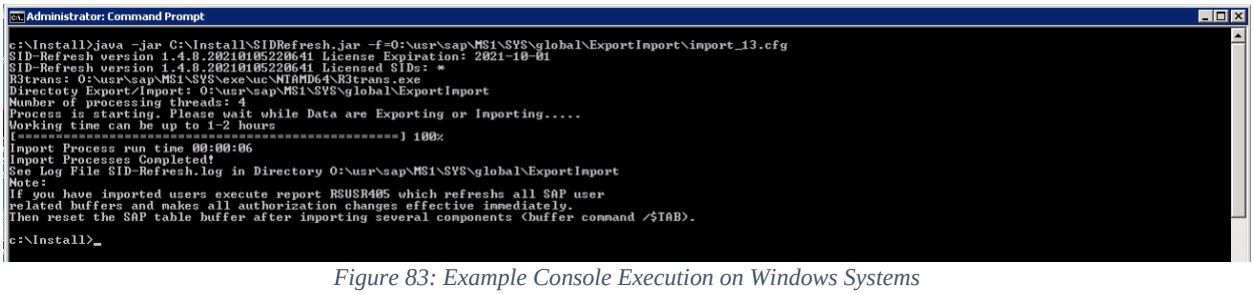


Figure 83: Example Console Execution on Windows Systems

Alternatively, you can specify **/ALL** if you want to export all the components of the source system.

java -jar C:\Install\SIDRefresh.jar -i -t=4 -d=D:\usr\sap\<SID>\SYS\global\ExportImport -exe=D:\usr\sap\<SID>\SYS\exe\uc\NTAMD64\R3trans.exe /ALL

3. **SID-Refresh™** also provides you an option to run the import process based on a previously saved configuration.

   - For Linux/Unix, run the following command in a terminal:

     java -jar /Install/SIDRefresh.jar -f=/usr/sap/<SID>/SYS/global/ExportImport/<file name>.cfg

Figure 84: Importing with Previously Saved Config on Linux/Unix Systems

   - For Windows, run the following command in command prompt:

     java -jar C:\Install\SIDRefresh.jar -f=D:\usr\sap\<SID>\SYS\global\ExportImport\<file name>.cfg

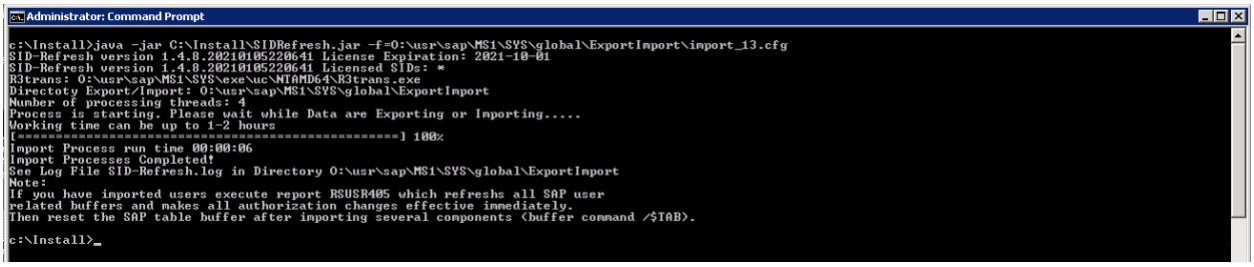


Figure 85: Importing with Previously Saved Config on Windows

Validation of Successful Import

1. Navigate to the **ExportImport** directory.
2. Validate the content of the import log. It should have the tables that were re-imported back into the system after the database was refreshed. It should also indicate the process run time.

3. Alternatively, you can navigate to the path where ALECUST is defined. Validate the content within the **import_ALECUST.log** file.
4. Check if there are any errors.
5. Start SAP.

IV. Troubleshooting Guide

This section includes a list of common issues, their symptoms, what environments are affected, what are the possible causes, and how to resolve them. Kindly read through to find out how you can solve the errors you may have encountered while using **SID-Refresh™.**

Program Run as: root

Symptom

- Error message upon launching **SID-Refresh™.**

Environment:

- Both Linux/Unix and Windows Systems

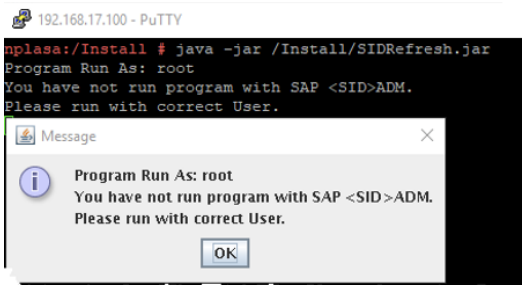


Figure 86: Error on Linux/Unix if not run by <SID> adm user

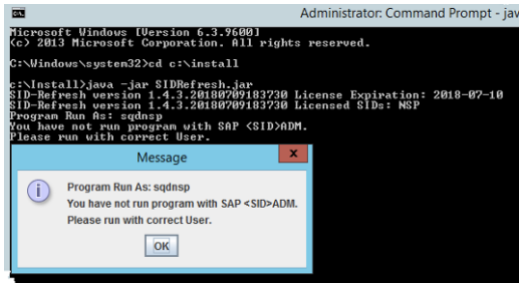


Figure 87: Error on Windows if not run by <SID> adm user

Cause

- If <sid>adm is not used to run the program, this error will be encountered.

Resolution

- Always run the program using a <sid>adm account. Please refer to the General Prerequisites for other system requirements needed to run the program.

Component CRM_MIDDLEWA_CRM - CRM Middleware Configuration

Symptom

- After System Landscape Copy is performed in a CRM landscape, the SITE ID values in CRMM_BUT_CRMOBJ and SMOHSITEID do not match.
- When business partner changes are loaded from CRM to ECC, the system sends a full update rather than just a modification, even though the BP exists on both systems.

Environment

- SAP Customer Relationship Management (CRM)
- SAP enhancement package for SAP CRM
- SAP enhancement package for SAP CRM, version for SAP HANA

Cause

SID-Refresh™-1.4.0 includes table SMOHSITEID among the list of tables to be exported and imported. If the target systems of the system copy use different GUID values than the source system, there will be a mismatch between tables CRMM_BUT_CRMOBJ and SMOHSITEID. As a result, when subsequent loads Business Partner data changes are sent to the ECC, all the BP data will be sent instead of just the field that has been modified. This is because FM "BUPA_OUTBOUND_GET_MAIN checks the state of a BP by comparing the values in CRMM_BUT_CRMOBJ and SMOHSITEID. This will not lead to data inconsistency, but may cause an unnecessary overhead due to the extra volume of data being sent.

Resolution

Do not select table SMOHSITEID for export and import during system copy unless it is intended that the target systems use the same site ID values as the source systems.

Component WEBSERVICE- Web Service Configuration (SOAMANAGER), SICF- HTTP Service Configuration (SICF), RFC- RFC Connections (SM59)

Symptom

After a system refresh the SICF nodes have assigned wrong user/password data.

Environment

- All SAP System based on SAP NetWeaver platform

Cause

- The data that is required to calculate the system fields is removed from the buffering in the shared memory. However, in certain constellations, data relating to the system fields is still stored in the shared memory. This may cause the the system fields to be calculated incorrectly in subsequent requests.

Resolution

Call function module ICFBUFFER_INIT.

SID-Refresh™ fails to start with the Java-based GUI

Symptom

You are starting SID-Refresh™ on Linux with the Java-based GUI, and this error appears:

Exception in thread "main" java.lang.UnsatisfiedLinkError:
/usr/java8_64/jre/lib/ppc64/libawt_xawt.so (Could not load module
/usr/java8_64/jre/lib/ppc64/libawt_xawt.so.
Dependent module /usr/lib/libXrender.a(shr_64.o) could not be loaded.
Member shr_64.o is not found in archive
Could not load module /usr/java8_64/jre/lib/ppc64/libawt_xawt.so.
Dependent module /usr/java8_64/jre/lib/ppc64/libawt_xawt.so could not be loaded.)

Environment

- Linux/Unix Systems

Cause

The error is caused by the missing library libXtst.so.6
The library should be /usr/lib64/libXtst.so.6 (which is a link to /usr/lib64/libXtst.so.6.1.0):

```
server1:~ # ls -al /usr/lib64 | grep libXtst.so
lrwxrwxrwx   1 root root       16 Apr 20 00:14 libXtst.so.6 -> libXtst.so.6.1.0
-rwxr-xr-x   1 root root    23016 Nov 10  2016 libXtst.so.6.1.0
server1:~ #
```

Resolution

If neither file is available, install the OS package that contains them:

- On RHEL (6 and 7): yum install libXtst
- On SLES11: zypper install xorg-x11-libs
- On SLES12: zypper install libXtst6

SID-Refresh™ runs with a Java-based GUI with Pixelated Fonts

Symptom

You are starting **SID-Refresh™** on Linux/Unix with the Java-based GUI, and the text fonts are pixelated similar to the image below:

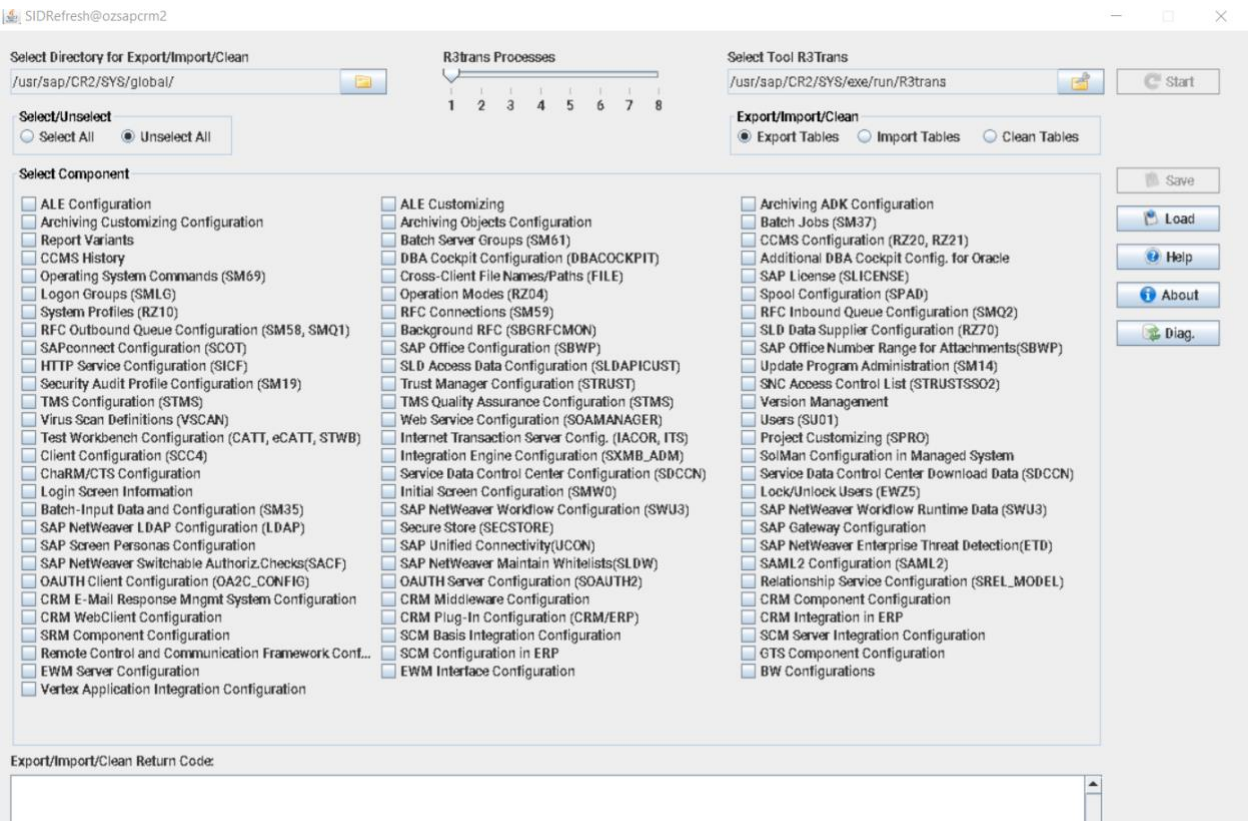


Figure 88: Sample Pixelated Text Fonts in SID-Refresh™ GUI (a)

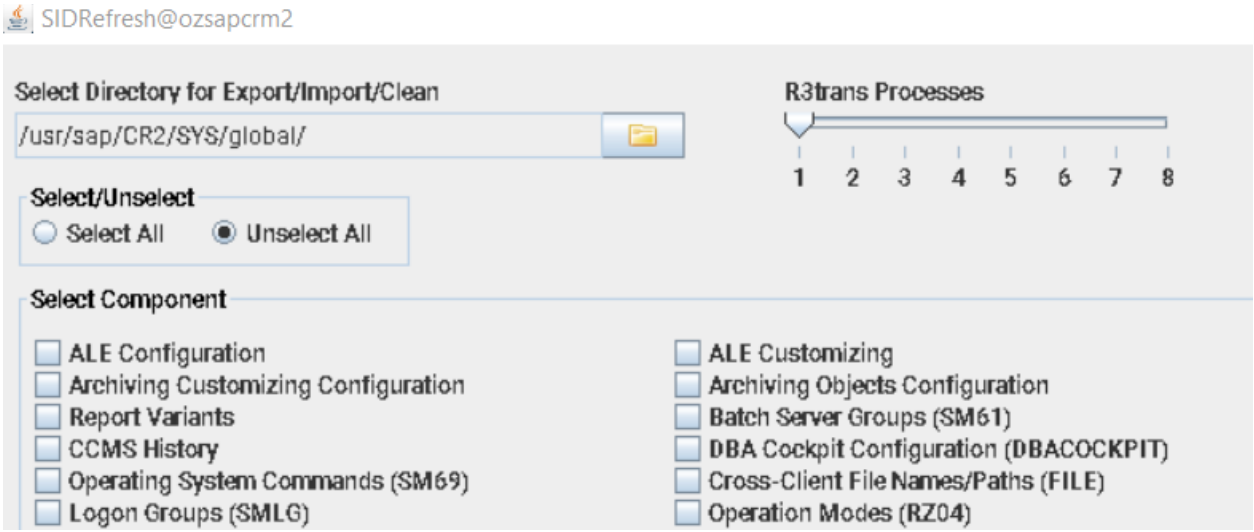


Figure 89: Sample Pixelated Text Fonts in SID-Refresh™ GUI (b)

Environment

- Linux/Unix Systems

Cause

- The desktop setting you want isn't supported on your desktop (e.g., you want LCD text on Windows)
- JRE doesn't recognize your desktop setting (e.g., KDE)
- You are automating testing under each of these conditions.

Resolution

Set on the command line as of the specified value to control rendering hints used by Swing text.

java ***-Dawt.useSystemAAFontSettings=lcd*** -jar /Install/SIDRefresh.jar

```
ozsapcrm2:cr2adm 60> java -Dawt.useSystemAAFontSettings=lcd -jar /Install/SIDRefresh.jar
SID-Refresh version 1.4.8.20210105220641 License Expiration: 2021-10-01
SID-Refresh version 1.4.8.20210105220641 Licensed SIDs: *
```

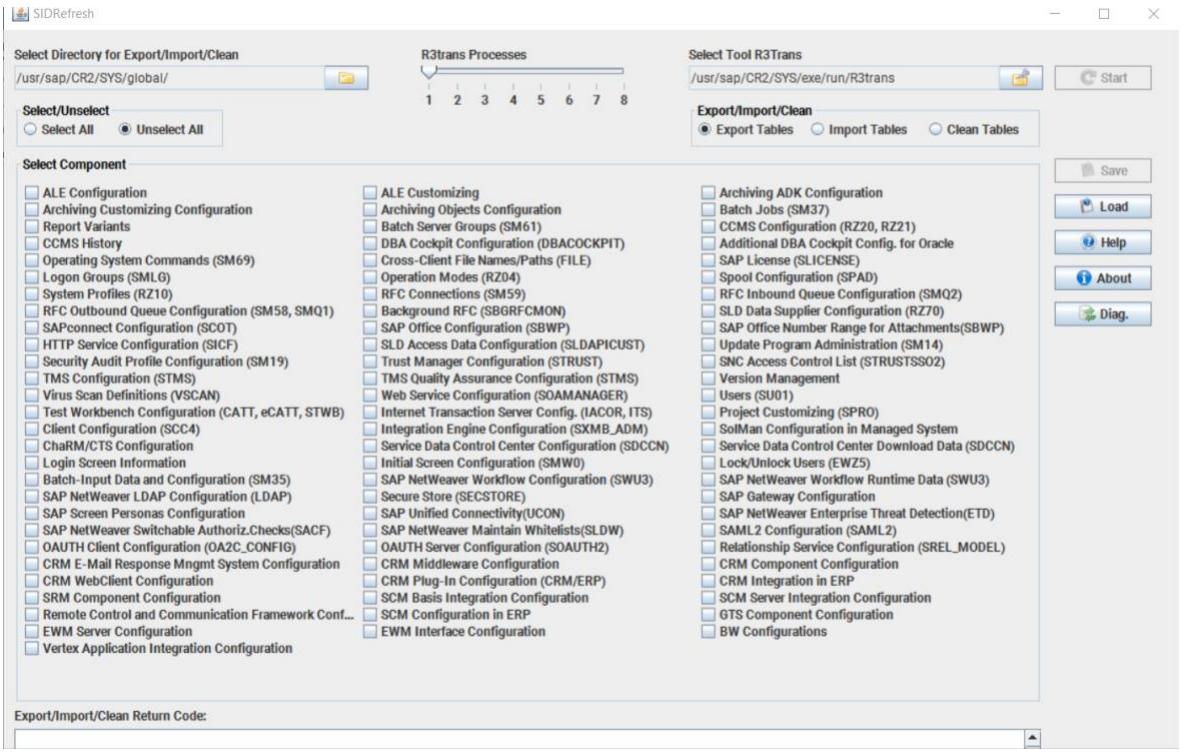


Figure 90: Improved Text Font in SID-Refresh™ GUI After Resolution

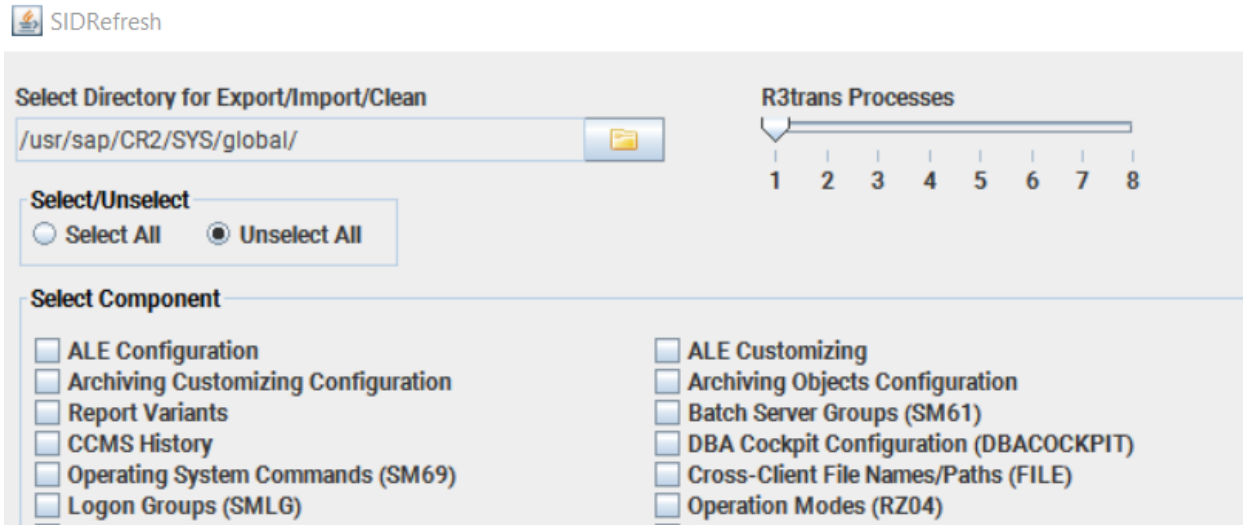


Figure 91: Improved Text Font in SID-Refresh™ GUI After Resolution (b)

No Email message is created after we create and send email in SO01. Transaction SCOT do not generate EMAIL messages.

Symptoms

- You find that in the system the incorrect Sender is being shown for Send requests (i.e., Mail, Fax, SMS, etc.) in transaction SOST.
- This issue can also be seen in related transactions to view send requests, i.e., SOSG, SOSB.
- The sender details shown may not even be from a user in the system.
- Also, in the SAP Business Workplace (transaction SBWP) for an affected user you will see that the incorrect User details (i.e., the details of the incorrect sender) are displayed here also.

Environment

- All SAP System based on SAP NetWeaver platform

Cause

The cause of the issue is Database inconsistencies related to the SAPoffice key of the User whose send requests you are attempting to view.

Resolution

1. Run the report RSADRCK1 in update mode as below i.e., unflag the option **Test run (without updates)**.

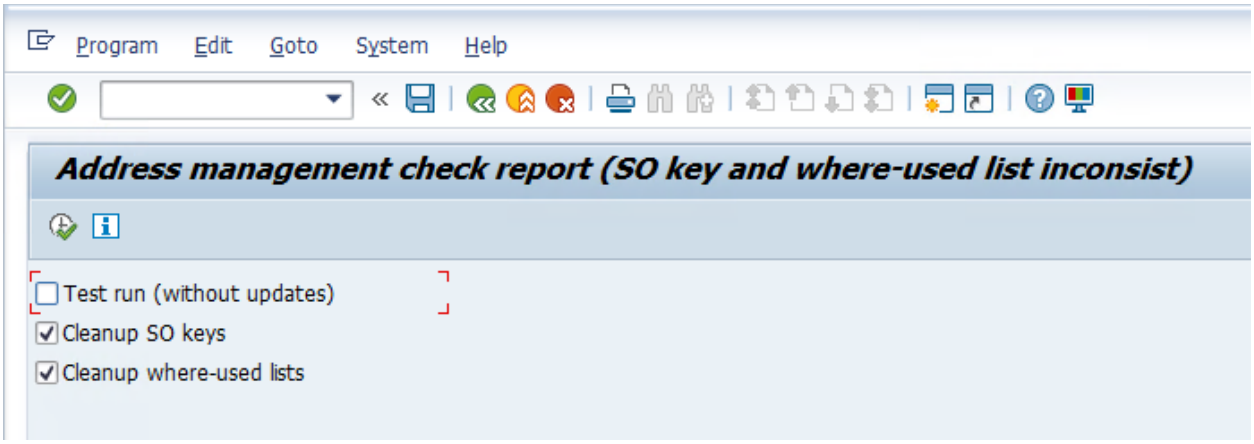


Figure 92: Address Management Check Report

2. To see the correct user details in SBWP you also need to reset the address buffer. To do so, go to transaction SO16. Then hit the **Reset buffer** button under the **Addressing** tab.

SU01: Error in user management

Symptom

- The dump appears when viewing or editing a user (SU01)
- Error **Database error deleting from table adrp_uuid_index ' (adrc_uuid_index, adcp_uuid_index)** occurs while deleting user/person

Environment

- All SAP System based on SAP NetWeaver platform

Cause

- There are active jobs or processes holding locks on the entries being deleted.

Resolution

1. After completing the import of the USER task, execute report (SE38): RSUSR405

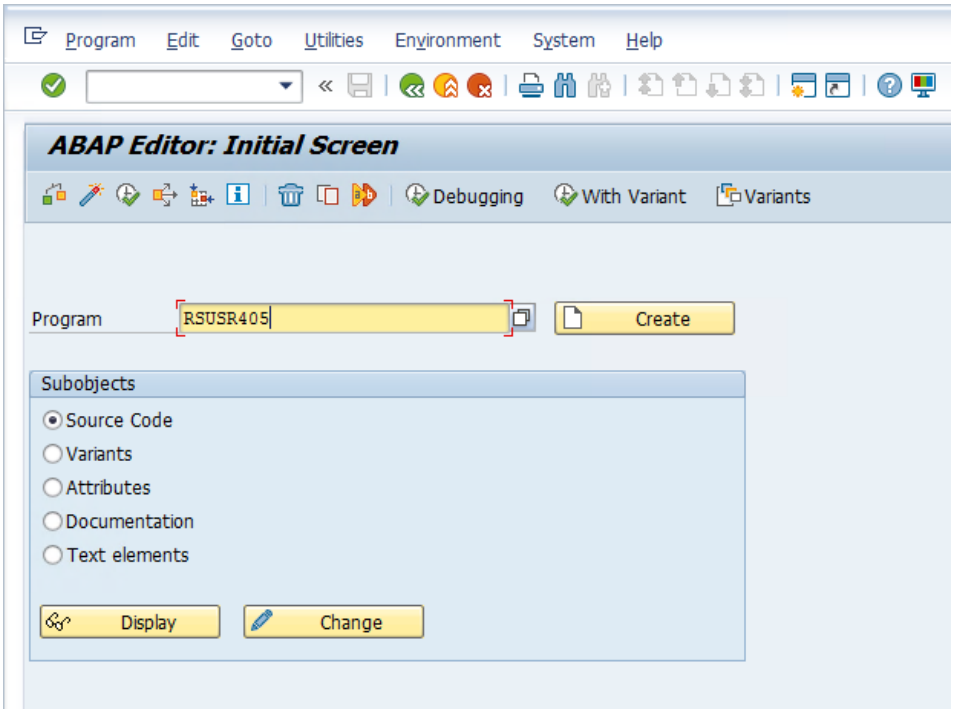


Figure 93: ABAP Editor

2. Reset TAB buffer /$TAB:

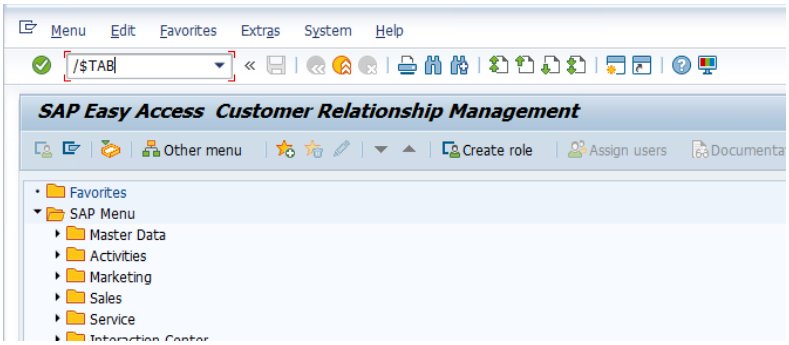


Figure 94: SAP Easy Access CRM

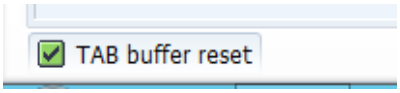


Figure 95: TAB buffer reset

3. Execute below reports via transaction SE38 in the following order:

- RSADRCK1 - the report checks SO key and where-used list consistency in Business Address Management:

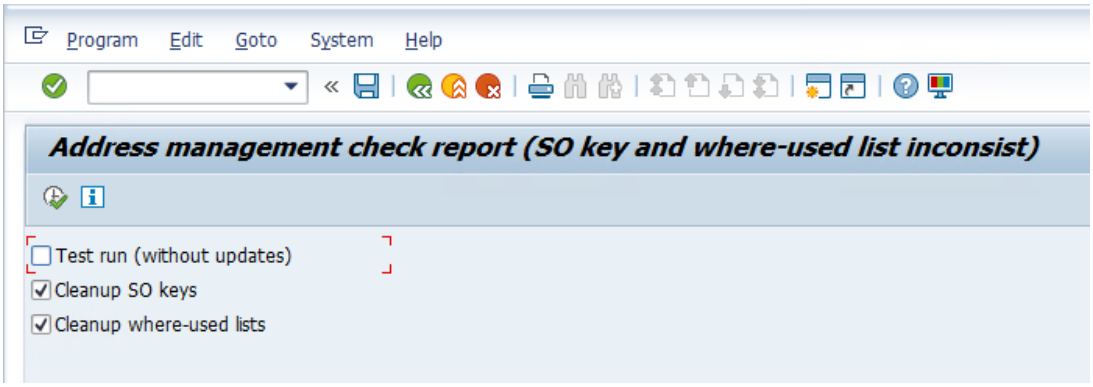


Figure 96: Business Address Management

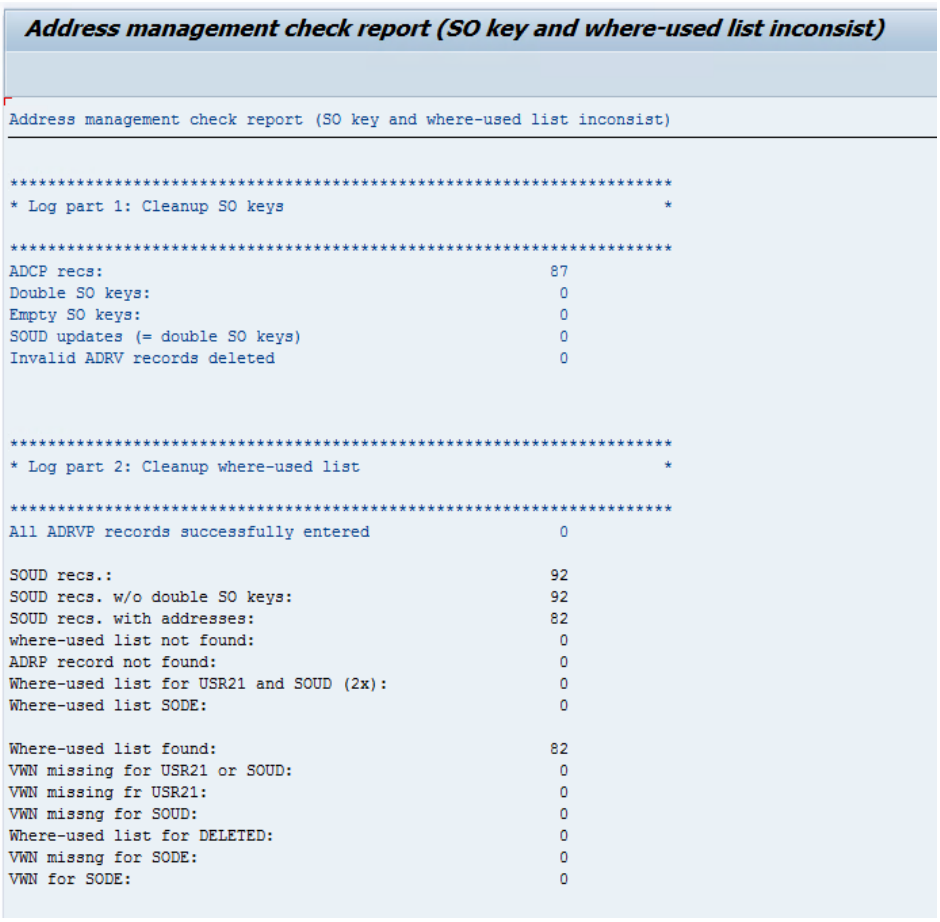


Figure 97: Address Management Check Report

- RSUSR_CLEANUP_USER_TABLES from SAP Note 1401395 - Report to clean up residual data in user tables:

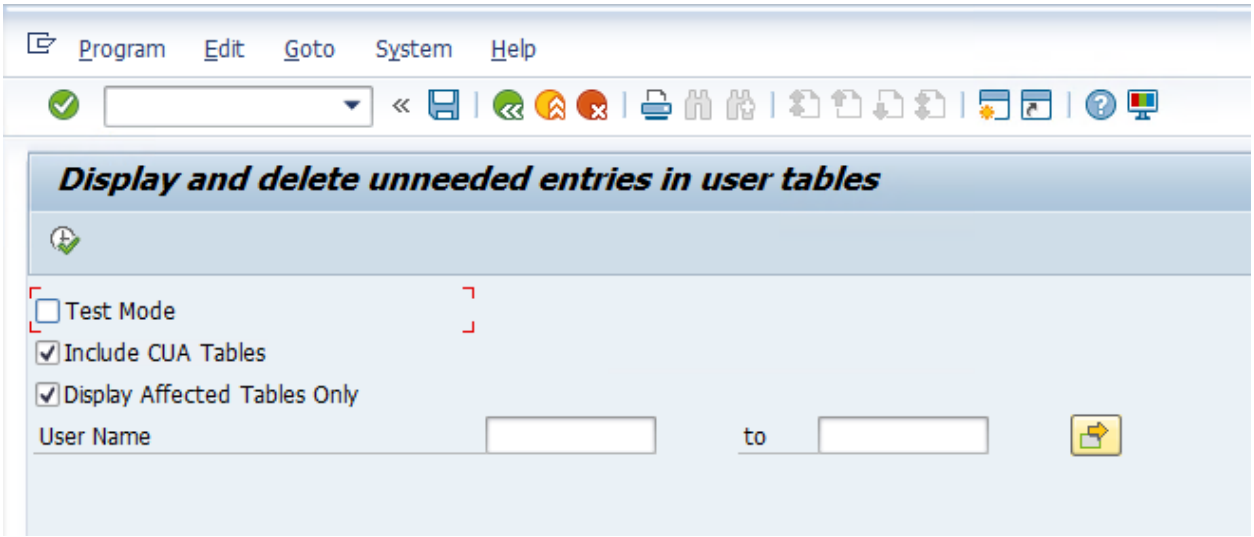


Figure 98: Display and Delete Entries in User Tables that are no longer needed

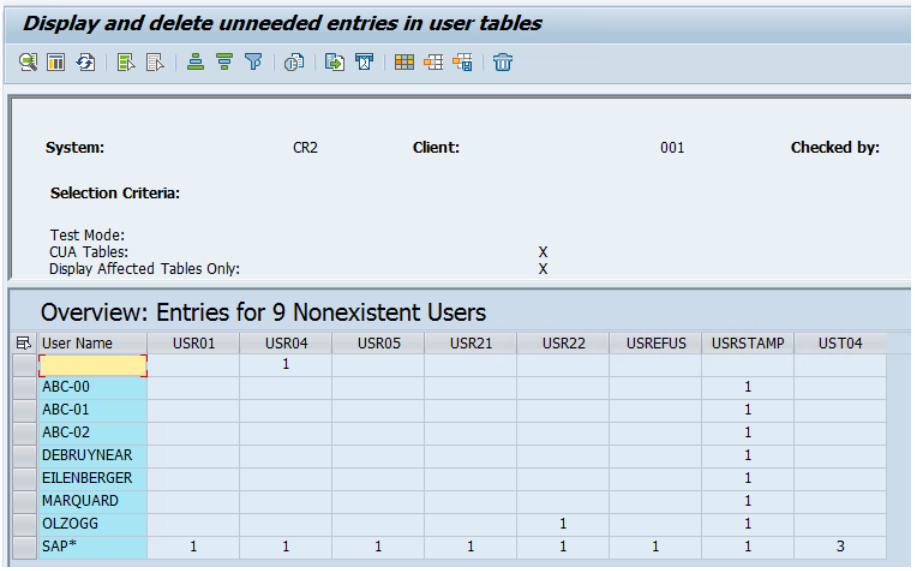


Figure 99: Overview Entries for n Non-existent Users

- RSSOUSCO - the report checks the consistency of user tables:

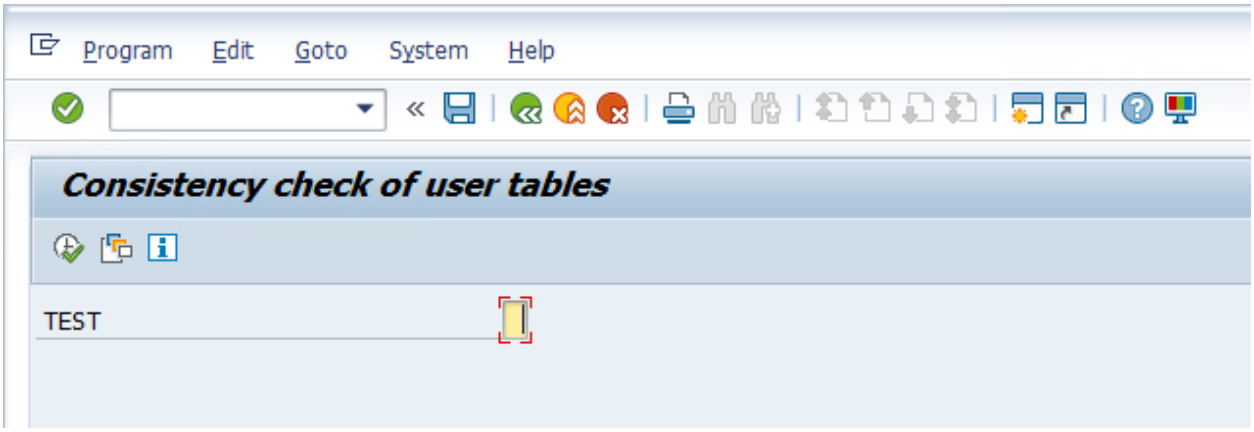
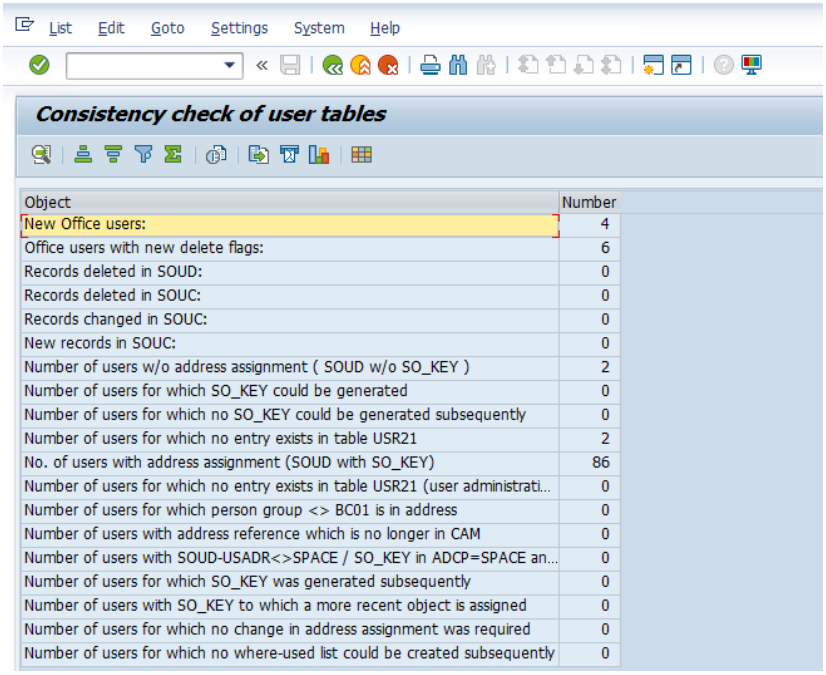


Figure 100: Consistency Check of User Tables (a)



Object	Number
New Office users:	4
Office users with new delete flags:	6
Records deleted in SOUD:	0
Records deleted in SOUC:	0
Records changed in SOUC:	0
New records in SOUC:	0
Number of users w/o address assignment (SOUD w/o SO_KEY)	2
Number of users for which SO_KEY could be generated	0
Number of users for which no SO_KEY could be generated subsequently	0
Number of users for which no entry exists in table USR21	2
No. of users with address assignment (SOUD with SO_KEY)	86
Number of users for which no entry exists in table USR21 (user administrati...	0
Number of users for which person group <> BC01 is in address	0
Number of users with address reference which is no longer in CAM	0
Number of users with SOUD-USADR<>SPACE / SO_KEY in ADCP=SPACE an...	0
Number of users for which SO_KEY was generated subsequently	0
Number of users with SO_KEY to which a more recent object is assigned	0
Number of users for which no change in address assignment was required	0
Number of users for which no where-used list could be created subsequently	0

Figure 101: Consistency Check of User Tables (b)

- If a dump appears when viewing or editing a user (SU01):

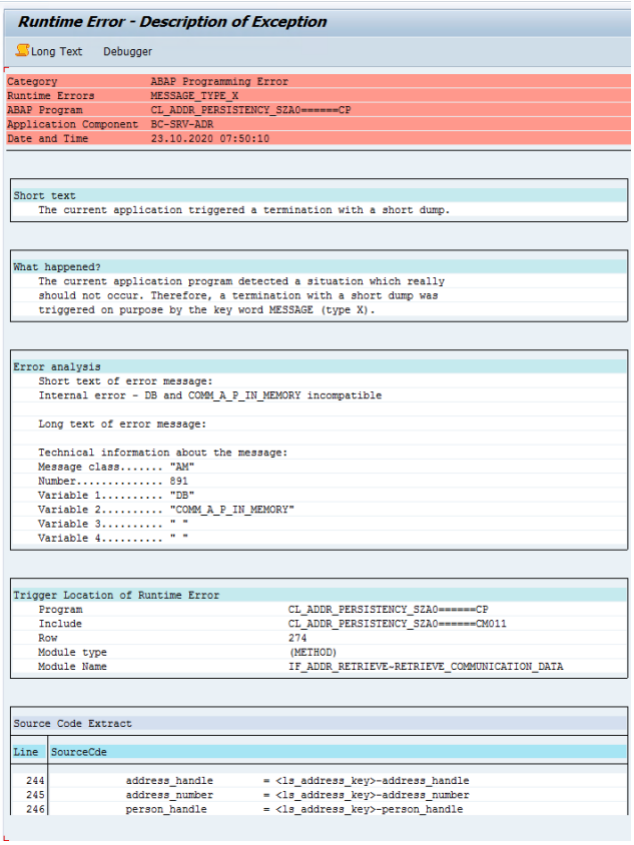


Figure 102: Runtime Error - Description of Exception

436119 - Correction report for communication data inconsistencies

- Copy the attached report Z_OSSNOTE_436119 into your system and execute it.

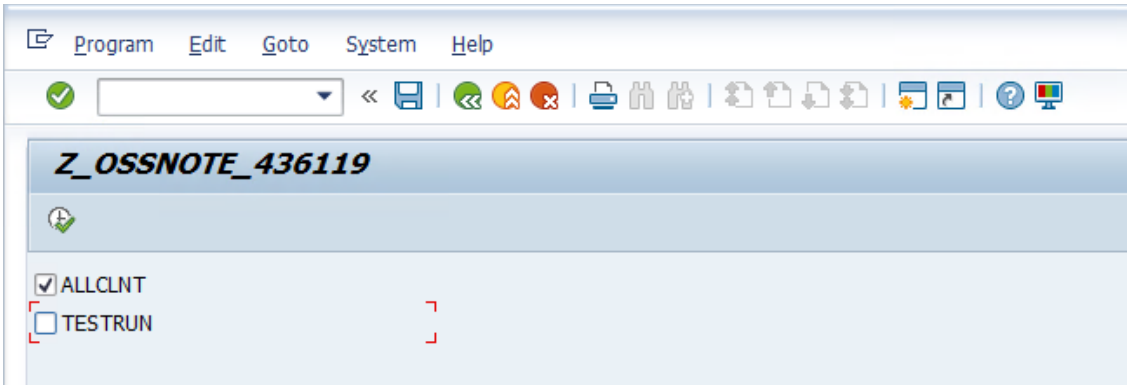


Figure 103: Z_OSSNOTE_436119 (a)

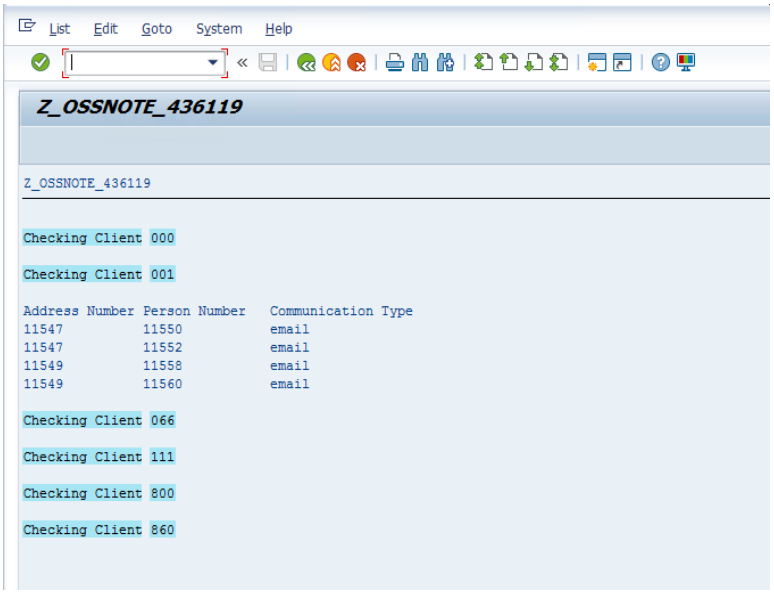


Figure 104: Z_OSSNOTE_436119 (b)

- If an error is returned when changing the company:

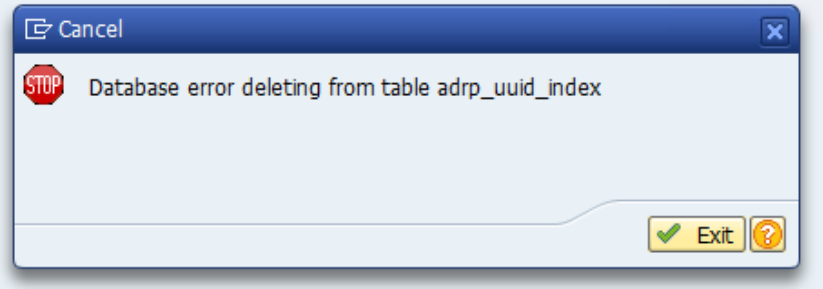


Figure 105: Error Message box for Database Error

2299770 - Error ' Database error deleting from table adrp_uuid_index ' (adrc_uuid_index, adcp_uuid_index) occurs while deleting user/person

2076508 - TDMS 4.0 - Handling of Address Index related tables

There are reports available that will resolve the inconsistencies between the address tables.

The reports are Z_UUID_ADRC, Z_UUID_ADRP and Z_UUID_ADCP, depending on which table the error message references, the relevant report should be run.

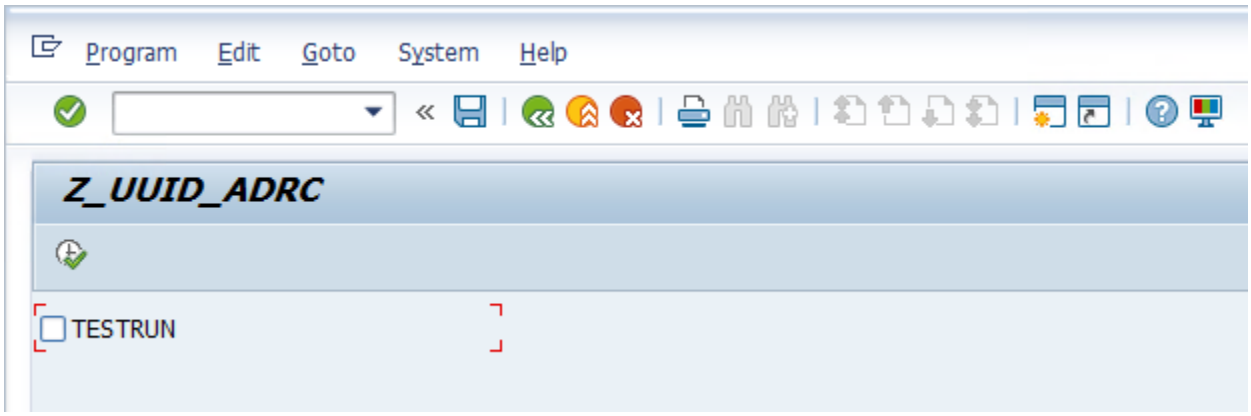


Figure 106: Z_ADCP_UUID (a)

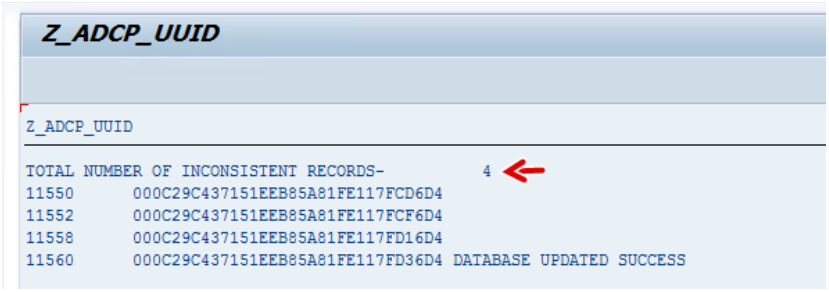


Figure 107: Z_ADCP_UUID (b)

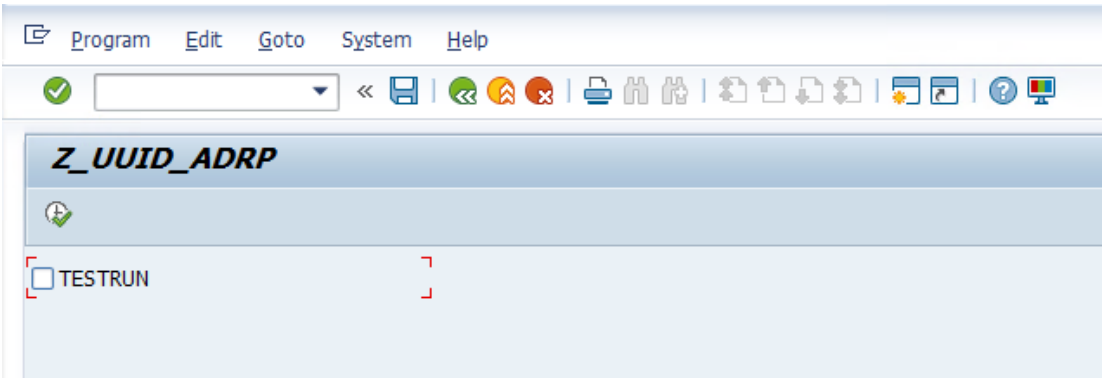


Figure 108: Z_UUID_ADRP (a)

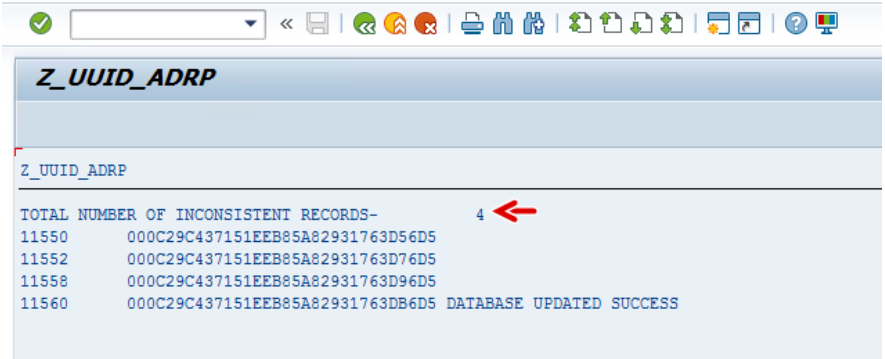


Figure 109: Z_UUID_ADRP (b)

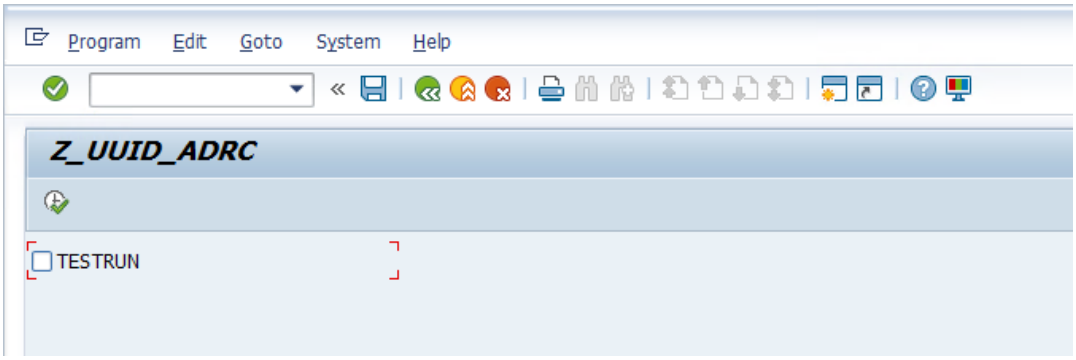


Figure 110: Z_UUID_ADRC (a)

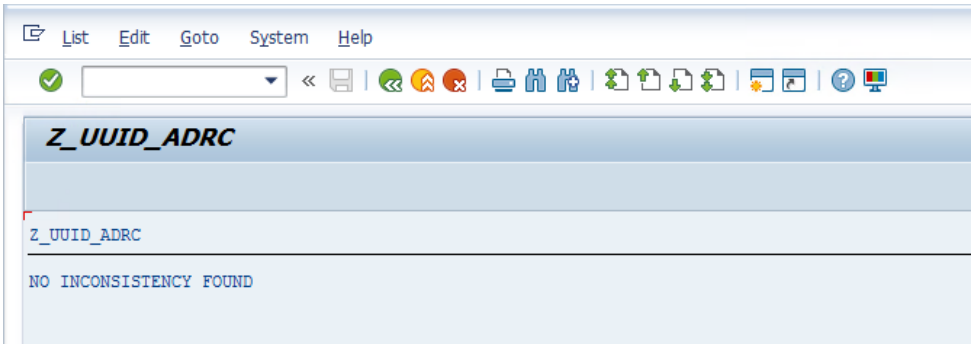


Figure 111: Z_UUID_ADRC (b)

V. Collecting Diagnosis for Support Team

To help **SID-Refresh™** Support Team analyze and diagnose problems with your system, you can collect a range of diagnosis information from your system into a zip file.

1. Launch **SID-Refresh™** in GUI mode.
2. Select the directory containing the export/import files.

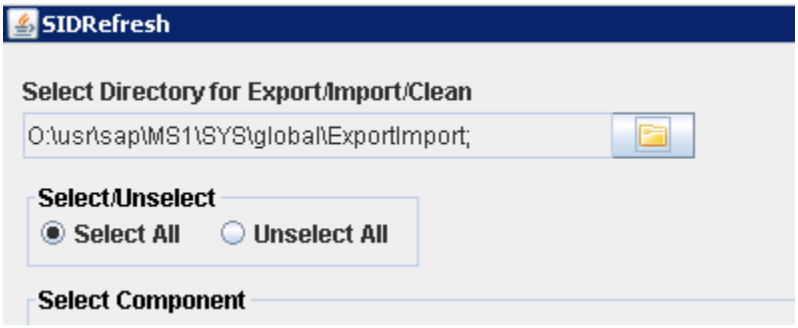


Figure 112: Selecting Export/Import File Directory

3. To collect diagnosis, click **Diag.**

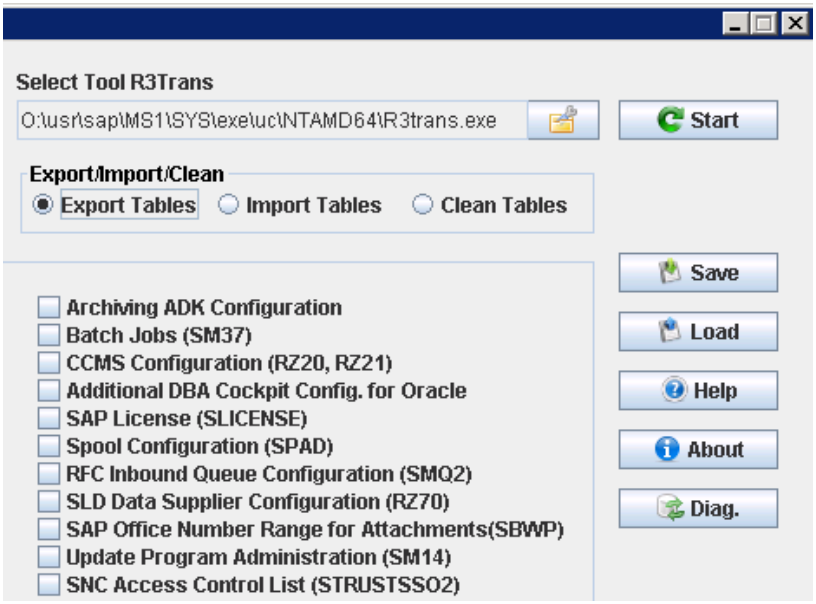


Figure 113: Starting the Diagnosis Process

4. After the diagnosis process is completed, you will see information about the created file.

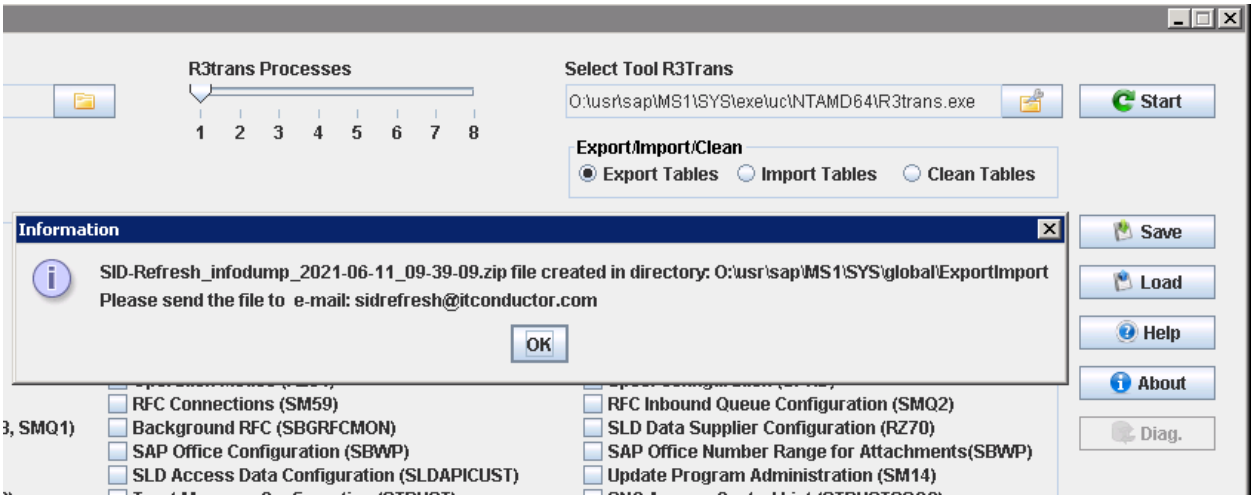


Figure 114: Dialog Box with Diagnosis File Information

5. You can download the collection of the diagnosis files (ZIP-archive having file name pattern **(SID-Refresh_infodump_<yyyy>-<mm>-**

<dd>_<hh>-<mm-<ss>.zip) and send to e-mail: sidrefresh@itconductor.com

VI. Terms of Service

The software is provided "as a Service" and is subject to the IT-Conductor Terms of Services; without warranties of any kind, either express or implied; IT-Conductor and its suppliers expressly disclaim all warranties of any kind, including but not limited to implied warranties of merchantability and fitness for a particular purpose; IT-Conductor does not warrant that the functions contained in any content or your access to the website will be uninterrupted or error-free, that any defects will be corrected. Under no circumstances (including but not limited to any act or omission on the part of IT-Conductor) will IT-Conductor or its affiliates be liable for any indirect, incidental, special, and/or consequential damages or loss of profits whatsoever which result from any use or access of, or any inability to use or access, the software.

A. Warranty

SID-Refresh™ Utility (software) from IT-Conductor is provided "as a Service" without warranties of any kind, either expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The entire risk as to the quality and performance of the program is with you. Should the program prove defective, you assume the cost of all necessary servicing, repair or correction. In no event will any copyright holder be liable to you for damages, including any general, special, incidental, or consequential damages arising out of the use or inability to use the program (including but not limited to loss of data; or data being rendered inaccurate, losses sustained by you or third parties or a failure of the program to operate with any other programs).

B. Technical Support

Technical support may be provided via service subscriptions only. While every effort is made to provide timely technical support, no guarantees whatsoever are implied that technical support will be provided or that technical support, when provided, will resolve all issues. **SID-Refresh™** software is essentially unsupported and supplied on an as-is basis, and only supported via service subscription; IT-Conductor makes no guarantees of the continual availability of this software.

C. Changes to Terms and Conditions

As its sole discretion, IT-Conductor may revise or change these Terms and Conditions (in whole or in part) from time to time without notice to you.

VII. Appendix

A. Table of Figures