

Applying Support Packs and Plug-ins

Applying Support Packs

From time to time SAP does modifications to the various objects of its R/3 software and makes the modifications available to the customers in form of support packs and CRTs.

Customers are required to check for the latest updates on the changes being made by SAP to its software and accordingly apply them at their installations. The support packs and CRTs are made available by SAP on their mySAP.com Marketplace site (earlier known as SAPNet) <http://service.sap.com> . (You will require an login id and password to get into this site).

The following is procedure to show you step-by-step process of applying different support packages into your system.

It is always advisable to first verify the SPAM/SAINT version in the system. Check in <http://service.sap.com/ocs> for the latest version of SPAM/SAINT. If you do not have the latest SPAM/SAINT version then download the latest SPAM/SAINT package. There are certain support packages, which require certain level of SPAM/SAINT. For such packages, you first have to update the SPAM/SAINT

SPAM/SAINT update and support packs are applied thru Transaction code SPAM.

The SPAM/SAINT update and support packs files are .CAR files, which need to be unpacked.

Supports packs for Applications area (i.e. changes made to the objects of various functional modules of SAP) are also know as HOTPACKS

BASIS Support Packs make changes to the BASIS system.

HR Support Packs make changes to the HR Module. Earlier it was known as Legal Change Patches (LCPs)

Similarly we also have ABAP/4 Support Packs for the changes made to the ABAP/4.

Most of these support packs are in the form of .CAR files, which are available in SAP Marketplace (<http://service.sap.com>). You have to download the support packages required for your system from the Internet or from the SAPServX server.

The following procedure is a step-by-step procedure for applying these Support Packs.

1. Download the required **.CAR** files from **SAPNet** or **SAPServX** server
2. Put them in a temporary directory either in /usr/sap/trans/tmp or any other folder which you can create (say, patch)
3. Change to the directory /usr/sap/trans (UNIX) or \usr\sap\trans (NT)
4. Use the command **CAR -xvf <path the of the CAR file including the .CAR extension>**
5. The command **CAR** is case sensitive
6. The command CAR will decompress the CAR file and put two files (with extensions **.ATT** and **.PAT** in the **/usr/sap/trans/EPS/in** directory.
7. Logon to the SAP system in **client 000** as user **DDIC**

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8. Once in the system execute the transaction code **SPAM**
9. Depending on what version are you in do the following :
 - For 4.5x : Goto **Tools → Upload → Patch**
 - For 4.6x : Goto **Support Packages → Load Packages → From Application Server**
10. You will get a pop up box with the list of the patches in the queue. Both the applied patches and the new ones will be listed
11. Hit the Back button to come to the main screen
12. Click on the Display/Define button on the screen
13. You will get a pop up screen with the unapplied patches.
14. Select the patch or group of patched that you want to apply and hit the enter key/icon.
15. The patch number will be defined in the queue box.
16. Again depending on the version, you do the following :
 - For 4.5x : Goto **Tools → Apply → Patch**
 - For 4.6x : Goto **Support Packages → Import Queue**

or click the apply patch / import queue icon on the application toolbar
17. After the patch is successfully applied, you will have to **CONFIRM** the patch application.
18. Again depending on the version, you do the following :
 - For 4.5x : Goto **Tools → Confirm**
 - For 4.6x : Goto **Support Packages → Confirm**

Or click the confirm icon on the application toolbar
19. The light in the status box should turn green.
20. After the patch(es) are applied, execute the transaction code **SPAU**.

This transaction code will check for the changes made by the patches as well as by the user via OSS notes etc to the system

You can compare the changes and decide to keep the changes made to the system via OSS notes or return the objects to original.

At times depending on the situation, you may have to reapply the OSS notes after returning back the object to original

Before applying the patches, check for the SPAM version. It is always advisable to have the latest SPAM version running on the system. You can download the latest SPAM version from the SAPNet or SAPServx server. There are patches, which require a certain level of SPAM version in order to be applied.

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Some of the Possible Errors during Support Package Application

The solutions provided below may or may not work for you. They worked for me under the circumstances that I got these errors.

CANNOT_CREATE_COFILE

If while applying a patch, you get an error CANNOT_CREATE_COFILE delete the concerned file of the patch from the /usr/sap/trans/cofile and /usr/sap/trans/data directory.

After deleting the files restart the process. The patch application may work

EPS in IS IN OLD FORMAT

If you are unable to upload the queue and you see a message like *EPS in IS IN OLD FORMAT* , check for the SPAM version and do a SPAM update. Delete the concerned files (i.e. the .ATT and .PAT files from the /usr/sap/trans/EPS/in directory) and then decompress the .CAR file and continue with applying the support packs.

OBJECTS_LOCKED_?

There are also times when a patch will fail because an object that it is trying to modify is locked by a change request.

In such cases, identify the object and the change request and then using **SE03** search for the object. Once you have identified the change request unlock the object and then Continue with the SPAM transaction.

Sometimes the SPAM/SAINT Update process comes out with error. In such case just go ahead and start the SPAM update process again and it should go through fine.

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Applying Plug-ins

Plug-ins are applied on the R/3 side using the transaction code **SAINT**

Before applying the plug-ins check the plug-ins that are installed on your system. Also verify the type of plug-in that you have i.e. if you have plug-in file which is for installation or if it is for upgrade. If the file that you is for upgrade then be sure to have the earlier version of the plug-in and its related patches installed in the system prior to applying the upgrade plug-in.

If you are updating the plug-in then verify that the earlier lower version of the plug-in and its patched are already installed in the system. For example, 4.6B IDES system comes with PI_1_1999. The plug-in PI_A_1999 is also already applied. ***If the PI_1_1999 plug-in is not installed then you will have to install it and its two patches first before applying PI_1_2000 plug-in.***

You will have to upgrade the PI plug-in to PI_1_2000 and then apply related patches. There six patches in all for PI_1_2000.

The plug-ins is also available as .CAR files.

For Example the .CAR file name for plug-in PI_1_2000 is **Pi_nd17b.car**

When you apply this plug-in 4.6B IDES system, you may get an error in ADDON_CONFLICT phase. When you get the error in this phase, follow the **note 204461**. Basically you will have to download couple of transports (**PI_SAINTE.CAR and PI_SAINTE_2.CAR**) from SAPServ4 and apply them into the system.

If you still get errors even after applying the transports, keeping on clicking on the Continue icon till you get over the errors.

The following process shows you the steps for applying plug-ins.

1. You should apply the plug-ins in client 000 as any other user **other than SAP* or DDIC**. Create a user in client 000 with **SAP_ALL** profile.
2. Log on the client 000 as the newly created user.
3. Execute the transaction SAINT
4. Upload the plug-in by going thru the menu,
5. Once the files are uploaded. You will get two boxes on the screen. The top box will contain the list of Plug-ins already applied in the system. The bottom box will contain the list of plug-in, which are available to be applied.
6. Select the plug-in PI_1_2000 from the second box and click on the **Continue** button.
7. In the next screen put the cursor on the Plug-in box and click on the Continue button
8. After the plug-in is installed successfully, you will be asked to do SPAU checks or Continue. Click on Continue icon.
9. After that you will get the 4th screen of the SAINT process, click FINISH on the screen that you get.
10. After the plug-ins is installed, apply patches for the plug-in using the transaction SPAM. (The process is described in the previous section).