Gold Client Best Practices
8.7

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This document provides detailed best practices for Gold Client in the areas of administration, creating a target client, copying data, configuring Gold Client, on-going maintenance, and development-related items.

Administration

- Establish a Gold Client champion; this person:
    - Should be someone who understands the value of the product and can envision how it best fits within the organization's refresh processes
    - Can help drive the use of Gold Client across their organization
    - Can help grow the user community (which is beneficial when team members are lost due to reorganizations and turnover)
    - Doesn't necessarily have to understand how to use the software
- Establish one or more Superusers (Powerusers), preferably one each for Basis and functional teams; these team members should:
    - Have a strong understanding of how to use Gold Client
    - Fulfill the necessary Gold Client "administrator" role
    - Provide leadership to other team members who may require training or help with using Gold Client
    - Work closely with Qlik when support is required

Creating a Gold Client

- When building a new "Gold Client", decide if this will be an existing client or if creating a new one; if existing, you should first delete the client (via -tcode SCC5)
- Always ensure that post-processing (via -tcode SCC7) has been successfully executed **before** importing data into the target client
- Whenever possible, use the same source for copying both the SAP config and data to help avoid possible inconsistencies
- Check that sufficient space exists in /usr/sap/trans prior to exporting the master data
- Copy all master data when building a new target client as having these objects in place will act as the foundation for any transactional data that is copied via Gold Client and/or created natively
- In the target system, turn off the archive logs – or have someone monitor the space – to ensure that it doesn't fill up when importing all master data into the target client

- After the master data has been imported into the target client, execute the Number Range utility to artificially increase the current numbers to avoid conflicts between data subsequently copied to the target and new data created in the same client
- The source and target clients must be on the same SAP version and Enhancement Pack / Support Pack

Copying Data

- The servers being used to perform the export and the import **must** use the same operating system (e.g. Unix versus Linux)
- When importing, it's best to replace data which already exists in the target client (a.k.a. "conflicting data") to help maintain data integrity
- When copying volumes of data, particularly from Production, do so when the system is the most quiet (after hours, evenings, weekends) to avoid possible data inconsistency issues in the target client because of the data having changed during the export process
- When deleting data in the target client, consider carefully whether to delete the master data or if it's okay to just target the transactional data
- Execute t-code SM56 each time the Number Ranges objects are changed (either by using Gold Client to copy this data or by executing the Number Range utility)
- Review and update scenario variables as needed – particularly those that are date oriented; this is particularly useful prior to copying a new time slice of data
- When validating data between the source and target clients, do so by comparing the GUI; although table comparisons can be performed, this is not as efficient due to the number of tables involved

Gold Client configuration

- When adding new tables - either standard SAP or custom - to the Data Echo framework, use as much of the key on the recipient table as possible when creating the join; if the key is not suitable, you can use as much of a secondary index as possible; be sure to utilize the first field of the key or index to help with performance
- When configuring the Data Transformation details, don't scramble those fields that make up the table keys as this will likely lead to data integrity issues

- Use your Production system - or whichever system you primarily use to export data - as your "golden" system for maintaining the Data Echo and Client Construct frameworks (e.g. the Gold Client configuration)
  - Gold Client configuration can be copied (or transported) to other systems as needed to keep it synchronized between systems

On-Going Maintenance

- Perform deletion of data files from OS level on a monthly or as needed basis to avoid completely filling the file directory
- Delete the master data transports once the copy process is completed to avoid consuming space in the DIR_TRANS directory
- Export the Gold Client configuration from your primary source system (typically Production) periodically as way to back-up any changes; at the same time, you may want to import this Gold Client configuration to any other systems where Gold Client is being used

Development

- Whenever new custom (Y* or Z*) tables and Condition tables are created, be sure to add them into the Gold Client configuration as needed
  - Incorporating this task into your existing SAP development process would be beneficial
- With regards to custom fields appended to tables, ensure that they are assigned a data element

Support Information

Qlik Analytics (ISR) Ltd. can be contacted either by telephone or via email. Any support related issue regarding problems with or use of the Gold Client software and process can be reported for resolution.

If our offices are closed, or staff is unable to directly respond to a support request, we will respond within 24 hours of the initial call. Problems related to the export or import processing may require code enhancements. If a code enhancement or fix is required, resolution time may vary.

As per the maintenance agreement, any repairs or enhancements to the Gold Client software will immediately be deployed to all customers up-to-date with their maintenance contract. It is the choice of the customer as to if and when such enhancements are implemented. In addition, customers may request a planning session with Qlik to review changes in the software and how the changes might impact their environment.

We can also be contacted to discuss application or feasibility of using the Gold Client process to resolve a current challenge the project team faces. When this is required, a planning session can be scheduled in advance to ensure proper participation by both Qlik and the client.

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