

# Article - Blog Módulo CRM Web Site

Customization Guide - SAP C/4hana

## Version

This article was created by SAP Marketing Cloud (1908) Version

## Brief Description

During a project in Marketing Cloud, it's necessary to define the Business Roles, and then you create a copy of standard roles and define your rules.

The problem comes up when something goes wrong, and then you need to check what happened. Because a specific group of people, should have access to functionality and right now they cannot access anything you planned before.

The objective of this article is given to you a minimum of knowledge to beginning the search and identify what happened with your wonderful group of Business Roles.

I hope you enjoy it!!

## Author

Cláudio Goulart has been working since 1992 with the implementation of corporate solutions. Since 1999, he began his career with CRM deployments, with the most widely used Market Suites such as Vantive, PeopleSoft and Siebel. And since 2006, it has been active with SAP CRM on Premise (Interaction Center, Services, Sales, Marketing and Middleware with ECC)

Specialist in evaluation, process definition, and adherence of customer needs to SAP S4hana on Premise and Cloud solutions C4Hana.

Extensive knowledge in implementations of SAP S4hana and C4hana solutions in the areas of Call Center, Services, Marketing and Sales.

Experienced integrator of SAP on Premise Solutions (S4Hana CRM) and SAP C4Hana (Sales, Services, Marketing and Qualtrics), using SAP Cloud Platform to integrate S4hana process. and SOA Architecture.

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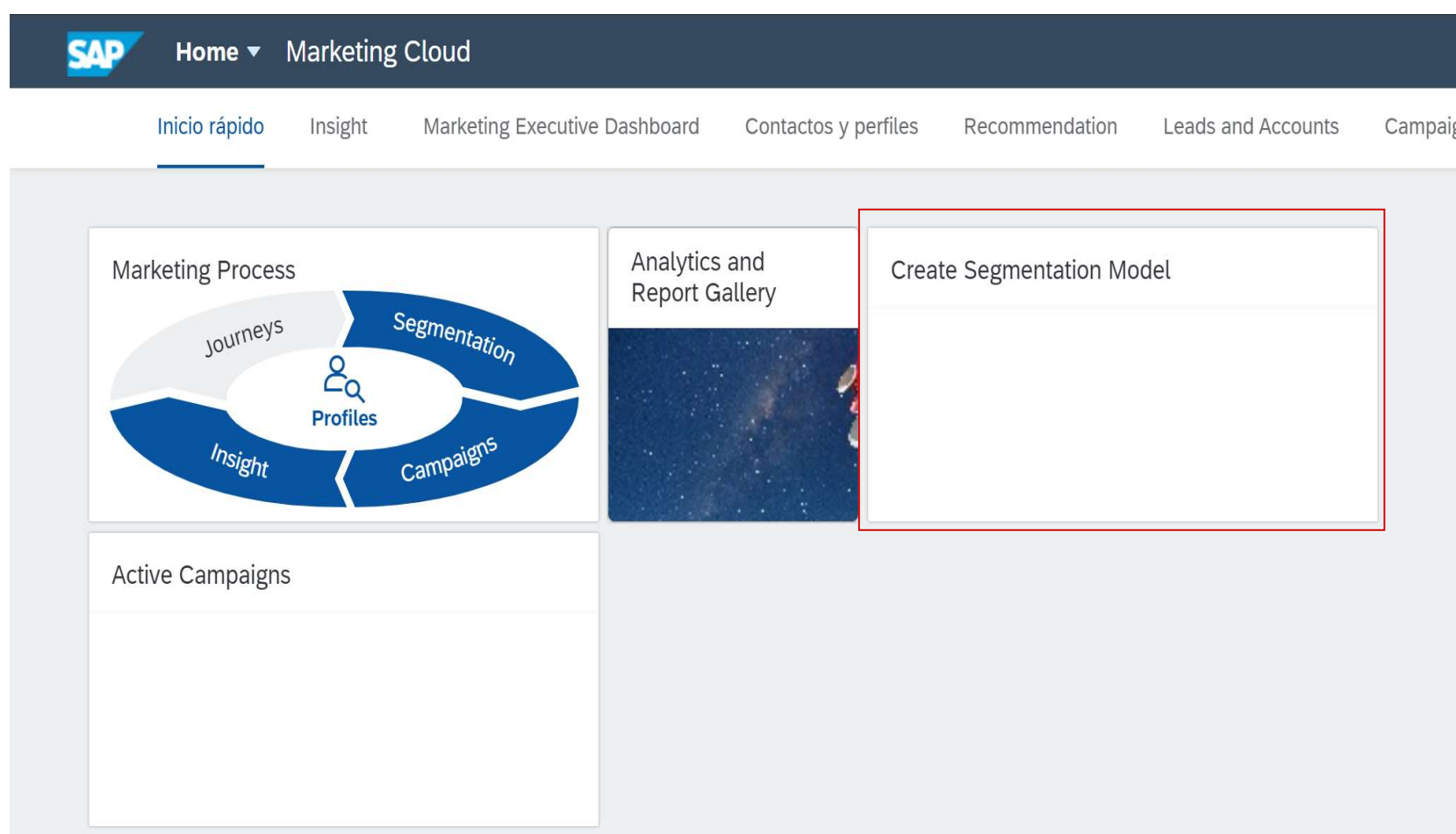
## 1. Customization

### 1.1. Description

The subject of this article today, is objects authorization. I think it happened with everybody during a project. You just design every business role with care and love, everything is perfect!! Just a couple days after, something just stop working. Then you lose days checking each authorization you have granted to the users. I know, because happens all the time with me.

On this article, I will give some tips to help you out on Marketing Cloud!!

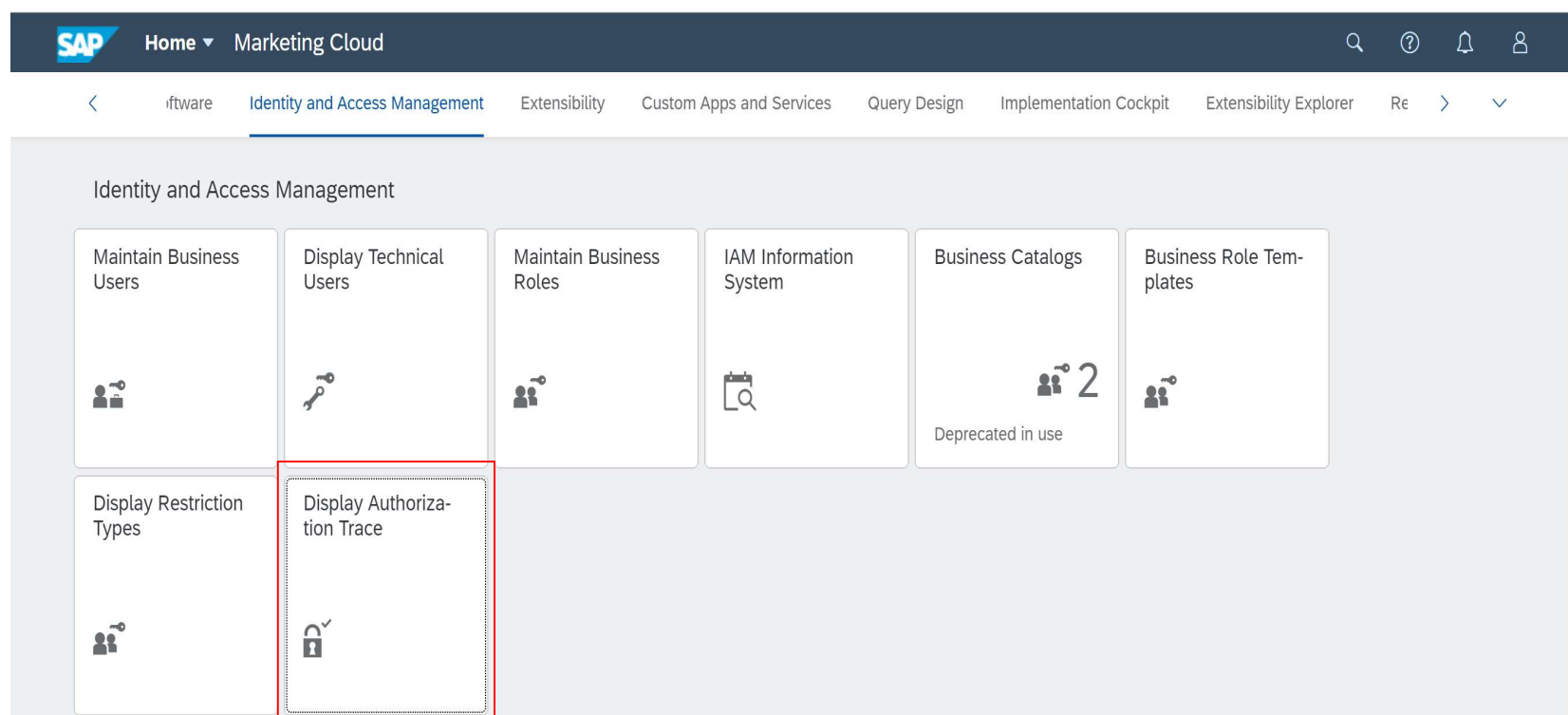
Look at the screen below, the Segmentation Model doesn't list anything. Normally it's appears a list of 3 models, and not nothing appears right now. Let's check what happened with the business role granted to this user.



### 1.2. Activating the Authorization Trace

To start our work, we must activate the authorization trace on Marketing Cloud. Then, let's do it.

Click on "Display Authorization trace"



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Then, click on the button “Activate Trace”

Display Authorization Trace

Marketing Cloud

Activate Trace

Trace Information

Authorization trace deactivated

Restriction Type:

Restriction Type ID:

Access Category:

Authorization Check Status:

Business User:

Application:

Time From:

Time To:

11/03/2019, 00:00:00

11/03/2019, 23:59:59

Adapt Filters (2)

Go

Last Changed On 11/02/2019, 21:41:48, Last Changed By CB9980000020

Authorization Checks (0)

Restriction Type	Restriction Type ID	Access Category	Authorization Check Status	Business User	Application	Time Stamp
No data was found for the entered filter values.						

A new screen pop show up, then a list of users is listed. Or you can apply a filter to the user, who is complaining. Chose the user and click on the button “Activate”

Display Authorization Trace

Marketing Cloud

Activate Trace

Trace Information

Authorization trace deactivated

Restriction Type:

Restriction Type ID:

Access Category:

Authorization Check Status:

Business User:

Application:

Time From:

Time To:

11/03/2019, 00:00:00

11/03/2019, 23:59:59

Adapt Filters (2)

Go

Last Changed On 11/02/2019, 21:41:48, Last Changed By CB9980000020

Authorization Checks (0)

Restriction Type	Restriction Type ID	Access Category	Authorization Check Status	Business User	Application	Time Stamp
No data was found for the entered filter values.						

Business Users

Business User:

User ID:

First name:

Last name:

CB9980000091

CB9980000091

-

-

Adapt Filters (1)

Business User	User ID	First name	Last name	Business Partner
<input type="radio"/>	CB9980000091	-	-	9980000091

Activate

Cancel

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It's activated.

Display Authorization Trace

Marketing Cloud

Trace Information

Active authorization trace for CB9980000091

Trace Started: 11/03/2019, 09:25:15

Deactivate Trace

Restriction Type:

Restriction Type ID:

Access Category:

Authorization Check Status:

Business User:

Application:

11/03/2019, 00:00:00

11/03/2019, 23:59:59

Adapt Filters (2)

Go

Last Changed On 11/03/2019, 09:25:15, Last Changed By CB9980000020

Authorization Checks (0)

Restriction Type	Restriction Type ID	Access Category	Authorization Check Status	Business User	Application	Time Stamp
No data was found for the entered filter values.						

### 1.3. Logging into Marketing Cloud with the User Id

Now, logging with the user, who is complaining about the permission granted.

S/4HANA Test System

Iniciar sesión

Correo electrónico

Userld

Contraseña

.....

Recordar la contraseña

Iniciar sesión

¿Ha olvidado la contraseña?

Powered by

SAP Cloud Platform

That's enough, the screen appears with the error. That's it!!

Home

Marketing Cloud

Inicio rápido

Insight

Marketing Executive Dashboard

Contactos y perfiles

Recommendation

Leads and Accounts

Campaign Management

Marketing Process

Journeys

Segmentation

Profiles

Insight

Campaigns

Analytics and Report Gallery

Create Segmentation Model

Active Campaigns

## 1.4. Checking the Authorization Trace

After executing the business process to capture the error in the marketing cloud trace, you go back and “Deactivate the trace”.

SAP

Display Authorization Trace ▾Marketing Cloud

Trace Information

Active authorization trace for CB9980000091

Trace Started: 11/03/2019, 09:25:15

Deactivate Trace

Restriction Type:

Restriction Type ID:

Access Category:

Authorization Check Status:

Business User:

Application:

Time From:

Time To:

11/03/2019, 00:00:00

11/03/2019, 23:59:59

Adapt Filters (2)

Go

Last Changed On 11/03/2019, 09:25:15, Last Changed By CB9980000020

Authorization Checks (0)

Restriction Type	Restriction Type ID	Access Category	Authorization Check Status	Business User	Application	Time Stamp
No data was found for the entered filter values.						

Then, immediately the errors identified so far are listed. Click on the first row to start the evaluation.

SAP

Display Authorization Trace ▾Marketing Cloud

Trace Information

Authorization trace deactivated

Activate Trace

Restriction Type:

Restriction Type ID:

Access Category:

Authorization Check Status:

Business User:

Application:

Time From:

Time To:

11/03/2019, 00:00:00

11/03/2019, 23:59:59

Adapt Filters (2)

Go

Last Changed On 11/03/2019, 09:31:44, Last Changed By CB9980000020

Authorization Checks (3)

Restriction Type	Restriction Type ID	Access Category	Authorization Check Status	Business User	Application	Time Stamp
Marketing Segmentation Profile	GSEG_PROF	Write	Failed	CB9980000091	Micro List	11/03/2019, 09:28:31
Marketing Segmentation Profile	GSEG_PROF	Write	Failed	CB9980000091	Micro List	11/03/2019, 09:28:31
Marketing Segmentation Profile	GSEG_PROF	Write	Failed	CB9980000091	Micro List	11/03/2019, 09:28:32



Now, appears a list of business roles with the object's authorization.

Trace Information

Authorization trace deactivated

Restriction Type:

Restriction Type ID:

Access Category:

Authorization Check Status:

Business User:

Application:

Time From:

11/03/2019, 00:00:00

Time To:

11/03/2019, 23:59:59

Adapt Filters (2)

Go

Marketing Segmentation Profile

GSEG\_PROF

Access Category: Write

Business User: CB9980000091

Application: Micro List

Restriction Fields (1)

Business Roles Exposing the Restriction Type (3)

Field Name

Value

Segmentation Profile

SAP\_CE\_COMPANY

Business Roles Exposing the Restriction Type (3)

Business User: CB9980000091

Filter for Business User ON

Business Role	Business Role ID	Write Access	Read Access	Value Help Access
UN_MARKETING_EXPERT	UN_MARKETING_EXPERT	Restricted	Restricted	Unrestricted
UN_BUSINESS_ANALYST_MKT	UN_BUSINESS_ANALYST_MKT	Restricted	Restricted	Unrestricted
UN_GENERAL_MKT	UN_GENERAL_MKT	Restricted	Restricted	Unrestricted

### 1.5. Evaluating the Business Roles

Look at it!! All of them have the Write and Read Access restricted to that authorization object.

Trace Information

Authorization trace deactivated

Restriction Type:

Restriction Type ID:

Access Category:

Authorization Check Status:

Business User:

Application:

Time From:

11/03/2019, 00:00:00

Time To:

11/03/2019, 23:59:59

Adapt Filters (2)

Go

Marketing Segmentation Profile

GSEG\_PROF

Access Category: Write

Business User: CB9980000091

Application: Micro List

Restriction Fields (1)

Business Roles Exposing the Restriction Type (3)

Field Name

Value

Segmentation Profile

SAP\_CE\_COMPANY

Business Roles Exposing the Restriction Type (3)

Business User: CB9980000091

Filter for Business User ON

Business Role	Business Role ID	Write Access	Read Access	Value Help Access
UN_MARKETING_EXPERT	UN_MARKETING_EXPERT	Restricted	Restricted	Unrestricted
UN_BUSINESS_ANALYST_MKT	UN_BUSINESS_ANALYST_MKT	Restricted	Restricted	Unrestricted
UN_GENERAL_MKT	UN_GENERAL_MKT	Restricted	Restricted	Unrestricted

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## 1.6. Adjusting the Business Roles

Now, it's the hard part. You must analyze everyone and test after every change. Let's start with the first one. UN\_MARKETING\_EXPERT. Click on the link "UN\_MARKETING\_EXPERT"

Trace Information

Authorization trace deactivated

Activate Trace

Restriction Type:

Restriction Type ID:

Access Category:

Authorization Check Status:

Business User:

Application:

Time From:

11/03/2019, 00:00:00

Time To:

11/03/2019, 23:59:59

Adapt Filters (2)

Go

Marketing Segmentation Profile

GSEG\_PROF

Access Category: Write

Business User: CB9980000091

Application: Micro List

Restriction Fields (1)

Business Roles Exposing the Restriction Type (3)

Field Name

Value

Segmentation Profile

SAP\_CE\_COMPANY

Business Roles Exposing the Restriction Type (3)

Business User: CB9980000091

Filter for Business User

ON

Business Role

Business Role ID

Write Access

Read Access

Value Help Access

UN\_MARKETING\_EXPERT

UN\_MARKETING\_EXPERT

Restricted

Restricted

Unrestricted

UN\_BUSINESS\_ANALYST\_MKT

UN\_BUSINESS\_ANALYST\_MKT

Restricted

Restricted

Unrestricted

UN\_GENERAL\_MKT

UN\_GENERAL\_MKT

Restricted

Restricted

Unrestricted

Click on the button "Edit"

Maintain Business Role

Marketing Cloud

UN\_MARKETING\_EXPERT

UN\_MARKETING\_EXPERT

Display Restrictions

Display Changes

Copy

Download

Write Access: Restricted

Read Access: Restricted

Value Help Access: Unrestricted

Changed By: CLAUDIO GOULART

Changed On: 11/03/2019, 09:12:21

Editing Status: Active

General Role Details

Assigned Business Catalogs

15

Assigned Business Users

1

Assigned Business Catalogs (15)

Search

Add

Remove

Business Catalog

Business Catalog ID

Price Category

Status

Read Only

Marketing - Account-Based Marketing

SAP\_CEC\_BC\_MKT\_ABM\_PC

Marketing Standard Edition

Marketing - Campaign Content API

SAP\_CEC\_BC\_MKT\_API\_CMC\_PC

Marketing Standard Edition

Marketing - Campaign API

SAP\_CEC\_BC\_MKT\_API\_CPG2\_PC

Marketing Standard Edition

Marketing - Interaction API

SAP\_CEC\_BC\_MKT\_API\_IA\_PC

Marketing Standard Edition

Marketing - Target Group API

SAP\_CEC\_BC\_MKT\_API\_TGP\_PC

Marketing Standard Edition

Marketing - Quick Launch

SAP\_CEC\_BC\_MKT\_COM\_PC

Marketing Standard Edition

Marketing - Contacts and Profiles Standard

SAP\_CEC\_BC\_MKT\_DMS\_PC

Marketing Standard Edition

Marketing - Insight

SAP\_CEC\_BC\_MKT\_ISG\_PC

Marketing Standard Edition

Marketing - Lead Management

SAP\_CEC\_BC\_MKT\_LEA2\_PC

Marketing Standard Edition

Marketing - Content

SAP\_CEC\_BC\_MKT\_LIB1\_PC

Marketing Standard Edition

Marketing - Data

SAP\_CEC\_BC\_MKT\_PRD\_PC

Marketing Standard Edition

Marketing - Recommendation

SAP\_CEC\_BC\_MKT\_REC\_PC

Marketing Professional Edition

Marketing - Segmentation

SAP\_CEC\_BC\_MKT\_SEG1\_PC

Marketing Standard Edition

Edit



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Then click on the button “Maintain Restrictions”

SAP

Maintain Business Role

Marketing Cloud

UN\_MARKETING\_EXPERT

UN\_MARKETING\_EXPERT

Write Access: Restricted

Read Access: Restricted

Value Help Access: Unrestricted

Draft Last Changed By: CLAUDIO GOULART

Draft Last Changed On: 11/03/2019, 09:47:19

Editing Status: Draft

Maintain Restrictions

Display Changes

Copy

Download

General Role Details

15

Assigned Business Catalogs

1

Assigned Business Users

\*Business Role ID:

UN\_MARKETING\_EXPERT

Business Role Description:

UN\_MARKETING\_EXPERT

Business Role Long Text:

Price Category:

Marketing Enterprise Edition

Business Role Template ID:

SAP\_BR\_MARKETING\_EXPERT

Look at it !! There are restrictions in write and read on this business role!! I will take it off everything!!

SAP

Maintain Business Role

Marketing Cloud

UN\_MARKETING\_EXPERT

UN\_MARKETING\_EXPERT

Hide Unrestricted

Restrictions and Values

General

Segmentation Object

Segmentation Profile

Marketing Engagement Instances

Content Type for Marketing Content

Hide

Add

Remove

Content Type

Country for Contacts and Profiles

Hide

Add

Remove

Country Key

Marketing Area for Demand Unit

Hide

Add

Remove

Marketing Area for Demand Units

Marketing Area for Contacts and Profiles

Hide

Add

Remove

Marketing Area for Contacts and Profiles

Marketing Area for Campaign Management and Planning

Hide

Add

Remove

Marketing Area for Campaign Management and Planning

UN: UN: UN: UN: UN:

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I just put the “Unrestricted” option below.

SAP

Maintain Business Role

Marketing Cloud

Search

Help

Alerts

User

UN\_MARKETING\_EXPERT

UN\_MARKETING\_EXPERT

Write Access: Restricted

Draft Last Changed By: CLAUDIO GOULART

Editing Status: Draft

Read Access: Restricted

Draft Last Changed On: 11/03/2019, 09:47:19

Value Help Access: Unrestricted

Write, Read, Value Help

Read, Value Help

Value Help

Write, Read, Value Help

Restricted

Unrestricted

Restricted

No Access

Restrictions and Values

General

Segmentation Object

Display Hidden Restrictions

Add

Remove

Unrestricted Access

SAP

Maintain Business Role

Marketing Cloud

Search

Help

Alerts

User

UN\_MARKETING\_EXPERT

UN\_MARKETING\_EXPERT

Write Access: Unrestricted

Draft Last Changed By: CLAUDIO GOULART

Editing Status: Draft

Read Access: Unrestricted

Draft Last Changed On: 11/03/2019, 09:47:19

Value Help Access: Unrestricted

Write, Read, Value Help

Read, Value Help

Value Help

Write, Read, Value Help

Unrestricted

Display Hidden Restrictions

Add

Remove

Unrestricted Access

Then I save the business role clicking on the button “Save”

SAP

Maintain Business Role

Marketing Cloud

Search

Help

Alerts

User

UN\_MARKETING\_EXPERT

UN\_MARKETING\_EXPERT

Maintain Restrictions

Display Changes

Copy

Download

Write Access: Unrestricted

Draft Last Changed By: CLAUDIO GOULART

Editing Status: Draft

Read Access: Unrestricted

Draft Last Changed On: 11/03/2019, 09:47:19

Value Help Access: Unrestricted

General Role Details

15 Assigned Business Catalogs

1 Assigned Business Users

\*Business Role ID:

UN\_MARKETING\_EXPERT

Business Role Description:

UN\_MARKETING\_EXPERT

Business Role Long Text:

Price Category:

Marketing Enterprise Edition

Business Role Template ID:

SAP\_BR\_MARKETING\_EXPERT

1

Save

Cancel

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## 1.7. Testing the Business Roles

Ow!! At the first time everything works fine!!

We are lucky today!! The segmentation model works, amazing!!

Normally, object authorization is boring and tedious job, but someone must to do it.

I hope you enjoy it, see you on the next article!!

