
HP Operations Smart Plug-in for SAP

For HP Operations Manager for UNIX®

Release Notes

Software version: 11.00/ October 2008

This document provides an overview of the changes made to the HP Operations Smart Plug-in for SAP (SPI for SAP). It contains important information not included in the manuals or in online help.

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In This Version

This version of the SPI for SAP includes new features, feature enhancements, and other changes.

- **SAP NetWeaver Web Application Server (J2EE) monitoring:** This version of the SPI for SAP introduces the capability to monitor the J2EE engine of SAP NetWeaver Web Application Server. With the help of a new set of templates, you will be able to monitor the health and performance of the J2EE engine in your SAP NetWeaver environment.
- **Non-privileged user support for Windows nodes:** The SPI for SAP now supports non-privileged users to be used as agent users on Windows nodes.
- **Management server support:** The current release of the SPI for SAP supports the following versions of HPOM for UNIX: 8.30, 8.29, and 8.28.
- **Reports:** The current version of the SPI for SAP introduces several new report templates to generate reports with the help of HP Reporter.

The SPI for SAP includes the following reports that reflect the state of health and performance of the SAP NetWeaver Web Application Server J2EE engine:

- Threads usage rate for different ports
 - Connections count
 - Memory Consumption
 - Sessions view
 - Requests view
 - Comparison of application and system threads
 - Comparison of application and system waiting tasks
- **New managed node platforms:** The SPI for SAP can support the following new managed node platforms:

- Operating System: The SPI for SAP can support an SAP NetWeaver environment installed on SLES 10 and RHEL 5 nodes.
- SAP: This version of the SPI for SAP supports SAP version 7.1 (ABAP stack only).
- HP Operation agent: This version of the SPI for SAP can work with 64-bit HTTPS agents.

For a detailed platform information, go to:

http://h20230.www2.hp.com/sc/support_matrices.jsp

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

NOTE: To view files in PDF format (* .pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

<http://www.adobe.com/>

Installation Notes

With this version of the SPI for SAP, use *only* the HTTPS agent if the node is supported by the HTTPS agent. You can use the DCE agent only if the node is *not* supported by the HTTPS agent.

Installation requirements, as well as instructions for installing the SPI for SAP, are documented in the *Installation Guide for the SPI for SAP* provided in Adobe Acrobat (.pdf) format. The document file is included on the product's DVD media as:

<DVD-Drive>/Documentation

After installation the document can be found at:

/opt/OV/paperdocs

Before you download necessary SAP libraries (by following the Downloading SAP Libraries section in the SPI for SAP Installation Guide), refer to the CR "[QXCR1000864051](#): SAP RFC SDK Library information for the SPI for SAP."

Enhancements and Fixes

To display details about each software enhancement or fix, click the reference number link to go to the HP Software Online Support web site. The first time you click a link, you must enter your HP passport information. To set up your passport profile, go to:

<http://h20229.www2.hp.com/passport-registration.html>

[QXCR1000716763](#): HostMapping is processed incompletely

[QXCR1000436921](#): r3monsec fails if Cross-Client Object Changes set to 'No. changes to Repository

[QXCR1000433050](#): 10.20 r3perfagent SYSUP_PERF data not backwards compatible

[QXCR1000714677](#): r3mondisp on passive node creates confusing messages

[QXCR1000747132](#): r3monal doesn't use correct severity mapping for correct. SID and Nr

[QXCR1000450154](#): r3perfagent doesn't collect data for WLSUM_PERF

[QXCR1000436921](#): r3monsec fails if Cross-Client Object Changes set to 'No. changes to Repository

[QXCR1000448905](#): r3monjob JOB_MAX_RUN_TIME mismatches MAX_RUNTIME specs

[QXCR1000454902](#): r3montra ABAP code loops and uses CPU time

[QXCR1000323874](#): r3monlck fails with CONFIG_DATA_ERROR on MC/SG cluster node

[QXCR1000418692](#): r3mondmp reports wrong nodename for SAP 7.00

Known Problems, Limitations, and Workarounds

Uploading the Service Configuration File to HPOM

When you upload the Service Configuration File to HPOM from the command line, the following message appears:

```
Converting deprecated old-style service file to XML ... (please use XML in future)
```

Workaround: Ignore this message.

SAP GUI

The SAP GUI is needed for many operator-initiated actions defined in the SPI for SAP, but it is not part of the SPI for SAP installation media.

Workaround: Install the SAP GUI binary on the HPOM management server and any remote consoles. The SAP GUI binary is included on the SAP "Presentation" CD.

User Monitor values differ from SM04

The number of logged in users reported by the collector is different to the number users shown in the SAP transaction SM04.

Workaround: The difference is based on the fact that the collector counts the 'itouser' as a fully logged-in user. Therefore some differences between the two numbers can occur.

Message duplication and slow performance if host configured twice

Monitors of type snapshot send duplicate messages to the message browser and the overall performance of the SPI for SAP is very slow.

Workaround: Check to see if you have entered a managed node twice in any of the configuration files, for example: once using a short host name (sapsystem) and once using a fully qualified name (sapsystem.domain.company.com). If there are two entries, the monitor binaries will open two connections to the SAP system for each monitor call, thus consuming more resources and sending messages twice. Each system must be configured only once in the configuration files, preferably with its fully qualified name.

Poor Performance of Monitors

The SPI for SAP monitors take a very long time to obtain information from the SAP system.

Workaround: Check how often you use the CP (Contains Pattern) option in your configuration files. The CP option consumes both time and system resources. You should try as much as possible to replace the CP option with an EQ operation. If this is not feasible, try to avoid using a fully unqualified CP, for example; CP*. Instead, try whenever possible to qualify the CP option with a pattern, for example; CP MY_JOB*.

SPI for SAP service reports error 534

Some SPI for SAP reports are missing or empty, and "ERROR 534" messages appear in the HP Reporter status pane.

Workaround: There are two possible solutions to this problem: Report data is missing; try running the HP Reporter's gather-data command again.

If no system, present in the SAP R/3 report group, has an instance of the DBINFO_PERF performance monitor running, you need to remove from the SAP R/3 Reports Group all those SPI for SAP service reports, which use the data collected by the DBINFO_PERF monitor, namely:

- SAP R/3 Database Performance
- SAP R/3 Database Quality

Performance Metrics: WLSUM_PERF and DOCTSTAT

The new SPI for SAP performance monitors, DOCTSTAT and WLSUM_PERF, do not collect any data.

Workaround: In order to collect useful data from the SAP performance component, you have to schedule the SAP report RSCOLL00 to run once an hour on your SAP R/3 System. For more information about how to schedule standard reports or jobs in a SAP component, see the SAP OSS note 16083.

No statistical records from the performance monitors

No statistical records are provided by the SPI for SAP performance monitors.

Workaround: You need to ensure that you have written the r3perfstat.cfg settings into the SAP System after adding all login information into the r3itosap.cfg file. To write the new configuration you have saved in the r3itosap.cfg file to the SAP System, select the appropriate SAP system in the navigation pane and launch the "Write Statistical Records" application, which you can find in the "SAP R/3 Admin" application group.

Service discovery fails to discover SAP instances on Microsoft Windows managed nodes

If the service-discovery tool, r3sd, is running under the system account and the SAP installation directory is specified in UNC syntax, for example; "\\server...", SAP instances are not discovered for managed nodes running Microsoft Windows, and the R3-Info tool completes its run but does not produce any output.

Workaround: Either specify a local path to the SAP installation using the environment variable SAPOPC_SAPPROFILEDIR (only possible on SAP central instances), or configure the HPOM agent to run under a different user account to enable it to access network paths using the UNC notation.

Reports do not show data from the hour between 00:00 and 01:00

Work-load and user reports using data gathered by the SPI for SAP performance monitor WLSUM_PERF do not show any results for the period between midnight (00:00) and 1 a.m. (01:00).

Workaround: This is due to a difference between the way SAP and the SPI for SAP handle time. Try to avoid scheduling reports to start between 00:00 and 01:00: schedule reports to run after 01:30 instead.

SPI for SAP WLSUM reports show irregular values for continuous data

The SPI for SAP WLSUM reports show irregular values for data that normally should be continuous. For example, a report for an SAP System normally displays around 1000 dialog steps per hour, but for one hour it displays no steps at all, and for the following hour it displays 2000 steps, which is double the usual amount.

Workaround: The data collection for the WLSUM monitor is based on the internal SAP job COLLECTOR_FOR_PERFORMANCEMONITOR. If this job does not run correctly or at the correct time, the data usually collected by the WLSUM_PERF monitor run will only be picked up by subsequent runs of the SPI for SAP performance monitor and, as a result, displayed in the wrong place. Note that you can use the SPI for SAP job monitor, r3monjob, to monitor the behavior of the internal SAP performance-collector job COLLECTOR_FOR_PERFORMANCEMONITOR.

Multiple thresholds not allowed with r3monjob

You cannot configure r3monjob to send a WARNING message if the run time for a batch job exceeds 5 minutes and then a CRITICAL message if the run time for the same batch job exceeds 10 minutes.

Workaround: With the current version of the SPI for SAP, it is not possible to configure more than one threshold with the same alert type for a given batch job.

r3monpro requires r3status history file

The SAP process monitor r3monpro cannot determine the status of the SAP systems it is monitoring. As a result, it assumes that the SAP instance is available and does not suppress any messages.

Workaround: r3monpro needs to know where to find both its own history file r3monpro.his and, in addition, the r3status history file r3status.his, which it uses to determine whether a monitored SAP instance is available or not. Both history files must reside in the location defined by the HistoryPath keyword in r3monpro's configuration file r3monpro.cfg. If r3monpro cannot locate the r3status.his history file, it assumes that the monitored SAP instance is available, and does not suppress any messages. Make sure that the history files r3monpro.his and r3status.his reside in the same location and this location is known to the r3monpro monitor. You can define the location of the monitor history files either with the environment variable SAPOPC_HISTORYPATH or the keyword HistoryPath[Unix | Windows | AIX].

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches

- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

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