
HP Operations Smart Plug-in for SAP Release Notes

For HP Operations Manager for HP-UX, Linux, and Solaris operating systems

Software Version: 12.05

Publication Date: June 2013

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

What's New in This Release?

[Documentation Updates](#)

[Installation Notes](#)

[Upgrade Notes](#)

[Enhancements and Fixes](#)

[Known Problems, Limitations, and Workarounds](#)

[Documentation Errata](#)

[Local Language Support](#)

[Support](#)

[Legal Notices](#)

What's New in This Release?

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

Enhanced Support for SAP Solution Manager 7.1

The SPI for SAP supports SAP Solution Manager 7.1 Technical Monitoring in addition to existing functionalities. The SPI for SAP support for Solution Manager 7.1 enables you to forward the SAP Solution Manager 7.1 alerts to the HPOM console. For more information about SPI for SAP support for Solution Manager 7.1, see *SPI for SAP to Support Solution Manager 7.1* section in *HP Operations Smart Plug-in for SAP Reference Guide*.

New Policies, Policy Group and Solmanrfc Configuration File

The SPI for SAP contains new policy group, policies, and `solmanrfc.cfg` configuration file. You must configure the SPI for SAP to enable forwarding of alert messages from Solution Manager to HPOM. For more information about configuring SPI for SAP policies and `solmanrfc.cfg` configuration file, see *Configuring the SPI for SAP* section in *HP Operations Smart Plug-in for SAP Reference Guide*.

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

Instructions to install the patch are available in the patch text. Installation requirements, as well as instructions for installing the SPI for SAP, are documented in the *SPI for SAP Installation and Configuration Guide* provided in Adobe Acrobat (.pdf) format.

SPI for SAP Transport Numbers

For a list of the SAP R/3 transport numbers provided with the SPI for SAP, see the following file after installing the SPI for SAP software:

For SPI for SAP 12.05 Patch Installation:

`/opt/OV/lbin/sapspi/trans/readme`

For SPI for SAP Installation:

`/opt/OV/lbin/sapspi/trans/readme`

Supported Platforms

Refer to the Support Matrix (SUMA) link for the supported HP Operations Manager, Databases Applications, HP Performance Agent, HP Performance Manager, and HP Reporter version.

<http://support.openview.hp.com/selfsolve/document/KM323488>

For information on the archived obsolescence programs, refer to the Obsolescence Archive link

http://support.openview.hp.com/encore/om_spis_2009.jsp

Enhancements and Fixes

This release of the SPI for SAP contains the following enhancements and fixes. To display details about each software enhancement and 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>

Enhancements

[QCCR1A156003](#) – SPI for SAP integration with Solution Manager 7.1

Fixes

1. [QCCR1A144841](#) - Wrong document for Selecting the Performance-data Source.
2. [QCCR1A145148](#) - `java.lang.NoClassDefFoundError` when configuring NW monitoring.
3. [QCCR1A128012](#) - Document clarification about required JAR files for NW monitoring.
4. [QCCR1A142782](#) - `r3instcon` fails after successful transfer of files.
5. [QCCR1A147146](#) - `NODE` line in `SiteConfig` requires exactly 1 space around the `=` sign.
6. [QCCR1A148796](#) - `r3mondisp` fails in `dpmon -help` for 2nd and subsequent SIDs.
7. [QCCR1A148797](#) - `r3monsec` comparison is not correct.
8. [QCCR1A153709](#) - SAP-SPI `r3mondisp` and `r3status coredump` on Solaris Server (Cluster).
9. [QCCR1A153825](#) - Error from `ovosysdetect_SAPSPI.pl`.
10. [QCCR1A147160](#) - Removal transport `WBPK900014` does not remove all objects from a 7.3 system.
11. [QCCR1A160696](#) - Metrics `SPISAP_0209` and `SPISAP_0221` displays Unknown monitor error.

Known Problems and Workarounds

This release of the SPI for SAP contains the following Known Problems:

Japanese Policies are not uploaded to Database

If SAP SPI is installed in a Japanese language environment, the Japanese policies are not uploaded to database:

Workaround: The config var `LANG` in the `[ctrl.env]` name space has to be set temporarily. For setting up the config var `LANG`, follow the instructions:

Check the current `LANG` setting in `ctrl.env`:

```
# ovconfget ctrl.env LANG.
```

Note that this will return an empty line if the `LANG` variable currently is not defined at all.

Set the `LANG` variable to:

```
ja_jp. # ovconfchg -ns ctrl.env -set LANG ja_jp.
```

Install the SPI Patch according to the instructions in *Patch Text*.

Restore back `ctrl.env`'s `LANG` settings. If the result in step 1. is a defined value, for example, `ja_JP.utf8`, then use the same value to set the `LANG` variable `# ovconfchg -ns ctrl.env -set LANG ja_JP.utf8`. But if the result in step 1. above is an empty line, then remove the `LANG` variable `# ovconfchg -ns ctrl.env -clear LANG`.

For more information, see [QCCR1A159303](#)

Patch Installation copies the policies in both places: Root level of the Policy Bank and Policy Groups

Workaround: After uninstallation the policies are removed from the policy groups but available in the root folder. For more information, see [QCCR1A114678](#).

SPI for SAP instance license count scripts does not report correct instance numbers

SPI for SAP licensing scripts does not report correct instance numbers. For more information, see [QCCR1A163084](#).

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 must be installed separately

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 does not match the values in SAP transaction SM04

The number of logged on users reported by the collector does not match to the number of 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 logged on to a managed node twice in any of the configuration files. For example, check using a short host name (`sapsystem`) and 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.

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.

Multiple Instances not supported on SAP Netweaver 7.0

Multiple instances are not supported on SAP Netweaver 7.0.

Workaround: The SAP Netweaver 7.0 java instance monitoring is possible through remote monitoring, but not multiple instance support. For more information, see [QCCR1A91931](#).

Files missing when the Version Verify tool is run

Few files are missing when you run the version verify tool.

Workaround: For more information, see [QCCR1A99193](#).

Documentation Errata

This section lists errors or omissions in the current SPI for SAP product documentation, which could not be corrected before the product release.

The following are the issues related to WLSUM performance monitor that could not be documented in the HP Operations Smart Plug-in for SAP Reference Guide.

Performance Metrics: WLSUM_PERF and DOCTSTAT

The new SPI for SAP performance monitors, DOCSTAT, 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.

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

Workload 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 differences in the way SAP and the SPI for SAP handle time. Try to avoid scheduling reports to start between 00:00 and 01:00. You can 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.

Local Language Support

The SPI installers obtain the HPOM locale on UNIX using the LANG variable set in ctrl.env namespace before proceeding with the SPI installation. Verify if this setting is done, using `#!/opt/OV/bin/ovconfget ctrl.env LANG`

If the ctrl.env namespace is not set (empty) by the HPOM, run the following command on the HPOM Server before starting the SPI installation:

```
#ovconfchg -ns ctrl.env -set LANG <HPOM locale>
```

In this instance, <HPOM locale> could be C, ja_JP

Example: `ovconfchg -ns ctrl.env -set LANG ja_JP`

Depending on the <HPOM locale> value, the LANG variable in the ctrl.env namespace will then be set to C.utf8, ja_JP.utf8, and used by the installer.

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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