
HP Operations Smart Plug-in for SAP

For HP Operations Manager on Solaris

Release Notes

Software version: 12.02/ July 2010

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. This document contains information about SAP SPI on HPOM for Solaris. Some sections of the document contain additional information about SAP SPI on HPOM for HP-UX and HPOM for Linux.

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In This Version

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

- **SAP NetWeaver 7.1:** With the help of a new set of policies, you will be able to monitor the health and performance of the J2EE engine in your SAP NetWeaver environment. The new monitoring policies are added under SAP Net weaver Monitoring 7.1 policy group.
- **Management server support:** The current release of the SPI for SAP supports the HPOM for Solaris 9.02.
- **Reports:** The current version of the SPI for SAP introduces the following report templates for NetWeaver 7.1 to generate reports with the help of HP Reporter:
 - Opened Sessions
 - Transaction Count
 - Message Status Count
- Linux x64 and IPF 64 native support for Red Hat EL 5.1 platform.
- Service Discovery is supported for the Java stack of SAP NetWeaver.
- Password Encryption/Decryption for JMX Configuration using TripleDES.
- SAP Netweaver 7.1 is supported on multiple instances.

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

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. 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

Supported Platforms

See 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 about the archived obsolescence programs, go to

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

Upgrade Notes

Note the following limitations when you plan to install the SPI for SAP 12.0x on HPOM 9.0x.

- You must complete the migration process from HPOM 8.xx to HPOM 9.0x before upgrading the SPI for SAP to the version 12.0x.
- After upgrading to the HPOM 9.0x, you must move all the managed nodes to the SPI for SAP 12.0x.
- Monitoring a node by combination of SPIs from SPI DVD 2008 and SPI DVD 2009 is not supported.
- If you install the SPI for SAP 12.0x on HPOM 9.0x systems which also has the SPI for SAP 11.00, you must configure newly added managed nodes using the SPI for SAP 12.0x. In addition, no configuration is possible on the existing or old managed nodes monitored by the SPI for SAP 11.00.

- Install all the available patches for the SPI for SAP 11.00 before you start the HPOM migration process. After you install the SPI for SAP 12.0x, no patches or hot fixes for the SPI for SAP 11.00 will be installed on the HPOM server.
- To run the user interface related to SPI for SAP 12.0x, you must install X-windows client software on the machine from which you will start the HPOM for UNIX 9.0x server operator user interface.
- After migration from HPOM 8.xx to HPOM 9.0x, when you run license reporting tool from HPOM 9.0x, you can ignore the errors that appear. This is an expected behavior.
- Before you upgrade the SPI for SAP to the new version, you must take a backup of the content available in the `/var/opt/OV/share/conf/sapspi` directory.

Upgrade Limitation

You must complete the migration process from HPOM 8.xx to HPOM 9.0x before upgrading the SPI for SAP from 11.00 to 12.0x versions.

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>

Enhancements:

The following enhancements are made in the current release of SPI for SAP. You can click the reference number that links to the HP Software Online Support web site.

[QCCR1A25801](#) : Enhancement request for r3monale

[QCCR1A25721](#): r3monale does not allow filtering on message types

[QCCR1A25715](#) : r3monale should filter on message types as well

[QCCR1A59157](#) : Request of integration information and support with OVPA

[QCCR1A25850](#) : r3perfact stops immediately after starting it

[QCCR1A25875](#) : Can't get SAP SPI to launch SAP GUI

Fixes

The following fixes are made in the current release of SPI for SAP. You can click the reference number that links to the HP Software Online Support web site.

[QCCR1A25624](#) : Service Discovery for a cluster creates MAP with wrong Host Name

[QCCR1A25812](#) : SAP SPI messages from virtual nodes not shown in service tree

[QCCR1A72381](#): r3mondisp doesn't find dpmonPath

[QCCR1A91886](#) : Upgrading R3PERF doesn't install new datasources

[QCCR1A92879](#): File name collision detected upon distribution of instrumentation to HTTPS nodes

[QCCR1A98184](#) : Performance Monitor metrics STATRECS_PERF and WLSUM_PERF DataCollection issue

[QCCR1A97931](#) : r3monusr ignores APSERVER setting

[QCCR1A62345](#) : r3monwpa returns CONFIG_DATA_ERROR with OPMODE configured

Known Problems, Limitations, and Workarounds

This section lists the known problems that could not be fixed before the release of the SPI for SAP software.

r3mondsp unable to locate SAP profile

On a clustered Windows node, the r3mondsp monitor is unable to locate the SAP profile file. The following message appears:

```
Unable to locate SAP profile for ABAP dispatcher monitoring on SAP System SID:nn on host myhost.domain.com
```

Workaround: Change the user from \$AGENT_USER to any other user who has the privilege to access the profile file from the shared disk.

Error while loading shared libraries

1 When you edit and save a configuration file, the following message appears:

```
/opt/OV/lbin/sapspi/ovcatgets_sapspi: error while loading shared libraries: libstdc++-libc6.1-1.so.2: cannot open shared object file: No such file or directory
```

A new version of libstdc++ library is available on the system, the binary is expecting an older version.

Workaround: Create a symbolic link. For more information, see [QCCR1A101358](#)

2 On the HPOM for Linux management server, when you run the tools that start the SAP GUI for Java interface, the following error message may appear:

```
/opt/OV/lbin/sapspi/r3itogui: error while loading shared libraries: librfccm.so: cannot open shared object file: No such file or directory with exit code: 3
```

Workaround: Install the RFC Library. For more information, see the installation guide.

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 user interface binary on the HPOM management server and any remote consoles. The SAP GUI binary is included on the SAP "Presentation" CD.

Selgui tools are not working

Starting the SAP user interface from selgui tools fails.

Workaround:

- a Make sure if SAPGUI is installed on the HPOM management server.
- b Perform the post installation steps described in the *SPI for SAP Installation and Configuration Guide* after the installation of SAPGUI for JAVA on the HPOM management server.

- c See the SAP Note 1258724 - starting SAPGUI using external RFC libraries and apply the relevant support package on the managed node accordingly.
- d If the error still persists, contact SAP and get RFC_ATTACH_GUI_FAILED rectified, and then run the selgui-related tools from SPI for SAP.

User Monitor values differ from SM04

The number of logged-in users reported by the collector is different from 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 the 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: If you are using a short host name (sapsystem) and again a fully-qualified name (sapsystem.domain.company.com). If there are two entries, the monitor binaries opens 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 Contains Pattern (CP) option in your configuration files. The CP option consumes both time and system resources. You should try to replace the CP option with an EQ operation. If this is not possible, avoid using a fully-unqualified CP; for example, CP*. Instead, try 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: Check whether any systems are available under the SAP R/3 group under "Discovered Systems" in HP Reporter. Since the SPI for SAP reports show the data collected from the systems available in the SAP R/3 group, there should be at least one system with sufficient data under this group.

If systems are available, check whether the required data is available in the reporter database tables or run the gatherCoda command against the systems in the SAP R/3 group to collect the data.

Error 534 can also occur when the reporter database or the table structure is missing or outdated. Check whether the reporter DSN is configured to the right reporter database.

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 that 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, runs under the system account and the SAP installation directory is specified in the UNC syntax, for example; "\\server...", SAP instances are not discovered for managed nodes that run on Microsoft Windows. As a result, 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 HP Operations agent to run under a different user account to enable it to access network paths using the UNC notation.

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 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 uses the r3monpro.his and r3status.his files to determine a monitored SAP instance is available or not. Make sure that both the history files such as r3monpro.his and r3status.his reside in the same location defined by the HistoryPath keyword in the r3monpro.cfg file. This information should be available 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].

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](#).

Version Verify Tool

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

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

SAP GUI: Operator-initiated actions will not work on HP-UX (IA 64)

SAP does not support the SAP GUI on HP-UX/Itanium. The SPI for SAP functionality is not available when you install the HPOM management server on Itanium.

Local Language Support

Before you start installing SPI, the SPI installers obtain the HPOM locale on UNIX using the LANG variable set in `ctrl.env` namespace. Verify the setting by the following command:

```
#/opt/OV/bin/ovconfget ctrl.env LANG
```

If the locale is not set, run the following command on the HPOM server before starting the SPI installation:

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

where <HPOM locale> could be C, ja_JP, ko_KR, or zh_CN

For example, `ovconfchg -ns ctrl.env -set LANG ja_JP`

Depending on the <HPOM locale> value, the LANG variable in the `ctrl.env` namespace is set. The values are C.utf8, ja_JP.utf8, ko_KR.utf8, or zh_CN.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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