

HP OpenView Operations Smart Plug-in for SAP

Software Release Notes

Version: A.08.71 Edition 2

HP-UX, Sun Solaris



Manufacturing Part Number: PDF

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1 Smart Plug-in for SAP Release Notes

Announcement

The following information is for version A.08.71 of the Smart Plug-in for SAP.

HP OpenView Smart Plug-ins are fully integrated, ready-to-go solutions which “plug into” the platform, extending the managed domain to industry leading business, Internet, middleware, database and management applications. A natural extension of the HP OpenView platform, these tightly integrated modules leverage the familiarity, security, and scalability of HP OpenView solutions, while eliminating redundant infrastructure and processes.

The HP OpenView Smart Plug-in for SAP (SPI for SAP) provides customers with centralized availability- and performance-management for distributed SAP R/3 systems.

End-users of SAP R/3 depend on the availability of R/3 services to get their jobs done. These services are truly business-critical, and the challenge for the IT department and its line-of-business customers is to ensure that the services are available when they are needed. Many things must work together to achieve this goal - R/3 programs, application servers, operating systems, databases and their servers, LANs, WANs, routers, bridges, hubs, and more.

The Smart Plug-in for SAP extends HP OpenView so that it can manage all the IT elements needed to ensure delivery of R/3 services. In addition, it can be used to manage a variety of business-critical applications, as well as the overall IT environment. Unlike a specialized R/3-only management product, HP’s approach provides full integration of your system management needs.

The *HP OpenView Smart Plug-in for SAP Software Release Notes* contain information about the following topics:

- [“What’s in This Version” on page 6](#)
- [“Known Problems and Workarounds” on page 10](#)
- [“Errata” on page 20](#)
- [“Compatibility Information and Installation Requirements” on page 22](#)
- [“Patches and Fixes in This Version” on page 25](#)
- [“Software Availability in Native Languages” on page 26](#)

What's in This Version

The Smart Plug-in for SAP comes with the following new or improved features:

- **Support of the following OV Reporter version:**

The SPI for SAP now only supports OV Reporter Version A.03.50, using Crystal Report Templates, version 8.5.

- **Solution-manager integration provides bi-directional communication between SAP R/3 and OVO:**

- Write OVO messages directly into the CCMS monitor tree
- Monitor CCMS alerts assigned to Solution-manager process steps and use the alerts to generate messages, which appear in the OVO Message Browser

- **SAP-Transport naming conventions:**

Release A.08.71 is the first version of the SPI for SAP to provide transports for SAP versions over 4.6x that include SPI for SAP functionality in the SAP name space "/HPOV/".

- **Localized Software Versions:**

The SPI for SAP A.08.71 comes with support for Japanese environments. For more information, see [“Software Availability in Native Languages” on page 26](#).

- **New Alert Monitors and Alert Collectors:**

- `r3monrfc`

The new monitor, `r3monrfc`, is application-server independent and checks RFC destinations in an SAP environment. SAP uses RFC destination to execute remotely function modules, which reside on other SAP Systems.

- `r3mondev31`, `r3monpro31`, and `r3monxmi31`

The new monitors `r3mondev31`, `r3monpro31`, and `r3monxmi31` are intended to be used to monitor trace files, processes, and system logs respectively on SAP 3.1 systems. These new monitors are similar to the existing SAP 4.x monitors `r3mondev`, `r3monpro`, and `r3monxmi` but use different binaries.

- **New Applications and Application Groups:**

- RFC Destination Monitor

This is a new application, which allows you to configure the new RFC-destination monitor. The RFC Dest. Monitor application appears in both the SAP R/3 Admin and the SAP R/3 Admin Local Application Groups.

- r3ovo2ccms

The r3ovo2ccms command allows you to write OVO messages directly into the CCMS tree, where they can be viewed and used by the SAP Solution Manager in the same way as any other SAP alert.

See the *HP OpenView Smart Plug-in for SAP Installation Guide* for more information.

- **New Message Groups:**

- R3_RFC

The new message group R3_RFC is assigned to the SPI for SAP user profiles; SAP Administrator and the SAP Operator, and is intended for messages relating to alerts reported by r3monrfc, the RFC-destination monitor. For more information about the r3monrfc monitor and how to configure it, see the *HP OpenView SMART Plug-In for SAP Administrator's Reference*. Note that a new OVO object, RFC_Destination, is associated with the new message group, R3_RFC.

- **Improved Message Contents:**

The messages generated by the SPI for SAP now contain information about:

- the monitor which sent the message

- the host name of the server where the monitor which sent the message is running or, in the case of a remotely monitored node, the host name of the server where the problem was discovered

- Improved mapping between messages and service tree

- Added user and date information to both the "condition" and "set" message texts. Duplicate message suppression for the monitor r3monxmi can now either include or exclude these attributes according to whether you want to suppress messages or display them.

- **New and Renamed Templates and Template Groups:**

- r3monrfc

The SAP-RFC monitor `r3monrfc` is an application-server independent monitor which checks RFC destinations in an SAP 4.6x (and higher) environment. SAP uses RFC destination to remotely execute function modules, which reside on other SAP Systems. This new template appears only in the policy group `SAP R/3 4.6/6.x CentralInstance`.

- r3mondev31, r3monpro31, and r3monxmi31

The new templates `r3mondev31`, `r3monpro31`, and `r3monxmi31` are intended to be used to monitor trace files, processes, and system logs respectively on SAP 3.1 systems. These new templates appear in both the following policy groups:

- SAP R/3 3.1I AppServer

- SAP R/3 3.1I CentralInstance

- **Improved Performance Monitoring:**

- New monitor for the SAP Internet Communication Manager

- Improved SAP status monitor,

The status monitor now tries to establish the reason *why* an SAP System is down, for example; is it really down, simply unreachable, or is there is a user-login problem.

- **Reporting components and new features:**

- New reports for the status and performance of the SAP Internet-Communication-Manager

- **Improved Service Management, including:**

- message-to-service mapping

See the "Changes and Modifications..." section in the *HP OpenView Smart Plug-in for SAP Installation Guide* for more information.

- **Improved monitoring of SAP R/3 instances running in a high-availability environment**

The SPI for SAP uses a host-mapping feature to monitor SAP R/3 in high-availability clusters. For more information about the host-mapping feature, see the *HP OpenView Smart Plug-in for SAP Installation Guide*.

- **SAP availability with the OpenView Internet Services (OVIS) Probe:**
 - You can use the OVIS probe in conjunction with the SPI for SAP's own status monitor to check the availability of SAP Application Servers running on either UN*X or MS Windows platforms. The OVIS probe can request and use information relating to the SAP System or any user-specific SAP transactions.
 - The SAP probe provided with OVIS requires an existing SAP user in order to access SAP functions. For the most recent and reliable information about setting up an SAP user for use with the OVIS probe and the SPI for SAP, see the *HP OpenView Smart Plug-in for SAP Installation Guide*.

Known Problems and Workarounds

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

1. SAP GUI

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

Solution: Install the most recent SAP GUI binary from the SAP presentation CD on the OVO Management Server. The SAP GUI binary is included on the “Presentation Unix” CD. See “Installing the SAP GUI on the ITO Management Server” in the *HP OpenView Smart Plug-in for SAP Installation Guide*.

2. Managing SAP R/3 64bit Systems

Symptom: The SPI for SAP monitors abort with an error message and/or a core dump if a 64-bit version of SAP R/3 is monitored.

Solution: Due to the usage of shared libraries, different binaries are necessary for monitoring 32-bit and 64-bit SAP systems on the same OS. In some cases the automatic detection of the architecture (32-bit vs. 64-bit) of the managed node does not work correctly.

The detection takes place after the initial distribution of the monitor binaries. The discovered version is stored on the managed node in the file:

- HP-UX/Solaris:
`/var/opt/OV/conf/hpitosap/sap_mode.cfg`
- AIX:
`/var/lpp/OV/conf/hpitosap/sap_mode.cfg`

The following circumstances can cause the wrong architecture to be stored in the configuration file.

- The SPI for SAP was installed on a 32-bit SAP R/3 system. This was later upgraded to 64-bit.

The automatic detection will not find this change because it is only executed if the configuration shown above does not exist.

You may edit the configuration file manually to show the correct architecture. After the entry has been changed, the monitors and commands must be re-distributed to the managed node.

3. Duplication of messages with r3monsap, r3monal, and r3monxmi

Symptom: Messages are reported more than once under certain circumstances.

Solution: The monitors r3monsap, r3monal, and r3monxmi have a certain degree of overlap of the monitored information sources. The different monitors are designed to operate with different versions of the CCMS architecture. This means that message duplication can occur if you assign more than one of the monitor to the same SAP Instance. Please consult the *HP OpenView SMART Plug-In for SAP Administrator's Reference* to find out which monitor should be used in conjunction with the monitored SAP R/3 version and de-assign the other monitor.

4. r3monxmi sends either no messages or only after a delay

Symptom: The messages from the r3monxmi monitor might be sent with a specific delay (in hours), or not at all. There is a problem in the time zone handling of SAP's XMI API. The API uses the local time of the calling user, which is the opcagent process, to set the start and end time used in the underlying SAP report.

This report is executed on the SAP R/3 application server, which might have a different local time due to its time zone setting.

- If the local time of the application server is behind the local time of the monitored system the report will not find any message.
- If the local time of the monitored system is behind the local time of the application server, the messages will be delayed by this time difference.

Solution: Ensure that the time for the opcagent processes on the monitored node and the SAP Application Server are set to the correct time zone and are synchronized accordingly.

5. User monitor values differ from SM04 values

Symptom: The number of logged in users reported by the collector is different from the number of users shown in the SAP transaction **SM04**.

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

6. Message duplication and slow performance if a host is configured twice

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

Solution: Check to see if you have defined a managed node more than once in any of the configuration files, for example; once using a short host name, for example; **sapsystem**, and once using a fully qualified host name, for example; **sapsystem.company.com**. Multiple entries for a given host name cause the monitor binaries to open *two* connections to the SAP R/3 system for *each* monitor call, thus consuming more resources and sending each message twice.

Every system must be configured only once in the configuration files, preferably with its fully qualified name.

7. Poor performance of monitors

Symptom: The SPI for SAP monitors take a very long time to obtain information from the SAP R/3 system.

Solution: Check to see if you have made extensive use of 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***.

8. SPI for mySAP.com monitors do not work on AIX

Symptom: If started on the command line, the SPI for mySAP.com monitors do not always work and issue libC.a-related runtime errors. For example;

```
# ./r3moncol
```

```
exec(): 0509-036 Cannot load program ./r3moncol because of  
the following errors:
```

```
0509-150   Dependent module /usr/lib/libC.a (ansi_64.o)  
          could not be loaded.
```

```
0509-152   Member ansi_64.o is not found in archive
```

Solution: On managed nodes running AIX 4.3.3 (64bit), you need to update your C++ runtime library to the latest patch level. You need a patch level of *at least* level 5.0.0.0 to be able to run the SPI for mySAP.com monitors. Please check your patch level using the `ls1pp -l` command and the appropriate file set containing your `libC.a` library, for example:

```
ls1pp -l x1C.aix43.rte
```

This command should produce output similar to the following:

```
Fileset          Level   State      Description
-----
Path: /usr/lib/objrepos
x1C.aix43.rte  5.0.2.0 COMMITTED  C Set ++ Runtime AIX 4.3
```

9. SPI for mySAP.com monitors do not work on AIX 5.1 (32 bit)

Symptom: The SPI for mySAP.com Alert Monitors (`r3monal`, `r3mondev`, `r3monpro`, and `r3monxml`) do not work correctly on managed nodes running AIX 5.1 together with a 32-bit SAP system. The monitors either incorrectly report that the SAP System is down or generate a generic error message. On very rare occasions the monitors can even core dump.

Solution: Make sure that the correct 32-bit SPI for SAP monitors are installed and configured on the AIX 5.1 managed node with a 32-bit SAP System. Note that you can specify *manually* the fact that the SAP system is 32-bit by modifying the SAP-mode configuration file, `sap_mode.cfg`, on the AIX 5.1 managed node as follows:

- a. On the AIX 5.1 managed node, open the file `/var/lpp/OV/conf/hpitosap/sap_mode.cfg` and add the entry "32" (without the quotes) on a single line. Note that the entry "32" is the *only* entry the file should contain.
- b. Redistribute the SPI for SAP monitors to the affected AIX 5.1 managed node(s). The SPI for SAP's 32-bit monitors will now be used to monitor the SAP system running on the AIX 5.1 (32 bit) system.

10. SPI for SAP service reports error 534

Symptom: Some SPI for SAP reports are missing or are empty, and `ERROR 534` messages appear in the OV Reporter status pane.

- Solution: There are two possible solutions to this problem:
- a. Report data is missing: try running the OV Reporter Gather Data command again.
 - b. If none of the systems 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 data collected by the DBINFO_PERF monitor, namely:
 - SAP R/3 Database Performance
 - SAP R/3 Database Quality

11. SPI for SAP service reports are not generated

Symptom: When configured to use data in an Oracle database, the OV Reporter either does not generate any Service Reports, or the reports that are generated are empty. Even though some reports are either missing or empty, no error messages appear in the OV Reporter status pane.

Solution: Make sure that you are using a supported version of the Oracle ODBC driver. The SPI for SAP performance integration has been tested (and works correctly) with the following versions of the Oracle ODBC drivers:

- 8.1.66
- 8.1.76
- 9.0.13

12. WLSUM_PERF and DOCTSTAT performance metrics

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

Solution: In order to get useful data from the mySAP.com 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 mySAP.com component, see the SAP OSS note 16083.

13. SAP ITS Monitor log files

Symptom: The ITS logs become very large over time, which has an impact on System performance. This is because the SPI for SAP switches on tracing inside SAP in order to get access to some performance data.

- Solution: The following ITS trace and logs files should be periodically checked and, if necessary, removed or backed up:
- `<SAP_ITS_Install_Dir>\SAP\ITS\2.0\<INSTANCE_NAME>\traces`
 - `<SAP_ITS_Install_Dir>\SAP\ITS\2.0\<INSTANCE_NAME>\log`

14. SAP ITS security

- Symptom: Problems occur when you are trying to use the ITS monitor in an environment where a firewall is present.
- Solution: See the description in the SPI for SAP white paper about the SAP ITS integration, which you can find in the following location on the OVO management server after you have successfully installed the SPI for SAP:
- `/opt/hpitosap/doc/sapspi_ITS_Firewall_WhitePaper.pdf`

15. No statistical records from the performance monitors

- Symptom: No statistical records are provided by the SPI for SAP performance monitors.
- Solution: 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 Node Bank window and run the `.Write STAT Rec Config` application, which you can find in the SAP R/3 Admin application group in the OVO Application Bank window.

16. SPI for SAP service-report-integration installation error

- Symptom: The installation of the SPI for SAP reporter-integration package aborts with an "insufficient memory" error on machines with more than 2GB of memory.
- Solution: This is an Install-Shield problem. You can use the `-z` option to disable the memory check during the installation of the SPI for SAP reporter-integration package, as follows:
- setup.exe -z**

17. Service Discovery requires installed WSH and WMI on Windows NT4 nodes

- Symptom: On Windows NT4 managed nodes, the applications R/3 Info and R/3 Service Discovery fail and do not detect any installed R/3 system(s).

Solution: The applications R/3 Info and R/3 Service Discovery require the Windows Scripting Host (WSH) 5.1 or later and Windows Management Instrumentation (WMI) in order to discover the SAP environment. Starting with Windows 2000, Windows Scripting Host and Windows Management Instrumentation are part of the operating system; for NT4 however, these components are not present and need to be downloaded from the Microsoft web site.

If, for any reason, you do not want to install these two components, but still want to use the Service Discovery tool, you can force the SPI for SAP Service Discovery to skip this detection step by explicitly setting the paths to the SAP profile directories, which contain the information about the SAP SIDs and services. On the managed node, set the environment variable SAPOPC_SAPPROFILEDIR, for example; to F:\usr\sap\DEV\SYS\profile. By setting this variable, the detection step requiring WSH and WMI is skipped.

18. SPI for SAP application "Move SAP Transports" does not work on Sun Solaris Managed Nodes

Symptom: The SPI for SAP application Move SAP Transports does not work on Sun Solaris managed nodes and gives no indication of failure. The obvious result of this failure is that the R3Trans.car file is not transferred to the managed node.

Solution: This problem occurs on Sun Solaris managed nodes if the directory /usr/sap is a symbolic link to some other directory location, for example; /usr/sap -> /<...>/usr/sap. In this case the underlying tool r3itomvtra is unable to identify correctly the target location for the R3Trans.car file. Transfer the R3Trans.car file to the affected Sun Solaris managed nodes *manually*, for example; using ftp.

19. Service discovery fails to discover SAP instances on MS Windows managed nodes

Symptom: The service-discovery application, r3sd, cannot discover any SAP instances installed on an MS-Windows managed node, if r3sd is running under the system account on the managed node, and the SAP installation directory is specified in UNC syntax, for example; "\\server_name\...". The R3-Info application has similar problems: it completes its run but does not produce any output.

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

20. Service discovery fails to discover SAP Application Servers on MS Windows managed node

Symptom: On SAP systems running MS Windows, Application Servers are not discovered if the SAP installation directory does not end in "\exe\run"

Solution: Use the environment variable SAPOPC_SAPPROFILEDIR to set the correct SAP installation directory explicitly on MS Windows systems.

21. SPI for SAP in an OVO high-availability cluster

Symptom: The documentation for the current version of the SPI for SAP does not include information about installing and configuring the SPI for SAP on an OVO Management Server, which is configured to run in a high-availability cluster. Instead, the information provided in the *HP OpenView Smart Plug-in for SAP Installation Guide* concentrates exclusively on configuring the SPI for SAP to monitor OVO managed nodes (SAP servers), which are running in a high-availability cluster.

Solution: The following high-level information helps you to understand how to set up the SPI for SAP on an OVO Management Server running in a high-availability cluster. Moving the SPI for SAP monitor-configuration files to a shared disk ensures the consistency of the SPI for SAP configuration regardless of which node in the high-availability cluster the OVO Management Server runs on.

- a. Follow the installation instructions in the *HP OpenView Smart Plug-in for SAP Installation Guide*, which explain how to install and setup the SPI for SAP on each node in the high-availability cluster.
- b. Before you start the configuration of the SPI for SAP, which makes changes to the configuration files, for example; using `r3itocus`, select a directory on the shared disk, for example; `/var/opt/OV/share`, and create a configuration sub-directory called, for example; "sapspi".
- c. Move the unmodified SPI for SAP configuration files from one of the cluster nodes to the new location on the shared disk:

- Move `/opt/hpitosap/config/*` and its recursive content to the new location. This includes both the `cmds` and `monitor` sub-directories together with their respective files.
- The new directory structure on the shared disk should look like:

```
/var/opt/OV/share/<new_dir>/cmds/...
```

```
/var/opt/OV/share/<new_dir>/monitor/...
```

- d. Delete the `config` directory on the OVO Management Server (on each cluster node) and, in its place, create a *symbolic* link from the OVO Management Server to the newly created configuration directory on the shared disk, as follows:

```
/opt/hpitosap/config -> /var/opt/OV/share/<new_dir>
```

- e. Continue with the installation of the SPI for SAP on the OVO Management Server as described in the *HP OpenView Smart Plug-in for SAP Installation Guide*.

22. SPI for SAP User Role Transports do not have RFC Authorisation

Symptom: None of the `r3moncol` Alert-collectors monitors and neither `r3monxmi` nor `r3monal` (if the XAL interface is enabled) is able to log on to SAP when using the SAP user `ITOUSER` with the user role `/HPOV/SAPSPI_MONITORING`.

Solution: An updated SPI for SAP transport file with a fixed user role is available from HP support.

In the mean time, either assign the role "SAP_BC_BASIS_ADMIN" to the user `ITOUSER`, or, alternatively, use `/su02` to generate the profile "ZSPIRFC" and assign the following objects to it:

- `S_RFC` (with authorisation `S_RFC_ALL`)
- `S_RFC_TAB`, `S_C_FUNCT`, and `S_DATASET` (with authorization `&_SAP_ALL`)

After you activate the new profile, assign it to the SPI for SAP user `ITOUSER`. Note that this assignment is in *addition* to the `S_XMI_ALL` profile for the Syslog monitor.

23. TemSe Monitor creates short dumps

Symptom: The TemSe monitor calls a non-existent function module which causes a runtime error and creates an ABAP dump inside the SAP System.

Solution: A changed SPI for SAP transport file with a modified TemSe Monitor is available from HP support.

24. r3monal core dumps when tracing is disabled

Symptom: The SPI for SAP's CCMS monitor, r3monal, does not send any messages to the message browser when tracing is switched off. Instead, a message arrives after the monitor starts indicating that the monitor failed:

```
Script for monitor 'r3monal' failed.  
Error message: 'sh: 9107 Memory fault(coredump)'.
```

Solution: Modified r3monal binaries are available from HP support.

In the mean time, you should enable tracing for the r3monal monitor by including the following entry in the monitor-configuration file:

```
TraceLevel =ALL =1
```

You will have to distribute the changes to the SAP servers and make sure that you update any local configurations, too. Note that the contents of the trace file are overwritten each time the monitor runs.

25. r3ovodec core dumps on Sun Solaris at startup

Symptom: When using r3itocus to configure the r3itosap.cfg file on an OVO Management Server running on a Sun Solaris, an encryption routine is started to encrypt the SAP user passwords in the r3itosap.cfg file. The encryption process uses the program r3ovodec and fails with SIGSEGV.

Solution: A modified r3ovodec binary for Sun Solaris is available from HP support.

Errata

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

1. SAP Systems in a High-availability Cluster

- Location:** Figure 3-1, “Example r3itosap.cfg File” on page 58 of the *HP OpenView Smart Plug-in for SAP Installation Guide*.
- Symptom:** The information in the HostSapAssign section about host names, SAP Systems, SAP numbers, and SAP clients for the managed nodes in the high-availability cluster does not match the host names listed in the HostMapping section.
- Solution:** The SAP information in the HostSapAssign section about SAP Systems, SAP numbers, and SAP clients should be identical for all the managed nodes in the high-availability cluster, namely in this example; =CTO, =11, and =001 respectively. The host names specified in the HostSapAssign section for the high-availability cluster should also match the names of the hosts in the HostMapping section.

Figure 1-1 Example r3itosap.cfg File

```

Configure SAP R/3 login information for GUI sessions (r3itosap.cfg)
#-----
#
#          hostname          SAP   SAP   SAP   SAP   SAP   SAP   Hardware
#                               System Number Client User Password Lang [UX,NT]
# Examples:
#HostSapAssign =hpbbcpo5.hp.com =LPO   =00   =099  =default =default =default =UX
#HostSapAssign =hpbbsap2.hp.com =BNT   =00   =001  =default =default =default =NT
#HostSapAssign =isoit342.hp.com =CTO   =11   =001  =default =default =default =NT
#HostSapAssign =isoit270.hp.com =CTO   =11   =001  =default =default =default =NT
#HostSapAssign =sapclust.hp.com =CTO   =11   =001  =default =default =default =NT
# Example for SAP R/3 3.x
#HostSapAssign =hpbbcpo5.hp.com =LPO   =00   =001  =user1  =pass1  =E       =UX
# Example for SAP R/3 4.
#HostSapAssign =hpbbcpo5.hp.com =LPO   =00   =001  =user1  =pass1  =EN      =UX
#-----
#
# host mapping for SAP Systems in high availability environments
#
#          SAP   SAP   SAP
#          System Number physical hostnames,SAPLOCALHOST parameter      OVO
#
#          message hostname
#
#HostMapping =CTO   =11   =isoit270.hp.com,isoit342.hp.com,sapclust.hp.com =sapclust.hp.com

```

2. Alert Collector: the TEMSE Monitor

- Location: “Monitoring the TemSe File” on page 214 of the *HP OpenView SMART Plug-In for SAP Administrator’s Reference*.
- Symptom: The information provided does not make clear that the name of the report depends on the installed version of SAP, which you want to monitor.
- Solution: To run the TemSe monitor, you need to set up a job in SAP R/3 with a report whose name and path depends on the version of SAP you want to monitor, namely;
- SAP R/3 up to 4.6: **ZHPSPIT1**
 - SAP R/3 4.6 and later: **/HPOV/ZHPSPIT1**

Compatibility Information and Installation Requirements

This section lists the software and hardware prerequisites that you must ensure are fulfilled by the management server and managed nodes, before you install the Smart Plug-in for SAP, A.08.71. You will find information about the following topics:

- “Hardware, OS, and Disk Space Requirements” on page 22
- “Compatible Software Versions” on page 23
- “SAP R/3 Transport Numbers” on page 23

Hardware, OS, and Disk Space Requirements

The table that follows details the hardware, operating system, and disk space requirements of the SPI for SAP on the management server and managed nodes.

Table 1-1 Hardware, OS, and Disk Space Requirements

Product	Hardware and OS	Disk Space
SPI for SAP on the OVO management server	<ul style="list-style-type: none"> • HP 9000 Series 800 - HP-UX 11.00 and 11i^a • Sun SPARC - Solaris 7, 8, 9 	600 MB
SPI for SAP on OVO managed nodes	<ul style="list-style-type: none"> • HP 9000 Series 800 - HP-UX 11.00, or 11i^b • Intel - Windows NT 4 (SP5 or later), Windows 2000, and Windows 2003 • IBM RS/6000 - AIX 4.3.3, 5.1, and 5.2^b • Sun SPARC - Solaris 7, 8, and 9^b 	40-110 MB

- In this manual, HP-UX 11i (Rev 1.0) is commonly used as a synonym for HP-UX 11.11.
- 64-bit on AIX 4.3.3 and 5.x, HP-UX 11, and Solaris 7, 8, and 9 *only*, otherwise 32-bit. Please note that the SPI for SAP cannot monitor a mixture of 32-bit and 64-bit SAP R/3 instances on the same node.

Compatible Software Versions

Table 1-2 shows which versions of related software packages are compatible with the current version of the SPI for SAP.

Table 1-2 **Compatible Software Versions**

Product	Version	OS Platform	SAP R/3 Kernel (Basis) Version ^a
OVO Agent	6.00, 7.00, and 7.10 ^b	HP-UX 11.00, 11i ^c MS Windows: NT 4 (SP 4 or later), 2000, and 2003 Solaris 7, 8, and 9 AIX 4.3.3, 5.1, and 5.2	3.1I (3.1H/I) ^d
			4.0B (4.0B) ^d
			4.5B (4.5B)
			4.6B (4.6B)
			4.6C (4.6C)
			4.6D ^e (4.6C)
			6.10 (6.10/6.20) ^f
			6.20 (6.20) ^f

- a. 64-bit on AIX 4.3.3 and 5.x, HP-UX 11, and Solaris 7, 8, and 9 *only*, otherwise 32-bit. Please note that the SPI for SAP cannot monitor a mixture of 32-bit and 64-bit SAP R/3 instances on the same node.
- b. OVO 7.10 is a platform release with no new functionality.
- c. In this manual, HP-UX 11i (Rev 1.0) is commonly used as a synonym for HP-UX 11.11.
- d. Not supported on *all* Managed-Node platforms, see the *HP OpenView Smart Plug-in for SAP Installation Guide* for more details
- e. According to SAP, 4.6D is not a complete SAP R/3 release, it is a downward-compatible kernel which is intended to be used mainly by other components of mySAP.com. The 4.6D kernel is shipped with the SAP R/3 4.6C Service Release 1 or later.
- f. Changed version-numbering system: SAP R/3 *Basis* version (*kernel* version), for example; SAP R/3 *basis* 6.10 (SAP R/3 *kernel* 6.10 or 6.20)

SAP R/3 Transport Numbers

For a list of the current transport numbers, see the following file on the management server after you have successfully installed the SPI for SAP software:

/opt/hpitosap/trans/readme

When you are importing the SAP Transports, make note of the following:

- Japanese text symbols only need to be imported if you are using a Japanese SAP R/3 System.
- User roles are not available with SAP R/3 4.6B: they are available only with 4.6C and later.

Patches and Fixes in This Version

This section provides information about patches and fixes that have been produced to address problems with current or previous versions of the SPI for SAP software. There are currently no patches for the Smart Plug-in for SAP A.08.71.

1. Patches

Note that all the fixes included in the patch PHSS_29227 (SPI for SAP A.08.51) have been incorporated in this release of the SPI for SAP.

2. SPI for SAP performance collector

The problem with the SPI for SAP performance collector for statistical end-to-end response times, STATRECS_PERF, hanging in an endless loop, if the monitored SAP System has a version > 4.6, has been fixed.

Software Availability in Native Languages

This section provides information about support for language environments other than English.

The SPI for SAP A.08.71 supports both the English- and Japanese-language environments.

The Japanese-language version of the SPI for SAP A.08.71 supports the following environments:

- Japanese operating system
- Japanese OpenView Operations for UNIX
- Japanese SAP

The Japanese-language version of the SPI for SAP A.08.71 also provides the following localized elements:

- Japanese message text
- Japanese labels for the application buttons
- Japanese documentation

Note that the documentation will only be available via ftp. Please contact your local HP office for more information. The Japanese documentation is planned to be available in the second quarter of 2004.

To activate the Japanese environment, you need to perform the following steps during the installation process:

1. In the shell where you run the `r3itoin`s script, set and export the `LANG` variable as follows:

HP-UX: **ja_JP.SJIS**

Solaris: **ja_JP.PCK**

2. Run the `/opt/hpitosap/install/r3itoin`s script and, when asked whether to load the Japanese integration, enter: **Yes**
3. Apply the additional Japanese transports on the managed node (SAP server) as listed in the SPI for SAP transports file `/opt/hpitosap/trans/readme`. You will also have to read and carry out the instructions described in the “Applying the Transport” section of the *HP OpenView Smart Plug-in for SAP Installation Guide*.