HP OpenView Operations Smart Plug-in for SAP

Software Release Notes

Version: A.09.00

HP-UX, Sun Solaris

Manufacturing Part Number: PDF

December 2004

Legal Notices

Warranty.

Hewlett-Packard makes no warranty of any kind with regard to this manual, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be held liable for errors contained herein or direct, indirect, special, incidental or consequential damages in connection with the furnishing, performance, or use of this material.

A copy of the specific warranty terms applicable to your Hewlett-Packard product can be obtained from your local Sales and Service Office.

Restricted Rights Legend.

Use, duplication or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause in DFARS 252.227-7013.

Hewlett-Packard Company
United States of America

Rights for non-DOD U.S. Government Departments and Agencies are as set forth in FAR 52.227-19(c)(1,2).

1 Smart Plug-in for SAP Release Notes

Announcement

The following information is for version A.09.00 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

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

- **OVO Agent support**

  The current release of the SPI for SAP provides support for OVO for UN*X HTTPS agents.

- **SAP-Transports/User Roles**

  The current version of the SPI for SAP provides two new user roles, which can only be used with SAP R/3 4.6C and later. The new SPI for SAP user roles restrict SAP authorizations to those required for the use of the SPI for SAP functionality.

- **Localized Software Versions:**

  The SPI for SAP A.09.00 comes with support for Japanese environments. For more information, see "Software Availability in Native Languages" on page 27.

- **Improved Alert Monitors and Alert Collectors:**

  — `r3montra`

    Improvements to the monitor, which now uses a number of new message conditions to differentiate between successful and failed imports and exports. In addition, existing conditions have been modified to report the repair ID.

- **Improved Performance Monitoring:**

  — WLSUM_PERF performance monitor

    Improvements to the design of the work-load monitor, and particularly the way in which it measures and records time, results in better and more reliable reports. The data collected are no longer averaged over a day: they are averaged incrementally each hour. Note that this change means that you cannot generate a report which combines data collected by both the *previous* version (A.08.71) and the current version of the work-load performance monitor, WLSUM_PERF.

- **Service Reports:**

  Enhanced response-time reports for the WLSUM_PERF performance monitor. For more information, see the Changes and Modifications section in the *HP OpenView Smart Plug-in for SAP Installation Guide*.

- **Itanium/HP-UX:**

  The current release of the SPI for SAP supports SAP on HP-UX 11.23 on Itanium using SPI for SAP binaries running in emulation mode.

- **SAP Web Application Server:**

  The current release of the SPI for SAP supports the SAP Web Application Server version 6.30 functionality.

- **SAP R/3 Enterprise:**

  The current release of the SPI for SAP supports SAP R/3 Enterprise version 4.7x2.00 functionality.

- **Product Documentation**

  This version of the SPI for SAP installs some files to new locations: you can now find the SPI for SAP product documentation in the following location after installation:

  `/opt/OV/paperdocs/...`

- **Obsolescence**

  The next major release of the SPI for SAP will no longer provide support for SAP versions 3.1 - 4.6B. After this release, the SPI for SAPI will only support newer versions of SAP such as 4.6C and later. If you have any comments regarding this announcement, please make them known through the usual, official channels. For more information about how to get in touch, see the "Support" section at the front of the *HP OpenView Smart Plug-in for SAP Installation Guide*.

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.09.00. In this section, you will find information about the following topics:

- "Hardware, OS, and Disk Space Requirements" on page 8
- "Compatible Software Versions" on page 9
- "SAP R/3 Transport Numbers" on page 10

Hardware, OS, and Disk Space Requirements

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

Table 1-1   Hardware and Disk Space Requirements

Product	Minimum Disk Space	
SPI for SAP on the Management Server	OVO 7.x	850 MB [a]
	OVO 8.10	1200 MB [b]
SPI for SAP on Managed Nodes		22-165 MB [c]
SPI for SAP on *remote* Managed Nodes		5 MB

a. 275 MB for installation, 575 MB for configuration
b. 275 MB for installation, 575MB for configuration, 350MB for uncompress after first distribution
c. Depends on the operation system installed on the Managed 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	7.00, 7.10 [b], and 8.10	HP-UX 11.00, 11i [c] [d] MS Windows: 2000, and 2003 Solaris 8, and 9 AIX 5.1, and 5.2	3.1I (3.1H/I) [e] 4.0B (4.0B) [e] 4.5B (4.5B) 4.6B (4.6B) 4.6C (4.6C) 4.6D [f] (4.6C) 6.10 (6.10/6.20) [g] 6.20 (6.20) [g]

a. 64-bit on AIX 5.x, HP-UX 11, and Solaris 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. The SPI for SAP also supports HP-UX version 11.23 on Itanium in emulation mode for both HTTPS and DCE managed nodes.
d. No shared-memory interface on HP-UX 32-bit SAP kernels
e. Not supported on *all* Managed-Node platforms, see the *HP OpenView Smart Plug-in for SAP Installation Guide* for more details
f. 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 SAP components. The 4.6D kernel is shipped with the SAP R/3 4.6C Service Release 1 or later.
g. 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/OV/lbin/sapspi/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.

- SAP user roles are not available with SAP R/3 4.6B and earlier: SAP user roles 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.09.00.

1. **Patches**

   No new patches were available for incorporation in this release of the SPI for SAP.

2. **SPI for SAP performance collector**

   The SPI for SAP performance collector for statistical end-to-end response times, STATRECS_PERF, no longer hangs in an endless loop if the monitored SAP System has a version > 4.6.

3. **r3monal with tracing disabled**

   The SPI for SAP's CCMS monitor, r3monal, now works correctly and successfully sends messages to the message browser when tracing is switched off.

4. **r3ovodec on Sun Solaris at startup**

   When configuring the r3itosap.cfg file on an OVO Management Server running on Sun Solaris, an encryption routine is started to encrypt the SAP user passwords in the r3itosap.cfg file. The encryption process, which uses the program r3ovodec, no longer fails with SIGSEGV.

5. **SPI for SAP in an OVO high-availability cluster**

   The documentation for the current version of the SPI for SAP now includes information about installing and configuring the SPI for SAP on an OVO Management Server, which is configured to run in a high-availability cluster. This is in addition to the information provided in the *HP OpenView Smart Plug-in for SAP Installation Guide*, which no longer concentrates exclusively on configuring the SPI for SAP to monitor SAP servers that are running in a high-availability cluster.

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

   The current release of the SPI for SAP no longer provides support for MS Windows NT4 managed nodes.

7. **SPI for SAP application "Move SAP Transports" on UNIX Managed Nodes**

   The SPI for SAP application Move SAP Transports now works on UNIX managed nodes where the directory /usr/sap is a symbolic link to some other directory location, for example; /usr/sap -> /<...>/usr/sap. The underlying tool r3itomvtra now correctly identifies the target location for the R3Trans.car file and successfully transfers it to the managed node.

8. **SPI for SAP monitors do not work on AIX 4.3.3**

   The SPI for SAP no longer supports managed nodes running AIX 4.3.3.

9. **SPI for SAP monitors on AIX 5.1 (32 bit)**

   The SPI for SAP Alert Monitors (r3monal, r3mondev, r3monpro, and r3monxmi) now works correctly on managed nodes running AIX 5.1 together with a 32-bit SAP system.

10. **SPI for SAP User Role Transports do not have RFC Authorization**

    All the r3moncol Alert-collectors monitors and the Alert Monitors r3monxmi and r3monal (if the XAL interface is enabled) are now able to log on to SAP successfully when using the SAP user ITOUSER with the user role /HPOV/SAPSPI_MONITORING.

11. **TemSe Monitor**

    The TemSe monitor no longer makes calls to non-existent function modules. These calls previously caused run-time errors and ABAP dumps inside the SAP System.

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 use 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:

   - `Solaris:`

     `/var/opt/OV/conf/sapspi/sap_mode.cfg`

   - `AIX:`

     DCE: `/var/lpp/OV/conf/sapspi/sap_mode.cfg`

     HTTPS[1]: `/var/opt/OV/conf/sapspi/sap_mode.cfg`

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

   ---

   1. The HTTPS agent is not supported on AIX with this version of the SPI for SAP.

- 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 (**C**ontains **P**attern) 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 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

9. **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

10. **WLSUM_PERF and DOCSTAT 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 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 an SAP component, see the SAP OSS note 16083.

11. **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

12. **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 about the SAP ITS integration in the SPI for SAP
                 white paper, which you can find in the following location on the OVO
                 management server after installation of the SPI for SAP:

                 `/opt/OV/paperdocs/sapspi/<LANG>/sapspi_ITS_Firewall_White \`
                 `Paper.pdf`

13. **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.

14. **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

15. **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.

16. **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.

17. **r3monxmi misses first entry in SAP System log**

Symptom: Certain combinations of SAP release and patch level, for example; 6.20 and patch level 38, display the first message in the SAP system log in such a way that it is unreadable by the r3monxmi monitor.

Solution: This is due to a known SAP problem. For more information about how to fix the problem, see SAP note 761220.

18. **Response-time reports using WLSUM_PERF data are unreliable**

Symptom: Work-load and user reports which show response times for all task types or for a complete SAP System ID using data gathered by means of the SPI for SAP performance monitor WLSUM_PERF are not always reliable.

Solution: Due to a change in the way time is handled in the reports that use data gathered with the WLSUM_PERF performance monitor, you cannot combine in the same report performance data collected with versions A.08.71 and A.09.00 of the SPI for SAP. Reports can use data from *either* the old performance monitor *or* the new one, but not a combination of both.

19. **Reports do not show data for the hour between 23:00 and 00:00**

Symptom: Work-load and user reports that data gathered by means of the SPI for SAP performance monitor WLSUM_PERF do not show any values for the period between 11 p.m. (23:00) and midnight (00:00).

Solution: This is due to a difference between the way SAP and the SPI for SAP's performance data source (Embedded Performance Component and OV Performance) record and handle time. Avoid scheduling reports which to start between midnight (00:00) and 2a.m. (02:00). Schedule reports to run after 02:00 instead.

20. **SPI for SAP Transport Import Error**

Symptom: Importing SPI for SAP transports into SAP Systems with SAP Basis version 6.10 aborts, for example; with the following error:

ERROR: SM1K900105: couldn't locate TA-info in .../cofiles <illegal format detected>

Solution: Make sure that SAP support package level 36 or higher is installed on the System into which you want to import the SPI for SAP transports.

21. **SPI for SAP Transport Move Error**

Symptom: The SPI for SAP application Move SAP Transport moves the transport file to the wrong location on MS Windows managed nodes with an installed OVO HTTPS agent. For example, the R3Trans.car file is not deployed to \\<*hostname*>\sapmnt\trans: it is deployed to <*agent_drive _letter*>:\<*hostname*>\sapmnt\trans instead.

Solution: Log onto the MS Windows managed node where the HTTPS agent is running and move the SPI for SAP transport file manually to the correct location \\<*hostname*>\sapmnt\trans before continuing to process the ABAP transport file.

22. **SPI for SAP Applications do not start a local display**

Symptom: Some of the SPI for SAP applications in the SAP R/3 UN*X application group, for example: Admin R/3 sapdba, Check R/3 database, R/3 Process Logs, Start R/3 Frontend, and Status R/3 Config do not always start a display to show progress or results. The problem occurs when the OVO Management Server display is re-directed (e.g. via telnet) to a remote system, whose xhost access control list does not include an entry for the OVO Managed Nodes, where the SPI for SAP applications are running. The result is that the application running on the Managed Nodes cannot open a display on the remote system, to which you are re-directing the OVO Management Server display.

Solution: Manually add the OVO Managed Node's fully qualified host name to the list of valid xhost clients on the remote system, for example; using the **xhost +<*Managed_Node_Name*>** command.

23. **SPI for SAP Performance Agent**

Symptom: The SPI for SAP performance agent continues to run even though you have removed it from the SAP managed node using the de-installation instructions described in the product documentation and even though the PerfAgt Status application reports an error indicating that the SPI for SAP Performance agent is no longer installed on the managed node in question.

Solution: Log onto the managed node from which you removed the SPI for SAP performance agent and, as user root, manually *stop* or *kill* the SPI for SAP performance-agent process, r3perfagent.

Note that you cannot use the r3perfagent command with the stop option on the command line to stop the SPI for SAP performance-agent process. There is no guarantee that the r3perfagent file can be found since the swremove command renames and removes files as part of the SPI for SAP performance-agent removal process.

24. **r3monjob sends unnecessary messages**

Symptom: The JOBREPORT Monitor, r3monjob, sends unnecessary messages if set up in the way described in the following scenario, which is based on an example using the MAX_RUNTIME alert type.

```
=JOBNAME =I =CP A*   =MAX_RUNTIME =I =GT =5
=JOBNAME =I =CP B*   =MAX_RUNTIME =I =GT =10
```

In this example, the r3monjob monitor is configured to generate a message for any job, which has a name starting with the letter "A" and has been running for more than five minutes or, in addition, for any job with a name starting with the letter "B" that has been running for more than ten minutes. Note that the order of the conditions is not important.

r3monjob does not distinguish between the different time thresholds and starts sending messages for both conditions as soon as the lowest threshold (of 5 minutes) is reached. This means that you receive messages for jobs with names that start with the letter "B" even if they have not been running for more than ten minutes.

Solution: The problem occurs if you use the same rules in different conditions, for example; name and time, and will be fixed in future versions of the SPI for SAP.

To avoid the unnecessary messages described in this example, try to define the conditions more precisely, for example; by assigning different severity levels (warning, critical, etc.) to individual configuration items, by restricting a condition to a precise SAP server where possible, or even by using different `OpC Object` settings, which leads to the different values being displayed in the OVO message browser.

25. **SPI for SAP WLSUM reports show irregular values for continuous data**

Symptom: 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.

Solution: The data collection for the WLSUM monitor is based on the internal SAP job "COLLECTOR_FOR_PERFORMANCEMONITOR". If this job does not run 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. 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".

26. **SPI for SAP operator-initiated actions and applications fail to open an SAP GUI**

Symptom: SPI for SAP operator-initiated actions and applications fail to start an SAP GUI session and generate an error message indicating that "`.../sapgui`" cannot be found and the SAPGUI failed to start.

Solution: See "Installing the SAP GUI on the OVO Management Server" in "Errata" on page 24.

27. **r3perfagent cannot be stopped via OVO Application on UN*X managed nodes**

Symptom: The SPI for SAP performance collector `r3perfagent` continues to run, even after you have stopped it by means of the OVO application `PerfAgt STOP`, and even though this application indicates a successful shutdown of the `r3perfagent`. You can use the application `PerfAgt STATUS` to monitor the status of the performance collector.

Solution: Log onto the UN*X managed node where the `r3perfagent` performance collector is still running and manually kill the `r3perfagent` using the UN*X `kill` command. If you are also getting "behind schedule" messages from the `r3perfagent`, please see the Section "Performance Monitor out of Synchronization" which is in the Troubleshooting chapter of the *HP OpenView SMART Plug-In for SAP Administrator's Reference*.

28. **Operation Mode Switch Monitor sends "MONITOR_SPECIFIC_PROBLEM" exception message**

    Symptom: The SPI for SAP Operation Mode Switch monitor sends exception messages stating "MONITOR_SPECIFIC_PROBLEM".

    Solution: When determining the current operation mode, r3monoms checks the SAP table "TPFBA", which contains a column stating the System ID. r3monoms expects this SID it finds in the table to be identical to the SID of the current SAP system, an assumption which is not always correct, for example; when the configuration for operation modes has been created by means of a system copy from a different SAP server.

                   You can verify the SID setting using the SAP transaction **/nse16**, entering table name "TPFBA", then pressing **F7** and **F8**. If the "SYSNAME" is not the SID of the current SAP system, this is the reason why r3monoms sends the error messages. In order to correct the configuration of your SAP system, you can either correct the SID value using SQL tools or you can delete and re-create the operation mode locally on the SAP system, where the problem occurs.

29. **Mixed usage of fully qualified and short host names**

    Symptom: Using a mixture of fully qualified and short host names can lead to a situation where the SPI for SAP does not work correctly, for example:

    - Some messages sent by SPI for SAP monitors have fully qualified host names, whereas messages sent by other SPI for SAP monitors have short host names.

    - The color of the SPI for SAP service-tree nodes does not match the severity of the associated messages.

    - The output of the R3 Info application shows short host names whereas incoming messages from SPI for SAP monitors have fully qualified host names.

    - The application .Write STAT Rec Config does *not* print the message Rfc call succeeded successful for host <hostname>...: Instead it prints the message Please press enter to continue.

    Solution: If you use fully qualified host names in your environment, ensure that this is done consistently, for example:

    - Use fully qualified host names in r3itosap.cfg, the central SPI for SAP configuration file.

- Check host-name resolution on both the OVO managed node and the OVO Management Server by executing the following commands:

```
perl -e "print gethostbyname('<short_SAP_server_ \
hostname>')
```

This command should print the fully qualified host name of host *<short_SAP_server_hostname>*.

Errata

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

1. **De-installing the SPI for SAP Performance Agent**

Location	*HP OpenView Smart Plug-in for SAP Installation Guide*, page 147, "Removing SAP/Performance Subagents from SAP Managed Nodes".
Problem:	The steps listed do not indicate that you need to *stop* the SPI for SAP performance agent before starting the removal process.
Solution:	Before starting the process of removing the SPI for SAP performance agent from the managed node, make sure that you *stop* the SPI for SAP performance agent, for example;

   - Use the SPI for SAP application, `PerfAgt Stop`, which resides in the `SAP R/3 UN*X` or `SAP R/3 NT` Application Group.

   - Use the following command on the command line:

     ```
     r3perfagent stop
     ```

2. **Installing the SPI for SAP Reporter Package**

Location	*HP OpenView SMART Plug-In for SAP Administrator's Reference*, page 367, "To Install SAP R/3 Service Reports".
Problem:	Step one advises you to use the file `setup.exe` to install the SPI for SAP Reporter integration. The file `setup.exe` no longer exists.
Solution:	The correct name of the file you use to install the SPI for SAP Reporter integration is; `sapspi_reporter.msi`.

3. **Alert Monitors: Mapping Severity Levels with r3monal**

Location	*HP OpenView SMART Plug-In for SAP Administrator's Reference*:

   - Page 40, "Table 2-3: Mapping Severity Levels"

   - Page 60, "Table 3-4: r3monal: Severity Levels"

   - Page 66 and 77, numbered lists

Problem:	The SPI for SAP alert monitors can map the severity of CCMS alerts in the SAP subsystem to messages in OVO, for example; CCMS alert SeverityCritical with OVO message severity Critical. Unlike the alert

monitors `r3monsap` and `r3monxmi`, the `r3monal` alert monitor *cannot* map CCMS alerts with SeverityNull, and SeverityNormal to OVO message severities.

Solution: Use the `r3monal.cfg` file to configure the `r3monal` monitor to map *only* CCMS alerts with SeverityWarning, and SeverityCritical to OVO message severities. Do *not* try to configure the `r3monal` monitor to map CCMS alerts with SeverityNull, and SeverityNormal to OVO message severities.

4. **r3status History File**

Location   *HP OpenView SMART Plug-In for SAP Administrator's Reference*, page 100, "r3status: File Locations" and page 101, "r3status: History File".

Problem: The name of the history file, which the `r3status` alert monitor uses is listed as `r3monup.his`: this is no longer correct.

Solution: The correct name of the history file used by the `r3status` monitor is `r3status.his`.

5. **HostSapAssign entries for Cluster Nodes in the r3itosap File**

Location   *HP OpenView Smart Plug-in for SAP Installation Guide*, page 75, "Specifying SAP Clients to Monitor", end of step three (3).

Problem: The procedure advises the administrator to add a HostSapAssign entry to the `r3itosap.cfg` file, which specifies the cluster-host name defined in the variable SAPLOCALHOST: this is not *strictly* correct.

Solution: The administrator needs to add a HostSapAssign entry to the `r3itosap.cfg` file, which specifies the cluster-host name defined in the variable <*OVO_Msg_Node*>. Note that the host defined in the variable <*OVO_Msg_Node*> is very often the same as the host defined in SAPLOCALHOST.

6. **Installing the SAP GUI on the OVO Management Server**

Location   *HP OpenView Smart Plug-in for SAP Installation Guide*, page 56, "Installing the SAP GUI on the OVO Management Server".

Problem: The information telling the SPI for SAP how to find and access the SAPGUI is missing.

Solution: After installing the SAP GUI, you need to make its location known to the SPI for SAP by running the following commands as user root on the OVO Management Server:

a.   Set the umask. Enter: **umask 22**

b. Set up a link to the SAP GUI. Enter:

    `ln -s <your_install_path_to_the_SAPGUI>/sapgui \`
    `/opt/OV/lbin/sapspi/sapgui/sapgui`

    `ln -s <your_install_path_to_the_SAPGUI>/guilogon \`
    `/opt/OV/lbin/sapspi/sapgui/javaguilogon`

c. Start the SAP GUI using the following command:

    `/opt/hpitosap/sapgui/sapgui /H/<hostname>/S/<port_nr>`

    where <*hostname*> is the name of the server on which the SAP R/3
    instance you want to connect to is running, and <*port_nr*> is the
    port number allocated to the SAP process as defined in
    `/etc/services`.

d. Configure your SAP GUI to use the SPI for SAP application `Java
    R/3 Frontend`. For example, you need to create a `platin.ini` file in
    the home directory of the user calling the application. The
    `platin.ini` file lists the SAP hosts and instances which are
    available for login. Please refer to the SAP GUI installation
    instructions on the SAP R/3 installation media for more details.

Software Availability in Native Languages

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

The SPI for SAP A.09.00 supports both the English- and Japanese-language environments.

The Japanese-language version of the SPI for SAP A.09.00 supports the following environments:

• Japanese operating system

• Japanese OpenView Operations for UNIX

• Japanese SAP

The Japanese-language version of the SPI for SAP A.09.00 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.

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

1. In the shell where you run the `r3itoins` script, set and export the *LANG* variable as follows:

   HP-UX: **`ja_JP.SJIS`**

   Solaris: **`ja_JP.PCK`**

2. Run the `/opt/OV/lbin/sapspi/r3itoins` 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/OV/lbin/sapspi/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*.