HP OpenView Operations Smart Plug-in for SAP

Software Release Notes

Software Version: A.09.02 Edition 2

For the HP-UX and Sun Solaris operating systems

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1 Smart Plug-in for SAP Release Notes

Announcement

This document provides an overview of the changes made to the OpenView Operations Smart Plug-in for SAP (SPI for SAP) for the software version A.09.02 Edition 2. It contains important information not included in the product manuals or online help.

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 this way, you can use OVO to manage a variety of business-critical applications, as well as the overall IT environment. Unlike specialized R/3-only management products, 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:

In This Version

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

- **SPI for SAP Documentation**

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

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

- **OVO-Agent support**

  The current release of the SPI for SAP provides support for HTTPS agents in OVO for UNIX. Note that running the HTTPS agent on AIX managed nodes requires additional OVO software, for example: the latest OVO agent patch for AIX. For more information about problems that you might encounter with the HTTPS agent on AIX nodes, see "Monitors do not send messages from AIX managed nodes" on page 21.

- **Managed-Node Support**

  The current release of the SPI for SAP supports SAP Servers running on Linux operating systems. For more information about which versions of which Linux distributions the SPI for SAP supports, see the *HP OpenView Smart Plug-in for SAP Installation Guide*.

- **SAP-Transports/User Roles**

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

- **Localized Software Versions**

  The SPI for SAP A.09.02 Edition 2 comes with support for Japanese environments. For more information, see "Local Language Support" on page 24. Note that the translated version of the SPI for SAP A.09.02 Edition 2 Release Notes will be made available as soon as possible.

- **Improved Alert Monitors and Alert Collectors**

  — `r3monjob`

  Messages generated by the JOBREPORT monitor now show the name of the SAP server where the job error occurred. Previously, messages reported the name of the server to which the JOBREPORT monitor `r3monjob` connected in order to log on to SAP to retrieve the information about JOBREPORT errors.

  — `r3mondmp`

  Fixed a typographic error in a message condition for the ABAP-dump monitor. The error concerned a superfluous new-line character in the definition of an operator-initiated action.

- **SAP ITS versions ITS 6.20 and ITS 4.6/6.10**

  The current release of the SPI for SAP supports the monitoring of SAP ITS 6.20 and SAP ITS 4.6/6.10 on both Linux and Microsoft Windows operating systems. For more information about installing and configuring the SPI for SAP monitor for ITS 6.20 and ITS 4.6/6.10, see the *HP OpenView SMART Plug-In for SAP Administrator's Reference*.

- **Service Reports**

  The current release provides a new report and new report groups for ITS 6.20 reports.

- **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. For more information about platform and operating-system support, see the *HP OpenView Smart Plug-in for SAP Installation Guide*.

- **SAP Web AS (J2EE) Monitoring**

  The current release of the SPI for SAP supports the monitoring of the SAP J2EE Engine; the SAP J2EE engine is part of SAP Web Application Server (SAP WebAS). For more information about using the SPI for SAP to monitor the SAP WebAS, see the white paper `sapspi_J2EE_Monitoring.pdf`, which you can find in the documentation directory on the OVO management server after installation of the SPI for SAP software. The documentation directory on the OVO management server is located in: `/opt/OV/paperdocs/...`

- **Security Monitoring**

  The current release of the SPI for SAP supports the monitoring of SAP Security Events in an SAP ABAP environment using the SAP security-audit feature. For more information about using the SPI for SAP to monitor SAP security, see the white paper `sapspi_Security_Monitoring.pdf`, which you can find in the SPI for SAP

documentation directory on the OVO management server after installation of the SPI for SAP software. The documentation directory on the OVO management server is located in: `/opt/OV/paperdocs/...`

- **SAP NetWeaver**

  The current release of the SPI for SAP supports the monitoring of a SAP 6.40 downward-compatible kernel and, in addition, the new NetWeaver components running on a 6.40 ABAP/kernel.

- **SAP R/3 Enterprise**

  The current release of the SPI for SAP supports SAP R/3 Enterprise version 4.7x2.00 functionality and any components built on the SAP NetWeaver 04 platform such as: mySAP ERP (Enterprise Resource Planning), ECC (ERP Central Component), and so on.

- **Self-healing Services (SHS)**

  Two new applications help you register the OVO agent with the Self-healing Services collector and manually trigger the collection process, when necessary. The SHS-registration application resides in its own `Self-healing Services` application group: the SHS data-collector application resides in both the `SAP R/3 UN*X` and the `SAP R/3 NT` application groups.

- **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 more recent versions of SAP such as 4.6C and later. For more information about the SPI for SAP's plans to discontinue support for selected features, see 'Before You Begin" in the *HP OpenView Smart Plug-in for SAP Installation Guide*.

- **Changes and Additions**

  For detailed information about the changes and additions to the software features and functionality in this release and how the changes might affect upgrade strategies, see the "Changes and Modifications" section in the *HP OpenView Smart Plug-in for SAP Installation Guide*.

Documentation Updates

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

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

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

http://ovweb.external.hp.com/lpe/doc_serv/

1. In the Product list, click the product name.
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http://www.adobe.com/

Installation Notes

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.09.02 Edition 2. In this section, you will find information about the following topics:

Hardware, OS, and Disk Space Requirements

The section "Before you Begin" in the *HP OpenView Smart Plug-in for SAP Installation Guide* provides details of the hardware and disk space requirements of the SPI for SAP on the management server and managed nodes.

Compatible Software Versions

The section "Before you Begin" in the *HP OpenView Smart Plug-in for SAP Installation Guide* provides details of the versions of related software packages which are compatible with the current version of the SPI for SAP.

SAP R/3 Transport Numbers

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

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

NOTE The readme file for the SPI for SAP transports provides information about additional transport files for the new CCMS-based trees for the SAP Web AS Java (J2EE) monitor and the security monitor. The additional transport files have their own read-me instructions.

When you are importing the SAP Transports, note 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 SAP 4.6C and later.

Installation Scenarios

See the *HP OpenView Smart Plug-in for SAP Installation Guide* for details about installing the SPI for SAP and upgrading from a previous version of the software.

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.

No special patches or fixes have been included in this version of the SPI for SAP software.

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 operating system. 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 following file:

   - Solaris:

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

   - AIX:

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

     HTTPS: `/var/opt/OV/conf/sapspi/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, which was later upgraded to 64-bit.

The automatic detection will not find this change because automatic detection is only executed if the configuration file `sap_mode.cfg` 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 4.6/6.10 Monitor log files**

    Symptom: The ITS 4.6/6.10 logs become very large over time, which has an impact on system performance. The SPI for SAP enables tracing inside SAP in order to get access to performance data.

    Solution: The following ITS 4.6/6.10 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 4.6/6.10 security**

    Symptom: Problems occur when you are trying to use the ITS 4.6/6.10 monitor in an environment where a firewall is present.

Solution: See the description about the SAP ITS 4.6/6.10 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. **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.

15. **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.

16. **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.

17. **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.x and A.09.x 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.

18. **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.

19. **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.

20. **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.

21. **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.

22. **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.

23. **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".

24. **r3perfagent cannot be stopped via OVO Application on UNIX 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 UNIX managed node where the `r3perfagent` performance collector is still running and manually kill the `r3perfagent` using the UNIX `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*.

25. **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*>.

26. **Monitors do not send messages from AIX managed nodes**

Symptom: On AIX managed nodes that are configured to use the HTTPS agent, some of the SPI for SAP monitors generate the following error message because they cannot find `opcmsg` and `opcmon`:

`Can't retrieve value for monitor '<monName>'. Suppressing further error messages. (OpC30-608)`

Due to changes in paths between product and agent versions, the monitors sometimes look in the old directory `/usr/lpp/OV/OpC/` for files in `/usr/lpp/OV/bin/OpC`, which are symbolic links to the binaries that now reside in `/usr/lpp/OV/bin/`.

Solution: On each AIX managed node configured to use the HTTPS agent, set up a link for both `opcmsg` and `opcmon` from `/usr/lpp/OV/OpC/` to the real binary in `/usr/lpp/OV/bin/`, as follows:

`ln -s /usr/lpp/OV/bin/opcmsg /usr/lpp/OV/OpC/opcmsg`

`ln -s /usr/lpp/OV/bin/opcmon /usr/lpp/OV/OpC/opcmon`

27. **Monitors do not work after migrating OVO agent from HTTPS to DCE on AIX managed nodes**

Symptom: If you have taken the unusual step of migrating the OVO Agent from HTTPS *back* to DCE on AIX managed nodes, the SPI for SAP monitors generate an error message indicating that they cannot find the correct configuration files. The location of the SPI for SAP monitor's configuration file on an HTTPS managed node is not the same as on a DCE managed node. Due to changes in paths between OVO Agent types, the monitors look in the old directory `/var/opt/OV/` for files which are now in `/var/lpp/OV/`.

Solution: After removing the HTTPS agent from the AIX managed node where you want to migrate the OVO agent from HTTPS to DCE, make sure that you remove the directory `/var/opt/OV` before installing the DCE agent.

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.

1. **SAP shared-memory support**

   Location — *HP OpenView Smart Plug-in for SAP Installation Guide*, page 32, table 2-3 “Managed Node Platforms and SAP Kernel Versions”.

   Problem: — Table 2-3 should indicate that SAP 6.40 does *not* support the shared-memory interface.

   Solution: — Footnote b. “XAL interface only...” also applies to columns for SAP basis versions 6.10, 6.20, and 6.40; these versions of SAP do *not* support the use of the shared-memory interface.

2. **Assigning SPI for SAP Roles**

   Location — *HP OpenView Smart Plug-in for SAP Installation Guide*, page 67/8, Setting up an SAP User for OVO.

   Problem: — The description for assigning roles to the SAP user ITOUSER does not make it clear that you need to ensure that assigned roles such as /HPOV/SAPSPI_MONITORING_NO_TCD and any associated authorizations are complete and active.

   Solution: — When assigning SPI for SAP roles, it is important to verify that all required authorization objects are active and the user comparison completed successfully. SAP uses the color green to indicate that user authorization objects are active or that user comparisons completed successfully; the color red indicates that you need to activate user authorization objects or complete a user comparison.

   To check authorizations or user comparisons for ITOUSER:

   a. Log on to the SAP System and open transaction SU01.

   b. Select ITOUSER and press F7 to display details of user roles.

   c. Double-click a user role to display further details, for example: /HPOV/SAPSPI_MONITORING_NO_TCD.

   d. Check that the `User` and `Authorizations` tabs are green.

Local Language Support

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

The SPI for SAP A.09.02 Edition 2 supports both English- and Japanese-language environments. The Japanese-language version of the SPI for SAP A.09.02 Edition 2 supports the following environments:

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

The Japanese-language version of the SPI for SAP A.09.02 Edition 2 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*.

Support

Please visit the HP OpenView web site at:

http://www.hp.com/managementsoftware/support

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

HP OpenView 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 valuable support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

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

http://support.openview.hp.com/access_level.jsp

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

https://passport2.hp.com/hpp/newuser.do