

# HP OpenView for Windows

# Smart Plug-in for

# mySAP.com

## Configuration Guide

Version B.08.00



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## HP OpenView Smart Plug-in for mySAP.com Configuration Guide

Available only in PDF.

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# contents

- Printing History . . . . . 9
- Conventions . . . . . 11
- Documentation Road Map . . . . . 13
- Chapter 1 Introduction . . . . . 15**
- What is the Smart Plug-in for mySAP.com? . . . . . 15
- What Does the SPI for mySAP.com Provide? . . . . . 16
  - Availability Management . . . . . 17
    - Managing from a Business Perspective . . . . . 18
  - Performance Management . . . . . 19
    - Monitoring SAP Internet Transaction Server (ITS) . . . . . 20
- Service Reporting . . . . . 21
- Combined Availability and Performance Management . . . . . 22
- Configuration and Distribution Concepts . . . . . 24
- Messages and Actions . . . . . 26
- Customization on the SAP R/3 Side . . . . . 29
- Customization on the OVO Side . . . . . 29
- Chapter 2 Software Installation . . . . . 31**
- Before You Begin . . . . . 31
- Requirements . . . . . 32
  - Hardware, OS, and Disk Space Requirements . . . . . 33
  - Compatible Software Versions . . . . . 34
- Configuration Overview . . . . . 36
- Configuring the Smart Plug-in for mySAP.com Software . . . . . 37

	Installing the mySAP.com Report Package. . . . .	39
	Verifying the Installation of the Smart Plug-in for mySAP.com Software. . .	39
	Installing the SAP R/3 GUI. . . . .	41
<b>Chapter 3</b>	<b>Configuration: OVO Administration Tasks . . . . .</b>	<b>43</b>
	Overview. . . . .	43
	Deploying OVO Components to SAP R/3 Nodes. . . . .	44
	Configuring the Smart Plug-in for mySAP.com Monitors. . . . .	46
	Specifying SAP R/3 Systems to Monitor. . . . .	52
<b>Chapter 4</b>	<b>Configuration: SAP-Specific Tasks . . . . .</b>	<b>55</b>
	Overview. . . . .	55
	Setting Up the XMI Authorization Profile . . . . .	56
	Setting Up an SAP User for OVO. . . . .	57
	The OVO Agent User Account on Windows NT. . . . .	60
	Setting Up Configuration Values for the mySAP.com SPI Monitors . . . . .	66
	Creating Configuration File Policies. . . . .	68
<b>Chapter 5</b>	<b>SAP Internet Transaction Server (ITS) Monitoring . . . . .</b>	<b>71</b>
	Installing the ITS Monitor . . . . .	71
	Pre-requisites . . . . .	72
	Deploying the ITS Monitor Instrumentation . . . . .	75
	Deploying the Config File Policy Types. . . . .	77
	Deploying ITS Policies on the ITS Node . . . . .	77
	Verifying Deployment of the Config File Policy Types . . . . .	78
	Removing the ITS Monitor . . . . .	78
<b>Chapter 6</b>	<b>Smart Plug-in for my SAP.com Performance Monitors . . . . .</b>	<b>81</b>
	Performance Monitors Overview. . . . .	82
	De-/Installing the Performance Monitor. . . . .	83
	Selecting the Performance Data Source . . . . .	84
	Changing Default Settings for the Performance Data Source. . . . .	85
	Deploying Performance Monitor Package. . . . .	86
	De-Installing Performance Packages. . . . .	87
	Locating the Performance Monitor Files . . . . .	88
	AIX . . . . .	88

	HP-UX/Solaris .....	89
	Windows .....	89
	Configuring the Performance Monitor.....	90
	Managing the Performance Agent.....	94
	Command-Line Options .....	94
	SPI for mySAP.com Tools .....	95
<b>Chapter 7</b>	<b>Service Reports.....</b>	<b>97</b>
	In this Section.....	97
	What Are Service Reports?.....	98
	Upgrading the SPI for mySAP.com Reports .....	99
	Installing the SPI for mySAP.com Reports .....	100
	Before You Begin .....	100
	Installing SAP R/3 Service Reports .....	101
	Assigning Report Packages .....	104
	Deinstalling SPI for mySAP.com Reports .....	107
<b>Chapter 8</b>	<b>Using the Smart Plug-in for mySAP.com .....</b>	<b>109</b>
	Overview .....	109
	SAP R/3 Administration Tools.....	110
	Smart Plug-in for mySAP.com Tools for UN*X and NT Managed Nodes ..	111
	Using the Smart Plug-in for mySAP.com Tools .....	113
	Accessing Data on SAP R/3 Managed Nodes.....	116
	Working with SAP R/3 Messages.....	119
<b>Chapter 9</b>	<b>Removing the SPI for mySAP.com .....</b>	<b>123</b>
	Before You Begin.....	123
	Removing SAP R/3 Management Functionality from OVO Managed Nodes	124
	Removing mySAP.com from the OVO Management Server.....	125





## Printing History

The manual printing date and part number indicate its current edition. The printing date will change when a new edition is printed. Minor changes may be made at reprint without changing the printing date. The manual part number will change when extensive changes are made.

Manual updates may be issued between editions to correct errors or document product changes. To ensure that you receive the updated or new editions, you should subscribe to the appropriate product support service. See your HP sales representative for details.

Table 1 Publication Dates

<b>Edition</b>	<b>Publication Date</b>
First	June 2001
Second	February 2002
Third	April 2002



# Conventions

The following typographical conventions are used in this manual.

Table 2 Documentation Conventions

Font Type	What the Font Type Represents	Example
<i>Italic</i>	Book or manual titles	Refer to the <i>HP OpenView Smart Plug-in for mySAP.com Installation Guide</i> for more information
	Provides emphasis	You must follow these steps.
	Specifies a variable that you must supply when entering a command	At the prompt type: rlogin <i>your_name</i> where <i>your_name</i> is the name you use to log in.
	Parameters to a function	The <i>oper_name</i> parameter returns an integer response.
<b>Bold</b>	New terms	The <b>monitor agent</b> observes...
Computer	Text on the computer screen	The system prompts: Press Enter
	Command names	Use the copy command...
	Function names	Use the opc_connect() function to connect ...
	File and directory names	c:\opt\OV\bin\OpC\
	Process names	Check whether the monitor agent, opcmna, is running
	Window/dialog box names	In the Add Logfile window...

Table 2 Documentation Conventions (Continued)

Font Type	What the Font Type Represents	Example
Computer Bold	Text that you must enter	At the prompt, type: <code>dir *.exe</code>
Keycap	Keyboard keys	Press <b>Return</b>
[Button]	Buttons on the user interface.	Click [operator] Click the [OK] button
Menu Items	A menu name followed by a colon (:) means that you select the menu, then the item. When the item is followed by an arrow (->), a cascading menu follows.	Select Actions:Utilities > Reports...

# Documentation Road Map

This section shows exactly what product-specific information is available with the HP OpenView for Windows Smart Plug-in for mySAP.com, in what form, and where you can find it.

The HP OpenView for Windows SPI for mySAP.com provides a comprehensive on-line HELP system as well as product information in .pdf format with the aim of helping you improve your understanding of the product's underlying concepts. The following SPI for mySAP.com documentation may be found on the product CD.

- *HP OpenView Smart Plug-in for mySAP.com Configuration Guide*
- *HP OpenView Smart Plug-in for mySAP.com Administrator's Reference*
- *HP OpenView Smart Plug-in for mySAP.com Software README*

[Table 3 on page 14](#), “Smart Plug-in for mySAP.com Documentation Roadmap,” provides a comprehensive overview of the documentation supplied with the SPI for mySAP.com's related products.



HP OpenView Performance (OV Performance) Console documentation is only available on-line. For more information, select the Help menu item within the main OV Performance window.

<AsIsBurgandy>Table 3, “SPI Plug-in for mySAP.com Documentation Roadmap,” on page 14 lists the manuals that are available with the products that are related to the Smart Plug-in for mySAP.com.

Table 3SPI Plug-in for mySAP.com Documentation Roadmap

<b>HP OpenView Product Name</b>	<b>Manual Title</b>
for Windows	Concepts Guide Installation Guide Installation Overview Administrator’s Reference
Performance Agent	Dictionary of Operating System Performance Metrics
Performance Agent	Installation and System Management Guide Data Source Integration Guide Tracking your Transactions Users Manual
Navigator	Concepts and Configuration Guide
Smart Plug-in for Databases	DB-SPI Oracle Reference DB-SPI Release Notes DB-SPI Users Guide

## Introduction

This section gives an overview of the SPI for mySAP.com, describes how it is integrated with other HP OpenView products, and shows how easy it is to customize.



Please note that this chapter refers to both the SPI for mySAP.com for OVO Unix and OVO Windows. In some cases the terminology might not totally apply to both OVO management platforms.

## What is the Smart Plug-in for mySAP.com?

The HP OpenView Smart Plug-in for mySAP.com is a software packages linking SAP R/3 to HP OpenView Operations and, in addition, to the OpenView Performance Console via the OpenView Performance agent. The union offers a complimentary and consolidated view of SAP R/3 performance information and overall resource characteristics.



References to both the new and (occasionally) the old product names appear in this book. For example, OpenView Operations (OVO) was previously known as IT/Operations (ITO). The OpenView Performance Console was previously PerfView. The OpenView Performance agent was formerly the MeasureWare agent.

This integration allows correlation of SAP R/3 performance data with the performance data of the operating system, the database, and the network—all from one common tool and in one central management system. Integration of SAP R/3 performance data into PerfView/MeasureWare helps to detect and eliminate bottlenecks in a distributed environment. In addition, the integration allows for system optimization as well as service level monitoring. The HP OpenView Smart Plug-in for mySAP.com offers the following key benefits:

- centralized problem management using OVO agents on the SAP R/3 managed nodes. The use of the central OVO management server avoids the duplication of administrative effort.
- real-time event and configuration information—including useful on-line instructions—for fast problem resolution.
- powerful monitors for the detection of potential problem areas and keep track of system and R/3 events.
- performance data collectors to ensure system throughput and notify of any performance bottlenecks.
- direct, context-sensitive access to the SAP front-end.
- complements SAP R/3 Computing Center Management System (CCMS).
- performance data collection, monitoring, and reporting.
- central data repository for the storage of event and action records for all SAP R/3 managed nodes.
- utilities for running routine SAP R/3 management tasks.
- SAP service discovery and integration of SAP R/3 environments with HP OpenView Navigator—the SPI includes an application that will automatically generate service views of the SAP R/3 systems installed on your managed nodes.

## What Does the SPI for mySAP.com Provide?

The SPI for mySAP.com provides the following capabilities for managing your SAP R/3 system:

- [“Availability Management” on page 17.](#)



- “Performance Management” on page 19.
- “Service Reporting” on page 21.
- “Combined Availability and Performance Management” on page 22.
- “Integration with OVO” on page 23.

## Availability Management

This lets you know when something in your R/3 environment is going wrong. Maybe a disk is too full, or a key process has stopped prematurely or failed to start at the appropriate time. The combination of the SPI for mySAP.com and OVO alerts SAP administrators to such conditions. When the alert is given, the following additional assistance may be provided:

- Advice on corrective action that should be taken.
- A pre-defined action that the administrator can initiate.
- An automatic action, such as an e-mail message to a manager if a critical condition occurs.

The SPI for mySAP.com interfaces with CCMS, which monitors availability issues with R/3. Therefore, the SPI for mySAP.com is aware of any availability problems identified by CCMS. In addition it monitors over 70 R/3 related conditions in the overall environment. When problems occur, the SPI for mySAP.com can call on over 40 UNIX®, Windows NT®, and SAP management tools to quickly fix things.

Availability management monitoring includes:

- CCMS alert monitoring, including:
  - ABAP/4 database events
  - R/3 instance buffer problems
  - Tracing information
  - Enqueue server messages
  - R/3 general messages
  - Rolling and paging activities
  - Internal R/3 database events

- Configuration status information
- Syslog messages
- Syslog monitoring
  - Either via CCMS syslog alerts or by direct monitoring of the SAP syslog via the XMI API.
- Batch job monitoring
  - Aborted jobs
  - Long-time running jobs
  - Jobs that failed to start
- Process monitoring
  - Monitoring of all processes and conditions associated with an instance
- File monitoring
  - Monitoring relevant external files for SAP R/3 (log files, trace files)
- Monitoring SAP R/3 status and events via SPI ABAP modules. Status and events include:
  - Change of system operating mode
  - SAP locks
  - ABAP/4 dumps
  - Work process availability
  - Work processes modes (debug, private, no restart)
  - System change options
  - TemSe consistency
  - ALE monitoring

## Managing from a Business Perspective

Using the OV Service Navigator, you can view the impact of events that trigger messages in the browser in a graphical format that makes you immediately aware of the business impact of lower level component failures or performance degradations.

Using OV Service Navigator, you can get quickly to the root cause of a service failure, by simple point and click navigation to faulty components for further diagnosis and problem resolution.

The SPI for mySAP.com can perform service discovery. This automatically generates a service view that shows your SAP R/3 environments from a technical perspective. You can use the components of this service view and other OVO service views as building blocks to create Line-of-Business views that reflect the impact of events, occurring in SAP R/3 and the supporting infrastructure, on your business.

## Performance Management

Performance management tells you about slowdowns that may be frustrating end-user productivity within your SAP R/3 environment. The combination of the SPI for mySAP.com, MeasureWare agents, and the HP OpenView PerfView metrics analyzer/viewer alerts SAP administrators to such conditions.

This offers a complementary and consolidated view of SAP R/3 performance information and overall system resource characteristics. These fully integrated HP OpenView products allow correlation of SAP R/3 performance metrics with a variety of other performance data such as metrics for operating systems, databases, and networks.

This detects and eliminates bottlenecks in a distributed environment. In addition, the integration allows for system optimization as well as service level monitoring, resulting in improved user productivity and maximum return on investment.

The SPI for mySAP.com monitors the following SAP R/3 metrics:

- Dialog task frequency, response time, and wait time.
- Update task frequency, response time, and wait time.
- Batch task frequency response time, and wait time.
- Spool task frequency, response time, and wait time.
- Work-process number, type, and status.
- Job statistics and state.

- End-to-end transaction times (with 4.6 only).
- Spool and print jobs.

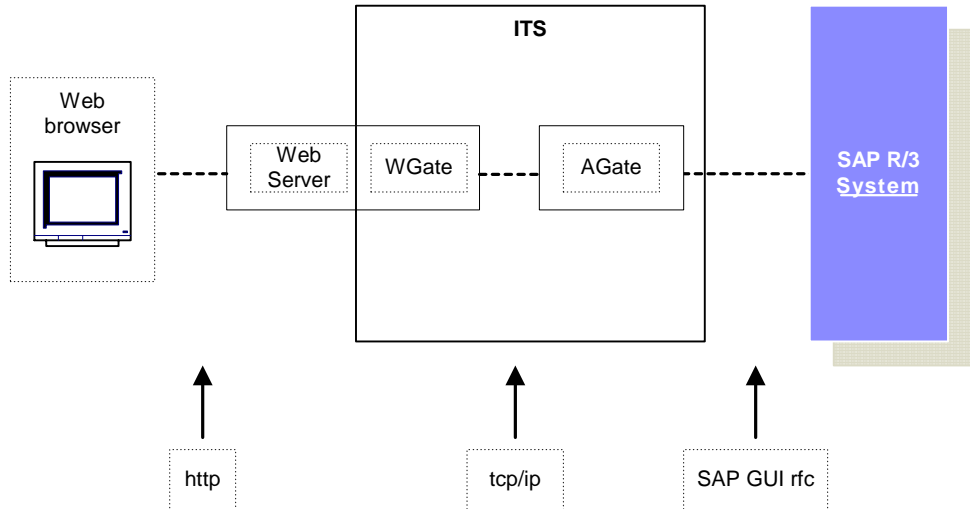
## Monitoring SAP Internet Transaction Server (ITS)

The SAP ITS server comprises two main components, the **Application Gateway (Agate)** and the **Web Gateway (Wgate)** as illustrated in “[ITS Architecture](#)” on [page 21](#). Both these components can be monitored by the ITS performance monitor, which is installed by the SPI for mySAP.com.

The SPI for mySAP.com now includes a dedicated SAP ITS (Internet Transaction Server) monitor, which allows you to:

- check the availability of the various components of the ITS server, including; AGate, WGate, and Web Server.
- pinpoint communication problems between the ITS components even in an environment with multiple ITS instances and complex load sharing.
- collect important SAP R/3 performance metrics, which can be used in conjunction with other system or application performance data to identify bottlenecks and long term performance trends.

Figure 1 ITS Architecture



The collected data can then be used with OpenView performance tools such as the OpenView Reporter or OpenView Performance to investigate problems and general performance issues.

## Service Reporting

The SPI for mySAP.com includes a predefined set of service reports. Service reports are web-based reports that are produced by HP OpenView Reporter (OV Reporter) using Crystal Reports templates and viewed using a web browser. OV Reporter allows you to request both scheduled and on-demand versions of reports.

SPI for mySAP.com service reports correlate the data extracted from either the OVO Embedded Performance Agent (Coda) or the OpenView Performance agent (formerly MeasureWare). You can use the correlated data to generate reports which display short-, medium-, or long-term views of your IT environment and supplement the detailed, real-time graphs available with PerfView.

## Combined Availability and Performance Management

When using both the availability and the performance management capabilities, performance alarms can be automatically forwarded to an SAP administrator. The SAP administrator can then start HP OpenView PerfView to view the performance problem directly. This consolidated approach allows availability and performance problems to be managed in a consistent, fast, and efficient way.

## Integration with OVO

At the heart of the SPI for mySAP.com is a set of monitors (data collectors) which are designed to make checks on different aspects of SAP R/3 system health. The SPI for mySAP.com includes the following monitors:

<b>CCMS ALERT</b>	collects alerts from the SAP R/3 internal monitor, the CCMS alert monitor.
<b>Syslog</b>	collects messages from the SAP R/3 syslog.
<b>Jobs</b>	identifies SAP R/3 batch jobs that are in an abnormal state; for example, aborted jobs.
<b>Processes</b>	reports on the availability of SAP R/3 work processes and database processes at operating system level.
<b>Files</b>	reports on errors in the SAP R/3 trace and log files.
<b>SPI ABAP</b>	modules which carry out monitoring tasks within SAP R/3, for example; checks on SAP processing modes, SAP dumps, the availability of work (and other) processes.

The SPI monitors are completely integrated into OVO, both in their configuration and distribution, as well as in the day-to-day tasks of receiving messages and taking action to resolve problems. This section also discusses the following topics:

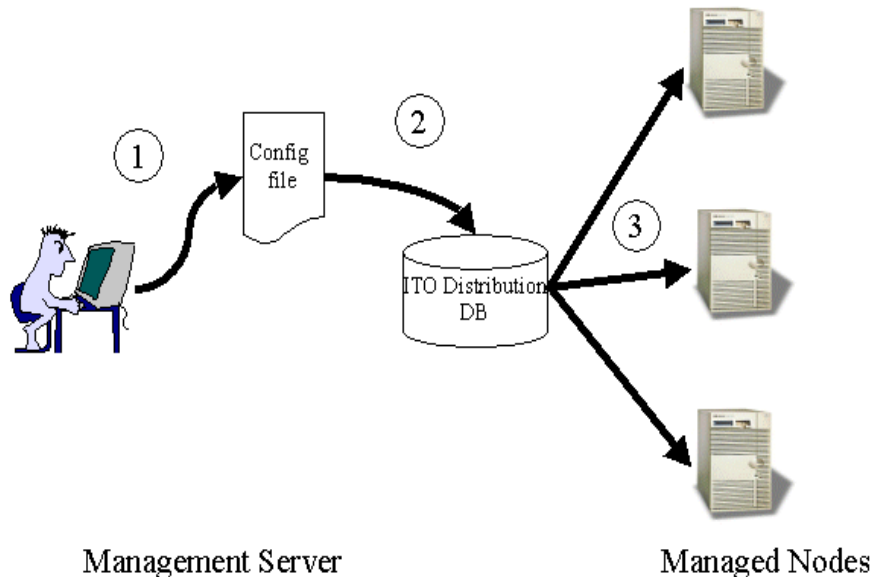
- [“Configuration and Distribution Concepts” on page 24.](#)
- [“Messages and Actions” on page 26.](#)

## Configuration and Distribution Concepts

For the purposes of configuration and distribution, the SPI for mySAP.com monitors have two points of integration to OpenView Operations, namely:

- 1 The SAP R/3 SPI message source template group. Distributing templates to managed nodes also distributes global configuration files for the monitors and then, from the same location, the monitors themselves.
- 2 The Admin R/3 SAP and Admin Local R/3 SAP application groups which include applications for the configuration and distribution of global and local configurations, respectively.

Figure 2 Global Configuration Concept



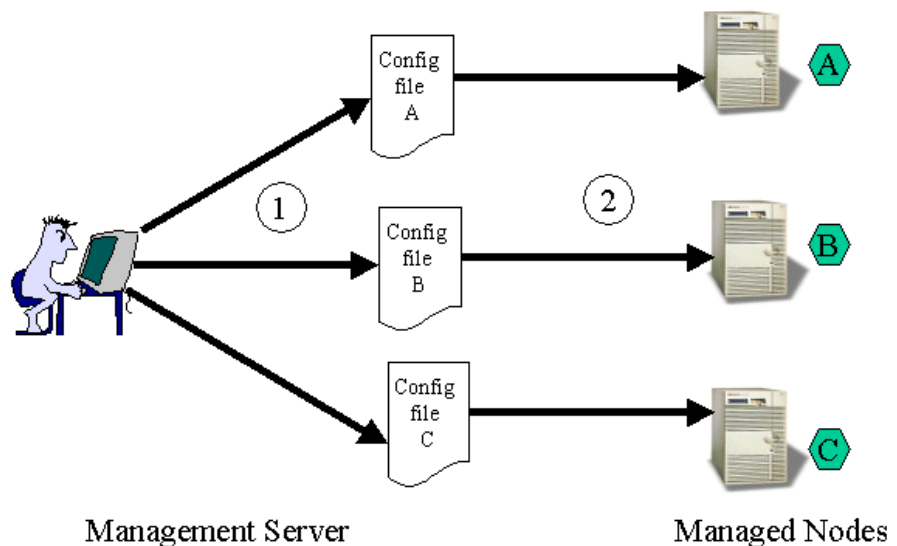
The procedure for global configuration distribution shown in [Figure 2](#) differs according to whether you are using SPI for mySAP.com or SPI for SAP R/3 for Windows, as described on the following page:



### Procedure for *global* configuration

- 1 You edit the configuration file using the appropriate Admin R/3 SAP application. This configuration can include definitions that apply to systems on multiple SAP R/3 servers.
- 2 The edited configuration file is transferred to the OVO distribution database in `/var/op/OV/share/databases/OpC/mgd_node`
- 3 The newly defined global configuration is distributed to the managed nodes via OVO template distribution or via the Install Config application.

Figure 3 Local Configuration Concept



The procedure for *local* configuration distribution illustrated in [Figure 3](#) differs according to whether you are using SPI for mySAP.com or SPI for SAP R/3 for Windows, as described below:

- 1 You edit a configuration file for each node that has local configuration using the appropriate Admin Local R/3 SAP application. This configuration includes definitions that apply only to a selected node. Each configuration file is stored in a directory on the management server, specific to configurations for the selected node.

- 2 Each local configuration is copied to its target node.

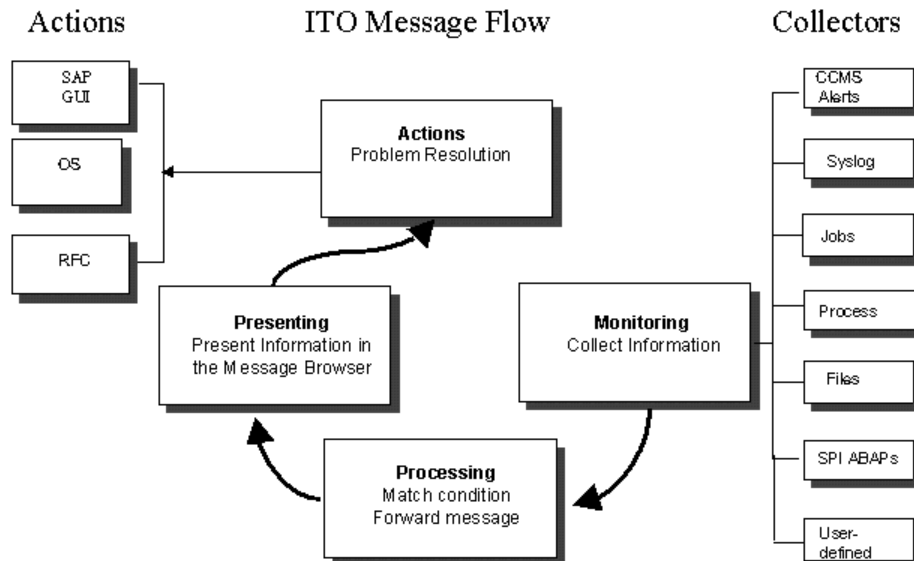
## Messages and Actions

The day-to-day monitoring of the SAP R/3 systems by the SPI for mySAP.com monitors is completely integrated with the facilities offered by OVO.

The conditions identified by the monitors are passed to the OVO agent on the managed node. Conditions are compared to conditions defined in the message-source templates, and matching conditions are forwarded to the management server. Messages from the monitors are assigned to SAP-specific OVO message groups, which are added to OVO when the SPI for mySAP.com is installed. These groupings of messages allow you to easily assign responsibility for SAP-related messages to selected operators.

Messages that are sent to the management server are displayed in the OVO message browser. The full range of OVO message facilities are available for SPI for mySAP.com messages, including differentiation of messages according to severity, detailed description of the condition and advice on problem resolution, and pre-defined operator-initiated and automatic actions.

Figure 4 Message Flow between SAP R/3 and OVO



The sequence of events within the OVO message flow phase is as follows:

- 1 An event occurs on an object that is being monitored by one of the collectors, and a message is created as a result, for example, a batch job aborts.
- 2 The OVO agent on the managed node receives the message.
- 3 The message is compared to filters. Messages matching suppress conditions or duplicate messages are suppressed. Other messages are forwarded.
- 4 Messages matching filters are converted to the OVO message format, and forwarded to the management server.
- 5 The active message is stored in the database.
- 6 The message is displayed in the message browser window for operators who have responsibility for the appropriate message group and managed node.

- 7 The message can now be selected and any operator-initiated actions that are defined can be started. An operator-initiated action can be:
  - Remote Function Call, which starts an ABAP program to solve the problem or to gather information about the environment. The information is appended to the message as an annotation.
  - opening the SAP GUI if, for example, a job aborts. The related message could have an operator-initiated action which calls the job-overview transaction and displays it in the SAP GUI.
- 8 When the message is acknowledged, it is removed from the active database and put into the history database for better statistics or other analysis.

# Easy Customization

This section explains how you can customize the flow of messages from SAP R/3 to OVO in both the SAP R/3 environment and VPW, as described in the following two sections:

- “Customization on the SAP R/3 Side” on page 29.
- “Customization on the OVO Side” on page 29.

## Customization on the SAP R/3 Side

- Enable or disable SAP R/3 client groups so that these are tracked or not tracked in the CCMS alert monitor. This method is discussed in the *HP OpenView Smart Plug-in for mySAP.com Administrator's Reference*.
  - Enabled messages cause a CCMS alert to be created, which can then be identified by the SPI for mySAP.com CCMS alert monitor and forwarded to the OVO management server.
  - If a message is disabled in the CCMS alert monitor, there will be no internal SAP R/3 CCMS alert, so there will also be no OVO message.
- Set thresholds for the inclusion of alert messages in the SAP R/3 CCMS alert monitor. This method is discussed in the *HP OpenView Smart Plug-in for mySAP.com Administrator's Reference*.
- Set up selected alert messages so that they are included in the SAP R/3 system log file. This method is discussed in the *HP OpenView Smart Plug-in for mySAP.com Administrator's Reference*.

## Customization on the OVO Side

- Use powerful monitors to tune the control of your distributed SAP R/3 environment. For details see the *HP OpenView Smart Plug-in for mySAP.com Administrator's Reference*.
- Apply filters to display only the relevant types of messages. This method is documented in the *HP OpenView Smart Plug-in for mySAP.com Administrator's Reference*.

- Change the severity of messages in accordance with your specific requirements. This method is documented in the *HP OpenView Smart Plug-in for mySAP.com Administrator's Reference*.

# Software Installation

This section provides the information you need to install the Smart Plug-in for mySAP.com (SPI for mySAP.com) software.

## Before You Begin

Before starting to install version B.08.00 of the SPI for mySAP.com:

- Ensure that your system meets all requirements, as detailed in the following sections:
  - “[Hardware, OS, and Disk Space Requirements](#)” on page 33.
  - “[Compatible Software Versions](#)” on page 34.
- For each SAP R/3 instance, note:
  - which SAP R/3 version is installed
  - whether SAP R/3 is installed on a central instance or an application server
- Create a list of all the SAP clients to monitor. For each client, list the following data:
  - Hostname of the SAP application server
  - SAP system ID
  - SAP Instance number

- SAP client number
- Operating system platform (UNIX or NT)

You will use this information to set up the environment configuration file for the Smart Plug-in for mySAP.com.

## Requirements

This section lists the system requirements for the installation of the SPI for mySAP.com and comprises the following sections:

- “Hardware, OS, and Disk Space Requirements” on page 33.
- “Compatible Software Versions” on page 34.



## Hardware, OS, and Disk Space Requirements

Before you install version B.08.00 of the SPI for mySAP.com, use the information provided in [Table 1](#) to ensure that your systems (management server and managed nodes) meet the hardware, operating system, and disk space requirements. For information on which managed node platforms are supported by the Smart Plug-in for mySAP.com B.08.00, see [Table 3](#).

Table 1 Hardware, OS, and Disk Space Requirements

Product	Hardware	OS	Minimum Disk Space
Smart Plug-in for mySAP.com on the management server	Intel	Windows 2000 <sup>b</sup> Server Edition or Advanced Server Edition	200MB
Smart Plug-in for mySAP.com on managed nodes	HP 9000 Series 800 running:	HP-UX 10.20	40MB
		HP-UX 11.0/11i <sup>a</sup>	
	IBM RS/6000	AIX	
	Intel	Windows NT	
		Windows 2000 <sup>b</sup>	
Sun SPARC	Solaris		

<sup>a</sup> Although it is planned to use "HP-UX 11i" in the future to describe a whole family of HP-UX 11.xx releases, today HP-UX 11i is commonly used as a synonym for HP-UX 11.11.

<sup>b</sup> The correct version of the `MSVCRT.dll` file must be installed to ensure that the configuration file deployment to the managed node is successful. Download and run the `VC6RedistSetup_enu.exe` self-extracting executable file. The executable is available at the following URL:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;q259403>

## Compatible Software Versions

Before you configure (or upgrade to) version B.08.00 of the SPI for mySAP.com, use the information provided in [Table 2](#) and [Table 3](#) to ensure that you are using a version of OpenView Operations (OVO) which is compatible with version B.08.00 of the Smart Plug-in for mySAP.com. In addition, you will need to ensure that:

- You are using a version of OVO which is compatible with version B.08.00 of the SPI for mySAP.com.
- OVO server and agent software are installed on the OVO management server.
- the standard, OVO management-server templates are assigned and distributed to the OVO management server.
- OpenView Reporter is available to view service reports for SAP R/3, SAP R/3 performance, and ITS Performance Monitor data.
- For Performance Agent functionality (see also the *HP OpenView Smart Plug-in for mySAP.com Administrator's Reference Online Help*):
  - OpenView PerfView/Performance is installed on the management server.
  - OpenView Performance agent software is installed on all the SAP application servers you wish to monitor.
  - The HP OpenView SMART Plug-In's DSI-to-DDF wrapper utilities are installed on the OVO management server:
 

```
# DSI2DDF X.X.X HP OpenView Smart Plug-Ins DSI-to-DDF wrapper utilities.
```

[Table 2](#) lists the software version for the OVO management server that is supported by the Smart Plug-in for mySAP.com B.08.00.

Table 2 Supported OVO Management-Server Platforms

Product	Version	OS Platform
OpenView Operations	A.07.00	Windows 2000 Professional Server Edition

**Table 3** shows details of which versions of SAP R/3 and which OVO managed-node platforms are supported by the SPI for mySAP.com B.08.00. For information about the versions of other related software supported by the Smart Plug-in for mySAP.com B.08.00, see the SPI for mySAP.com README file.

**Table 3 Supported Managed Node Platforms and SAP R/3 Versions**

Managed Node OS	SAP R/3 Version <sup>a</sup>						
	3.1I <sup>b</sup>	4.0B	4.5B	4.6B	4.6C	4.6D <sup>a</sup>	6.10
AIX 4.3.2 <sup>b</sup>	•	•	•	•	•	•	•
AIX 4.3.3	•	•	•	•	•	•	•
HP-UX 10.20	•	•	•	•	•	•	•
HP-UX 11.00, 11i <sup>c</sup>	•	•	•	•	•	•	•
Solaris 7	•	•	•	•	•	•	•
Solaris 8	•	•	•	•	•	•	•
Windows NT 4 <sup>d</sup>	•	•	•	•	•	•	•
Windows 2000	•	•	•	•	•	•	•

a. According to SAP, 4.6D is not a complete SAP R/3 release, but a downward-compatible kernel, which is intended to be used mainly by other components of mySAP.com. The 4.6D kernel is e.g. shipped with the R/3 4.6C Service Release 1.

b. 32 bit only.

c. Although it is planned to use "HP-UX 11i" in the future to describe an entire family of HP-UX 11.xx releases, today HP-UX is commonly used as a synonym for HP-UX 11.11.

d. Service Pack 4 (or higher).



Version B.08.00 of the SPI for mySAP.com supports full SAP R/3 versions, Business Warehouse (B/W), and APO systems. It does not support specific B/W and APO functionality.

## Configuration Overview

The complete configuration of the SPI for mySAP.com comprises three distinct phases, performed in the following sequence:

<b>Configuration...</b>	<b>Description...</b>
Phase 1:	<p><a href="#">“Software Installation” beginning on page 31.</a></p> <p>The InstallShield Wizard installs the SPI for mySAP.com software on the OVO management server. The next step is to configure and set up the SAP R/3 GUI for windows.</p>
Phase 2:	<p><a href="#">“Configuration: OVO Administration Tasks” beginning on page 43.</a></p> <p>You integrate the SPI for mySAP.com with OVO and bring all SAP application servers under OVO management.</p>
Phase 3:	<p><a href="#">“Configuration: SAP-Specific Tasks” beginning on page 55.</a></p> <p>You set up an SAP user and the SAP transport for the SPI for mySAP.com and configure the SPI monitors according to the monitoring requirements of your environment.</p>

The software configuration phase described in detail in this chapter includes the following tasks:

- 1 [“Configuring the Smart Plug-in for mySAP.com Software” beginning on page 37.](#)
- 2 [“Verifying the Installation of the Smart Plug-in for mySAP.com Software” beginning on page 39.](#)
- 3 [“Installing the SAP R/3 GUI” beginning on page 41.](#)

# Configuring the Smart Plug-in for mySAP.com Software

This section describes how to configure the SPI for mySAP.com software on the OVO management server.

## Before you Begin

Before you configure the SPI for mySAP.com, the HP OpenView Operations for Windows 7.0 (OVO for Windows) CD-ROM must be installed (PN# B7490-13034/15034). Once OVO for Windows has been installed use the *hp OpenView operations for Windows - SMART plug-ins* CD-ROM (PN# B7490-13036/15036) to install the SPI for mySAP.com.

For more information on installing *hp OpenView operations for Windows - SMART plug-ins* CD-ROM, see the *HP OpenView Operations Performance for Windows Installation Guide*.



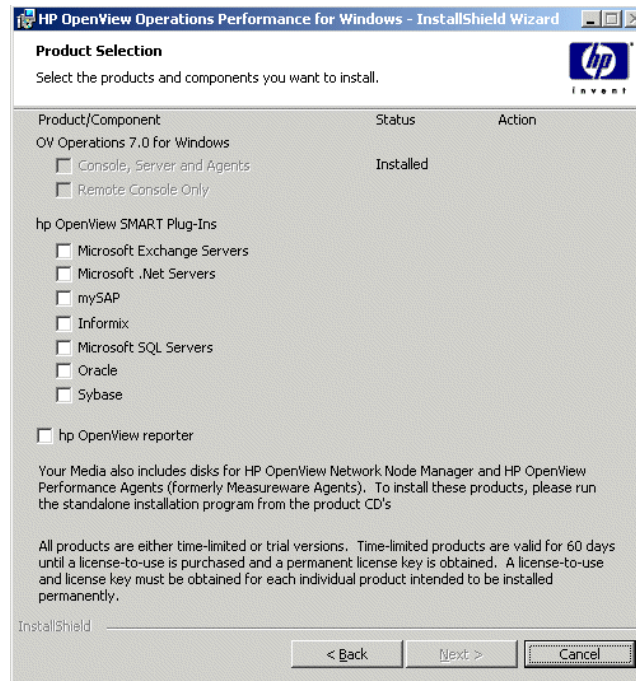
If you installed the SPI for mySAP.com software at the same time you installed the HP OpenView Operations 7.0 for Windows software, proceed to [“Verifying the Installation of the Smart Plug-in for mySAP.com Software”](#) on page 39.

## Configuring the SPI for mySAP.com software

- 1 From the Windows Start menu browse to the following:  
Settings > Control Panel > Add/Remove Programs.
- 2 Select HP OpenView Operations Performance for Windows.
- 3 Select Change.
- 4 Select Install products.

- 5 When the InstallShield Wizard dialog box displays, select **mySAP.com**. by placing a check mark in the box as illustrated in [Figure 1](#).

Figure 1 InstallShield Wizard Dialog Box



- 6 From the Product Selection Install Wizard dialog box, follow the on-screen instructions.
- 7 Before continuing with the configuration of the SPI for mySAP.com software ensure the installation process completed correctly by following the instructions listed in [“Verifying the Installation of the Smart Plug-in for mySAP.com Software”](#) on page 39.

## Installing the mySAP.com Report Package

The SPI for mySAP.com report package includes a component that *must* be installed on the Windows system running OpenView Reporter. The purpose of the component is to establish a connection between OpenView Reporter and OpenView Operations.



Complete the procedure below *only* if you have installed the full version of OpenView Reporter without installing HP OpenView Operations for Windows 7.0 (OVO for Windows).

### Installing the SPI for mySAP.com database for OpenView Reporter

- 1 Insert Disk 2 *hp OpenView operations for Windows - SMART plug-ins disk* (PN B7490-13035/15035) into the CD-ROM drive of the OpenView Reporter system.
- 2 Run the following program to install the report package for the database type:
  - `sapspi_reporter.msi`
- 3 From the Reporter status pane verify changes to the Reporter configuration including uploading mySAP.com policies.
- 4 The mySAP.com reports are automatically assigned to the ALL group in the main window of Reporter.
- 5 Add group and single system reports by assigning reports as desired.

## Verifying the Installation of the Smart Plug-in for mySAP.com Software

It is recommended that you carry out a number of simple checks to verify that the installation of the SPI for mySAP.com software is completed successfully.

### Verifying the installation

- 1 In the OVO console tree, browse to the following item:

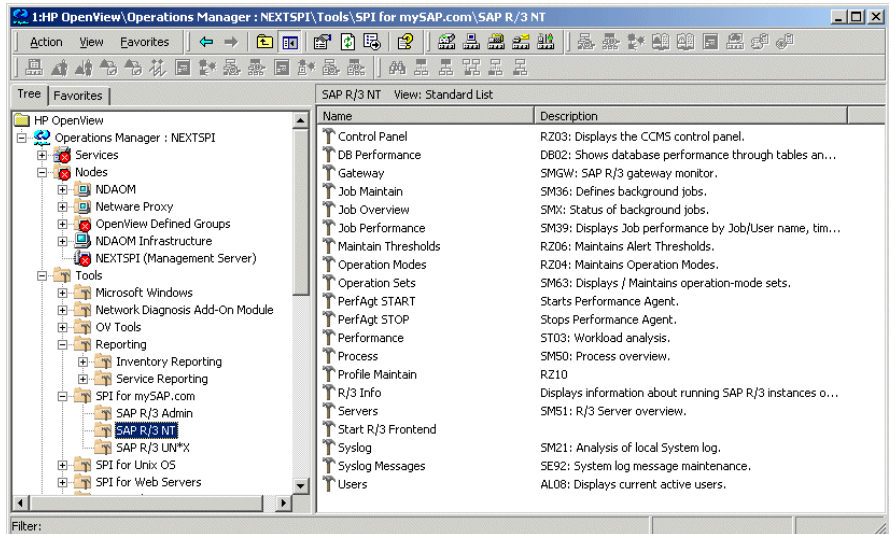
Tools > SPI for mySAP.com

Check that the following sub-directories are present and, by :

- SAP R/3 Admin
- SAP R/3 NT
- SAP R/3 UN\*X

**2** Clicking each sub-directory to confirm tools are present as illustrated in [Figure 2](#).

Figure 2 SPI for mySAP.com tools sub-directory



**3** In the OVO console tree, browse to the following item:

Policy management > Deployment packages

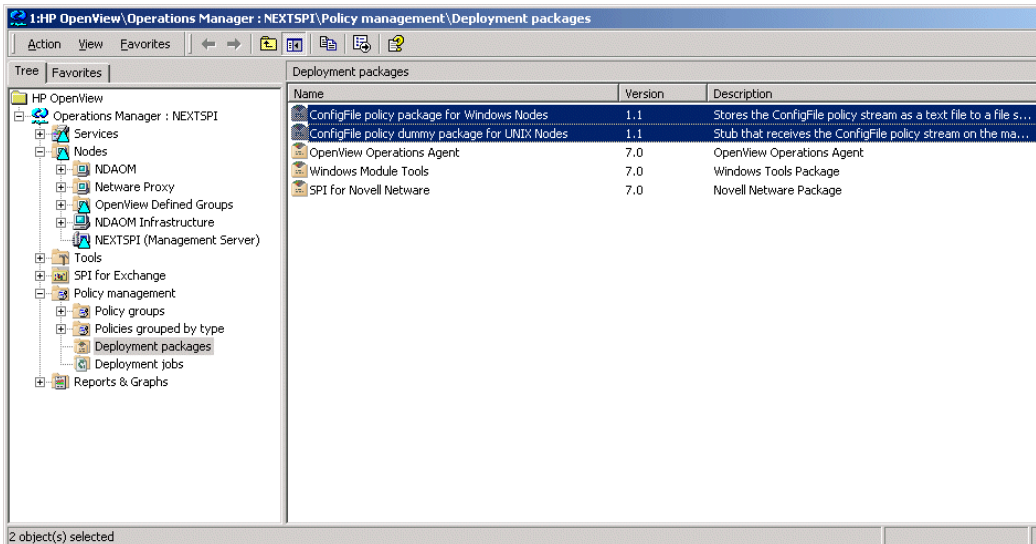
**a** The following items (belonging to the ConfigFile policy type) should be present as illustrated in [Figure 3](#).

- ConfigFile policy package for Windows Nodes



- ConfigFile policy dummy package for UNIX Nodes

Figure 3 Checking the Installed Packages



## Installing the SAP R/3 GUI

Next, you need to install the SAP GUI on the OVO management server as well as on the machines where you want to run a OVO console. You should use your SAP installation CD to install the most recent version of the SAP GUI available in your environment. Note that most of the operator-initiated actions and tools included in the Smart Plug-in for mySAP.com have to start the SAP GUI. For this reason, a SAP GUI *must* be installed on the OVO management server. This section explains how to install the SAP R/3 GUI 4.6 for Windows

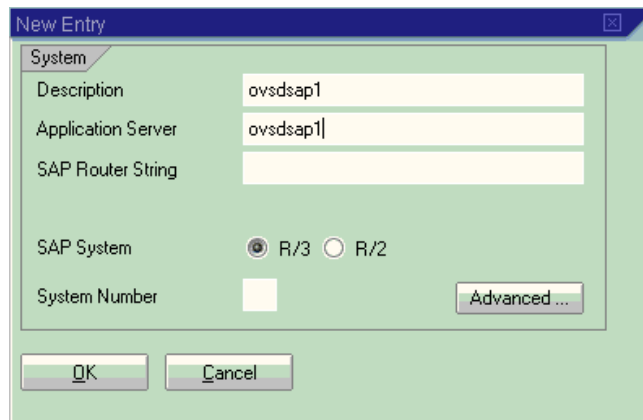
### Installing the native GUI for SAP R/3 4.6

- 1 Insert the SAP R/3 presentation CD for Windows in the drive and browse to the following directory:

```
<CDROM>: \GUI\Windows\Win32
```

- 2 Run the Setup.exe command and follow the instructions displayed by the installation wizard.
  - ▶ Once the setup has completed and before continuing with the installation of the Smart Plug-in for mySAP.com, we recommend you test the SAP GUI installation by attempting to start it manually.
- 3 To start the SAP R/3 GUI, you will have to create a new SAP GUI logon using the following menu sequence:  
Start:Programs > SAP Frontend > SAPlogon
- 4 Click the [New . . .] button to display the window illustrated in [Figure 4](#). Use the appropriate fields to enter a description and the name of the server to which you want to connect and click [OK]. The value you enter in the Description field appears later in the list of servers in the SAP Logon window.

Figure 4 Starting the SAP R/3 GUI for Windows



- 5 In the SAP Logon window, select the server to which you want to connect and click the [Logon] button.

# Configuration: OVO Administration Tasks

In this section you set up the SPI for mySAP.com.

## Overview

In this phase of the SPI for mySAP.com configuration, you use the OVO administrator GUI to integrate the SPI for mySAP.com with OVO and bring all SAP servers under OVO management. In this section, you complete the following tasks:

- 1 “Deploying OVO Components to SAP R/3 Nodes” on page 44.
- 2 “Configuring the Smart Plug-in for mySAP.com Monitors” on page 46.
- 3 “Deploying Smart Plug-in for mySAP.com Policies to SAP R/3 Managed Nodes” on page 48.
- 4 “Specifying SAP R/3 Systems to Monitor” on page 52.



The tasks in this section assume that the SAP R/3 systems you want to monitor with the SPI for mySAP.com are *already* OVO managed nodes. If this is not the case, see the OVO on-line help for instructions that explain how to add managed nodes to OVO.

## Deploying OVO Components to SAP R/3 Nodes

The deploy instrumentation command deploys the contents of the actions, commands, and monitors directories to the selected SAP R/3 managed nodes. If the actions, commands, and monitors are not deployed, the SPI for mySAP.com features and functionality will not work as expected. The directories containing the actions, commands, and monitors usually reside in the following location:

```
C:\Program Files\HPOpenView\Instrumentation\  
<OS Name>\<OS Version>\
```

where *<OS Name>* is the name of the operating system running on the OVO managed node.



If the SAP R/3 systems to which you want to deploy the SPI for mySAP.com components do not appear in the OVO console, see the OVO on-line HELP for instructions about adding managed nodes to OVO.

**To deploy the OVO instrumentation:**

- 1 In the OVO console, select and right-click the SAP R/3 (managed node) system you want to deploy the SPI for mySAP.com components on.
- 2 From the drop-down menu, select the following menu option:

**All Tasks > Deploy Instrumentation**

- a When the Deploy Instrumentation box appears **select the following**

**Action**

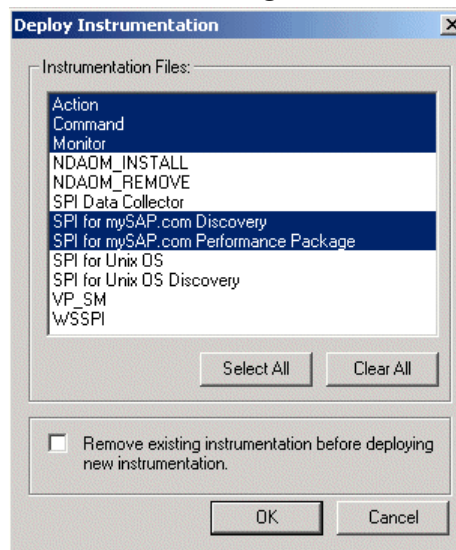
**Command**

**Monitor**

**SPI for mySAP.com Discovery**

**SPI for mySAP.com Performance Package** as illustrated in [Figure 1](#) below:

Figure 1 Deploy Instrumentation Dialog Box



- ▶ You can monitor the deployment as it happens in the Deployment Jobs window.

**3 Click OK.**

For more information about the options for installing and updating software, see the on-line help for OVO administrators.

## Configuring the Smart Plug-in for mySAP.com Monitors

The SPI for mySAP.com monitors you deploy to the SAP R/3 servers that are managed by OVO require information about what to monitor and how. The monitors obtain this information from default configuration files, which are installed by the Smart Plug-in for mySAP.com. Each of the SPI for mySAP.com monitors has its *own* default configuration file.

In this step you use the configuration-file policy editor to edit global configuration files (from the default files) for *each* of the SPI for mySAP.com monitors which run on the SAP R/3 servers. Once you have edited the configuration files, you deploy them to the SAP R/3 servers using the standard OVO policy-deployment mechanism.

### To modify an existing configuration-file policy for the Smart Plug-in for mySAP.com monitors

**1** In the OVO console tree, browse to the following directory:

Policy Management > Policy Groups > SPI for mySAP.com

**2** In the details pane, locate and double-click each configuration file associated with the monitor you want to configure, for example; the `global_r3itosap` file. The configuration-file policy editor displays the selected file as illustrated in [Figure 2 on page 47](#).



The `r3itosap.cfg` file contains the SAP login information that suits the requirements of your SAP R/3 environment, this is the *only global* configuration file that *must* be edited.

**3** All other *global* configuration files can be used in their default state. In the event that you want or need to modify them, scroll down to the end of the Configuration File content box, there you will find the alert definitions and can make any changes as required.

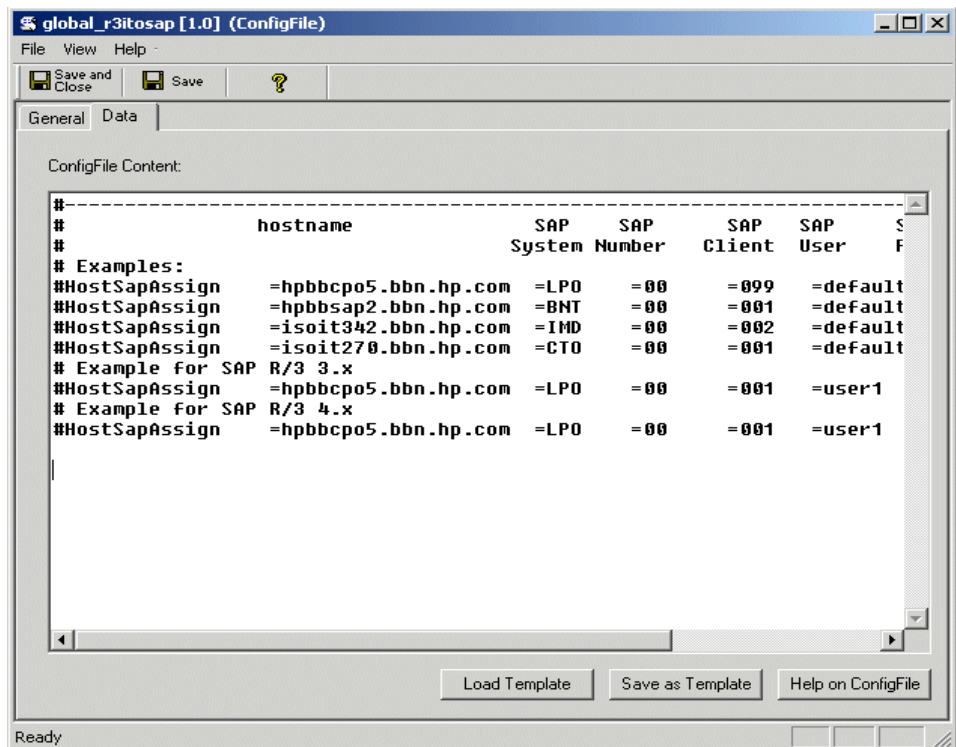
- 4 Save your policy and exit the ConfigFile policy editor. When saving the policy, we recommend you use the configuration-file policy type naming conventions, for example: `global_r3mondmp`. For *local* configurations, we recommend you replace *global* with the name of the SAP R/3 server for which the local configuration is intended, for example;

```
<SAP_server_name>_r3mondmp
```

The modified configuration-file policy for the SPI for mySAP.com `r3mondmp` monitor appears in the list of policies in the details pane.

- 5 Deploy the modified configuration-file policies to the SAP R/3 managed nodes as described in “Deploying Smart Plug-in for mySAP.com Policies” on page 51 in Figure 4 on page 51.

Figure 2 Editing the `r3itosap.cfg` File



## Deploying Smart Plug-in for mySAP.com Policies to SAP R/3 Managed Nodes

Non-configuration policies for the SPI for mySAP.com are organized into five default groups, all of which are part of the policy group SPI for mySAP.com. The Smart Plug-in for mySAP.com policy groups are:

- mySAP.com ITS
- SAP R/3 3.1I AppServer
- SAP R/3 3.1I Central Instance
- SAP R/3 4.x AppServer
- SAP R/3 4.x Central Instance

Only *one* policy group should be assigned to any *one* managed node. Which policy group you assign is determined by the version of SAP R/3 running on the managed node and whether the node is a central instance or an application server.



Remember to deploy an alert monitor's configuration-file policy before deploying the corresponding alert monitor itself. The alert monitors read these configuration files on startup. For example, you need to deploy the `global_r3moncts` configuration-file policy before you deploy the corresponding alert monitor, `r3moncts`. For more information, see [“Configuring the Smart Plug-in for mySAP.com Monitors”](#) on page 46.

The SPI for mySAP.com default policy groups contain all the SAP R/3 monitors supplied with the Smart Plug-in for mySAP.com. Deploying a policy group automatically activates the monitors, which the group contains.

### To avoid receiving messages from unnecessary or unwanted monitors

- 1 Make copies of the default policy groups and modify the *copies* to create your own policy groups containing only those monitors and policies you need.

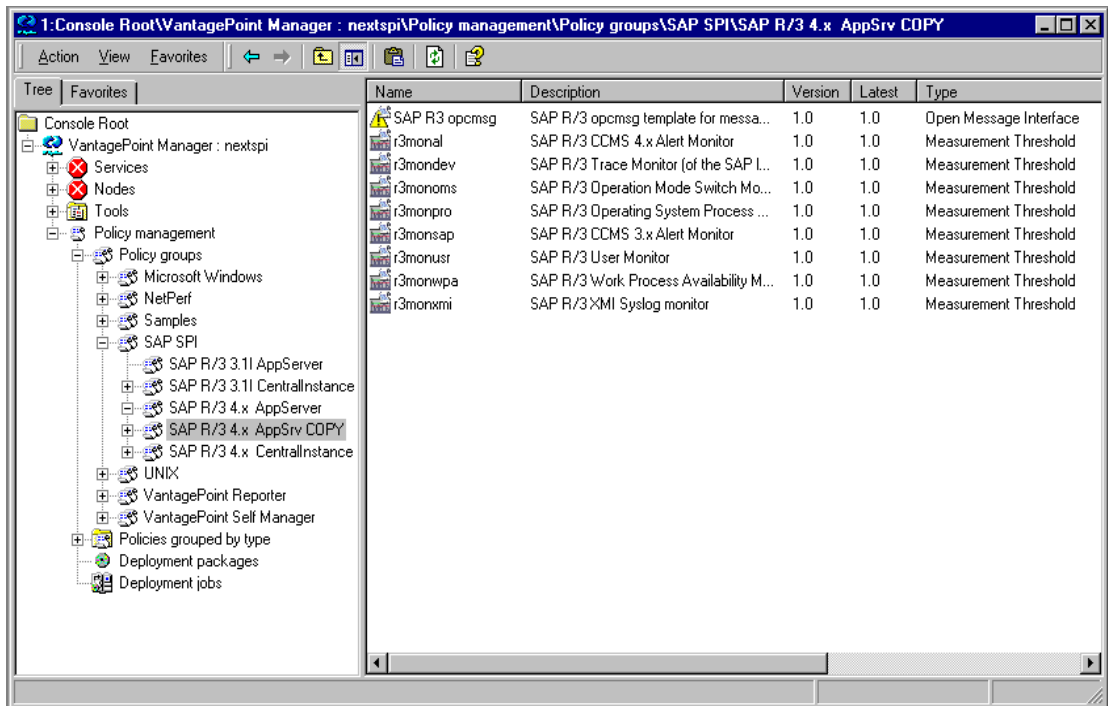


- 2 Tune the policies and monitors to suit the requirements of your environment before deploying them to the nodes you want to manage with the Smart Plug-in for mySAP.com. This will help prevent additional unwanted messages.


### Creating policy groups

- 1 As OVO administrator, use the HP OpenView Operations Manager window illustrated in Figure 3 to make your own policy group from which you should remove those policies and monitors you *do not* need, as follows:

Figure 3 Removing Policies from Policy Group

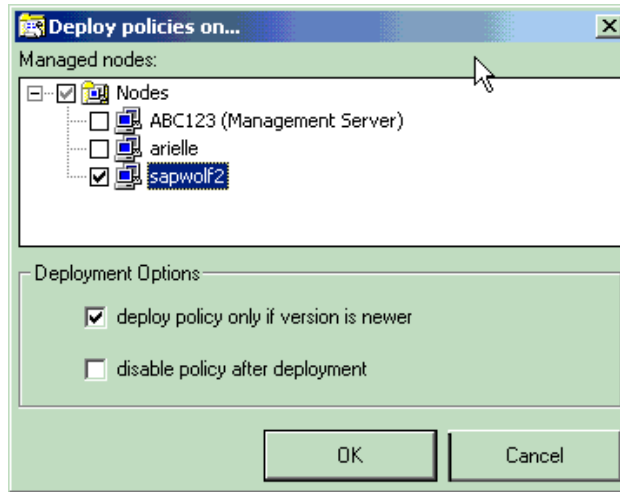


- a Expand the Policy Groups item and select and expand SPI for mySAP.com to display all the default policy groups for the Smart Plug-in for mySAP.com.

- b** Create a new policy group by selecting and right-clicking SPI for mySAP.com and selecting the following menu:  
New > Policy Group
  - c** Enter a name for the new policy group in the fields provided and click [OK].
  - d** In the left pane, select the existing policy group from which you want to copy policies and, in the details pane, drag the policies you want to place in the new policy group over and drop them on to the policy group you have just created.
- 2** Deploy the new policy group to the SAP R/3 nodes by following the instructions below. Depending on which SAP R/3 version is installed on the managed nodes and whether the nodes are central instances or application servers. For example: SAP R/3 4.B Central Instance SAPWolf2.
- a** In the console tree, select and right click the new policy group or groups you have created (containing the monitors you need) and use the following menu option:  
All Tasks > Deploy on...
-  Remember to use this opportunity to deploy any individual policies not present in the SAP R/3-specific policy groups.

- b** Use the Deploy Policies on... window to select the managed nodes to which you want to deploy the new policy group as illustrated in [Figure 4](#) below.

Figure 4 Deploying Smart Plug-in for mySAP.com Policies



- 3** Click [OK] to finish deploying policies.
- 4** You can check the successful deployment of policies by right clicking a managed node and selecting the following menu option from the drop-down menu that is displayed:

Policy Inventory > Deployment jobs



Some of the monitors may require SAP configuration. See [“Configuration: OVO Administration Tasks”](#) beginning on page 43 for additional information on SAP-Specific tasks.

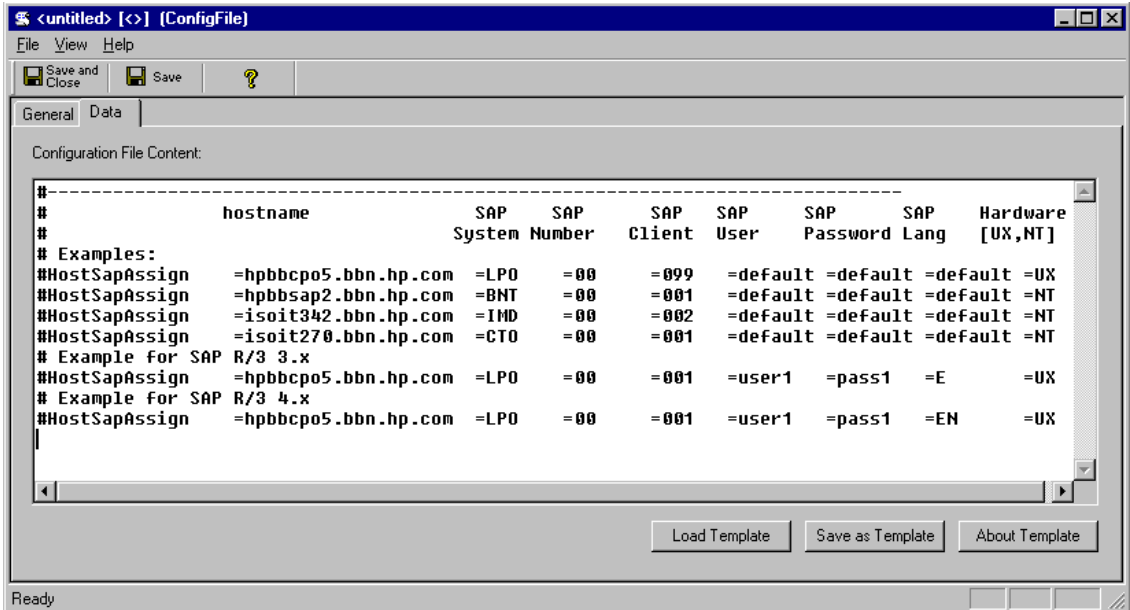
## Specifying SAP R/3 Systems to Monitor

This section describes how to use the configuration-file policy editor to define which SAP R/3 Systems the Smart Plug-in for mySAP.com should monitor. The SAP R/3 Systems monitored by the Smart Plug-in for mySAP.com are defined in the `r3itosap.cfg` configuration file. For more information about policy deployment, see [“Deploying Smart Plug-in for mySAP.com Policies to SAP R/3 Managed Nodes”](#) on page 48.

### Informing the SPI for mySAP.com which SAP R/3 clients to monitor

- 1 In the OVO console tree, browse to the following directory:  
Policy management > Policy groups > SPI for mySAP.com
  - You have to set up SAP R/3 users for each SAP R/3 client. The list of SAP R/3 clients you made in [“Before You Begin”](#) on page 31 includes the information you need for each configuration line. For more information on how to set up SAP users for OVO, see [“Setting Up an SAP User for OVO”](#) on page 57.
- 2 In the OVO Console, locate and double-click the `global_r3itosap` file. The configuration-file policy editor displays the selected file as illustrated in [Figure 5](#) on page 53.
- 3 Using the format of the examples in the `r3itosap.cfg` configuration file, add an entry for each SAP R/3 instance, which you want to monitor.
  - When configuring a managed node equipped with two network cards, be sure to specify both hostnames in the `r3itosap.cfg` configuration file.

- 4 Save your changes and exit the text editor. When saving the template, we recommend you use the configuration-file policy type naming conventions, for example: `global_r3itosap`

Figure 5 Editing the `r3itosap.cfg` File



# Configuration: SAP-Specific Tasks

This section describes how to complete the SAP-specific part of the installation of the Smart Plug-in for mySAP.com (SPI for mySAP.com).

## Overview

The tasks in this phase require knowledge of SAP transactions and specific monitoring requirements. You will be working with the OpenView Operations (OVO) GUI as well as on the SAP system application servers. You will need to log in to OVO as an operator and to the SAP clients as a user with authority to perform the SAP tasks included in this phase. The tasks in this section may be summarized as follows:

**1** [“Setting Up the XMI Authorization Profile” on page 56.](#)

- ▶ This step is only required for SAP version 3.1I or earlier. Later versions of SAP R/3 provide this authorization profile.

**2** [“Setting Up an SAP User for OVO” on page 57.](#)

This step is necessary so that an SAP R/3 log on can be made whenever OVO tools, monitors, or actions need to access SAP.

**3** [“The OVO Agent User Account on Windows NT” on page 60.](#)

Without access to the shared memory, service views will not work and the Smart Plug-in for mySAP.com monitors cannot determine if an SAP system is up or down.

**4** [“Applying the SAP Transport” on page 63.](#)

In this step, you copy the Smart Plug-in for mySAP.com transport files to the SAP transport directories on each SAP R/3 central instance and apply them. These files are placed temporarily in the OVO directory to facilitate the OVO administrator task of distribution of Smart Plug-in for mySAP.com components to SAP nodes.

**5** [“Setting Up Configuration Values for the mySAP.com SPI Monitors” on page 66.](#)

This topic is covered in much greater detail in the section on monitor customization.

**6** [“Creating Configuration File Policies” on page 68.](#)

In this step, you use the configuration-file policy editor to create global configuration-file policies. This topic is covered in much greater detail in the section on monitor customization in the *HP OpenView for Smart Plug-in for mySAP.com Administrator's Reference*.



After you have set up and deployed the configuration-file policies, the corresponding Smart Plug-in for mySAP.com policies must also be deployed to the SAP R/3 managed nodes. See [“Deploying Smart Plug-in for mySAP.com Policies to SAP R/3 Managed Nodes” on page 48.](#)

## Setting Up the XMI Authorization Profile

If you are working with SAP R/3 version 3.1I and want to use the r3monxmi Syslog monitor, which uses the XMI API in SAP R/3, you need to set up an XMI authorization profile.

### Setting up an XMI authorization profile

- 1 Log on to SAP R/3 3.1x.
- 2 Call transaction `/nsu02`.



- 3 Create a new profile called: SAP\_XMI\_ALL.

The *profile* name defined here is not to be confused with the name of the *authorization* objects which you use to define the profile later.

- 4 In the Profile List window, double-click the profile:

SAP\_XMI\_ALL

- 5 Click the [Insert authorization] button

- 6 Scroll down the list of object classes and double-click the following item.

Basis: Administration

- 7 In the Class Basis: Administration window, scroll down the authorization list and select the following authorizations to assign them to the SAP\_XMI\_ALL profile.

Authorization...	Object...
S_XMI_ADMIN	Auth. for external management...
S_XMI_ALL	CCMS...

- 8 Click the check button to add the authorizations. The authorizations you have added appear in the Consisting of authorizations field.

- 9 Activate the new profile using the following menu sequence:

Profile: Activate...

## Setting Up an SAP User for OVO

For every client which allows automated log on of OVO operators:

- 1 Log on to SAP R/3
- 2 Call the transaction /nsu01

**3** Create a new user named ITOUSER. Specify the following parameters:

**User type:**

DIALOG

If User type is *not* set to DIALOG and a corresponding password not configured, the SAP GUI will not work and many of the operator- initiated actions and tools within OVO will be unavailable.

**Initial password:**

any SAP-admissible value except HPSAP\_30

**HPSAP\_30** is the password you are *expected* to use when you next log in to SAP (as ITOUSER) and are prompted to change ITOUSER's initial password.

**Authorization profiles:**

S\_A.ADMIN (SAP R/3 3.1x *only*)

S\_XMI\_ALL

SAP\_ALL\_DISPLAY

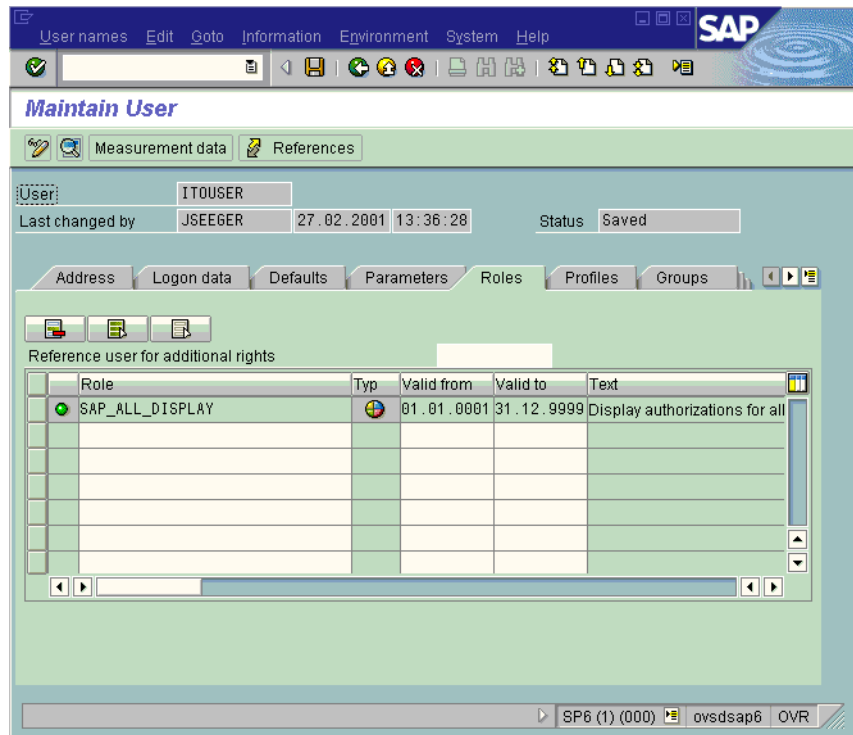
For more information about SAP\_XMI\_ALL, see [“Setting Up the XMI Authorization Profile” on page 56](#).

**User roles:**

SAP\_ALL\_DISPLAY (4.6C *only*)

Display authorization for all modules except BC, CA, and HR. ITOUSER requires this authorization to be able to execute Smart Plug-in for mySAP.com ABAP functions.

Figure 1 SAP R/3 4.6C User Roles for ITOUSER



- 4 Log on to SAP R/3 as user ITOUSER.
- 5 When prompted, change the initial password. Enter the following new password:  
HPSAP\_30.

## The OVO Agent User Account on Windows NT

The user account `HP_ITO_account` on Windows NT managed nodes is used by the OVO agent and must be member of the group `SAP_<SID>_LocalAdmin` in order to access the SAP R/3 shared memory. Without access to the shared memory, service views will not work and the Smart Plug-in for mySAP.com monitors will not be able to determine if an SAP system is up or down. To check and, if necessary, change the configuration of the `HP_ITO_account` on a Windows NT system:

### Configuring the HP\_ITO account on a Windows NT system

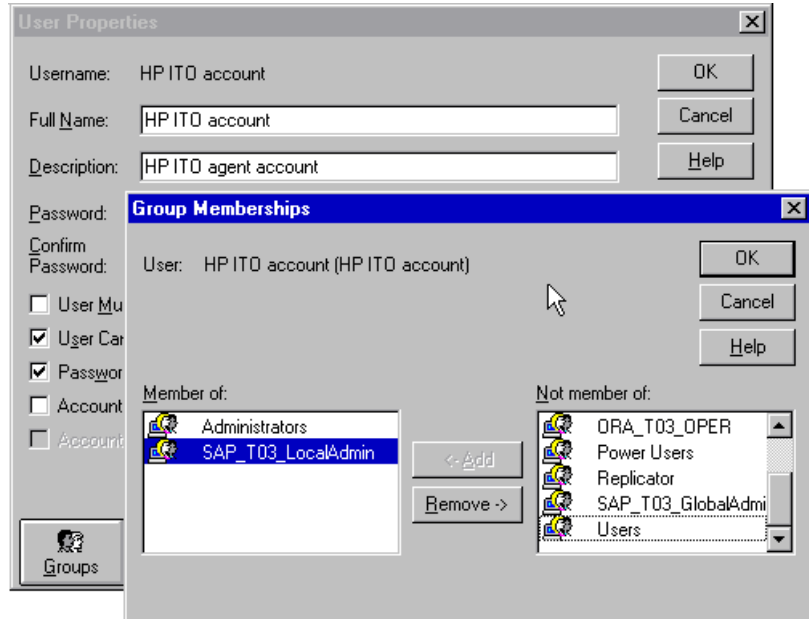
- 1 Start the User Manager by using the following menu sequence:

Start:Programs > Administrative Tools (Common) > User Manager for Domains

- 2 Locate and double click the user name: `HP_ITO_account`. The User Properties window appears.

- 3 In the User Properties window, click the [Groups] button. The Group Memberships window appears as illustrated in Figure 2.

Figure 2 The Group-Memberships Window



- 4 In the Group Memberships window, make sure that group SAP\_<SID>\_LocalAdmin appears in the Member of : list. If it does not, then locate the SAP\_<SID>\_LocalAdmin group in the Not Member of : list and use the [<- Add] button to add it to the Member of : list.
- 5 Click [OK] to save the changes.

### Configuring the HP ITO account on a Windows 2000 system

- 1 Start the Computer Management by using the following menu sequence:  
**Start:Programs > Administrative Tools > Computer Management**
- 2 Locate and double click the user name: HP ITO account. The Local Users and Groups window appears.
- 3 In the right-hand pane of the Computer Management window, double click the **Users** button.
- 4 The HP ITO account properties window appears.
- 5 Click **Member of** tab.
- 6 Locate Users and click the **Add** button. The Select Group window appears.
- 7 Locate HP ITO account and click the **Add** button.
- 8 Click **OK** to save the changes. The new group appears in the lower left-hand pane.

# Applying the SAP Transport

In this step, you copy the transport files that are delivered with the Smart Plug-in for mySAP.com to the SAP transport directories on each OVO managed node that is an SAP R/3 central instance.

SAP transport files directories can be copied to the OVO managed node(s) in the following two ways:

- via OVO managed nodes
- via the SAP R/3 GUI

The naming conventions used for the transport objects are as follows:

Objects in Smart Plug-in for mySAP.com

Development Class:	ZSPI
Function Groups:	ZLPO ZSPB ZSPA
Function modules:	Y_HP_ITO_*
Programs:	YSPI* ZHPSPI*

## To copy the Smart Plug-in for mySAP.com transport files to the OpenView Operations managed nodes:

- 1 Use the Windows Explorer tool to locate the SAP R/3 transport packages, which by default reside in the following directory:

```
<system drive>:\Program  
Files\HPOpenView\Packages\SAPTransports
```

The SAP transport package is stored in the SAP specific .car format and is accompanied by a readme file explaining which SAP transports must be imported into each SAP R/3 version.

- 2 Use the `ftp` tool to transfer the package to each of the SAP R/3 central instances you want to manage with OpenView Operations.



This following procedure requires the `CAR/SAPCAR` command, which you can find on any SAP Kernel CD. The `SAPCAR` command appears with mySAP.com 4.6or later.

- 3 On each of the managed nodes, as SAP administrator (`<SID>adm`) use the `CAR` (or `SAPCAR`) command to unpack the transport files to `/usr/sap/trans`. Enter:

```
CAR -xvf R3Trans.car
```

- 4 Continue importing the SAP transport files either via command line or via SAP R/3 GUI following the instructions given below.

### Importing the Transport files via command line

- 1 Import the Smart Plug-in for mySAP.com transport to your SAP R/3 central instance. For example, enter the following commands as SAP administrator on the appropriate Windows NT managed node:

```
cd \usr\sap\trans\bin
tp addtobuffer <transport file name> <SID>
tp import <transport file name> <SID> client=<client_ number>
```

Where `<SID>` is the SAP system ID and `<transport file name>` is one of the values, depending on SAP system version, shown in the accompanying readme file on the OVO management server (location see above).

Input `<tp parameter filename>` as the exact name of the `tp` parameter file, located in directory `/usr/sap/trans/bin`. For example, if your SAP system is version 4.6, the transport file name is `K900xxx.SP1`.

If for any reason an error occurs, you can clean the buffer using the following command:

```
tp cleanbuffer <SID>
```

- 2 Repeat this procedure on each SAP R/3 system you want to manage with OVO.



## Importing the Transport files from the SAP R/3 GUI



This procedure is *only* valid for SAP R/3 versions 4.x and higher.

- 1 Log into all SAP systems where you wish to apply transport file.

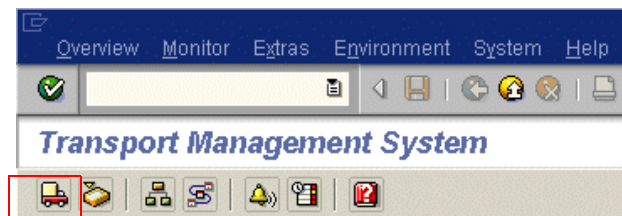


Transports *must* be applied to *each* SAP system.

- 2 From the SAP R/3 GUI enter the following transaction ID:  
`/nstm` as illustrated below:



- 3 From the SAP Transport Management System login, click the **Transport** icon (or **F5**) as illustrated below in red.



- 4 Select the correct SID (queue) where you wish to import the transport.
- 5 From the file menu select  
`Extras > Other requests > Add`
- 6 From the Transport Request to import Queue type the following:
  - a Transport file name

File names are located in the accompanying readme file on the OVO management server (location see above).

- b** Enter the `target client` (000 is the default client number).
  - c** Select the check icon or use the **Enter** key to add transaction requests.
- 7** Highlight the desired transport.
- If a transport is not selected, all transports in the list will be selected.
- 8** Select **Request > Import** and the Import Request box appears
- 9** Check items in the **Option** tab that are appropriate for your system.
- 10** Click the check icon or **Enter** key.

## Setting Up Configuration Values for the mySAP.com SPI Monitors

To conclude the SAP-specific tasks, you have to set up initial configuration values for the Smart Plug-in for mySAP.com monitors *before* you deploy the configuration files to the managed nodes. The Smart Plug-in for mySAP.com includes the monitors listed in [Table 1](#) below.

Table 1 Smart Plug-in for mySAP.com Monitors

Monitor Name	Description
r3monaco	Alert collector for TemSe calls
r3monale	ALE monitor
r3monal	CCMS monitor
r3monchg	System change monitor
r3moncts	Correction and Transport system monitor
r3mondev	Trace monitor of the SAP logfile: <SID>/<INSTANCE>/work/dev* )

Table 1 Smart Plug-in for mySAP.com Monitors (Continued)

Monitor Name	Description
r3mondmp	ABAP/4 Dump monitor
r3monjob	Job monitor
r3monlck	Lock check monitor
r3monoms	Operation mode switch monitor
r3monpro	Operating system process monitor
r3monsap	Alert monitor
r3monspl	Spool monitor
r3montra	Transport monitor
r3monupd	Update monitor
r3monusr	User monitor
r3monwpa	Work-process availability monitor
r3monxmi	XMI syslog monitor

The Smart Plug-in for mySAP.com also includes two sets of configuration and distribution tools as follows:

**Global** tools which can be applied to *all* managed nodes

**Local** tools which apply only to a *specified* managed node

For information about and instructions for configuring monitors see the on-line HELP.

## Creating Configuration File Policies

In this step you use the configuration-file policy editor to create global configuration files (from the default files) for each of the SPI for SAP R/3 monitors which run on the SAP R/3 servers.

### To create a new configuration-file policy for the SPI for SAP R/3 monitors

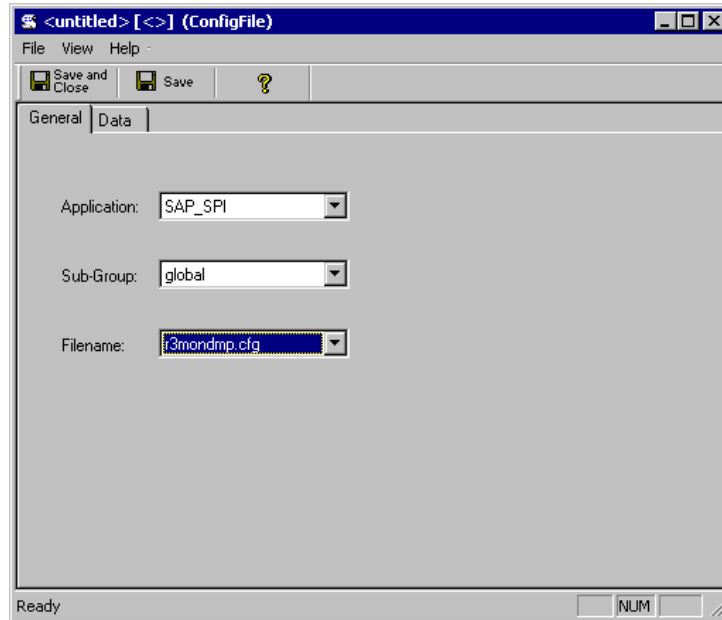
- 1 From the OVO console tree, browse to the following directory:  
Policy Management > Policy Group > SPI for mySAP.com
- 2 In the details pane, select right click the policy group that matches the version of SAP R/3 which is installed in your environment and the type of instance: Central or Application Server. Then add a new configuration file by using the following menu sequence:  
New > ConfigFile
- 3 Click the General tab and use the pull-down menus provided to enter the following values in the appropriate fields, as illustrated in [Figure 3 on page 69](#).

Application	SAP_SPI
Sub-Group	Global
Filename	r3mondmp.cfg

- ▶ The filename `r3mondmp.cfg` is used here only as an example. If you want to modify the default configuration files, edit the global configuration file which corresponds to each of the Smart Plug-in for mySAP.com monitors you want to deploy to (and run on) the SAP R/3 managed nodes.

- 4 Select the **Data** tab and click [Load Template] button. The monitor name file you selected is displayed.

Figure 3 Configfile dialog box



- 5 Scroll down to the bottom of the configuration-file policy and make the appropriate modifications.
- 6 Save your configuration-file policy and exit the editor. When saving your policy, we recommend you use the configuration-file policy-type naming conventions, for example: `global_r3mondmp.cfg`. The newly created configuration policy for the SPI for SAP R/3 monitor appears in the list of policies in the details pane.
- 7 Deploy the newly created configuration-file policies to the SAP R/3 managed nodes as described in [“Deploying Smart Plug-in for mySAP.com Policies to SAP R/3 Managed Nodes”](#) on page 48.



# SAP Internet Transaction Server (ITS) Monitoring

## Installing the ITS Monitor

The instructions in this section assume that either OVO Embedded Performance Agent (Coda) or the HP OpenView MeasureWare agent is already installed on all OVO managed nodes, where the ITS Monitor is required.



An ITS Monitor only needs to run on hosts where the SAP ITS AGate component is installed.

To install the ITS Monitor on an OVO managed node, you need to perform the steps indicated below, each of which is described in more detail in the appropriate subsections that follow:

- “Pre-requisites” on page 72.
- “Deploying the ITS Monitor Instrumentation” on page 75.
- “Deploying the Config File Policy Types” on page 77.
- “Deploying ITS Policies on the ITS Node” on page 77
- “Verifying Deployment of the Config File Policy Types” on page 78.

## Pre-requisites

Before you start the installation of the ITS Monitor, make sure that the ITS AGate node on which you have chosen to install the ITS Monitor meets the following requirements:

- Operating system: Windows NT 4.0, Windows 2000
- OVO agent installed and running
- Config File Policy Package for Windows Node is deployed
- either the MeasureWare agent for Windows NT/Windows 2000 or the OVO Embedded Performance Agent
- SAP R/3 version: 4.x - 4.6D Compilation 4

Not on the AGate system, but somewhere in your environment, you need:

- HP OpenView PerfView or HP OpenView Performance Manager
  - for viewing the collected metrics
- HP OpenView Reporter
  - for viewing long-term analysis data



The successful installation of the ITS Monitor depends on the presence of the SPI data collector instrumentation wrapper utilities on the OVO management server.



## Setting up the ITS Monitor for Performance Monitoring Tasks

The ITS Monitor uses information in the ITS `global.srvc` configuration file to provide a default configuration automatically. However, to set up the ITS Monitor to collect performance information, you need to perform the following configuration tasks:

- 1 Make sure that the ITS Monitor has access to (and the necessary permissions for) the directories containing the following log files:

```
<root>\Program Files\SAP\ITS\2.0\<ITS_Instance_Name>\logs
```

- 2 Activate performance monitoring by setting the following keys to the value one (1) in the Registry on the managed node for *each* ITS instance:

- a Enable the command interface under:

```
HKEY_LOCAL_MACHINE\Software\SAP\ITS\2.0\<ITS_instance>\  
\Programs\AGate\AdminEnabled
```

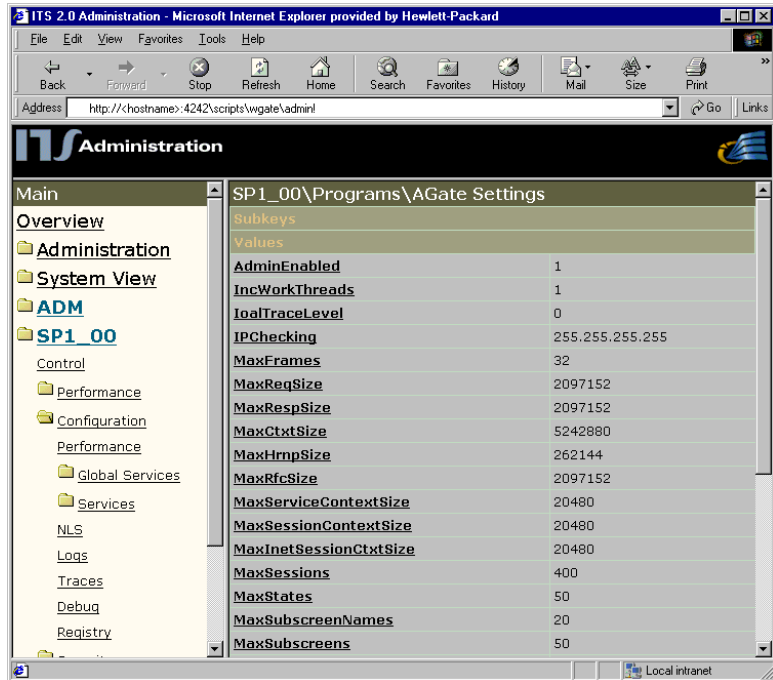
- b Configure performance monitoring under:

```
HKEY_LOCAL_MACHINE\Software\SAP\ITS\2.0\<ITS_instance>\  
\CCMS\PerfMonitoring
```

- c Restart the AGate instance(s) to activate the changes made to the registry.

- ▶ **Example 1** displays set the appropriate SAP ITS registry keys using the ITS administrator GUI. Enter:  
`http://<hostname>:<port number>\scripts\wgate\admin!`

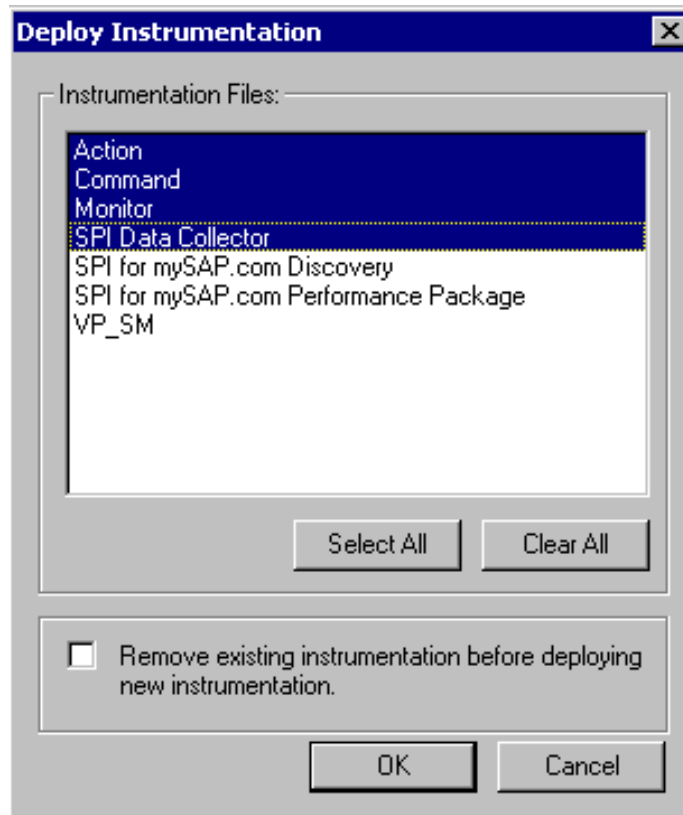
### Example 1 Setting Registry Keys with the ITS Administrator GUI



## Deploying the ITS Monitor Instrumentation

- 1 In the OVO console window, select and right-click the mySAP.com (managed node) where the ITS components will be deployed.
- 2 Browse to the following menu option:  
`All Tasks > Deploy instrumentation`
- 3 From the Deploy Instrumentation window select the following as illustrated in [Figure 1 on page 76](#):
  - Action
  - Command
  - Monitor
  - SPI Data Collector
- 4 Select **OK** as illustrated in [Figure 1 on page 76](#).  
You can monitor the deployment as it occurs in the Deployment Jobs window.
- 5 Click **OK**.

Figure 1 Deploying Instrumentation Files



## Deploying the Config File Policy Types

- 1 From the OVO console, browse to the following:  
**Policy management > Policy groups > SPI for my SAP.com**
- 2 Select *all* policies beginning with `global_r3`



The `r3itsperfmon.cfg` configuration file policy *must* be select when deploying Configuration file policy types

## Deploying ITS Policies on the ITS Node

- 1 From the OVO console browse to the following:  
**Policy management > Policy groups > SPI for mySAP.com > mySAP.com ITS**
- 2 Select and right-click the following files:
  - `r3itsperfmon` (Scheduled Task)
  - `SAP R3 opc msg` (Open Message Interface)
- 3 Browse to the following:  
**All Tasks > Deploy on**
- 4 Select the ITS node where the policies will be deployed.
- 5 Click **OK**.

## Verifying Deployment of the Config File Policy Types

- 1 Select and right-click the ITS node and browse to the following:  
**View > Policy Inventory**
- 2 In the right-hand pane of the OVO console the following files should appear as displayed in [Example 2](#) below:

Example 2 ITS Policy Inventory Verification Files

<b>Name</b>	<b>Type</b>
r3itsperfmon	Scheduled Task
SAP R3 opc msg	Open Message Interface
global_r3itsperfconfig	Config File

For more information about what information is copied where during the installation of the ITS Monitor, see *hp OpenView SPI for mySAP.com Administrator's Reference Online Help*.

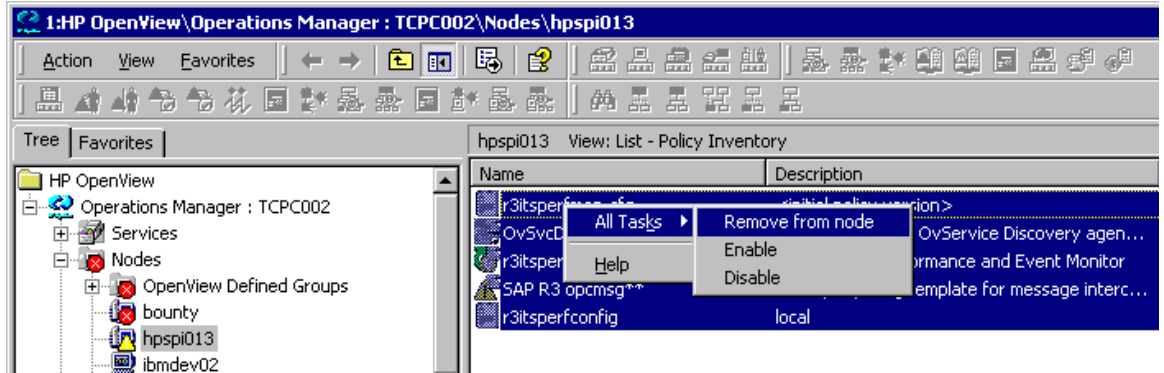
## Removing the ITS Monitor

This section describes how to remove the ITS Monitor from the managed node quickly and easily. To remove the ITS Monitor software from the OVO managed node, you should carry out the following steps in the order specified.

- 1 Right click the ITS node and browse to the following:  
**view > Policy inventory**
- 2 In the policy inventory list select the policies listed above, and from the drop down menu select the following as illustrated in [Figure 2](#):

All tasks > Remove from node

Figure 2 Removing the ITS Monitor







## Smart Plug-in for my SAP.com Performance Monitors

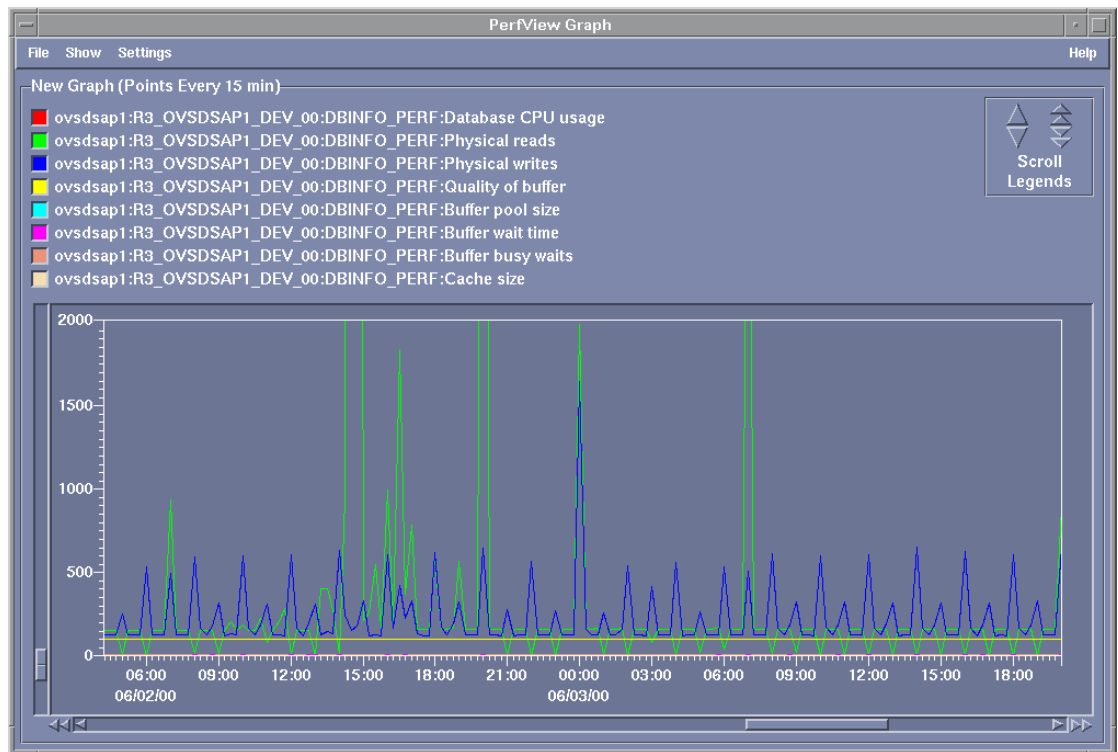
This section describes how to install and configure the SPI for mySAP.com performance package. It also provides information about how to put the performance monitors to best use and supplement the information provided by the SPI for mySAP.com performance monitors with information supplied by the MeasureWare agent. The section includes the following topics:

- “Performance Monitors Overview” on page 82
- “De-/Installing the Performance Monitor” on page 83
- “Locating the Performance Monitor Files” on page 88
- “Configuring the Performance Monitor” on page 90
- “Managing the Performance Agent” on page 94

## Performance Monitors Overview

The SPI for mySAP.com Performance Monitors collect SAP R/3 performance data. This data can then be used to compare trends between SAP R/3 business transactions and other system metrics. The Performance Monitors can then be used to monitor, manage, and correlate this data centrally along with any other application, database, system and network data.

Figure 1 Performance Data displayed through Perfview



Implemented ABAP-function modules inside SAP R/3 are accessed via an RFC-call. The Performance Monitors gather a snapshot of SAP runtime performance data.

In addition to the R/3 Performance Alert Monitor (**rz03**), which is part of the SAP R/3 CCMS subsystem, the SPI for mySAP.com Performance Agent is able to collect over 100 additional metrics.

The new SPI for mySAP.com performance agent can be configured to specify which performance monitors should be run on which SAP R/3 instances and how frequently. MeasureWare Agent or OVO Embedded Performance Agent (CODA) alerts the management station when defined thresholds are exceeded.

The MeasureWare Agent runs under Windows as a service and under Unix as a daemon (background) process that runs independently of the OVO agent processes. In order to start/stop the SPI for mySAP.com performance monitor processes, use the appropriate OVO tools in the OVO Tools window.

## De-/Installing the Performance Monitor

This section describes how to:

- [“Selecting the Performance Data Source” on page 84.](#)
- [“Changing Default Settings for the Performance Data Source” on page 85](#)
- [“Deploying Performance Monitor Package” on page 86](#)
- [“De-Installing Performance Packages” on page 87](#)



Note that the instructions in this section assume that:

- either the MeasureWare agent or the OVO Embedded Performance Agent is installed
- SAP R/3 version 3.1I, 4.0B, 4.5B, 4.6C, or 4.6D is installed
- the OVO Enterprise Message/Action Agent is already installed and running on the SAP R/3 servers, which you want to manage with OVO.

## Selecting the Performance Data Source

By default, OVO deploys the OVO Embedded Performance Agent (Coda) with all OVO A.07.00 agents. All OVO A.07.00 Smart Plug-ins use the OVO Embedded Performance Agent as the default source for the performance data required for graphing in OpenView PerfView and OpenView Reporter. However, previously installed OpenView products that use the MeasureWare Agent will continue to use MeasureWare as the data source.

However, if you prefer to use MeasureWare as the agent for newly installed OpenView products rather than the OVO Embedded Performance Agent (for example, to be able to use PerfView, which does not support the OVO Embedded Performance Agent), you can override the default use of the OVO Embedded Performance Agent by setting up a small text file, **nocoda.opt**, which changes the default data source from Coda to MeasureWare.

Once configured, the **nocoda.opt** file must be stored in a specific location on each managed node, whose performance-data source you want to change. The location of the **nocoda.opt** file on the managed node varies according to the operating system running on the OVO management server and managed node. Table displays the location of the **nocoda.opt** files on nodes managed by an OVO for Windows management server.

Table 1 OVO 7.0 for Windows Management Servers

Managed Node Operating System	Location of the nocoda.opt file
AIX	/var/lpp/OV/conf/dsi2ddf/nocoda.opt
HP-UX/Solaris	/var/opt/OV/conf/dsi2ddf/nocoda.opt
Windows	\Program Files\HP OpenView\ {790C06B4-844E-11D2-972B- 080009EF8C2A}\ conf\dsi2ddf\nocoda.opt

## Changing Default Settings for the Performance Data Source

To change the default setting for the data source follow the instructions below: Open the **nocoda.opt** file in a text editor and manually enter the appropriate information using the format and syntax illustrated in Example: **The nocoda.opt File**.

- 1 To designate MeasureWare as the agent for all data sources, enter the key word **ALL** at the top of the file.
- 2 To designate MeasureWare as the agent for a data source tied to a specific SAP R/3 (or SAP R/3 ITS) instance, include a reference to each instance on a separate line of the `nocoda.opt` file, using the following format as illustrated in [Example 1 on page 85](#):

For... Use the following format...

SAP R/3: **R3\_<SAP\_Hostname>\_<SAPSID>\_<SAP\_Instance\_ Number>\_DATA**

SAP R/3 ITS: **R3ITS\_<Virtual\_SAPITS\_Instance\_Name> \_<SAPITS\_Hostname>\_DATA**

- 3 Save the changes to the **nocoda.opt** file.
- 4 Restart the OVO agent on the managed node where the **nocoda.opt** file has been modified.

### Example 1 The nocoda.opt File

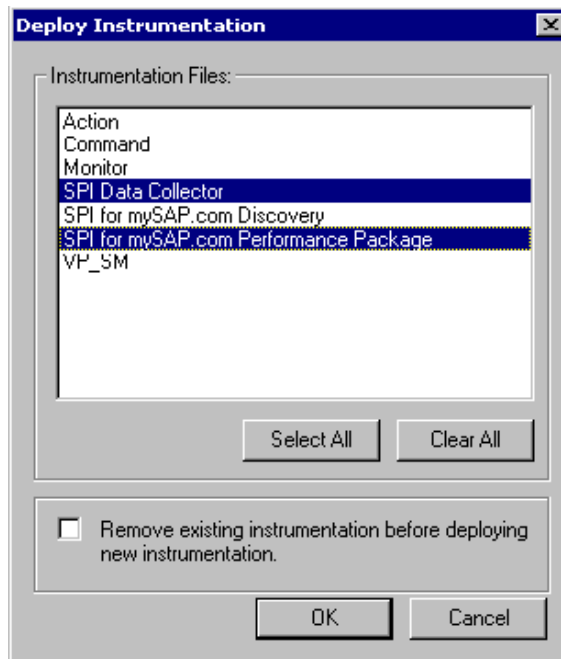
```
#####
# Add to (or modify) the contents of this file to change the
# data-source from the default Coda to MeasureWare
#####
# All hosts:
ALL
# SAP R/3 hosts/instances:
R3_ovdsap_DEV_00_DATA
# SAP R/3 ITS hosts/instances:
R3ITS_SP6_00_ovspi_DATA
```

## Deploying Performance Monitor Package

Follow the instructions below to deploy the Performance Monitor instrumentation from the OVO Management Server to the OVO managed node systems.

- 1 From the **OVO** console window, select and right-click the **mySAP.com node**.
- 2 Browse to the following menu option:  
All tasks > Deploy instrumentation
- 3 Select the following files as illustrated in [Figure 2](#):
  - SPI Data Collector
  - SPI for mySAP.com Performance Package

Figure 2 Deployment Package Selection



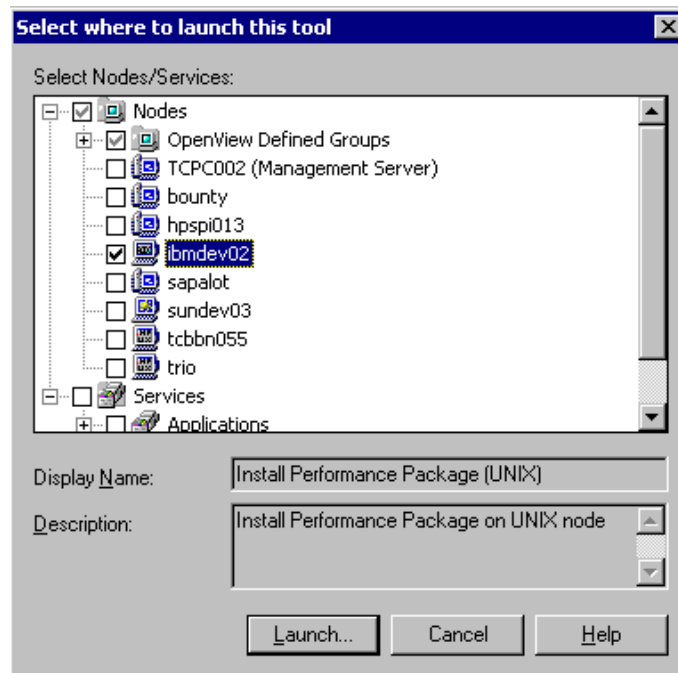
- 4 Select **OK**.

## De-Installing Performance Packages

Follow the instructions below to install the Performance Packages after having deployed them in the previous step.

- 1 From the OVO console window, select the following:  
**Tools > SPI for mySAP.com > SAP R/3 Admin**
- 2 Select the tool corresponding to your Operating System (Unix or Windows).
- 3 Select the mySAP.com managed node(s) where you want to start the Performance Package installation, as illustrated in [Figure 3](#) below. Please be careful only to select nodes which correspond to the OS of the selected tool (UNIX or Windows).
- 4 Click **Launch** to start the installation.

Figure 3 Performance Package Deinstallation



- 5 For deinstallation just select the corresponding deinstallation tool and follow steps 1-4 above. After deinstallation you should also undeploy the SPI for mySAP.com performance monitor package.

## Locating the Performance Monitor Files

This section lists the files installed as part of the SPI for mySAP.com performance package for the following platforms:

- “AIX” on page 88.
- “HP-UX/Solaris” on page 89.
- “Windows” on page 89.

### AIX

This section lists the files installed as part of the SPI for mySAP.com performance package for AIX:

- Binaries: /var/lpp/OV/bin/R3PerfAgent/bin
  - r3perfconfig: Performance Monitor configuration tool.
  - r3perfagent: Performance Monitor Agent.
  - compdsifile.sh: Shell script used by the r3perfconfig tool to compile the dsilog files. Not to be executed independently.
- Configuration files: /var/lpp/OV/conf/SAP\_SPI/[local | global]
  - r3perfagent.cfg: Global and local configuration file for the various performance monitors.
- Dsilogfiles: /var/lpp/OV/bin/R3PerfAgent/data
  - R3\_<HOSTNAME>\_<SID>\_...: On installation, this directory is empty. It is used to store the dsilogfiles compiled by r3perfconfig and compdsifile.sh files.
- Templates: /var/lpp/OV/bin/R3PerfAgent/template
  - R3statistics.<PERF-MONITOR>: files used to compile the dsilogfiles.
  - Parm.UX: Parameter file template.



## HP-UX/Solaris

This section lists the files installed as part of the SPI for mySAP.com performance package for HP-UX and Solaris:

- Binaries: `/var/opt/OV/bin/R3PerfAgent/bin`
  - `r3perfconfig`: Performance Monitor configuration tool.
  - `r3perfagent`: Performance Monitor Agent.
  - `compsdfile.sh`: Shell script used by the `r3perfconfig` tool to compile the dsilog files. Not to be executed independently.
- Configuration files: `/var/opt/OV/conf/SAP_SPI/[local | global]`
  - `r3perfagent.cfg`: Global and local configuration file for the various performance monitors.
- Dsilogfiles: `/var/opt/OV/bin/R3PerfAgent/data`
  - `R3_<HOSTNAME>_<SID>_...`: On installation, this directory is empty. It is used to store the dsilogfiles compiled by `r3perfconfig` and `compsdfile.sh`
- Templates: `/var/opt/OV/bin/R3PerfAgent/template`
  - `R3statistics.<PERF-MONITOR>`: files used to compile the dsilogfiles.
  - `Parm.UX`: Parameter file template.

## Windows

This section lists the files installed as part of the SPI for mySAP.com performance package for Windows:

- Binaries: `%OVAgentDir%\bin\SAP_SPI\R3PerfAgent\bin`
  - `r3perfconfig`: Performance Monitor configuration tool.
  - `r3perfagent`: Performance Monitor Agent.
  - `r3perfagent_service`: Starts the Performance Monitor Agent as an service under Windows.
  - `Compsdfile.bat`: Batch program used by the `r3perfconfig` tool to compile the dsilog files. Not to be executed independently.

- Configuration files:  
%OVAgentDir%\bin\SAP\_SPI\R3PerfAgent\bin\global
  - r3perfagent.cfg: Configuration file for the various performance monitors. Note that this directory is created after the first SPI for mySAP.com performance package policies have been deployed
- Dsilogfiles: %OVAgentDir%\bin\SAP\_SPI\R3PerfAgent\bin\data
  - R3\_<HOSTNAME>\_<SID>\_...: On installation, this directory is empty. It is used to store the dsilog files compiled by: r3perfconfig.bat and compdsifile.bat
- Templates: %OVAgentDir%\bin\SAP\_SPI\R3PerfAgent\bin\template
  - R3statistics.<PERF-MONITOR>: files to used to compile the dsilog files.
  - Parm.NT: Parameter file template.

## Configuring the Performance Monitor

Before starting to configure the Performance Monitor note that if MeasureWare Agent is used instead of OVO Embedded Performance Agent (Coda), then stop MeasureWare Agent on the managed node using the following commands appropriate to your system environment:

Table 2 Stopping MeasureWare Agent commands

AIX	/usr/lpp/perf/bin/mwa stop
HP-UX/Solaris	/opt/perf/bin/mwa stop
Windows	mwacmd stop

After having stopped the MeasureWare agent you can now start to configure the performance monitor. In case you are using the OVO Embedded Performance Agent (Coda), you do not have to take any action before configuring the performance monitor.

### Configure the Performance Monitor

- 1 On the node where the Performance Monitor Agent is installed, switch to

the appropriate directory and enter the following command to run configuration scripts:

Windows: `r3perfconfig`

UN\*X: `./r3perfconfig`

Follow the instructions which appear on screen. The script lists the SIDs it finds together with a number, and prompts you to select the SAP R/3 instance to be configured. See [Example 1 on page 91](#).

### Example 1 Installed SAP Instances

```
-----SID   SapNr   HostName -----
(0)   AST     0       sapper
(1)   DEV     1       ovdsap1
```

Choose:

```
(x) to configure shown system
888 to manually configure a SAP system
999 to quit
```

Enter the appropriate identification number, for example; 0 for AST. If you choose **888** to configure an SAP R/3 SID from scratch, you are required to answer a series of questions concerning the SAP SID you want to configure.

When you are finished, the **dsilog** files are then compiled and the data source is added to the MeasureWare-agent configuration file:

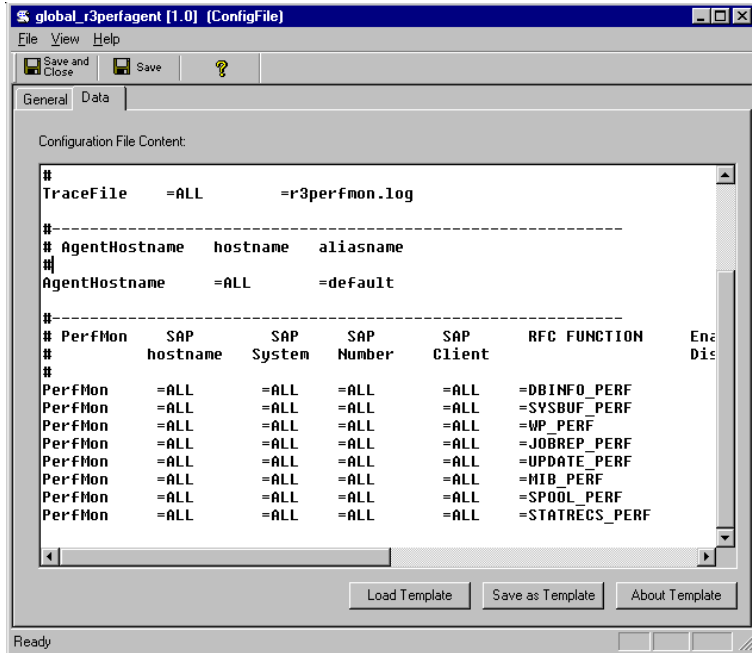
Windows: `perflbd.rc`

UN\*X: `perflbd.mwc`

On completion, the **r3perfconfig** script prompts you to restart the MeasureWare agent. However, it makes sense to update the **parm.mwc** file as described in step below before you start the MeasureWare agent.

- 2 In the next step, on the OV Management Server, you configure the SPI for mySAP.com performance monitors in the `r3perfagent.cfg` file. If you do not complete this task, all monitors will run with the default settings as illustrated in [Figure 4 on page 92](#).

Figure 4 The Default Global r3perfagent.cfg File



There are two possible configurations:

- **Global - global\_r3perfagent.cfg**  
SAP for mySAP.com performance monitor settings for all SAP R/3 servers
- **Local - local\_r3perfagent.cfg**  
local SAP for mySAP.com performance monitor settings for individual SAP R/3 servers
  - ▶ The settings in the global configuration files are used for all nodes which do not have local configuration settings. Where both files are present, local settings override global ones.

You should use the configuration-file policy editor to create or modify the `r3perfagent.cfg` file:

- 3 To modify an existing configuration file
  - a Select the policy view and, in the details pane, select and right-click the appropriate **r3perfagent.cfg** file, and click the following menu option:
    - All Tasks > Edit...
  - b The **r3perfagent.cfg** file is displayed as illustrated in [Figure 4 on page 92](#).
- 4 To create a new configuration-file
  - a In the OVO console tree, expand the Policy Management policy group, select and right-click the SPI for mySAP.com policy group, and add a new configuration file by selecting the following option from the pop-up menu that appears:
    - New > ConfigFile
  - b Load the default **global\_r3perfagent.cfg** file, change any values as required, and save the file. If you want to create a local configuration file, we recommend you include the name of the machine for which the local configuration is intended in the local-configuration file name as outlined below:
    - `<machine_name>_r3perfagent.cfg`

You have to deploy the modified policy to the managed node (`<machine_name>`) and restart both the MeasureWare agent and the SPI for mySAP.com performance monitor in order to upload and apply the modified configuration.

    - ▶ By default:
      - all SPI for mySAP.com performance monitors are enabled for all SAP hostnames, systems, numbers and clients.
      - the polling intervals are set for each monitor in minutes.
      - Hold Connections is disabled.
- 5 Deploy the modified policies

- 6 Start (or stop and restart) the MeasureWare agent on the managed node by entering the following command in a shell or by using the menu options in the appropriate tool/application group.

UN\*X: `mwa [stop | start]`

Windows: `mwacmd [stop | start]`

- 7 On the managed node, switch to the directory in which the `r3perfagent` command resides (see [“Locating the Performance Monitor Files” on page 88](#)) and start (or stop and restart) the performance monitor by entering the following command in a shell:

Windows: `r3perfagent_service [-e | -s]`

UN\*X: `./r3perfagent [stop | start]`

## Managing the Performance Agent

The SPI for mySAP.com performance monitor can be controlled either by using command-line options which differ according to the platform and operating system, or the tools that are installed by the SPI for mySAP.com:

- [“Command-Line Options” on page 94.](#)
- [“SPI for mySAP.com Tools” on page 95.](#)

### Command-Line Options

On UN\*X, you can use the **r3perfagent** command to manage the SPI for mySAP.com performance monitor. The UN\*X `r3perfagent` command accepts the following command-line options:

**r3perfagent [start | status | stop]**

- `r3perfagent start` - to start the SPI for mySAP.com performance monitor.
- `r3perfagent stop` - to determine the current status of the SPI for mySAP.com performance monitor.
- `r3perfagent status` - to stop the SPI for mySAP.com performance monitor.

On Windows, you can use the **r3perfagent\_service** command to manage the SPI for mySAP.com performance monitor. The `r3perfagent_service` command accepts the following command-line options:

**r3perfagent\_service -e -i -s -u**

- -i registers the service
- -u de-registers the service
- -s starts the service
- -e stops the service



Note that on Windows the r3perfagent services can also be controlled from the Services window, which you can start from the Windows Control Panel.

## SPI for mySAP.com Tools

Table 5 displays the tools that are available for the SPI for mySAP.com performance monitor in the appropriate SPI for mySAP.com tool group-SAP R/3 NT or SAP R/3 UN\*X.

Table 5 Performance Monitor Tools

Application Name	SAP R/3 NT	SAP R/3 UN*X
PerfAgt Start	X	X
PerfAgt Stop	X	X
PerfAgt Status		X





# Service Reports

## In this Section

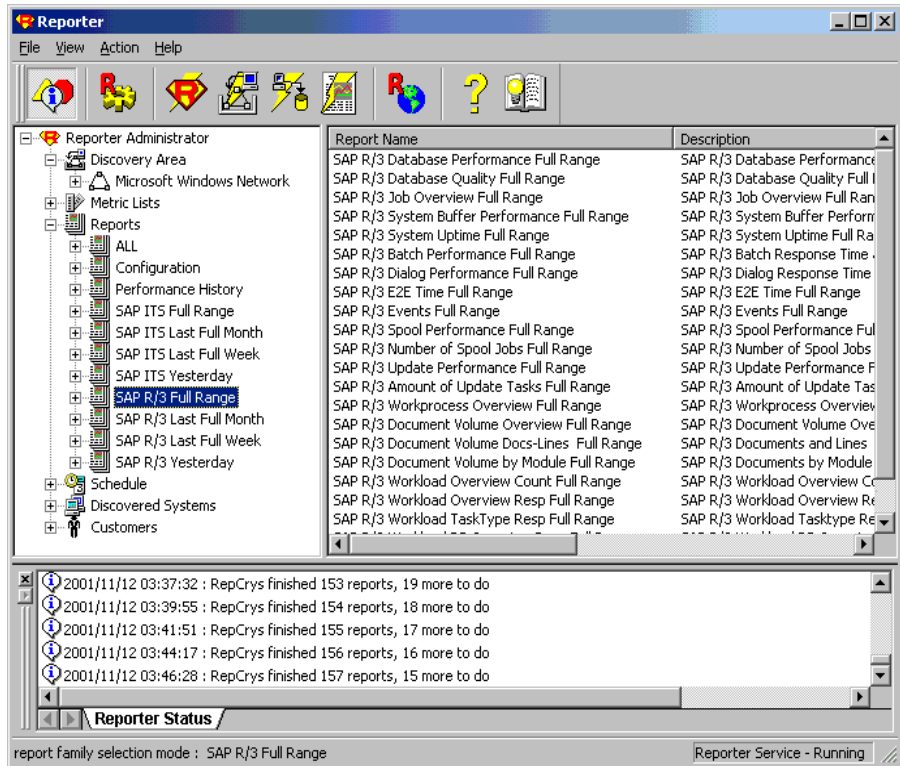
This section introduces the concept of Service Reports and explains how to use them in conjunction with the SPI for mySAP.com and OVO. The information in this section is designed specifically to help manage the SAP R/3 environment in an efficient and convenient manner. Detailed information about specific tasks are listed below:

- “What Are Service Reports?” on page 98
- “Upgrading the SPI for mySAP.com Reports” on page 99.
- “Installing the SPI for mySAP.com Reports” on page 100.
- “Deinstalling SPI for mySAP.com Reports” on page 107.

## What Are Service Reports?

Service reports are web-based reports that are produced by HP OpenView Reporter (OV Reporter) using Crystal Reports templates and viewed using a web browser. OV Reporter allows you to request both scheduled and on-demand versions of reports.

Figure 1 Service Reports available with SPI for mySAP.com



SPI for mySAP.com service reports correlate the data extracted from either the OVO Embedded Performance Agent (Coda) or the OpenView Performance agent (formerly MeasureWare). You can use the correlated data to generate reports which display short-, medium-, or long-term views of your IT environment and supplement the detailed, real-time graphs available with PerfView. The combination of reports and graphs is a powerful tool for trend analysis. For example, you can:

- identify potential bottlenecks in your IT system, so that you can take action before problems become acute.
- use the information to help you to make accurate predictions for future upgrades.
- collect accurate information to be used in measuring service levels.

## Upgrading the SPI for mySAP.com Reports

Versions A.07.x and B.08.00 (SPI for mySAP.com Windows) of the SPI for mySAP.com have different versions of the SAP/Performance monitor which require different and incompatible versions of the OV Reporter. This means that old reports prepared with previous versions of the SPI for mySAP.com cannot be viewed with the current SPI for mySAP.com reporter integration. In addition, the old performance data gathered by the SAP/Performance subagent version A.07.x must be removed from the OV Reporter database before you install the reporter integration package supplied with the version B.08.00 of the SPI for mySAP.com.



Upgrading the SPI for mySAP.com reports in the manner described in this section removes from the OV Reporter system *all* old report data collected by the Smart Plug-in for mySAP.com. However, you can use database tools to preserve the tables containing information that you want to use after completing the upgrade process. For more information, see the documentation provided with the database product.

- 1 Remove from the OV Reporter database all data collected by the old SAP/

Performance agent. You can use the following tool:

`C:\<OV Reporter>\newconfig\repsapclean.exe`

- 2 Verify that the SPI for mySAP.com report groups and metrics lists are no longer present in the OV Reporter GUI.
- 3 Remove the old SPI for mySAP.com reporter-integration package using the standard Windows method:

**Start:** Settings > Control Panel > Add/Remove Software

- 4 Install the new SPI for mySAP.com reporter integration as described in “Installing the SPI for mySAP.com Reports” on page 100.

## Installing the SPI for mySAP.com Reports

This section explains how to install the SAP R/3 and the SAP ITS service reports which come with the SPI for mySAP.com and, in addition, provides information designed to help you prepare for the installation.

### Before You Begin

Before you install and set-up for the Service Reports, you must ensure that the following tasks have been completed:

- 1 Either the OVO Embedded Performance Agent or the OpenView Performance agent must be installed on all SAP managed nodes for which you want to produce service reports.
- 2 OV Reporter must be installed on a Windows NT/2000 host.
- 3 The SPI for mySAP.com performance agent or the ITS Monitor must be configured.
- 4 To generate Service Reports for the SPI for mySAP.com, Seagate’s Crystal Reports version 8 (or later) needs to be installed and running on the machine hosting the OV Reporter (OV Reporter version A.03.00).

## Installing SAP R/3 Service Reports

The SAP R/3 and SAP ITS service reports are installed into the OV Reporter product as a snap-in package using InstallShield. During set-up you will be asked to select the common application path of OV Reporter. This is the folder where OV Reporter is installed. The set-up routine will attempt to discover this path automatically and in most circumstances you should avoid changing it.

The set-up copies components to the directories as summarized in [Table 1 on page 101](#). All directory paths are relative to the OV Reporter common application path.

Table 1 Locations of SAP Service Report Components

Component	Directory
Installation script	\newconfig\
Configuration files	
Report template files for SAP	\data\reports\SAP
Report template files for SAP ITS	\data\reports\SAPITS

There are two methods of installing OV Reporter, **one** of which you have to follow:

- on the OVO Management Server
- on a separate OV Reporter node

### Installing OVO Reporter on the OVO Management Server



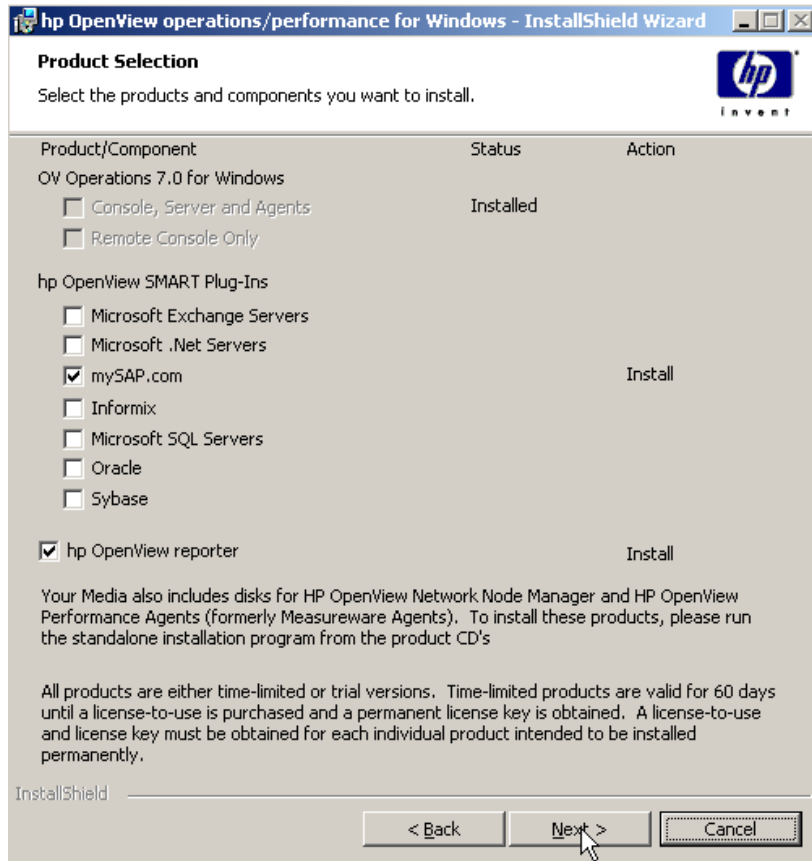
This procedure only works if you *have not* previously installed OV Reporter (version A.03.00) and SPI for mySAP.com (version B.08.00). Follow “[Installing OVO Reporter on a separate OV Reporter Node](#)” on page 103 if this applies.

If you have installed the OVO Reporter on the same machine as the OVO Management Server, execute the following steps to install the SPI for mySAP.com reports into the Reporter database. In case you have installed OVO Reporter on a separate machine, jump to the next set of instructions below.

- 1 From the Windows Start menu browse to the following:  
`Settings > Control Panel > Add/Remove Programs`
  - 2 Select `HP OpenView Operations Performance for Windows`
  - 3 Select `Change`
  - 4 Select `Install products`.
  - 5 When the InstallShield Wizard dialog box displays, select the following:
    - `mySAP.com`
    - `hp OpenView Reporter`
- by placing a check mark in the box as illustrated in [Figure 2 on page 103](#).

- 6 Follow the on screen Install Wizard instructions to complete the installation until finished.

Figure 2 OpenView Reports Installation



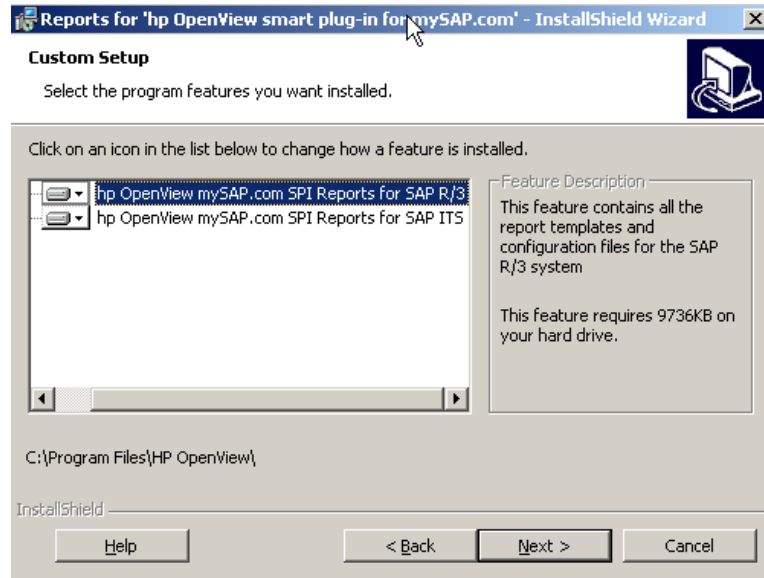
### Installing OVO Reporter on a separate OV Reporter Node

- 1 Insert Disk 2 of the OVO Windows CD set into the CD-ROM drive.
- 2 Browse to the following folder:  
**Disk2\SAP SPI Reporter Package**
- 3 Select and execute the following file:

sapspi\_reporter.msi

- 4 Follow the on screen Install Wizard instructions to complete the installation as illustrated in [Figure 3 on page 104](#).

Figure 3 OV Reporter InstallShield Wizard



If you change the common application path, set-up will not be able to find its executables and will generate warning messages

## Assigning Report Packages

The Report Packages set-up automatically assigns the following files:

- two new report groups: SAP\_R3 and SAP\_ITS



- new *metric lists* to the new SAP\_R3 and SAP\_ITS groups
- new *group reports* to the SAP\_R3 and SAP\_ITS groups
- new *system reports* to the SAP\_R3 and SAP\_ITS groups

### Configuring Report Packages

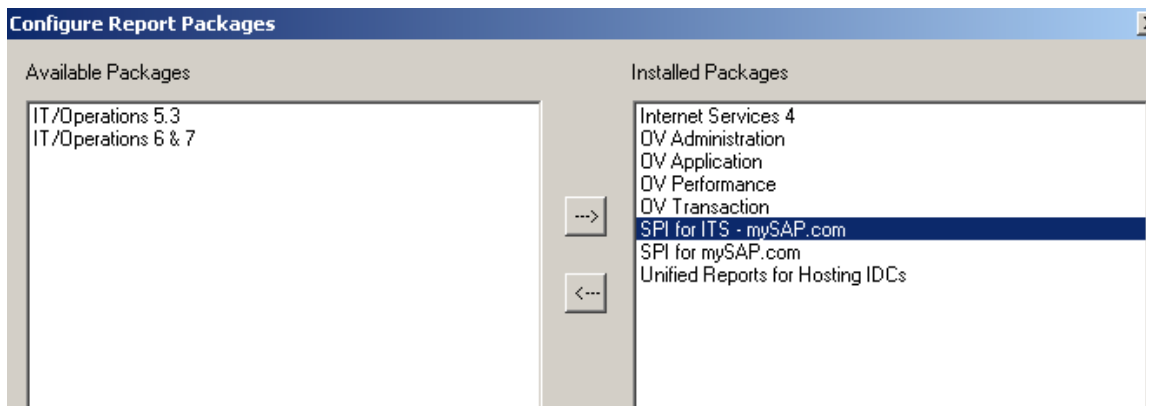
- 1 Verify that the installation of the SPI for mySAP.com service reports completed successfully by confirming that setup created the report and metrics groups mentioned in the previous step.
- 2 From the OV Reporter console browse to the following as illustrated in [Figure 4 on page 105](#):

**File > Configure > Report Packages**

- SPI for ITS\_mySAP.com
- SPI for mySAP.com

Both packages should be in the list of Installed Packages.

Figure 4 Configuring Report Packages



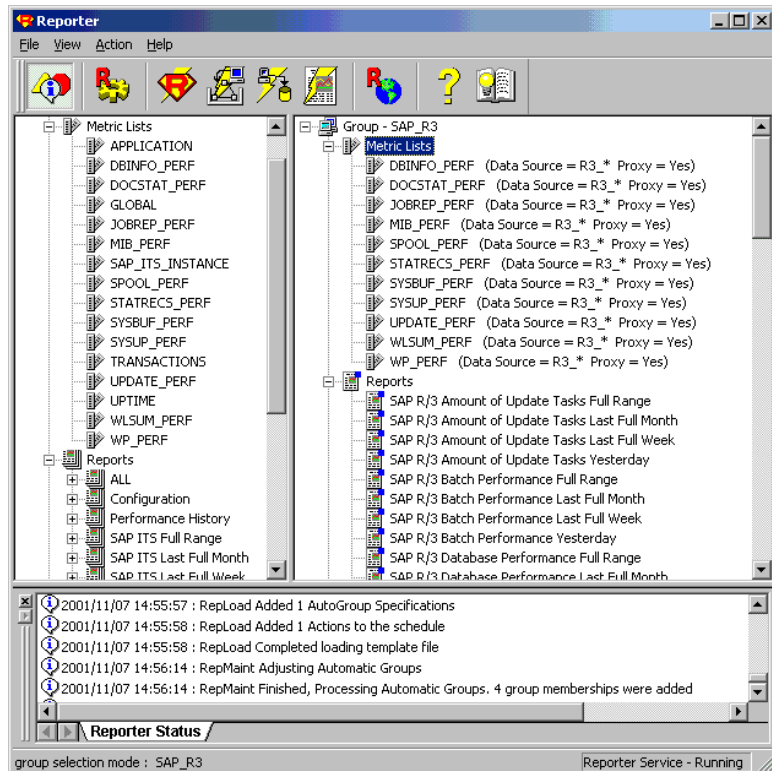
- 3 Add your SAP R/3 and SAP ITS systems to the appropriate OV Reporter group. Note that you can use the following values in the Add System window:

System                    **host.name.com**  
 Network                 **SAP**  
 Domain                 either **SAP** or **ITS** as appropriate

- 4 Click **OK** and the systems appear in the OV Reporter's Details Pane.
- 5 Use the OV Reporter GUI to schedule the generation of the SPI for mySAP.com reports or generate them now using the following option as illustrated in [Figure 5 on page 106](#):

**Actions > Run > Generate Reports**

Figure 5 SPI for mySAP.com Reports and Metrics



## Deinstalling SPI for mySAP.com Reports

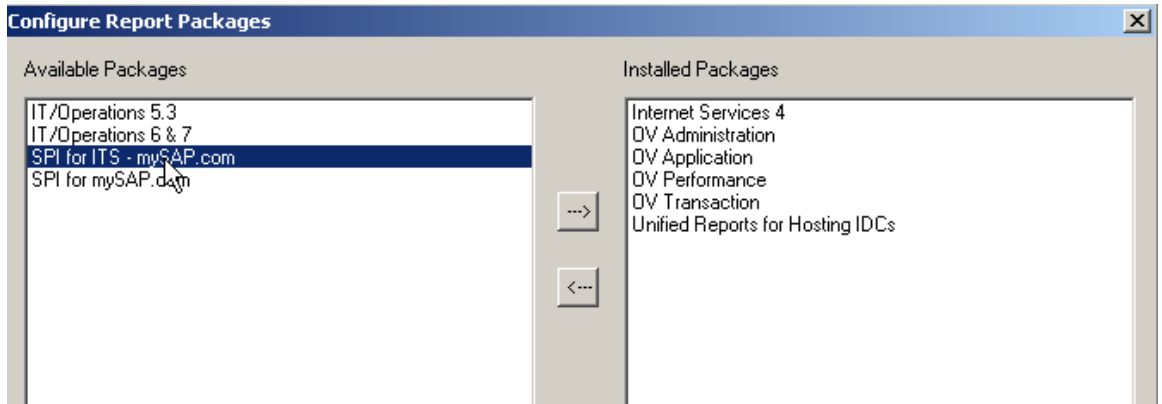
In order to completely remove the SPI for mySAP.com Reports the following steps must be completed:

- “Deinstalling the Report Snap-in Packages” on page 107.
- “Removing Binaries from the OV Reporter system” on page 108.

### Deinstalling the Report Snap-in Packages

- 1 From OV Reporter browse to:  
**File > Configure > Reporter Packages**
- 2 Select the following files from the Installed Packages window located in the right pane of the Configure Report Packages window as illustrated in [Figure 6](#):
  - SPI for ITS\_mySAP.com
  - SPI for mySAP.com
- 3 Double-click the left arrow button to the Available Packages window located in the left pane of the Configure Report Packages window as illustrated in [Figure 6](#).

Figure 6 Deinstalling Report Packages



- 4 Click **OK** when you have finished.

### Removing Binaries from the OV Reporter system

- 1 From the Windows Start menu browse to the following:  
Settings > Control Panel > Add/Remove Programs
- 2 Select **HP OpenView Operations Performance for Windows**
- 3 Highlight **Reports for hp OpenView smart plug-in for mySAP.com**
- 4 Select **Remove**.
- 5 Follow the on screen instructions to complete the deinstallation process.

# Using the Smart Plug-in for mySAP.com

This section describes the Smart Plug-in for mySAP.com components that are integrated into OVO and explains how to use them.

## Overview

After you have installed and configured the Smart Plug-in for mySAP.com you can begin to use it to monitor your SAP R/3 environment. When you log on to OVO using the user name and password of an operator with SAP responsibilities, you will see additional SAP-specific components in the OVO Manager window. Once you have deployed the Smart Plug-in for mySAP.com policies and instrumentation, you will also see SAP R/3 related messages in the OVO message browser.

This chapter provides an overview of the Smart Plug-in for mySAP.com components that are integrated into OVO and describes the steps and procedures to run a typical Smart Plug-in for mySAP.com session, including:

- [“SAP R/3 Administration Tools” on page 110](#)
- [“Smart Plug-in for mySAP.com Tools for UN\\*X and NT Managed Nodes” on page 111](#)

- “Using the Smart Plug-in for mySAP.com Tools” on page 113
- “Accessing Data on SAP R/3 Managed Nodes” on page 116
- “Working with SAP R/3 Messages” on page 119

## SAP R/3 Administration Tools

The SAP R/3 Admin group includes tools for editing and distributing files for global configuration, as well as other administrative functions such as writing SAP R/3 thresholds and activating alerts. The following table lists the tools which appear in the SAP R/3 Admin tool group and describes briefly what each of the tools does.

Table 1 SAP R/3 Admin Tools

<b>Tool</b>	<b>Description</b>
Write SAP Threshold	Apply the CCMS alert thresholds to an SAP R/3 system (old CCMS architecture only).
Write STAT Rec Config	Write statistical records in SAP R/3
Deploy... Install... Remove...	Tools for deploying, installing and uninstalling the SPI for mySAP.com performance monitor packages

For more information about editing and distributing monitor configurations, see the Smart Plug-in for mySAP.com on-line HELP.

## Smart Plug-in for mySAP.com Tools for UN\*X and NT Managed Nodes

The tools included in the SAP R/3 UN\*X and SAP R/3 NT tools groups provide direct, context-sensitive access to SAP R/3 via the SAP R/3 front-end. For example, if you have a performance alert, you can click the Performance icon and open the SAP performance analysis window.

Some of the tools installed by the Smart Plug-in for mySAP.com appearing in the SAP R/3 UNIX and the SAP R/3 NT tool groups provide direct access to SAP R/3 via the SAP R/3 GUI. The following table lists the tools that are available, indicates in which group (UN\*X or Windows NT) they may be found, and, in addition, shows which SAP R/3 transaction (Tcode) is called when the SAP R/3 GUI session starts.



You have to select the SAP R/3 managed node(s) on which you want the tool to run. Be sure to select the tool from the tool group that corresponds to the managed node's platform.

Table 2 The SAP R/3 UN\*X and NT Tools

Tool Name	UX	NT	Description	SAP Tcode
Check R/3 Database	•		Attempts to connect to the R/3 database to check availability	n/a
Control Panel	•	•	Starts the SAP R/3 GUI and displays the CCMS control panel	RZ03
DB Performance	•	•	Shows database performance through tables and indexes	DB02
Gateway	•	•	SAP R/3 gateway monitor	SMGW
Job Maintain	•	•	Defines background jobs	SM36
Job Overview	•	•	Status of background jobs	SMX

Table 2 The SAP R/3 UN\*X and NT Tools (Continued)

Tool Name	UX	NT	Description	SAP Tcode
Job Performance	•	•	Displays Job performance by Job/User name, time, or status	SM39
Maintain Thresholds	•	•	Maintenance of alert thresholds	RZ06
Operation Modes	•	•	CCMS: Maintain operation modes	RZ04
Operation Sets	•	•	Displays/Maintains operation-mode sets	SM63
PerfAgt START	•	•	Starts the Performance agent	n/a
PerfAgt STATUS	•		Displays the status of the Performance agent	n/a
PerfAgt STOP	•	•	Stop the Performance agent	n/a
Performance	•	•	Workload analysis	ST03
Process	•	•	Process overview	SM50
Profile Maintain	•	•	Profile maintain	RZ10
R/3 Info	•	•	Displays the installed R/3 version, instance, hostname, etc.	n/a
Servers	•	•	R/3 Server overview	n/a
Start R/3 Frontend	•	•	Starts the SAP R/3 GUI	n/a
Status R/3 Config	•		Displays details of the status of any installed SAP R/3 instances	n/a
Syslog	•	•	Analysis of local System log	SM21



Table 2 The SAP R/3 UN\*X and NT Tools (Continued)

Tool Name	UX	NT	Description	SAP Tcode
Syslog Msg	•	•	System log message maintenance	SE92
Users	•	•	Displays general information about logged-on SAP R/3 users	AL08

## Using the Smart Plug-in for mySAP.com Tools

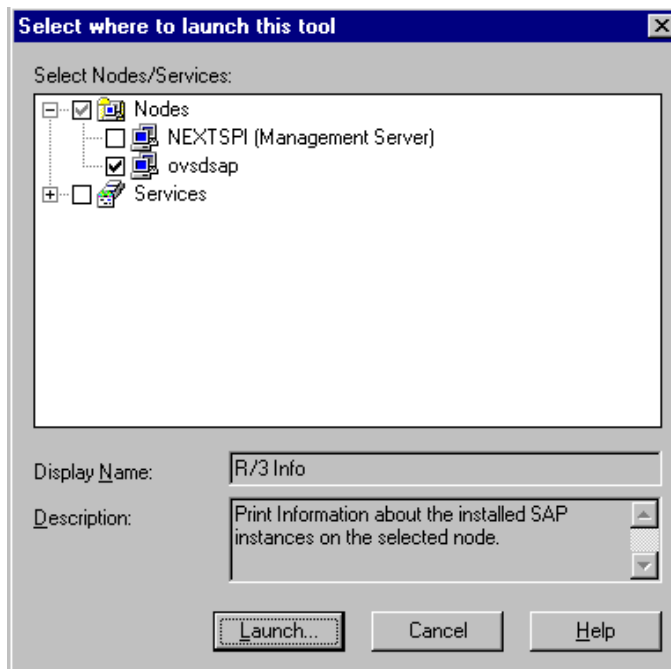
Expanding the **Tools > SAP SPI Tools** icon in the OVO console tree displays in the details pane the groups of tools provided by the Smart Plug-in for mySAP.com. The following tool groups are added to the OpenView Operations GUI when the Smart Plug-in for mySAP.com is installed:

- SAP R/3 Admin
- SAP R/3 NT
- SAP R/3 UN\*X



Some of the tools make use of the SAP R/3 GUI. Make sure that the SAP R/3 GUI is already installed on the OVO management server or on the machine where a OVO administrator/operator console session is to be run.

Figure 1 Selecting the Managed Node

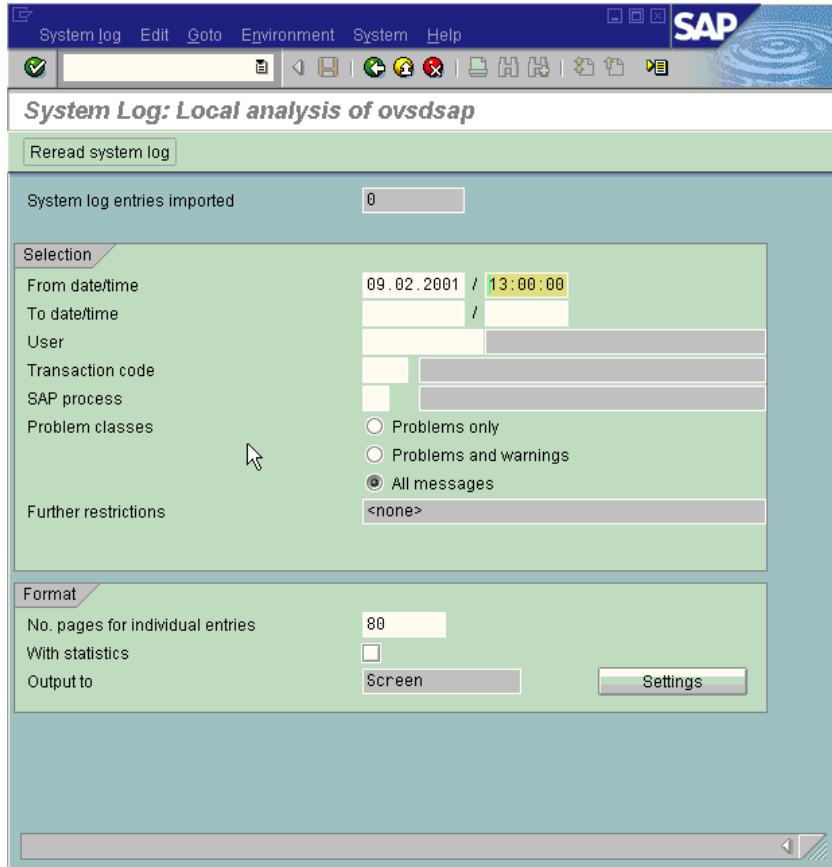


### To launch a Smart Plug-in for mySAP.com tool

- 1 Expand the tool group which contains the tool you want to launch
- 2 Right click the tool you want to launch and select the following option from the menu which pops up:  
All Tasks > Launch Tool...
- 3 In the window which appears, select the SAP R/3 nodes on which you want to run the Smart Plug-in for mySAP.com tool and click the [Launch. . .] button.

R/3 Info is one of a number of tools which display information in the Tool Output field of the Tool Status window illustrated in Figure 3. However, the majority of Smart Plug-in for mySAP.com tools provide context-sensitive access to SAP R/3 by starting the SAP R/3 GUI and calling the appropriate Transaction. Figure 2 shows the window that appears when you launch the Syslog tool, which you can find in the SAP R/3 UN\*X and SAP R/3 NT tool groups.

Figure 2 Context-Sensitive Access to SAP R/3



## Accessing Data on SAP R/3 Managed Nodes

The following Smart Plug-in for mySAP.com tools provide quick access to SAP R/3-related information from the selected managed node. The `R/3 Info` and `Start R/3 Front-end` tools are available on both UNIX and NT platforms; some other tools are available on UNIX platforms only.

Each of the tools in the following list is explained in greater detail in the sections which follow. Where appropriate, real-life examples are used to demonstrate the more important aspects.

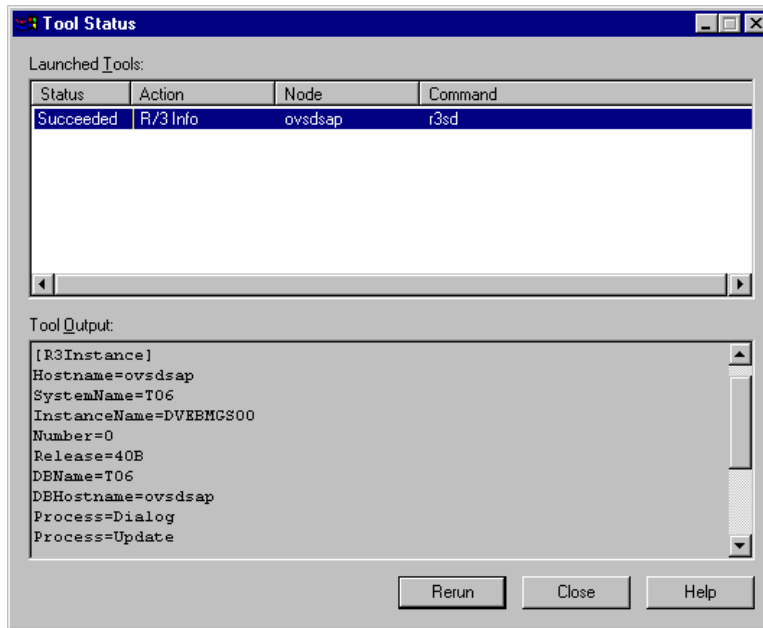
<code>Check R/3 Database</code>	Establishes a connection to the database server and provides a quick way of checking the database connection. If multiple instances are installed, the tool prompts you to enter the System ID in which the database you want to check resides
<code>R/3 Info</code>	Returns the following information for SAP R/3 instances on a selected node. <ul style="list-style-type: none"><li>• hostname</li><li>• SAP R/3 System name</li><li>• SAP R/3 instance name/number</li><li>• SAP R/3 release number</li><li>• list of processes for the selected instance</li></ul>
<code>Start R/3 Front-end</code>	Uses the local SAP gui utility (running on the OVO console) and profile to connect to the desired SAP R/3 system.

Status R/3 Config

Displays a list of all SAP R/3 Systems (and the functional modules per System) present on the selected managed node. In addition, it lists all established SAP R/3 processes and indicates their current status.

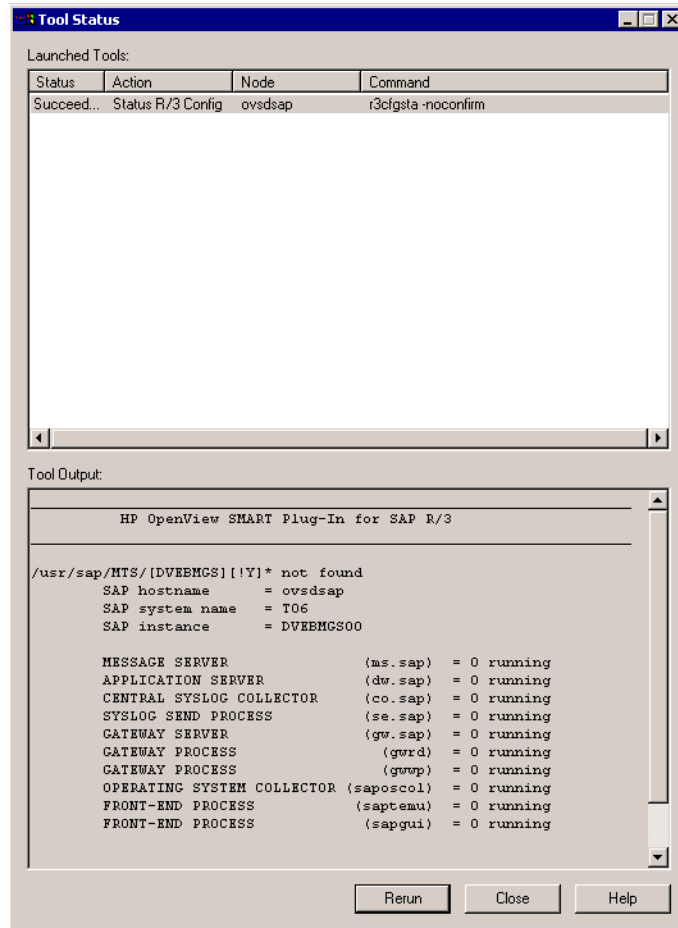
For example, launching the R/3 Info tool displays a window similar to the one illustrated in [Figure 3](#). The Tool Status window indicates which command is being executed, on which node, and the command's current status.

Figure 3 Output from the R/3 Info Tool



The Status R/3 Config tool is executed on the selected managed node and displays the current local R/3 configuration. It lists all SAP R/3 systems installed on the selected node and the functional modules installed per SAP R/3 System. In addition, the R/3 process status provides a list of all established R/3 processes and their current status.

Figure 4 R/3 Configuration Status Window



## Working with SAP R/3 Messages

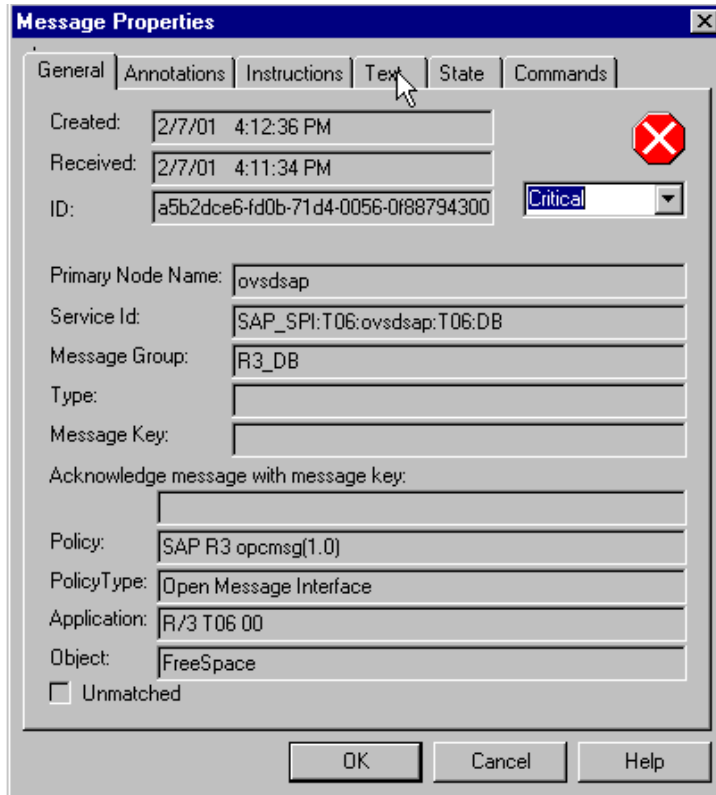
The OVO Message Browser is the most important source of information about the status of the managed nodes for which you are responsible. If you are logged on to OVO as a user with SAP responsibilities, your Message Browser will include messages from SAP R/3 managed nodes.

Selecting and double-clicking a message in the Message Browser displays the selected message's properties and allows you to:

- view a detailed description of a problem
- view instructions designed to help you solve the problem
- initiate a pre-defined action
- add an annotation to document your actions

- acknowledge the message so that it is moved to the Acknowledged Messages database

Figure 5 Message Details



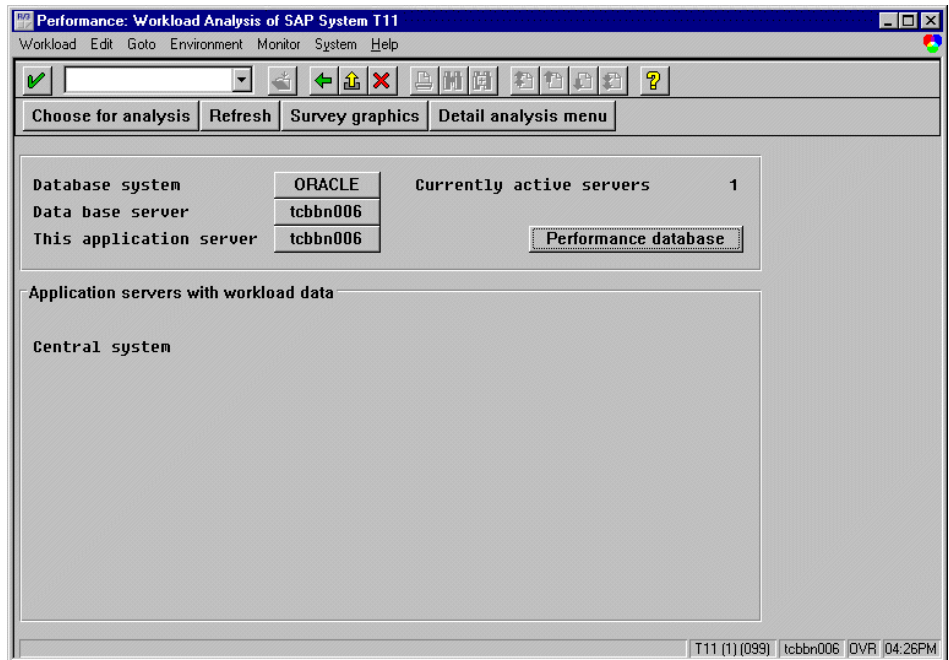
The example that follows shows a typical sequence of events when a critical message appears in the message browser. In this case, the message relates to a lack of free disc space reported by the opcmmsg interface.

- 1 In the Active Messages browser, double-click the message reported by the Smart Plug-in for mySAP.com.
  - The OVO displays the message's Text property sheet by default.



- 2 Click the **Instructions** tab to see if any instructions have been provided to help you sort out the problem that has been reported.
- 3 Once you have read and understood the information provided in the **Instructions** tab, click the **Commands** tab to see if an *automatic* or an *operator-initiated* action is available to help solve the problem reported by the incoming message. In many cases, the SPI for SAP R/3 uses these actions to provide context-sensitive access to SAP R/3 and automatically displays the appropriate transaction window.

Figure 6 SAP R/3 Performance: Workload Analysis



- 4 If an operator-initiated action is available, click the [Start] button in the Operator-initiated field of the **Commands** property sheet to launch it. You can watch the progress of the action in the **Status** field. In the message field, the action starts the SAP R/3 GUI and displays the Workload Analysis transaction illustrated in [Figure 6](#).
- 5 Click the [*server\_name*] button indicated in the **This application Server** field and use the tools available with SAP R/3 to solve the problem.

- 6** When you have finished, log out of SAP R/3 and return to the OVO Message Details window.
- 7** Click the [Acknowledge] button to confirm your awareness of the message to which you just responded. Once you have acknowledged the message, the message is moved from the Active Messages browser to the Acknowledged Messages browser.

# Removing the SPI for mySAP.com

This section provides information concerning the removal of SPI for mySAP.com software and any corresponding components.

## Before You Begin

This section describes how to remove the SPI for mySAP.com software quickly and cleanly. You will need to perform the following tasks, as appropriate, on both the SAP R/3 managed node(s) and the OVO management server(s) on which you installed the SPI for mySAP.com software.

To remove the SPI for mySAP.com software, you will need to carry out the following high-level steps which are described in greater detail in the corresponding sections that follow:

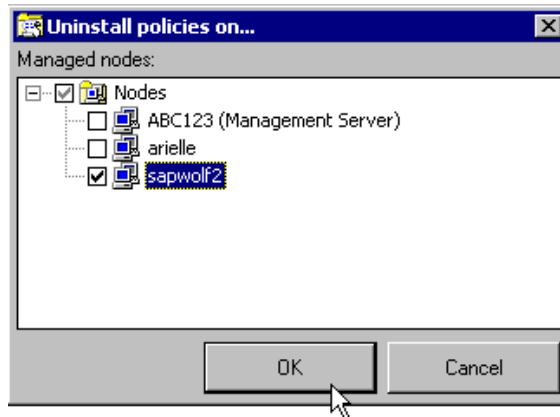
- [“Removing SAP R/3 Management Functionality from OVO Managed Nodes” on page 124](#)
- [“Removing mySAP.com from the OVO Management Server” on page 125](#)

## Removing SAP R/3 Management Functionality from OVO Managed Nodes

### To de-assign SAP management functionality from OVO managed nodes

- 1 On each managed node where you installed the SPI for mySAP.com Performance Monitor, follow the corresponding deinstallation instructions in the chapter on the Performance Monitor.
- 2 Remove the SPI for mySAP.com policies from the SAP R/3 and ITS managed nodes.
  - a In the OVO console tree, locate and expand the following policy group:  
`Policy Management > Policy Group > SPI for mySAP.com`
  - b Select and right click the SAP SPI policy group and remove the policies by using the following option in the pull-down menu:  
`All tasks > Uninstall from...`
  - c In the Uninstall Policies on... window which appears, select the managed nodes from which you want to remove the SPI for mySAP.com policies as illustrated in [Figure 1](#) and click [OK].

Figure 1 Uninstalling SPI for mySAP.com Policies



- d You can verify that the policies have indeed been removed from the SAP R/3 managed nodes by selecting the managed node in the console tree using the following option in the pull-down menu:

View > Policy Inventory

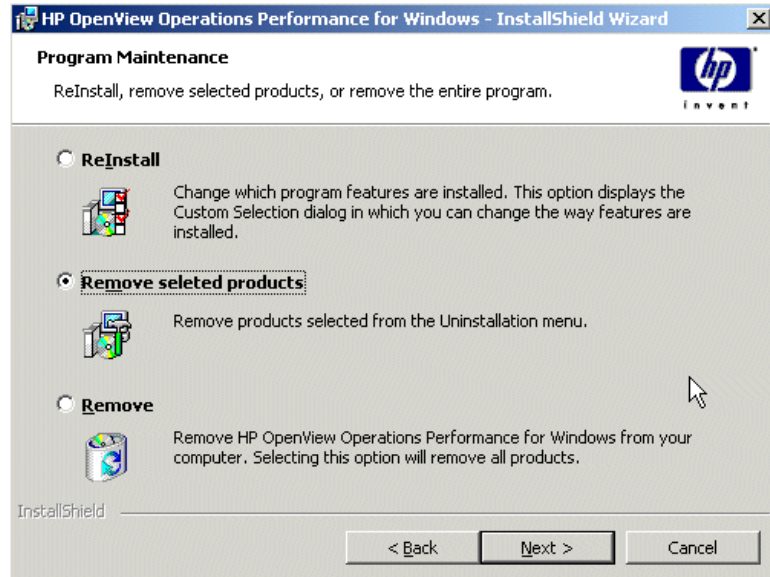
## Removing mySAP.com from the OVO Management Server

### To remove the mySAP.com software from OVO management server

- 1 Remove the SPI for mySAP.com software from the OVO management server as follows:
  - a Select the software to remove from your system using the standard windows **Add/Remove Software** window:  
**Start:Settings > Control Panel > Add/Remove Software**
  - b The HP OpenView Operations Performance for Windows InstallShield Wizard window which appears, select the software package you want to remove from your system. The HP OpenView Operations Performance for Windows InstallShield Wizard searches for products available for removal from your system.
  - c Select **Next**.

- d Select **Remove selected products** as illustrated in Figure 2 below .

Figure 2 Product Selection Uninstall screen



- 2 Select **mySAP.com** from the Product Selection Uninstall screen.
- 3 Follow the on screen instructions and select **Finish** when the product removal is complete.
- 4 In the OVO Console, remove manually any remaining SPI for mySAP.com GUI components, for example:
  - the SPI for mySAP.com Tools group and its contents. You can find the SPI for mySAP.com Tools group in the console tree in the following location:  
Operations Manager -> Tools
  - any ConfigFile policy types you have added
  - any policy groups you have created.

## A

- account
  - NT
    - HP ITO user 60
- action
  - operator-initiated 26
- application
  - Service Discovery 16
- authorizaiton profile
  - setting up an XMI 56
- Authorization
  - SAP user
    - SAP\_ALL\_DISPLAY 58
- authorization
  - S\_XMI\_ADMIN 57
  - S\_XMI\_ALL 57
- authorization profile
  - SAP\_XMI\_ALL 58
  - S\_A.ADMIN 58
- Availability management
  - monitoring 17
- availability management 17

## C

- Check R/3 Database 116
  - SAP R/3 UN\*X and NT Tools 111
- checking SAP messages in ITO 119

- Combined Availability and Performance Management 22
- compatible software versions 34
- Concepts
  - configuration and distribution 24
- configuration
  - global 24
  - local 25
- Control Panel
  - SAP R/3 UN\*X and NT Tools 111
- Customization
  - OVO 29
  - SAP R/3 Side 29

## D

- data source
  - dsi2ddf wrapper 34
- DB Performance
  - SAP R/3 UN\*X and NT Tools 111
- deinstalling 107
- Deploying
  - policies to SAP R/3 managed nodes 48
- deploying
  - OVO instrumentation 45
- Deploying OVO Components to SAP R/3 Nodes 44

de-install  
SAP ITS software 78

distribution tools  
global 67  
local 67

dsi2ddf wrapper 34

## G

Gateway  
SAP R/3 UN\*X and NT Tools 111

## I

Installation  
mySAP.com 31  
Requirements 32

installing 100

Installing OVO Reporter 101

ITouser parameters 58

ITS

Application Gateway 20  
monitoring 20  
Web Gateway 20

ITS Monitor

installing 71  
removing 78

ITS Monitor Template  
assigning 75

ITS Monitoring 71

ITS Performance Monitor  
installation 71  
pre-requisites 72

ITS Service Reports 97

## J

Job Maintain  
SAP R/3 UN\*X and NT Tools 111

Job Overview  
SAP R/3 UN\*X and NT Tools 111

Job Performance  
SAP R/3 UN\*X and NT Tools 112

## M

Maintain Thresholds  
SAP R/3 UN\*X and NT Tools 112

Messages and Actions 26  
Flow between SAP R/3 and OVO 27

migration

SPI for mySAP.com service reports 99

monitor

r3monaco 66  
r3monal 66  
r3monale 66  
r3monchg 66  
r3moncts 66  
r3mondev 66  
r3mondmp 67  
r3monjob 67  
r3monlck 67  
r3monoms 67  
r3monpro 67  
r3monsap 67  
r3monspl 67  
r3montra 67  
r3monupd 67  
r3monusr 67  
r3monwpa 67  
r3monxmi 67

Monitoring

ITS 71

## N

naming conventions  
SAP transport 63

NT managed nodes 111

## O

Operation Modes  
SAP R/3 UN\*X and NT Tools 112



- Operation Sets
  - SAP R/3 UN\*X and NT Tools 112
- OVO
  - integraton with 23
- OVO Administration Tasks 43
- P**
- PerfAgt START
  - SAP R/3 UN\*X and NT Tools 112
- PerfAgt STATUS
  - SAP R/3 UN\*X and NT Tools 112
- PerfAgt STOP
  - SAP R/3 UN\*X and NT Tools 112
- Performance
  - SAP R/3 UN\*X and NT Tools 112
- Performance Management 19
- Policy groups
  - creating 49
  - mySAP.com ITS 48
  - SAP R/3 3.1I AppServer 48
  - SAP R/3 3.1I Central Instance 48
  - SAP R/3 4.x AppServer 48
  - SAP R/3 4.x Central Instance 48
- Process
  - SAP R/3 UN\*X and NT Tools 112
- Profile Maintain
  - SAP R/3 UN\*X and NT Tools 112
- R**
- remove
  - SAP ITS software 78
- Removing
  - ITS monitor 78
- Removing the SPI for mySAP.com 123
- Report Snap-in Packages 107
- reports
  - service
    - upgrading in SPI for mySAP.com 99
  - r3monaco monitor 66
  - r3monal monitor 66
  - r3monale 66
  - r3monchg monitor 66
  - r3moncts monitor 66
  - r3mondev monitor 66
  - r3mondmp monitor 67
  - r3mondmp.cfg 68
  - r3monjob monitor 67
  - r3monlck monitor 67
  - r3monoms monitor 67
  - r3monpro monitor 67
  - r3monsap monitor 67
  - r3montra monitor 67
  - r3monupd monitor 67
  - r3monusr monitor 67
  - r3monwpa monitor 67
  - r3monxmi monitor 67
  - R/3 Info 116
    - SAP R/3 UN\*X and NT Tools 112
- S**
- SAP ITS software
  - de-install 78
- SAP R/3
  - Administration Tools 110
  - monitoring systems 52
- SAP R/3 Admin Tools 110
- SAP R/3 GUI
  - installing 41
- SAP R/3 Managed Nodes
  - accessing data 116
- SAP R/3 Messages 119

- Servers
  - SAP R/3 UN\*X and NT Tools 112
- service report 98
- Service Reporter 98
- Service Reporting 21
- Service Reports 98
- service reports
  - upgrading SPI for mySAP.com 99
- Smart Plug-in for mySAP.com
  - key benefits 16
  - What is the? 15
- software
  - de-install SAP ITS from managed node 78
- SPI for mySAP.com
  - configuring monitors 46
  - Installing 37
  - modifying existing configuration-file policies 46
  - monitoring capabilities 19
  - verify installation 39
- SPI for mySAP.com and SAP ITS Reports 107
- SPI for mySAP.com Reports 99, 100
- SPI for mySAP.com Tools
  - UN\*X 111
- Start R/3 Frontend
  - SAP R/3 UN\*X and NT Tools 112
- Start R/3 Front-end 116
- Status R/3 Config 117
  - SAP R/3 UN\*X and NT Tools 112
- Syslog
  - SAP R/3 UN\*X and NT Tools 112
- Syslog Msg
  - SAP R/3 UN\*X and NT Tools 113
- T**
- Tool groups
  - SAP R/3 Admin 113
  - SAP R/3 NT 113
  - SAP R/3 UN\*X 113
- U**
- upgrading 99
  - SPI for mySAP.com service reports 99
- Users
  - SAP R/3 UN\*X and NT Tools 113
- Using the Smart Plug-in for mySAP.com 109
- V**
- Verification
  - SPI for mySAP.com software installation 39
- W**
- wrapper
  - dsi2ddf 34