HP Operations Smart Plug-in for SAP

For HP Operations Manager on Linux

Release Notes

Software version: 12.01/ April 2010

This document provides an overview of the changes made to the HP Operations Smart Plug-in for SAP (SPI for SAP). It contains important information not included in the manuals or in online help. This guide contains SPI information for HP Operations Manager for UNIX version 9.00 and HP Operations Manager for Linux version 9.01.

In This Version

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

- **SAP NetWeaver 7.1:** With the help of a new set of policies, you will be able to monitor the health and performance of the J2EE engine in your SAP NetWeaver environment. The new monitoring policies are added under SAP Net weaver Monitoring 7.1 policy group.
- **Management server support:** The current release of the SPI for SAP supports the following version of HPOM for HP-UX: 9.00 and HPOM for Linux: 9.01.
- **Reports:** The current version of the SPI for SAP introduces several new report templates for NetWeaver 7.1 to generate reports with the help of HP Reporter.
    - Opened Sessions
    - Transaction Count
    - Message Status Count
- Linux x64 and IPF 64 native support for Red Hat EL 5.1 platform.
- Service Discovery is supported for SAP NetWeaver Java stack.
- Password Encryption/Decryption for JMX Configuration using TripleDES.
- SAP Netweaver 7.1 is supported on multiple instances.

Documentation Updates

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

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

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

http://h20230.www2.hp.com/selfsolve/manuals

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

NOTE: To view files in PDF format (`*.pdf`), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:
http://www.adobe.com/

Installation Notes

Installation requirements, as well as instructions for installing the SPI for SAP, are documented in the *SPI for SAP Installation and Configuration Guide* provided in Adobe Acrobat (`.pdf`) format. The document file is included on the product's DVD media as:

<DVD-Drive>/Documentation

After installation the document can be found at:

`/opt/OV/paperdocs`

Supported Platforms

Refer to the Support Matrix (SUMA) link for the supported HP Operations Manager, Databases applications, HP Performance Agent, HP Performance Manager, and HP Reporter version.
http://support.openview.hp.com/selfsolve/document/KM323488

For information on the archived obsolescence programs, refer to the Obsolescence Archive link
http://support.openview.hp.com/encore/om_spis_2009.jsp

Upgrade Notes

Be aware of the following limitations when you plan to install the SPI for SAP 12.0x from SPI DVD 2009 or SPI DVD 2010 on a HPOM 9.0x, which has the SPI for SAP 11.00 installed from SPI DVD 2008.

- You must complete the migration process from HPOM 8.xx to HPOM 9.0x before upgrading the SPI for SAP to version 12.0x. Once the SPI for SAP 12.0x is installed, migrating from HPOM 8.xx is not supported.
- Having the SPI for SAP 11.00 (migrated from HPOM 8.xx) and SPI for SAP version 12.0x (newly installed from SPI DVD 2009 or SPI DVD 2010) on HPOM 9.0x is an intermediate mode and you must move all managed nodes to the SPI for SAP 12.0x as soon as possible.

- If you have multiple SPIs deployed on a managed node, the node can be monitored either by SPI DVD 2008 SPIs or SPI DVD 2009 SPIs. Monitoring a node by combination of SPIs from SPI DVD 2008 and SPI DVD 2009 is not supported.
- If you have the SPI for SAP 12.0x installed on HPOM 9.0x systems, which also has the SPI for SAP 11.00 as well, the following points are true.
  - You must configure newly added managed nodes using the SPI for SAP 12.0x.
  - No configuration is possible on the existing or old managed nodes monitored by the SPI for SAP 11.00.

This is because the SPI for SAP 11.00 configuration tools are overwritten by the SPI for SAP 12.0x tools and these tools are incompatible.

- Patches for the SPI for SAP 11.00 must be installed before you start the HPOM migration process. Once the SPI for SAP 12.0x is installed, no patches or hot-fixes pertaining to the SPI for SAP 11.00 could be installed on the HPOM server.
- To run the GUIs related to SPI for SAP 12.0x, you must install X-windows client software on the machine from which you will launch the HPOM for UNIX 9.0x server Operator GUI.
- Installing patches that would be released in the future for the SPI for SAP 11.00 are not supported on HPOM for UNIX 9.0x after migration. However, patch can be installed on the HPOM for UNIX 8.xx server and migrated to HPOM for UNIX 9.0x environment.
- After migration from HPOM 8.xx to HPOM 9.0x, when you run license reporting tool from HPOM 9.0x, errors would be reported. This is an expected behavior. You can ignore the error.
- You must take a backup of the content in the `/opt/OV/SAPSPI/bin` directory before upgrading the SPI for SAP to the new version available in SPI DVD 2009, in case you want to reuse the old content. When you upgrade the SPI to the new version, the old content in the `/var/opt/OV/share/conf/sapspi` directory will be lost permanently.

Upgrade Limitation

The SPI for SAP 12.0x does not work as expected if the migration from HPOM 8.xx to HPOM 9.0x is done after installing the SPI for SAP 12.0x on HPOM 9.0x.

Workaround : You must complete the migration process from HPOM 8.xx to HPOM 9.0x before upgrading SPI for SAP from 11.00 to 12.0x versions. The SPI for SAP 12.0x does not work as expected if the migration from HPOM 8.xx to HPOM 9.0x is done after installing the SPI for SAP 12.0x on HPOM 9.0x.

Enhancements and Fixes

To display details about each software enhancement or fix, click the reference number link to go to the HP Software Online Support web site. The first time you click a link, you must enter your HP passport information. To set up your passport profile, go to:

http://h20229.www2.hp.com/passport-registration.html

Enhancements:

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

QCCR1A25801 : Enhancement request for r3monale

QCCR1A25721: r3monale does not allow to filter on message types

QCCR1A25715 : r3monale should filter on message types as well

QCCR1A59157 : Request of integration information and support with OVPA

QCCR1A25850 : r3perfagent stops immediately after starting it

QCCR1A25875 : Can't get SAP SPI to launch SAP GUI

Fixes

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

QCCR1A25624 : Service Discovery for a cluster creates MAP with wrong Host Name

QCCR1A25812 : SAP SPI messages from virtual nodes not shown in service tree

QCCR1A72381: r3mondisp doesn't find dpmonPath

QCCR1A91886 : Upgrading R3PERF doesn't install new datasources

QCCR1A92879: File name collision detected upon distribution of instrumentation to HTTPS nodes

QCCR1A98184 : Performance Monitor metrics STATRECS_PERF and WLSUM_PERF DataCollection issue

QCCR1A97931 : r3monusr ignores APSERVER setting

QCCR1A62345 : r3monwpa returns CONFIG_DATA_ERROR with OPMODE configured

Known Problems, Limitations, and Workarounds

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

r3mondisp unable to locate SAP profile

On a clustered Windows node, r3mondisp monitor is unable to locate SAP profile file. The following message appears:

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

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

Error while loading shared libraries

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

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

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

Workaround: Create a symbolic link. For more information, see QCCR1A101358

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

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

Workaround: Install the RFC Library.

Selgui tools are not working

Launching SAP GUI from selgui tools fails.

Workaround:

a Make sure if SAPGUI is installed on the HPOM management server.

b Execute the post installation steps described in this *SPI for SAP Installation and Configuration Guide* after the installation of SAPGUI for JAVA on the HPOM management server.

c Refer to SAP Note 1258724 - starting SAPGUI using external RFC libraries and apply the relevant support package on the managed node accordingly.

d If the error still exists, contact SAP and get the RFC_ATTACH_GUI_FAILED rectified and then execute the selgui related tools from SPI for SAP.

SAP GUI

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

Workaround: Install the SAP GUI binary on the HPOM management server and any remote consoles. The SAP GUI binary is included on the SAP "Presentation" CD.

User Monitor values differ from SM04

The number of logged in users reported by the collector is different to the number users shown in the SAP transaction SM04.

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

Message duplication and slow performance if host configured twice

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

Workaround: Check to see if you have entered a managed node twice in any of the configuration files, for example: once using a short host name (sapsystem) and once using a fully qualified name (sapsystem.domain.company.com). If there are two entries, the monitor binaries will open two connections to the SAP system for each monitor call, thus consuming more resources and sending messages twice. Each system must be configured only once in the configuration files, preferably with its fully qualified name.

Poor Performance of Monitors

The SPI for SAP monitors take a very long time to obtain information from the SAP system.

Workaround: Check how often you use the CP (Contains Pattern) option in your configuration files. The CP option consumes both time and system resources. You should try as much as possible to replace the CP

option with an EQ operation. If this is not feasible, try to avoid using a fully unqualified CP, for example; CP*. Instead, try whenever possible to qualify the CP option with a pattern, for example; CP MY_JOB*.

SPI for SAP service reports error 534

Some SPI for SAP reports are missing or empty, and "ERROR 534" messages appear in the HP Reporter status pane.

Workaround: Check whether any systems are available under the SAP R/3 group under “Discovered Systems” in Reporter. Since the SPI for SAP reports show the data collected from the systems available in the SAP R/3 group, there should be atleast one system with sufficient data under this group.

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

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

No statistical records from the performance monitors

No statistical records are provided by the SPI for SAP performance monitors.

Workaround: You need to ensure that you have written the r3perfstat.cfg settings into the SAP System after adding all login information into the r3itosap.cfg file. To write the new configuration you have saved in the r3itosap.cfg file to the SAP System, select the appropriate SAP system in the navigation pane and launch the "Write Statistical Records" application, which you can find in the "SAP R/3 Admin" application group.

Service discovery fails to discover SAP instances on Microsoft Windows managed nodes

If the service-discovery tool, r3sd, is running under the system account and the SAP installation directory is specified in UNC syntax, for example; "\\server...", SAP instances are not discovered for managed nodes running Microsoft Windows, and the R3-Info tool completes its run but does not produce any output.

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

Multiple thresholds not allowed with r3monjob

You cannot configure r3monjob to send a WARNING message if the run time for a batch job exceeds 5 minutes and then a CRITICAL message if the run time for the same batch job exceeds 10 minutes.

Workaround: With the current version of the SPI for SAP, it is not possible to configure more than one threshold with the same alert type for a given batch job.

r3monpro requires r3status history file

The SAP process monitor r3monpro cannot determine the status of the SAP systems it is monitoring. As a result, it assumes that the SAP instance is available and does not suppress any messages.

Workaround: r3monpro needs to know where to find both its own history file r3monpro.his and, in addition, the r3status history file r3status.his, which it uses to determine whether a monitored SAP instance is available or not. Both history files must reside in the location defined by the HistoryPath keyword in r3monpro's configuration file r3monpro.cfg. If r3monpro cannot locate the r3status.his history file, it assumes that the monitored SAP instance is available, and does not suppress any messages. Make sure that the history files r3monpro.his and r3status.his reside in the same location and this location is known to the

r3monpro monitor. You can define the location of the monitor history files either with the environment variable SAPOPC_HISTORYPATH or the keyword HistoryPath[Unix|Windows|AIX].

Multiple Instances not supported on SAP Netweaver 7.0

Multiple instances are not supported on SAP Netweaver 7.0.

Workaround: The SAP Netweaver 7.0 java instance monitoring is possible through remote monitoring, but not multiple instance support. For more information, see QCCR1A91931.

Version Verify Tool

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

Workaround: For more information, see QCCR1A99193.

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

SAP does not support the SAP GUI on HP-UX/Itanium. The SPI for SAP functionality that depends on an SAP GUI being installed on the HPOM management server is not available when installing the HPOM management server on Itanium.

Local Language Support

The SPI installers obtain the HPOM locale on Unix using the LANG variable set in ctrl.env namespace before proceeding with the SPI installation. Verify if this setting is done, using `#/opt/OV/bin/ovconfget ctrl.env LANG`

If the ctrl.env namespace is not set (empty) by the HPOM, run the following command on the HPOM Server before starting the SPI installation:

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

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

Example: ovconfchg -ns ctrl.env -set LANG ja_JP

Depending on the <HPOM locale> value, the LANG variable in the ctrl.env namespace will then be set to C.utf8, ja_JP.utf8, ko_KR.utf8, or zh_CN.utf8 and used by the installer.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest

- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

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

http://h20230.www2.hp.com/new_access_levels.jsp

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

http://h20229.www2.hp.com/passport-registration.html

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