

SAP SOLUTION MANAGER 7.0 WORK CENTERS FOR TECHNICAL OPERATIONS

Frequently Asked Questions



Summary

This document contains a list of frequently asked questions regarding technical operations in SAP Solution Manager work centers. The relevant work centers are *System Landscape Management*, *System Administration* and *System Monitoring*.

If you have further questions that are not answered below, do not hesitate to contact the author.

Author: Dieter Krieger
Company: SAP AG
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Author Bio



Dieter Krieger
Technology Solution Management
Lifecycle Management, SAP AG
dieter.krieger@sap.com

Joined SAP in 1990. Gathered experience in various application and technology areas. Current focus area is Lifecycle Management, in particular SAP Solution Manager work centers for technical operations, SAP's technical monitoring and alerting infrastructure, and technical reporting.

Table of Contents

General Questions	4
Where can I find general information about technical operations?	4
What is SAP Solution Manager Enterprise Edition?	4
Where can I find further information regarding SAP Solution Manager?	4
Since when have SAP Solution Manager work centers been available?	4
Where can I find further information on SAP Enhancement Package 1 for SAP Solution Manager 7.0?	4
Where can I find information on installation, upgrade, and security?	4
Are there any customer references?	4
Setup of the Technical Operations Work Centers	5
How do I configure the technical operations work centers?	5
What roles do I need for setting up the technical operations work centers?	5
Where can I find more details about installation and configuration?	5
Roles and Authorizations	5
What roles do I need for accessing systems and solutions?	5
What general roles do I need for administration and monitoring?	5
What roles do I need for the technical operations work centers?	5
What specific roles do I need for IT Performance Reporting and the KPI-specific Monitoring History?	5
Using the SAP NetWeaver Business Client as Frontend for SAP Solution Manager	6
When would I use the Business Client?	6
What are the prerequisites for using the Business Client as Frontend for SAP Solution Manager?	6
Does the Business Client require a Java stack?	6
Managing and Monitoring Systems using the Technical Operations Work Centers	6
What are the key benefits of using the technical operations work centers?	6
What are the key benefits of System Monitoring?	6
Are automatic alert notifications still available in System Monitoring?	7
How can I configure alert notifications?	7
Why do you need a Root-Cause Analysis?	7
What are the key benefits of System Administration?	7
What are the key benefits of System Landscape Management?	7
What SAP Systems and/or releases can be managed and monitored?	7
What are typical use cases for IT Performance Reporting?	7
Where can I access IT Performance Reporting?	8
Can I still use my existing Reporting Suite scenario in EhP1?	8
What is the monitoring history?	8
Where can I access the monitoring history?	8
Can I deactivate monitoring and alerting during a scheduled downtime?	8
What benefits can I expect of the upcoming E2E monitoring and alerting infrastructure?	8
What will happen with central CCMS?	8
What will happen to the central performance history (CPH)?	8
Supported Platforms in Managed Landscapes	9
Can I manage and monitor a heterogeneous environment?	9

Which databases can be used?	9
Which SAP NetWeaver release is required for SAP Solution Manager 7.0 EhP1?	9
Copyright.....	10

General Questions

Where can I find general information about technical operations?

For a general overview about system monitoring and administration, see the SAP Community Network at <http://www.sdn.sap.com/irj/sdn/operations>.

What is SAP Solution Manager Enterprise Edition?

SAP Solution Manager Enterprise Edition is an extension of SAP Solution Manager that enables SAP to deliver enhanced support services (like SAP Enterprise Support or SAP MaxAttention). It allows customers to harvest the benefits of these broader engagements.

SAP Solution Manager Enterprise Edition is identical with SAP Enhancement Package 1 (EhP1) of SAP Solution Manager 7.0, sometimes also referred to as SP18. For more details on the Enterprise Edition, see <http://service.sap.com/enterpriseedition>

For further general questions, see *SAP Solution Manager – Frequently Asked Questions* at <https://service.sap.com/solutionmanager> → FAQ in the SAP Service Marketplace.

Where can I find further information regarding SAP Solution Manager?

Further information is available via the quick link <http://service.sap.com/solutionmanager> in the SAP Service Marketplace.

Since when have SAP Solution Manager work centers been available?

Work centers have been available since February 2008, when Support Package Stack 15 of SAP Solution Manager 7.0 was shipped. Note that its release was changed from 4.0 to 7.0 as of May 2008 so it is in sync with SAP NetWeaver. Further support packages made available were SP16 and SP17.

The current shipment is SAP Enhancement Package 1 (EhP1) for SAP Solution Manager 7.0. The next enhancement package will contain new features and benefits.

Where can I find further information on SAP Enhancement Package 1 for SAP Solution Manager 7.0?

Further information on SAP Online Knowledge Products regarding SAP Enhancement Package 1 (EhP1) for Solution Manager is available via the QuickLink <http://service.sap.com/rkt-solman> in the SAP Service Marketplace.

Where can I find information on installation, upgrade, and security?

Guides are available in the SAP Service Marketplace at <http://service.sap.com/instguides> on installation, upgrade, and security, including the Master Guide. To locate the Guides, expand the entries SAP Components, SAP Solution Manager, and Release 7.0 EhP1.

Are there any customer references?

For success stories, see <http://service.sap.com/solutionmanager> → Media Library → Success Stories

BTC AG, a services provider headquartered at Oldenburg, Germany, is a reference customer for technical operations. For details, see this success story at

<http://service.sap.com/~sapdownload/011000358700001714102008E/BTC.pdf> .

Setup of the Technical Operations Work Centers

How do I configure the technical operations work centers?

As of EhP1, an automated basic configuration is provided. Some work centers, such as System Monitoring, contain a Setup view, which offers work center-specific setup steps. Prior to EhP1, each work center has its own Setup view.

What roles do I need for setting up the technical operations work centers?

For setting up operations, administrators require the role SAP_SETUP_DSWP.

To set up IT Performance Reporting and the monitoring history in work center System Monitoring, the roles SAP_SM_BI_EXTRACTOR and SAP_BW_CCMS_SETUP are required.

For details on roles, see the Security Guide available in the SAP Service Marketplace at <http://service.sap.com/instguides>. To locate it, expand the entries SAP Components, SAP Solution Manager, and Release 7.0 EhP1.

Where can I find more details about installation and configuration?

For an overview of available guides, follow this link to the Service Marketplace at <http://service.sap.com/~form/sapnet?SHORTKEY=00200797470000065932&SCENARIO=01100035870000000202&>

Roles and Authorizations

What roles do I need for accessing systems and solutions?

The roles that let you grant and restrict user access to systems and solutions are

SAP_SMSY_ALL	Solution Manager system landscape - Full authorization
SAP_SM_SOLUTION_ALL	Solutions - Full authorization

These roles are contained in composite role SAP_SMWORK_ADMINISTRATOR_COMP. For details, see the Security Guide available in the SAP Service Marketplace at <http://service.sap.com/instguides>. To locate it, expand the entries SAP Components, SAP Solution Manager, and Release 7.0 EhP1.

What general roles do I need for administration and monitoring?

The roles providing authorizations for administration and monitoring are

SAP_OP_DSWP	Solution Monitoring Operations
SAP_SERVICE_CONNECT	Service Connection /SAP Router

These roles are contained in composite role SAP_SMWORK_ADMINISTRATOR_COMP.

What roles do I need for the technical operations work centers?

Roles required for technical operations work centers are

SAP_SMWORK_BASIC, providing basic authorizations,
SAP_SMWORK_LANDSCAPE_MAN, providing access to System Landscape Management,
SAP_SMWORK_SYS_ADMIN, providing access to System Administration, and
SAP_SMWORK_SYS_MON, providing access to System Monitoring.

These roles are contained in composite role SAP_SMWORK_ADMINISTRATOR_COMP.

What specific roles do I need for IT Performance Reporting and the KPI-specific Monitoring History?

The role providing access to IT Performance Reporting and the KPI-specific Monitoring History is

SAP_BW_CCMS_REPORTING	BI Reporting
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Using the SAP NetWeaver Business Client as Frontend for SAP Solution Manager

When would I use the Business Client?

Whenever you want to benefit from a rich desktop client, using the latest smart client technology. For more information on the Business Client, see the SAP Community Network at <http://www.sdn.sap.com/irj/sdn/nw-businessclient>. You can still also use SAP GUI, or, in case of a zero-footprint requirement, your Web browser.

What are the prerequisites for using the Business Client as Frontend for SAP Solution Manager?

SAP Solution Manager 7.0 EhP1 and SAP GUI 7.10.

Does the Business Client require a Java stack?

Actually, no. But the Solution Manager installation comes with a NetWeaver dual stack anyway.

Managing and Monitoring Systems using the Technical Operations Work Centers

What are the key benefits of using the technical operations work centers?

They REDUCE RISK since...

- Alerts are triggered in critical situations and users are notified
- System administration tasks can be planned and documented

They OPTIMIZE BUSINESS BENEFIT since...

- Proactive and reactive monitoring avoids business disruptions

They LEVERAGE BUILT IN INNOVATION since...

- Integrated frontend technology such as the SAP NetWeaver Business client can be used
- Connectivity setup between managed systems is automated
- Business functions may be centrally activated in managed systems

They REDUCE TOTAL COST OF OPERATION since...

- Recurring system operations tasks are standardized and documented
- Alert based monitoring maximizes reliability while minimizing effort
- Role-based access to all important tools minimizes learning effort

What are the key benefits of System Monitoring?

Proactive system monitoring is a key task of administrators to ensure that a company's business is running without disruptions.

There is a clear distinction between system monitoring, which has a strong technical focus, and business process monitoring, which has a strong business focus. For details on the latter, see the SAP Help Portal at http://help.sap.com/saphelp_sm40/helpdata/EN/9a/e435e7fa6f4e85a70885a36479be4e/frameset.htm.

The System Monitoring work center is the central point of access to the functions required to monitor the status of your systems. You can monitor key performance indicators (KPIs) such as system and instance availability, dialog response time; CPU utilization and Java sessions and threads. Alerts are displayed in the Alert Inbox of the work center. Alert notifications are automatically sent out to predefined recipients. Incident messages may be created direct from the Alert Inbox. Incidents are then managed in the Incident Management work center, eventually resulting in a root-cause analysis.

For more information and recorded demos, see the SAP Community Network at <http://www.sdn.sap.com/irj/sdn/operations>

Are automatic alert notifications still available in System Monitoring?

Yes. You can configure automatic alert notifications as SMS, e-mail or system messages.

How can I configure alert notifications?

You can define different operation modes with different types of notifications (e-mail, SMS message, etc.) in each mode. For details, see the relevant section in the SAP Help Portal at

http://help.sap.com/saphelp_nw70/helpdata/en/c4/3a5e76505211d189550000e829fbbd/frameset.htm

In addition, you can use the sophisticated features of the alert management framework.

For details, see in the SAP Help Portal at

http://help.sap.com/saphelp_nw70/helpdata/EN/e3/bf3b7a8ccb8040b638ff732c551aeb/frameset.htm

Why do you need a Root-Cause Analysis?

A root-cause analysis is a key requirement in the field of incident and problem management. Incidents and reported problems are analyzed using the powerful features of the Root-Cause Analysis work center. The root cause of an issue is quickly detected in the actual component where it occurred, be it an ABAP or Java component of an SAP System.

For more details and recorded demos, see the SAP Service Marketplace at

<http://service.sap.com/diagnostics>.

What are the key benefits of System Administration?

The System Administration work center provides you central access to the functions required to manage your systems. Various types of tasks can be defined for particular systems, and for particular users. User and role management in managed systems can be directly accessed. A list of frequently used administration tools is available for each managed system. You can enhance this list with your own tools.

For an overview of recorded demos, see the SAP Community Network at

<http://www.sdn.sap.com/irj/sdn/operations>

What are the key benefits of System Landscape Management?

The System Landscape Management work center lets you set up and centrally manage solutions, projects and systems, organize transports, manage downtimes, create connections between managed system in an automated way, and switch on business functions in managed systems.

For an overview of recorded demos, see the SAP Community Network at

<http://www.sdn.sap.com/irj/sdn/operations>

What SAP Systems and/or releases can be managed and monitored?

Currently all SAP applications based on SAP application server ABAP and Java from 4.6C (4.6D kernel) up to the most current SAP NetWeaver releases can be managed and monitored.

What are typical use cases for IT Performance Reporting?

Predefined reports let you:

- initially verify the severity of bad values of key performance indicators (KPIs) in a wider context
- analyze performance history
- check whether target performance levels were met in past periods
- find out appropriate performance threshold values for meaningful alerting
- analyze trends and forecast potential problems regarding availability, performance, stability, system resources, etc., in the medium and long-term

In addition, they provide a basis for performance tuning, capacity management and resources optimization.

Where can I access IT Performance Reporting?

In the System Status and Proactive Monitoring views of System Monitoring work center, provided it has been configured.

Can I still use my existing Reporting Suite scenario in EhP1?

In principle, yes. But it does not make sense. You can easily migrate existing CPH data to the new data model in SAP BW. This option is offered by the setup wizard. The CPH will no longer be used for BW-based performance reporting.

What is the monitoring history?

The monitoring history is a graphical history available for all performance indicators such as dialog response time, CPU utilization and number of logged-on users. It provides month, week, day and hour granularity with drill-down options. The monitoring history is only available with EhP1 of SAP Solution Manager 7.0.

Where can I access the monitoring history?

Provided it has been configured, it is available in the Alert Inbox of the System Monitoring work center, in the alert details of a selected alert.

Can I deactivate monitoring and alerting during a scheduled downtime?

Yes, downtime management in the System Landscape Management work center lets you define a monitoring and/or alerting pause.

What benefits can I expect of the upcoming E2E monitoring and alerting infrastructure?

A new end-to-end approach to monitoring and alerting will materialize with the next enhancement package of SAP Solution Manager, expected by end of 2009.

A new infrastructure with central, performance-optimized data provisioning and powerful tools for monitoring, alerting and reporting will be shipped. Local data providers in managed components will be CCMS and CA Wily Introscope, among others.

A key feature will be proactive, intelligent alerting based on predefined rules with event status propagation, resulting in truly meaningful alerts.

A sneak preview will soon be available in the SAP Community Network at <http://www.sdn.sap.com/irj/sdn/operations>.

What will happen with central CCMS?

The CCMS infrastructure will no longer be the underlying central infrastructure of the upcoming end-to-end monitoring and alerting infrastructure. It will still be used as a local monitoring data provider in ABAP components.

What will happen to the central performance history (CPH)?

The CPH, which is part of the CCMS infrastructure, is no longer needed for technical BW-based reporting in EhP1. You can easily migrate existing CPH data to the new data model in SAP BW.

Of course, the CPH is still available and can be used for other purposes.

For details on the the CPH, see the relevant section in the SAP Help Portal at http://help.sap.com/saphelp_nw70/helpdata/EN/31/4d773dd1210968e10000000a114084/frameset.htm

Supported Platforms in Managed Landscapes

Can I manage and monitor a heterogeneous environment?

Yes, SAP Solution Manager supports different platforms within one managed landscape.

Which databases can be used?

Please refer to the Product Availability Matrix (PAM), at <http://service.sap.com/pam>

Which SAP NetWeaver release is required for SAP Solution Manager 7.0 EhP1?

SAP Solution Manager 7.0 is inextricably linked to an underlying SAP NetWeaver release, which is 7.01 (EhP1) in the case of SAP Solution Manager 7.0 EhP1.

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