

System Monitoring Quick Overview

Product Management
SAP AG

Overview

The Challenge of Monitoring A Landscape
System Monitoring with SAP Solution Manager

Summary

Further Information

Definition

- ▶ **Monitoring is a periodic, manual or automated activity to determine the status of a process or a component**
- ▶ **We distinguish between a business level and a technical level of monitoring**
- ▶ **Monitoring is a prerequisite for Alerting, Reporting and Analysis / Resolution**

■ **Business Level (Business Process Monitoring)**

- Monitor the (business) state of business processes at runtime
- Use alert mechanisms to push business critical events to business users in time and provide resolution capabilities
- Reporting on business KPIs

■ **Technical Level (System Monitoring)**

- Monitor the (technical) state of business processes and technical components at runtime
- Use alert mechanisms to push technical events to administrators in time, provide resolution capabilities (manual or automated)
- Reporting on technical KPIs

A typical SAP solution such as CRM at a customer site:

- Has many hardware and software components.
- Has many interfaces.
- Has business processes that span multiple components.
- Is complex.

What does an administrator have to check?

- Are all components available?
- Are transactions performed with sufficient performance?
- Are all interfaces working properly?
- If a problem occurs: What is the cause of it? How can it be resolved?
- Are yesterday's backups complete and usable?
- ...

This challenge can be met using the system monitoring functionality of SAP Solution Manager with its underlying monitoring infrastructure, widely known as CCMS.

SAP Solutions and Components to be Monitored



SAP Solutions and Components

Based on SAP NetWeaver

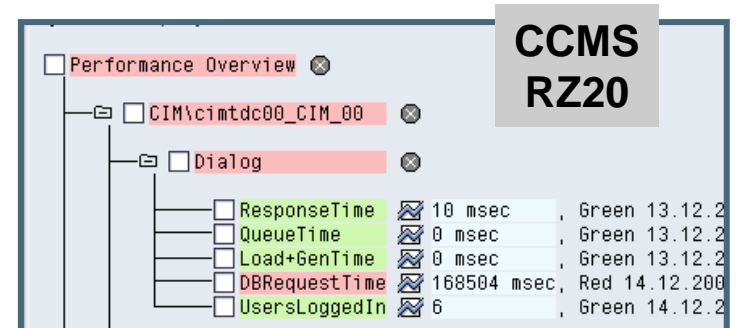
- Enterprise Buyer Professional
- Customer Relationship Mgmt.
- Supply Chain Management (SCM)
- Supplier Relationship Management (SRM)
- Business Intelligence (BI)
- Enterprise Portal (EP)
- Exchange Infrastructure (XI)

Other SAP Components

- SAP Basis as of 3.0
- Internet Transaction Server
- Index Management Server
- Business Connector
- SAProuter
- Interfaces: tRFC / qRFC / ALE
- Mobile Infrastructure

Non-SAP Components

- EMC² Symmetrix (using a plug-in)
- Redwood Cronacle for SAP
- UC4:global for SAP, ...



SAP Solution Manager: Work Centers

System Monitoring - System Alerts

View	System Alerts	Print Version	Export	Open Alerts	Postpone	Close	Create Message	Filter Settings
Rating	Description	KPI value	Solution	System	Instance	Server	Full Name	
4	CPU	541 GL	MV DSAG Sol A	SAT	us4311	us4311	SATus4311_SAT_11	
0	5minLoadAverage						..ICPU5minLoadAverage	
0	Longrunners	1,120 sec	MV DSAG Sol B	SAT	us4311_SAT_11	us4311	..DialogLongRunners	
0	Queue time	1,118 msec	MV DSAG Sol B	SAT	us4311_SAT_11	us4311	SATus4311_SAT_11	..DialogQueueTime
0	Response time	146,726 msec	MV DSAG Sol A	SAT	us4311_SAT_11	us4311	SATus4311_SAT_11	..DialogResponseTime

Alert Details: Response time 146,726 msec, Rating: Red, Red Threshold: 3000 msec, Yellow threshold: (20.08.0310) (14:01:22) CET

CCMS
RZ20

Benefits of SAP's Underlying Monitoring Infrastructure (CCMS)

■ Central monitoring

Large landscapes can be centrally monitored at a low total cost of operation.

■ Full scalability

Landscapes with only a few components or a large number of components can be efficiently monitored.

■ Preventive monitoring with alerts

No admin activity is required except in case of alerts. Alert notifications (e-mail, SMS ...) can be triggered automatically.

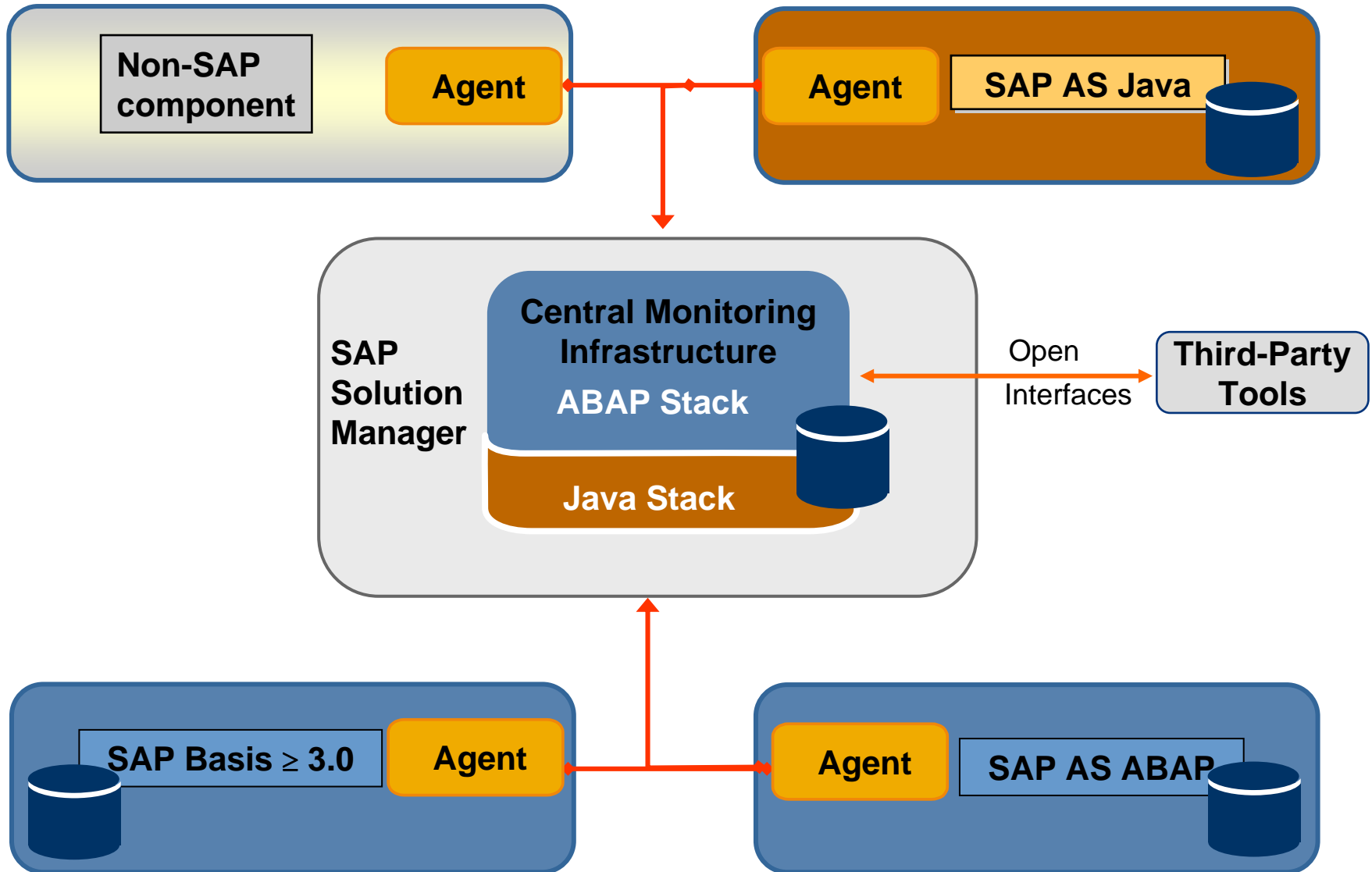
■ Assisted problem detection and resolution

From the central system, administrators can drill down to a monitored component to remove the cause of an alert using predefined analysis functions.

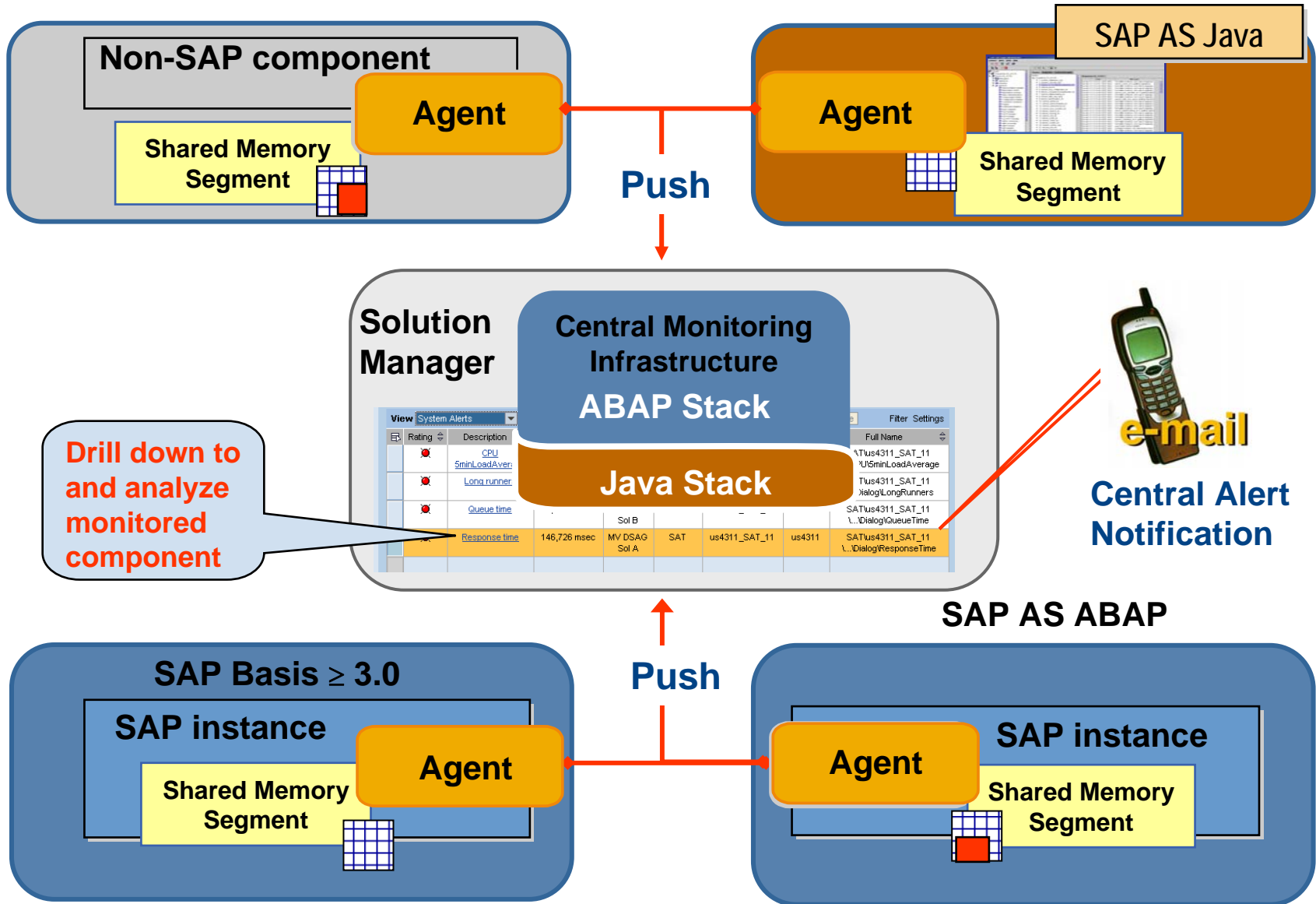


System Monitoring with SAP Solution Manager

— Overview —



System Monitoring with SAP Solution Manager — Alert Handling —





System Monitoring Work Center in SAP Solution Manager 7.0

- Work Centers available as of SPS 15 (available as of February 2008):
 - All functions of are bundled in role-based work centers.
 - Technical monitoring functions are bundled in the System Monitoring work center.

- New Functionality in System Monitoring Work Center with Enhancement Package 1 (available as of December 2008)
 - Monitoring of selected connections between managed systems
 - Enhanced, predefined reports for IT Performance Reporting
 - New KPI-specific monitoring history
 - Streamlined architecture and increased robustness for BI-based reporting

Central System Monitoring with SAP Solution Manager

- SAP's monitoring infrastructure is an integral part of SAP technology.
- It is flexible and fully scalable.
- It provides preventive monitoring and automatic alerting.
- Technical monitoring data from all systems of the landscape
 - **is provided by the underlying monitoring infrastructure**
 - **is displayed in SAP Solution Manager**
 - **may be exchanged with third-party monitoring tools through open interfaces**

→ SAP Network

<http://sdn.sap.com> → SAP NetWeaver Capabilities
→ Lifecycle Management → Operations

→ SAP Service Marketplace

<http://service.sap.com>, quick links [/solutionmanager](#) and [/rkt-solman](#)

→ Related SAP Training

<http://www.sap.com/> → Education

ADM106, ADM 107 Advanced System Monitoring

ADM100, SAP Technology Administration

ADM200, SAP AS Java Administration

SMO100, System Administration with SAP Solution Manager

→ SAP Contacts

Product Management: jochen.steinmetz@sap.com
 dieter.krieger@sap.com