



Monitoring SAP Environments

eG Enterprise v6

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Introduction

'Simple' is one word that has never been used to refer to a SAP environment. In fact, with the introduction of the SAP Enterprise architecture which comprises of multiple tiers of applications to allow for web-based access to SAP services, IT infrastructures have become even more complex. Although it offers scalability, the SAP Enterprise architecture makes SAP monitoring and management more challenging. In this architecture, the tight inter-dependencies between different tiers (web, J2EE, ABAP, database, etc.) implies that a problem in one tier can impact the other tiers as well. Hence, a seemingly insignificant dip in the performance of one of the application tiers can result in an administrator's worst nightmare - an infrastructure-wide slowdown! In such a scenario, the administrator's challenge is how quickly can he/she find out where the problem is - Network? Firewall? Web/Citrix? J2EE? ABAP instance? Database? - and resolve the problem quickly, so as to ensure high uptime.

The eG SAP monitor offers 100% web-based monitoring of every layer of each tier of the SAP environment from any where, at any time. Be it a network router, a firewall, a SAP Internet Transaction server, a SAP ABAP instance, the SAP Netweaver, or an Oracle database, the eG Enterprise suite includes customized models for all of these infrastructure components. These models determine what metrics are collected, how often, how the results of the monitoring are interpreted to provide proactive alerts, and how the metrics are correlated to determine where the root-cause of problems lie.

This document discusses the monitoring model that eG Enterprise prescribes for each element in a typical SAP infrastructure.

Monitoring the SAP ABAP Instance

SAP NetWeaver is SAP's integrated technology computing platform and is the technical foundation for many SAP applications since the SAP Business Suite. It provides the development and runtime environment for SAP applications and can be used for custom development and integration with other applications and systems.

One of the vital components of SAP NetWeaver is its Application Platform, which is implemented by the SAP NetWeaver Application Server (a.k.a, the SAP NetWeaver AS or the SAP NW AS).

The SAP NetWeaver Application Server can execute ABAP and/or Java programs, based on how you install the server.

If you install the SAP Netweaver Application Server as an ABAP system, you will be able to run only ABAP programs on that server. SAP ERP 6 is one example of a SAP business application that predominantly runs on NW AS ABAP. If the SAP NW AS is installed as a Java system, then you will only be able to run Java programs on it. The SAP NetWeaver Portal 7.0 application for instance, runs on NW AS Java. Alternatively, SAP NW AS can also be installed as a dual-stack system, where both ABAP and Java programs can be run. For example, SAP PI 7.1 (Process Integration) runs on a dual stack that includes both AS ABAP and AS Java platforms.

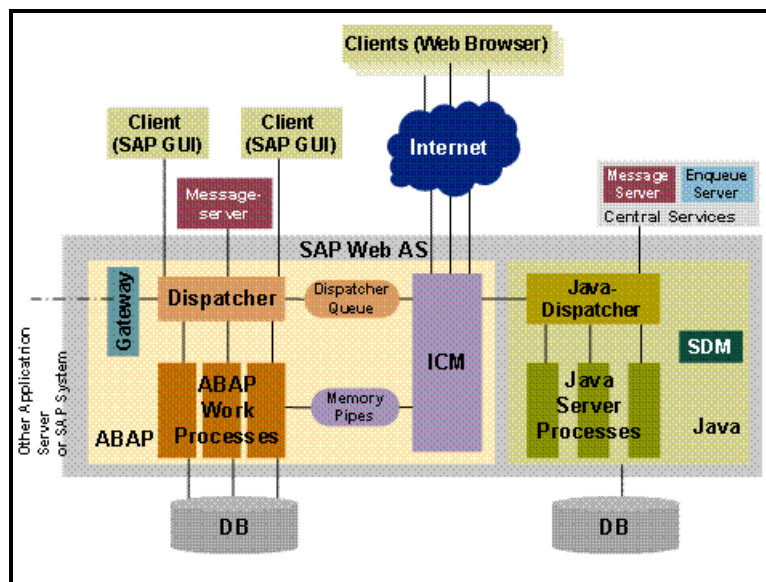


Figure 2.1: A SAP dual-stack system

To ensure that potential performance aberrations with the ABAP/Java systems are captured and resolved before users complain, eG Enterprise provides two dedicated monitoring models – one for each of the installation modes of the SAP NW AS. While the *SAP ABAP Instance* monitoring model focuses on the problems and performance of SAP

NW AS ABAP system, the *SAP WAS* monitoring model focuses on the health and issues related to the SAP NW AS Java system.

This chapter elaborately discusses the SAP NW AS ABAP system and the *SAP ABAP Instance* monitoring model that corresponds to it.

2.1 Why Monitor the SAP AS ABAP System?

ABAP application servers are important software components of NetWeaver AS ABAP since all ABAP programs run on these servers. These application servers execute ABAP applications and communicate with the presentation components, the database, and also with each other, using the message server. The following diagram shows the structure of an ABAP application server:

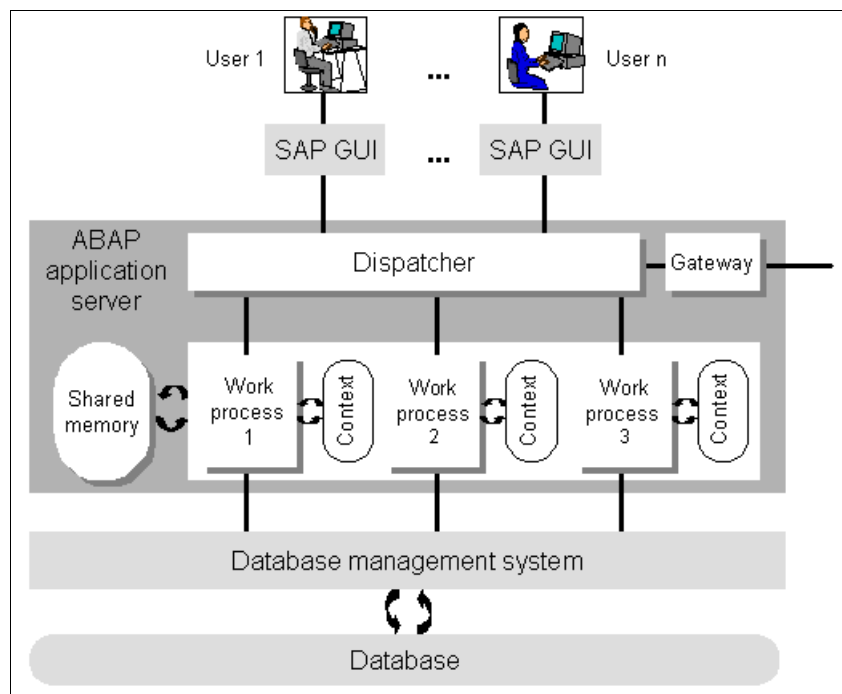


Figure 2.2: The structure of an ABAP application server

As can be inferred from Figure 2.2, a typical SAP NetWeaver ABAP framework is structured as a multi-tier infrastructure, where the SAP GUI serves as the web front-end through which users login and place requests, the ABAP application server serves as the middle-ware that processes the user requests and sends out responses to the user, and a database server functions as the backend where processed data is stored for posterity.

If you zoom into the ABAP application server tier of Figure 2.2 above, you will notice that, in addition to several work processes, the ABAP application server contains a dispatcher, a gateway and the shared memory. The tasks of these components are briefly described in the following:

- **Work Processes:** Work processes are components that are able to execute an application (that is, one dialog step each). Each work process is linked to a memory area containing the context of the application being run. The context contains the current data for the application program. This needs to be available in each dialog step.
- **Dispatcher:** The dispatcher is the link between the work processes and the users logged onto the ABAP application server (that is, the SAP GUIs of these users). Its task is to receive requests for dialog

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steps from the SAP GUI and direct them to a free work process. In the same way, it directs screen output resulting from the dialog step back to the appropriate user.

- **Gateway:** This is the interface for the communication protocols of NetWeaver AS ABAP (RFC, CPI/C). It can communicate with other ABAP application servers of the same NW AS, with other SAP Systems, or with external non-SAP systems.
- **Shared Memory:** All of the work processes on an ABAP application server use a common main memory area called shared memory to save contexts or to buffer constant data locally. The resources that all work processes use (such as programs and table contents) are contained in shared memory

Since these components are closely inter-related to each other, the problem in any one component can adversely impact the performance of the other components, ultimately delaying the access to and the execution of ABAP applications running on the AS ABAP application server. SAP administrators are therefore faced with the challenge of not just proactively detecting such a slowdown, but also quickly and accurately diagnosing the reason for the same – is it because the dispatcher is unavailable? is it because the gateway has failed? Is it owing to the lack of free work processes? or is due to poor memory management by the ABAP system? This is where eG's *SAP AS ABAP Instance* monitoring model (see Figure 2.2) helps!



Figure 2.3: The layer model of a SAP R/3 server

This model determines what metrics are collected, how often, how the results of the monitoring are interpreted to provide proactive alerts, and how the metrics are correlated to determine where the root-cause of problems lie.

2.2 How does eG Enterprise Monitor the SAP AS ABAP System?

To collect the metrics, this *SAP AS ABAP Instance* model takes advantage of the CCMS SAP monitoring architecture. Using SAP's CCMS interfaces, eG agents collect and report on hundreds of performance and availability metrics of all the components of the SAP NW AS ABAP system - from the host operating system, to the network, to the critical SAP processes, the SAP database, SAP background jobs, SAP users, transactions, etc.

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The metrics so collected enable SAP administrators to find answers to queries that have for long hounded SAP ABAP administrators:

SAP Service Monitoring	<ul style="list-style-type: none"> ▪ Is the SAP service working well? What are the response times? Is any step slowing down the entire service interaction? ▪ Are the critical application processes running? What is their resource usage?
Network & System Monitoring	<ul style="list-style-type: none"> ▪ How is the network performance impacting the overall service performance? ▪ Are the servers properly sized in terms of CPU, memory, disk activity, etc.? ▪ Are there any critical alerts in the system event logs?
Web Application Server Monitoring	<ul style="list-style-type: none"> ▪ How many sessions are currently being handled by the SAP web/application server, and are there sufficient processes configured to handle the load? ▪ Is the workload properly balanced across SAP web application server instances? ▪ What is the processing time of critical transactions on the server? ▪ Were there any errors while connecting to the R/3 server? ▪ Is the application server's memory adequately sized? Is the free memory too low?
SAP R/3 Server Monitoring	<ul style="list-style-type: none"> ▪ Are the buffers of the SAP R/3 server sized appropriately? Are there unusually high swap ins/outs? ▪ How many requests are queued waiting for free worker processes or data locks? ▪ What jobs are executing on the server ? Is the server adequately configured to handle the load? ▪ What time of day/day of week is the server activity at its peak and what jobs are executing then? ▪ Are there sufficient dialog processes configured to handle incoming user requests? ▪ Are there any ABAP dumps happening, indicating errors in the R/3 system?
SAP R/3 Database Monitoring	<ul style="list-style-type: none"> ▪ Is the SAP R/3 database accessible? How are the critical cache hit ratios of the database server? ▪ Are any of the database tablespaces reaching capacity?
Monitoring SAP R/3 Alerts	<ul style="list-style-type: none"> ▪ How many alerts have been raised on the SAP R/3 server? Are too many alerts active? ▪ Have too many red and yellow alerts been raised on the SAP R/3 server? ▪ Have any alerts auto-completed?
Monitoring Performance Attributes of the SAP R/3 Server	<ul style="list-style-type: none"> ▪ How many performance attributes are available for each of the configured monitors? ▪ Does any monitor have too many red and yellow performance attributes? If so, which monitor is this? ▪ Which monitor has inactive performance attributes?

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This chapter will discuss the top 6 layers of the layer model depicted by Figure 2.2, as all the other layers have been discussed in the *Monitoring Unix and Windows Servers* document.

2.3 The SAP Basis Layer

Using the tests depicted in Figure 2.4.3, administrators can assess the efficiency with which the SAP NW AS ABAP system manages its memory resources.

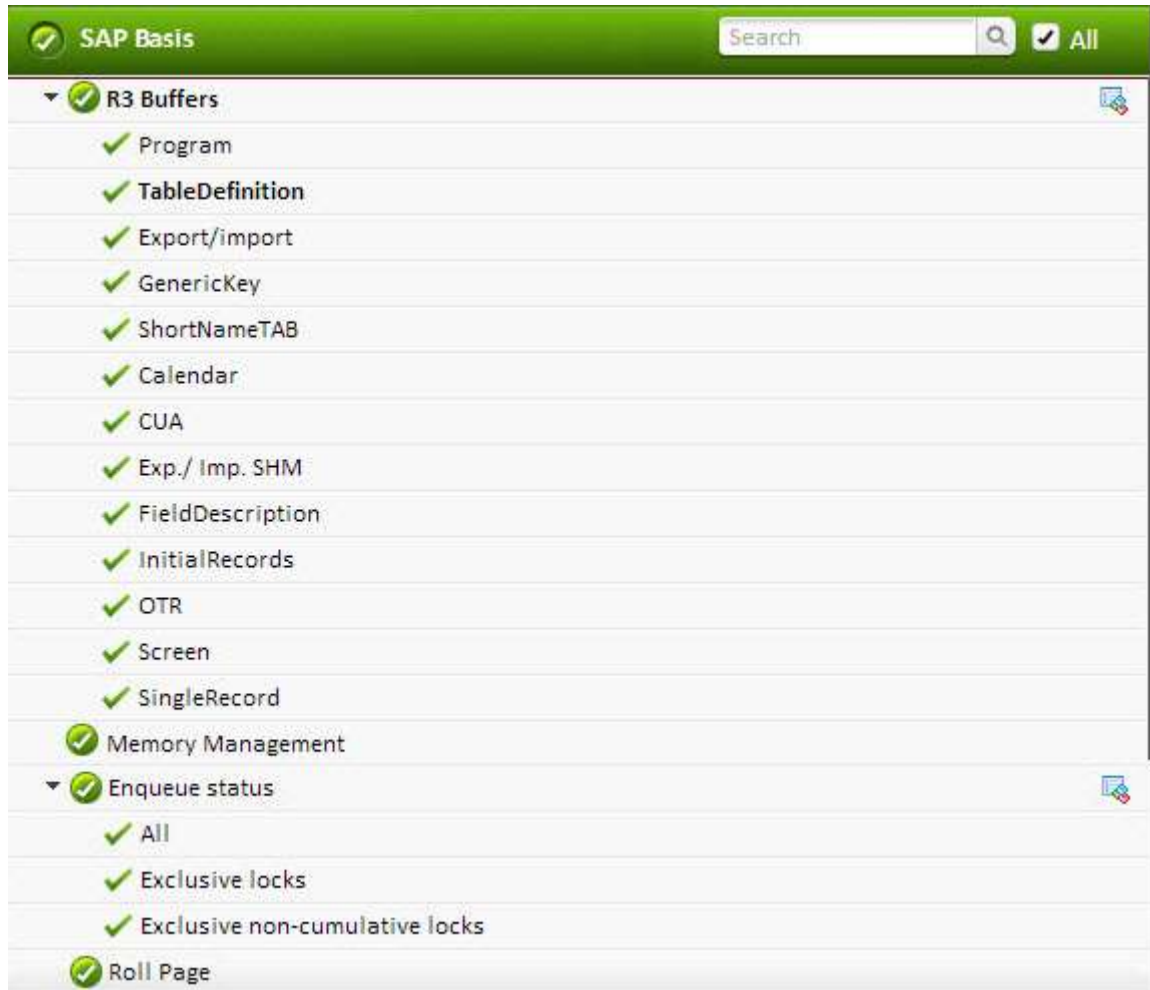


Figure 2.4: The tests associated with the R/3 Basis System layer

2.3.1 Enqueue Status Test

The Enqueue service allows ABAP applications to lock data so that only they can use it. The locking of the data avoids parallel changes to the data, which would lead to data inconsistency. The enqueue work process is in charge of the lock management system. It allows multiple application servers to synchronize their access to the database and maintain data consistency. The locks are managed by the enqueue work process using a lock table that resides in the main memory. The enqueue work process sets an SAP lock by writing entries in the lock table; but prior to that, the enqueue work process checks the lock table to determine whether/not the requested lock object is already locked, and if locked, what type of lock is active on the object.

While SAP supports many types of locks, from a performance perspective, the following types are most critical:

- **Exclusive:** Exclusive locks are used to avoid parallel modification of the data, which means that exclusively locked data can be displayed or modified by only one user.
- **Exclusive but not cumulative:** Locks of this type can be called only once. So a lock request will be rejected if an **exclusive lock** already exists.

Too many exclusive locks held for long durations can be detrimental to SAP system performance, as they can block users from updating critical transactions. This is why, SAP administrators need to keep track of such locks, promptly detect unreleased locks, and figure out the reasons for the same. To enable this lock analysis, eG Enterprise provides the **Enqueue Status** test. For each exclusive lock type (i.e., exclusive and exclusive but not cumulative), this test reports the number of locks of that type for which entries exist in the lock table and the number of locks that have remained active over different time periods ranging from 1 hour to over 1 day. In the process, the test points administrators to those lock types that were unreleased for significantly long time windows, thus impacting SAP system performance. Detailed metrics provided by the test will lead administrators straight to the exact locks that were held for broad time frames and the user who held them!

Purpose	For each exclusive lock type (i.e., exclusive and exclusive but not cumulative), this test reports the number of locks of that type for which entries exist in the lock table and the number of locks that have remained active over different time periods ranging from 1 hour to over 1 day. In the process, the test points administrators to those lock types that were unreleased for significantly long time windows, thus impacting SAP system performance. Detailed metrics provided by the test will lead administrators straight to the exact locks that were held for broad time frames and the user who held them!
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.
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	<p>14. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. <p>15. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up.</p>		
Outputs of the test	One set of results for each exclusive lock type and one set of results for an <i>A//</i> descriptor that reports aggregated performance results across all lock types		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Number of locks: Indicates the number of locks of this type currently held.	Number	A low value is desired for this measure. Compare the value of this measure across lock types to know which lock type contains the maximum number of locks.
	Percentage of locks: Indicates the percentage of total locks currently held that are of this type.	Percent	A low value is desired for both exclusive lock types. A high value indicates that a majority of the locks are exclusive locks, which is a cause for concern.
	5 mins to 1 hour locks: Indicates the number of locks of this type that were held for a duration between 5 minutes to 1 hour.	Number	Normally, locks are automatically released when transactions are committed or when users finish working on the data. If locks remain unreleased for long time periods, it may not always be a cause for alarm, as it may be owing to something as routine as long-running background jobs that update the database. Some other times, unreleased locks can cause serious performance issues to the SAP system. This is why, high values reported by any of these measures cannot be ignored. In such situations, it is best to immediately investigate the reason why locks were held for such a long duration. To know which precise locks were unreleased by which user and why, use the detailed diagnosis of this measure.
	1 hour to 1 day locks: Indicates the number of locks of this type that were held for a duration between 1 hour to 1 day.	Number	
	Locks older than 1 day: Indicates the number of locks of this type that were held for over a day.	Number	

			<p>Some of the most common reasons for unreleased locks are as follows:</p> <ul style="list-style-type: none"> • Abnormal termination of the SAP GUI: If users shut down their PCs without logging off SAP, or if the SAP GUI terminates for other reasons, such as network or communication problems, the user session may remain active in the SAP system. If this happens while the user had lock entries, sometimes these locks remain unreleased since the user is no longer active in the system. In these cases, you can manually release the lock by deleting it from the lock entry list, or you can force log off the user from the User Overview Monitor in the application server where the user was logged on. • Inactive SAP GUI: When users currently working on the system leave their presentation services with unfinished transactions, locks will not be released. You can release such locks by deleting them from the lock entry list, but only after confirming that they are not coming from important background jobs. • Problems in update processing: When there are update modules that are unprocessed by the system, these modules do not release the locks. The update module releases the locks only when the update records have been completely processed or they have abnormally terminated with an error status. Only update modules with status INIT or AUTO can hold locks.
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2.3.2 R3 Buffers Test

This test reports statistics relating to the SAP R/3 server's buffers. The goal of buffer setting is to have a sufficiently large buffer to maintain a high hit rate and to do so with a low rate of swapping and a minimal effect on operating system paging. The test contains values for the following SAP buffers, sorted by application server:

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Name of the MTE	Contents of the Buffer
Program	Compiled SAP programs
Generic Key	Wholly or partly buffered database tables
SingleRecord	Individual records from utilized database tables
Screen	Screen pages from ABAP programs
CUA	Menus and pushbuttons from the ABAP screen pages
TableDefinition	Table Definitions from the SAP R/3 Repository
FieldDescription	Field descriptions from the SAP R/3 Repository
InitialRecords	Initial record layout (initial values for the fields of a database segment) for a table
ShortNameTAB	Combination of TTAB and FTAB buffers

In the table above, the term **MTE** stands for a Monitoring Tree Element. According to the SAP monitoring architecture, every SAP component/sub-system requiring monitoring, such as the buffer system, the dialog system, background processing etc., is termed as a *Monitor*. Each of these *Monitors* and their respective attributes are organized in the form of a tree-structure known as the monitoring tree, where the *Monitor* itself will be the pivotal node, and its key attributes the sub-nodes. Each of these attributes is otherwise referred to as a monitoring tree element (MTE).

Figure 2.5 depicts the tree-structure of the *Buffers Monitor*. From this figure it can be inferred that the name of the *monitor*, **Buffers**, is the primary node of the monitoring tree. Each of the buffer types, which are the sub-nodes of **Buffers**, will therefore become MTEs. Similarly, the attributes such as *DirectoryUsed*, *SpaceUsed*, etc., that are associated with every buffer type, also become MTEs. The eG agent executing the R3BufferTest reports the values of these attributes only.

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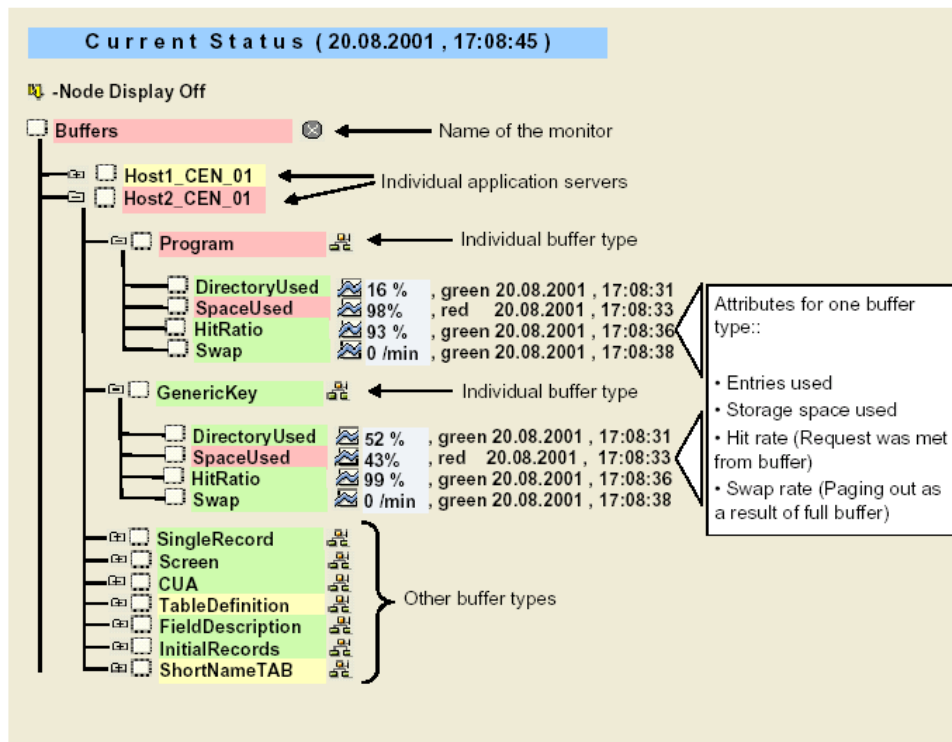


Figure 2.5: The Buffers Monitor tree-structure

Purpose	Reports statistics relating to the SAP R/3 server's buffers
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 6. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 7. PASSWORD - The password of the specified SAPUSER. 8. CONFIRMPASSWORD - Confirm the password by retyping it here. 9. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 10. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every MTE</p>		
<p>Measurements made by the test</p>	<p style="text-align: center;">Measurement</p>	<p style="text-align: center;">Measurement Unit</p>	<p style="text-align: center;">Interpretation</p>

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	<p>Directory entries used:</p> <p>The percentage usage of the directory (number of entries)</p>	Percent	The buffer directories point to the location of the objects stored in the buffer. If one runs out of directory entries, then no new objects can be placed in the buffer, and the free space cannot be used.
	<p>Buffer space used:</p> <p>The percentage of buffer storage space been used currently.</p>	Percent	If the buffer size is less, then for many requests the buffer cannot be used leading to more swapping; therefore, the buffer size has to be increased.
	<p>Hit ratio:</p> <p>The percentage of database queries that were met from the buffer.</p>	Percent	<p>In general, poor buffer quality means that a buffer is too small. If a buffer is too small, then the chances increase that requested objects (table entries, programs, and so on) will not be found in it. The result is a lower hit ratio, and, if the buffer is already full, increased swapping.</p> <p>To improve the hit ratio, increase the size of a buffer.</p>
	<p>Buffer swaps:</p> <p>The rate of swaps due to a filled buffer.</p>	Swaps/Min	<p>Swapping increases as requested objects force older objects out of the buffer.</p> <p>Increase the size of the buffer if the swap rate is very high and the hit ratio is low.</p>

In order to extract metrics from within a SAP R/3 server, the SAP tests need to login to the server as a valid SAP client. To achieve this, the tests take the **CLIENTNAME** as one of the parameters. As a SAP R/3 server can support multiple clients, it is essential to determine which client you want a test to login as. Therefore, take a look at the list of clients supported by the R/3 server being monitored, before specifying a **CLIENTNAME**. To do so, follow the steps given below:

1. From any SAP client, execute the **SAPlogon** tool using the menu sequence: Start -> Programs -> SAP Front End -> SAPlogon (see Figure 2.6).

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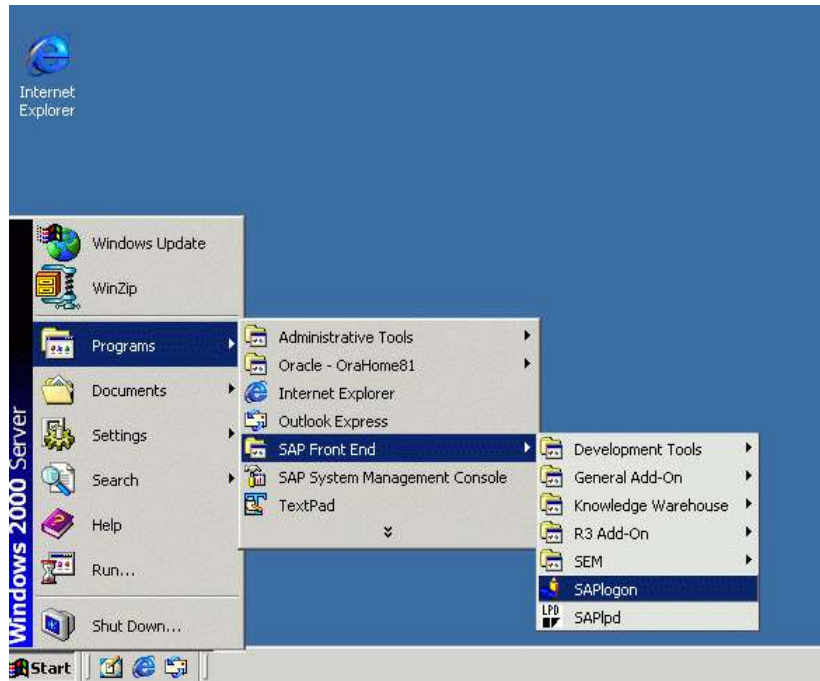


Figure 2.6: Opening the SAPLogon tool

2. Click on the **Logon** button in the dialog box that appears (see Figure 2.7), and login to the SAP R/3 server using a valid user name and password (see Figure 2.8).

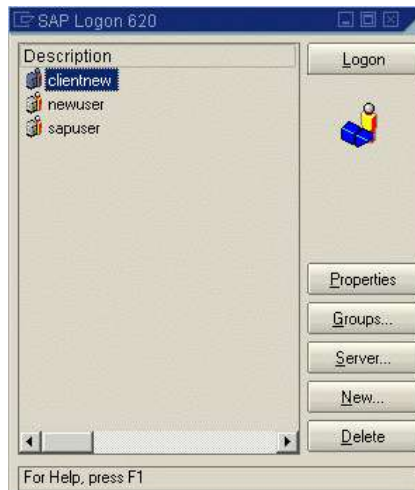


Figure 2.7: Clicking on the Logon button

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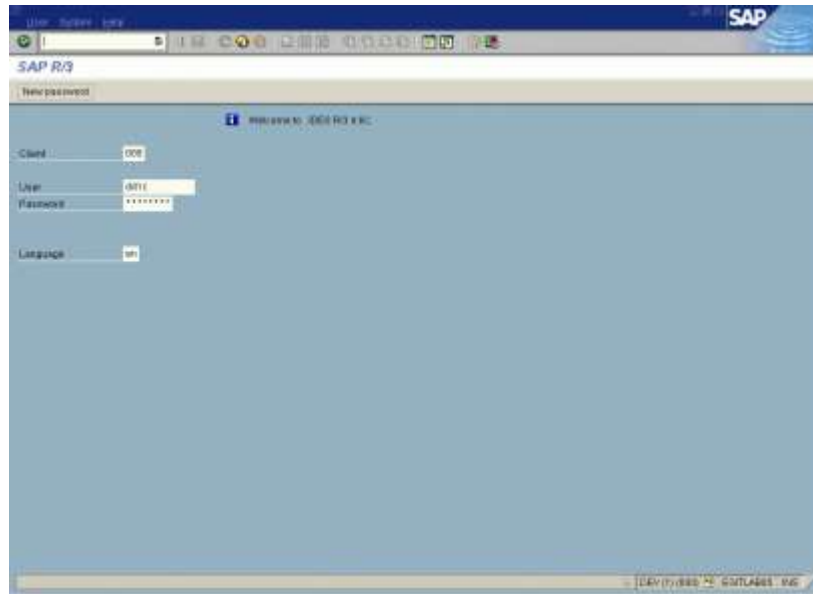


Figure 2.8: Logging into the SAP Easy access console

- Using the tree-structure in the **SAP Easy Access** console that appears (see Figure 2.9), navigate to the **Client Maintenance** node. The node sequence to be used is: SAP menu -> Tools -> Administration -> Client Administration -> Client Maintenance.

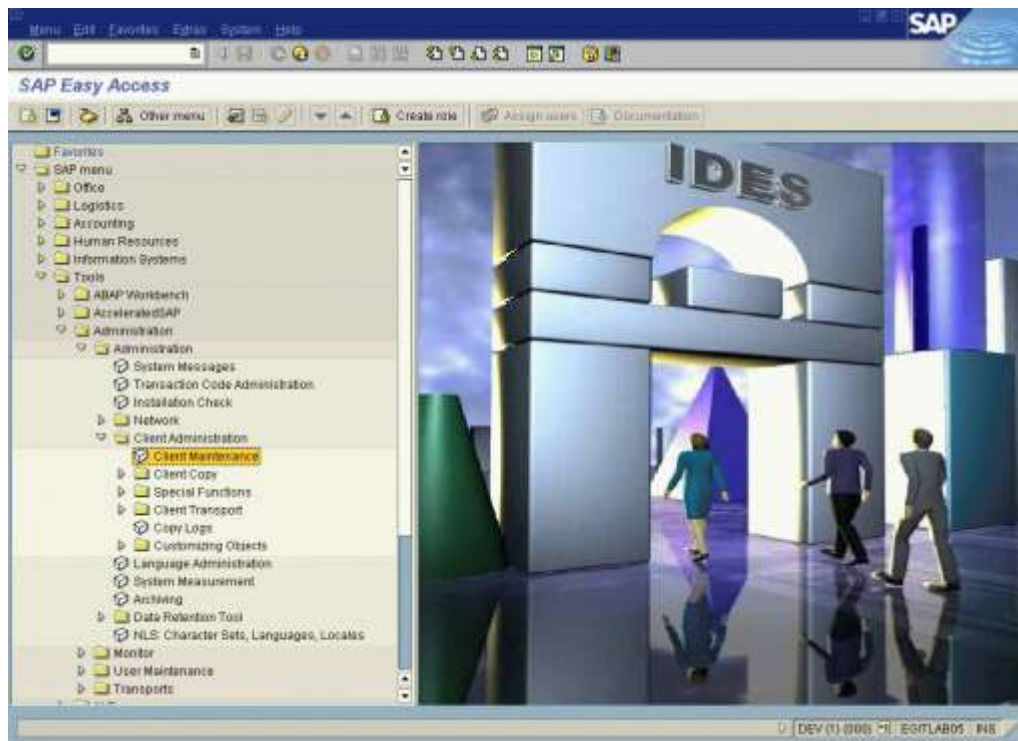
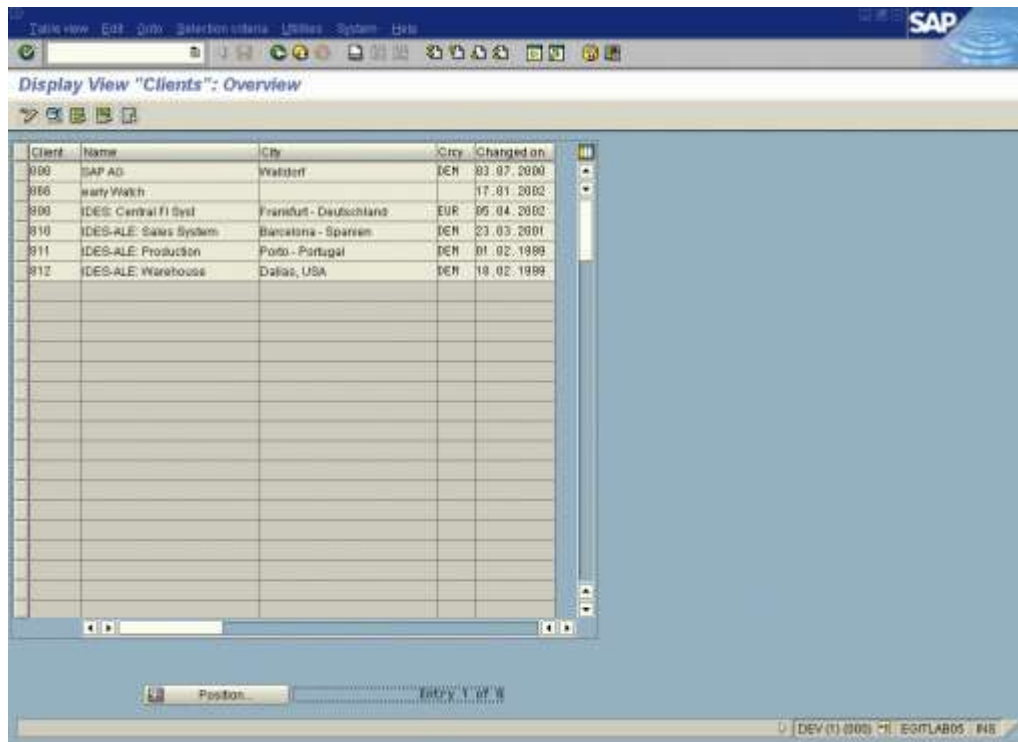


Figure 2.9: Accessing the Client Maintenance node

- Double-click on the **Client Maintenance** node in Figure 2.9.
- A **Display View "Clients"** page will appear (see Figure 2.10), which will display the details of SAP clients. Any of

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the values of the **Client** column in this page, can be provided as the **CLIENTNAME**.



The screenshot shows the SAP Display View 'Clients': Overview. The table contains the following data:

Client	Name	Cty	Ctry	Changed on
000	SAP AG	Walldorf	GER	03.07.2000
900	Warty Watch			17.01.2002
800	IDES-Central FI Syst	Frankfurt - Deutschland	EUR	05.04.2002
810	IDES-ALE: Sales System	Barcelona - Spanien	GER	23.03.2001
811	IDES-ALE: Production	Povo - Portugal	GER	01.02.1999
812	IDES-ALE: Warehouse	Dallas, USA	GER	18.02.1999

Figure 2.10: The Clients list

The eG agent connects to a particular instance of the SAP R/3 server to collect the desired metrics. To enable this connection, all the SAP R/3 tests need to be configured with the name of the R/3 instance to connect to. For this purpose, the SAP R/3 tests take an **INSTANCENAME** parameter. Before providing a value for this parameter, you may want to take a look at all the instances currently configured on the R/3 server, so that you can decide which instance name should be configured for the test. For this purpose, do the following:

1. From any SAP client, execute the **SAPlogon** tool using the menu sequence: Start -> Programs -> SAP Front End -> SAPlogon (see Figure 2.6).

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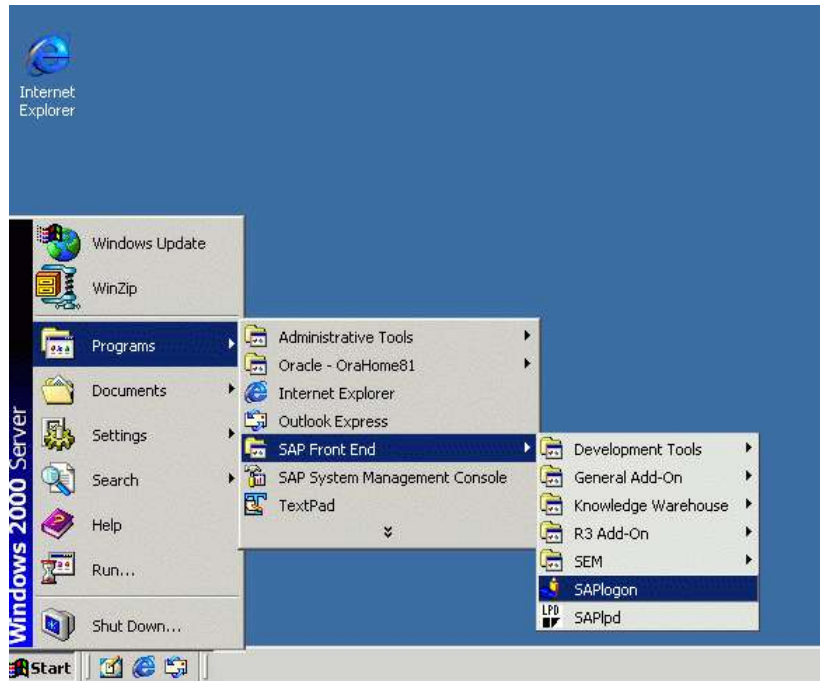


Figure 2.11: Opening the SAPLogon tool

6. Click on the **Logon** button in the dialog box that appears (see Figure 2.7), and login to the SAP R/3 server using a valid user name and password (see Figure 2.8).

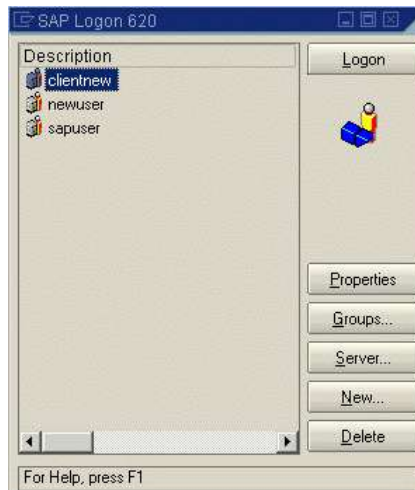


Figure 2.12: Clicking on the Logon button

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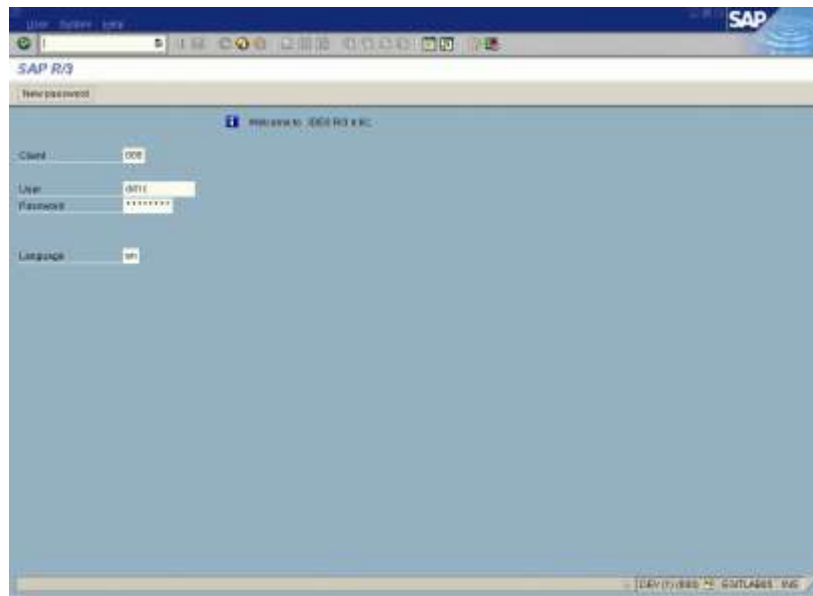


Figure 2.13: Logging into the SAP Easy access console

7. In the tree-structure of the **SAP Easy Access** console that appears (see Figure 2.9), follow the node sequence: SAP menu -> Tools ->CCMS->Control/Monitoring->Control Panel.

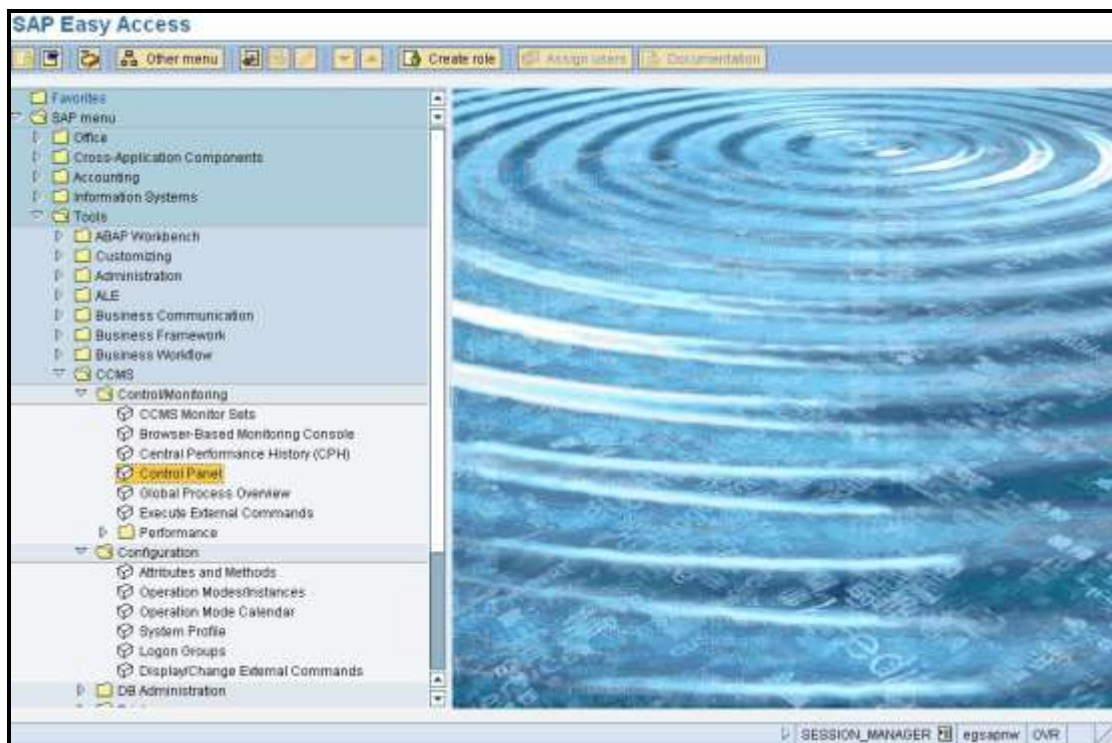


Figure 2.14: Navigating to the Control Panel node

8. Double-click on the **Control Panel** node. A **Display Server Statuses and Alerts** page will appear, which will display the details of the SAP servers. Any of the values of the **Server Name** column in this page can be

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provided as the value of the **INSTANCENAME** parameter.

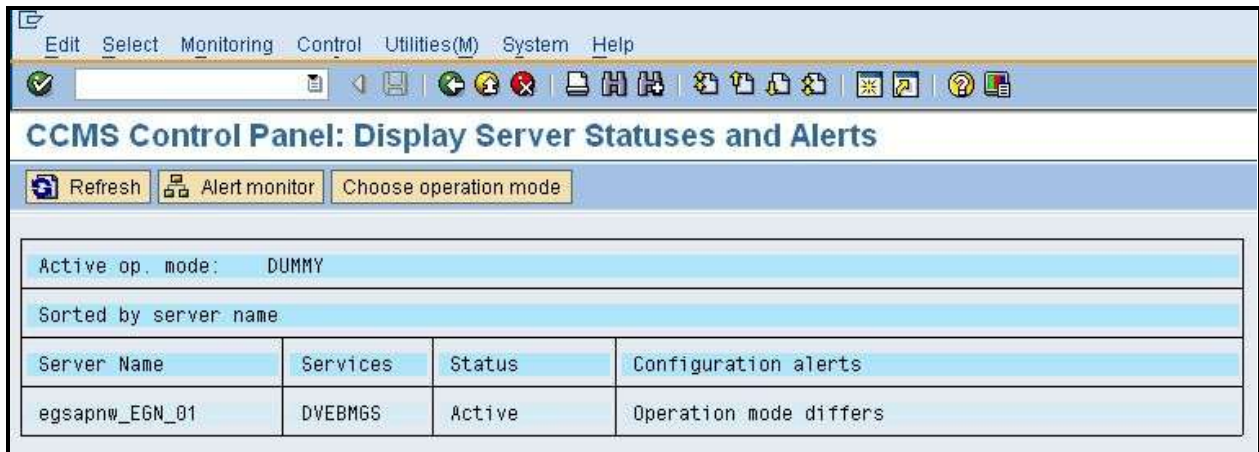


Figure 2.15: Viewing the SAP R/3 server instances

2.3.3 Memory Management Test

This test monitors the basic functions of the SAP Memory Management System and advises on how best to configure the system depending upon the platform used, the available resources, etc. It also sheds light on the hardware and operating system usage.

Purpose	Monitors the basic functions of the SAP Memory Management System
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p style="text-align: center;">Measurement</p>	<p style="text-align: center;">Measurement Unit</p>	<p style="text-align: center;">Interpretation</p>
	<p>Heap memory total allocation: The total size of heap memory (private memory).</p>	<p>MB</p>	

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	<p>Heap memory peak use: A high watermark of heap memory usage.</p>	Percent	
	<p>Heap memory recent peak use: The peak usage of heap memory in recent times.</p>	Percent	
	<p>Heap memory actual usage: The percentage of heap memory actually used.</p>	Percent	
	<p>Extended memory allocated: Indicates the total size of the extended memory.</p>	MB	
	<p>Extended memory peak use: The high watermark of the stack memory usage since startup.</p>	Percent	
	<p>Extended memory rec peak use: Indicates the peak usage achieved in the recent period for extended memory.</p>	Percent	
	<p>High extended memory usage: The actual usage of extended memory.</p>	Percent	
	<p>High extended memory attached: The percentage of extended memory in user contexts that is active in WPs now.</p>	Percent	
	<p>Number of extended memory slots: The number of extended memory slots.</p>	Number	

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	Extended memory slot peak use: Indicates the peak usage of the extended memory slots.	Percent	
	Extended memory slot rec peak use: The peak usage of the extended memory slots in recent times.	Percent	
	Usage of extended memory slots: The percentage of extended memory slots actually used.	Percent	
	Private work processes: The number of restarted private work processes.	Number	
	Dialog work processes restarted: The number of restarted dialog processes.	Number	
	Non-dialog work process restarts: The number of non-dialog processes restarted.	Number	

2.3.4 Roll Page Test

Roll area and Paging area are two very important concepts of memory management. Roll area is a memory area with a set size that belongs to a work process. It is located in the heap of the virtual address space of the work process. Disk area (swap space) is used as an extension of the physical memory for temporary storage. When SAP tries to keep track of processes requiring more physical memory than available, then data is moved to and from the swap space. If only segments of the processes are so copied, it is called paging.

Figure 2.16 depicts the elements of the SAP memory.

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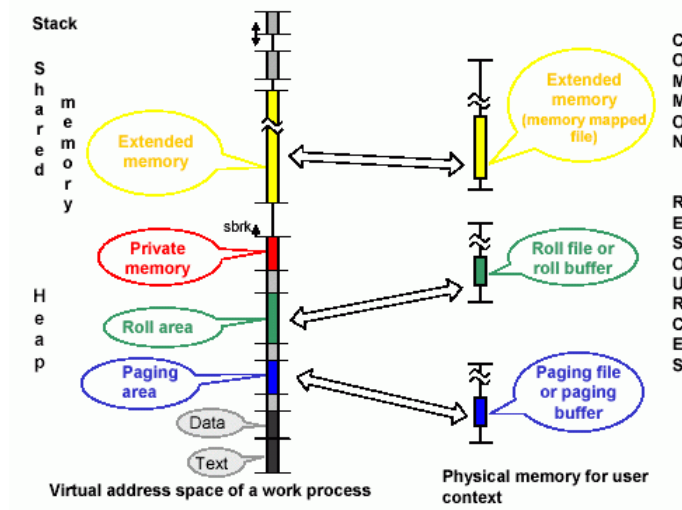


Figure 2.16: Elements of the SAP memory

This test extracts statistics specific to these two memory concepts.

Purpose	Extracts statistics specific to the roll area and paging area
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>

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	<p>Paging area used: The percentage utilization of the swap space (paging area).</p>	Percent	<p>Paging utilizes CPU resources, performs disk reads / writes, and hence is considered an expensive operation. However, paging itself occurs only when the memory is low. Therefore, if more paging area is used, it means one has to kill some processes or increase physical memory size.</p>
	<p>Roll area used: The percentage of roll area that has been used.</p>	Percent	<p>When the context of a work process changes, the data is copied from the roll area to a common resource called the roll file. First the process tries to occupy the roll area of the memory. When roll area is full, extended memory is used up by the process.</p> <p>The default value is specified in transaction RZ11, and is determined dynamically.</p> <p>Roll area should not be changed manually.</p> <p>If one has to still to make changes on one's platform, keep in mind the following dependencies:</p> <ul style="list-style-type: none">➤ rdisp/ROLL_SHM should be adjusted if ztta/roll_area is changed.➤ rdisp/ROLL_MAXFS must be adjusted if ztta/roll_area is changed.➤ ztta/roll_area must be larger than, or the same size as ztta/roll_first.

2.4 The SAP Work Processes Layer

Numerous services execute on the R/3 server, each of which is crucial to its smooth functioning. The tests associated with the **R/3 Components** layer (see Figure 2.17) monitor these critical services and report performance issues in their operations (if any).

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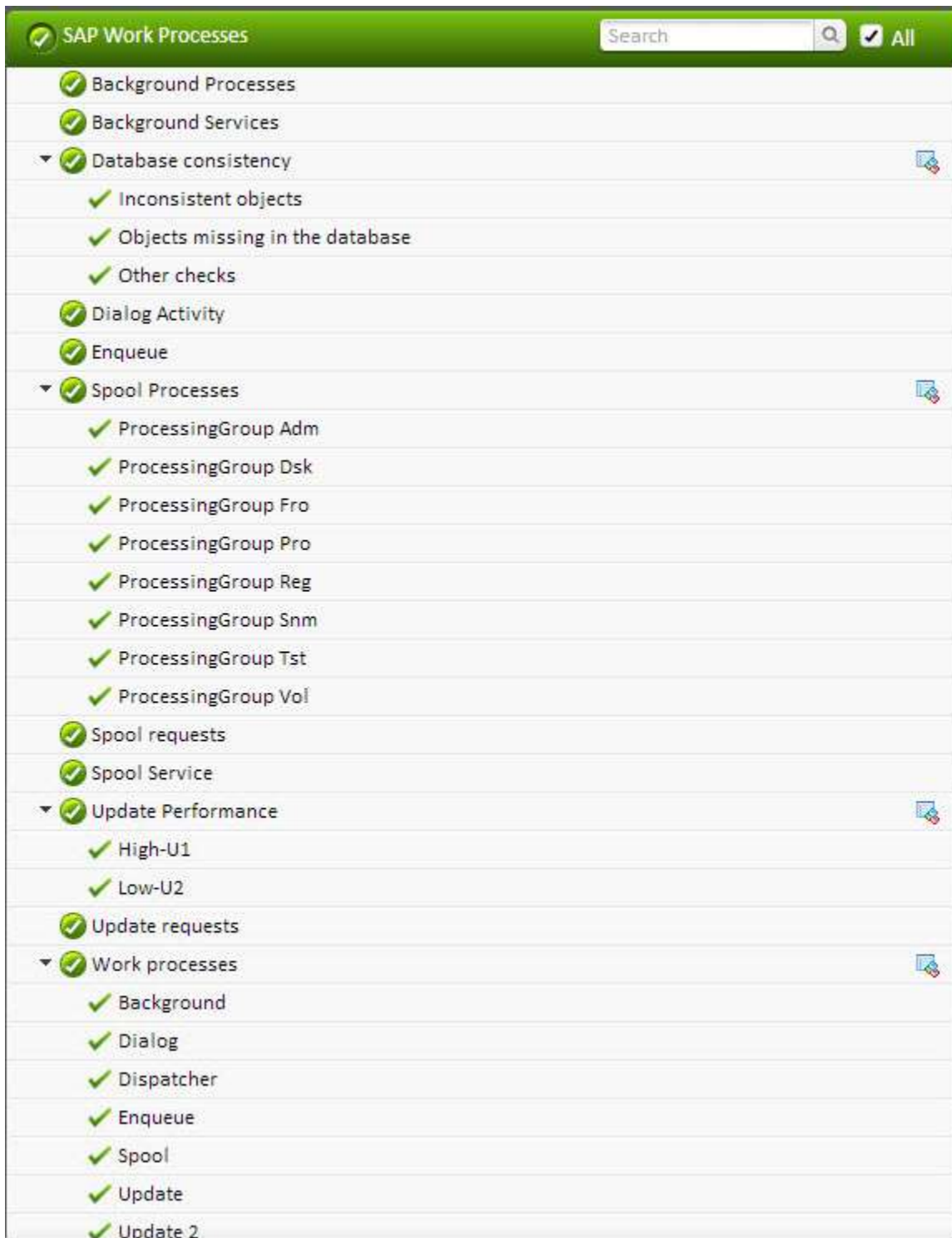


Figure 2.17: The tests associated with the R/3 Components layer

2.4.1 Spool Service Test

The Spool Service monitoring object contains the most important attributes about the spool system. This test monitors the functioning of the spool system, and reports the extent of its utilization, the length of the wait queues, etc.

Purpose	Monitors the functioning of the spool system, and reports the extent of its utilization, the length of the wait queues, etc.
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p style="text-align: center;">Measurement</p>	<p style="text-align: center;">Measurement Unit</p>	<p style="text-align: center;">Interpretation</p>
	<p>Utilization of the spool work processes: The percentage utilization of the spool work processes.</p>	<p>Percent</p>	

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	<p>Spool work processes:</p> <p>The number of spool work processes.</p>	Percent	Output requests are buffered in the dispatcher queue on the spool server until a free work process accepts them. A high value for this measure therefore, indicates the non-availability of idle work processes for servicing the output requests in the dispatcher queue. This, in turn, could be due to a heavy workload on the spool server.
	<p>Requests in the spool service queue:</p> <p>The percentage of space in the spool requests queue that has been utilized.</p>	Percent	The spool requests queue takes output requests from the dispatcher queue when a free work process in the spool server accepts the output request. A high value here, once again indicates a heavy workload on the server, due to which very few work processes are free to accept the enqueued output requests.
	<p>Requests in process-specific request queues:</p> <p>The percentage of space being utilized in the special spool request queues for processing requests in sequence.</p>	Percent	If a spool server has several spool work processes, output requests can overtake each other. To maintain the sequence of requests, there are special work process-specific request queues, each with requests for one particular output device.
	<p>Pages in spool requests queue:</p> <p>The number of pages in the spool requests queue.</p>	Number	
	<p>Device cache used:</p> <p>The percentage of the device cache in use.</p>	Percent	The device cache contains device definitions and sever assignments for all work processes. Entries are taken into the cache as required, and can be removed again if the cache becomes full.
	<p>Fixed device cache area used:</p> <p>The percentage of space in the fixed device cache that is currently in use.</p>	Percent	The fixed device cache contains information about the output devices for which there are requests in the host spool system that have not yet been reported as finished. The cache must therefore contain at least as many entries as the number of devices that can be concurrently used.
	<p>Host spool requests list used:</p> <p>The percentage of space in the host spool requests list in use.</p>	Percent	The host spool requests limit the number of requests in the host spool which can be managed with the spool service. To minimize database accesses, the list must be stored in shared memory. It deals with status queries for the current requests.

2.4.2 Background Processes Test

This test measures the extent of usage of the background processes.

Purpose	Measures the extent of usage of the background processes
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up.

Outputs of the test	One set of results for every background server of the SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Utilization of background work processes: The percentage of the background processing capacity currently utilized. The value is averaged over the background work processes and by default, averaged over the last hour.	Percent	This measure and the <i>System wide queue length</i> measure (of the <i>BackgroundService</i> test) show if there is a serious bottleneck in the background processing capacity. The optimal situation is to maintain a high level of utilization of the work processes and a short wait queue.
	Running background processes: The number of background work processes running on an application server.	Number	It does not make sense to have more than 2-3 work processes per CPU on a background server, as these work processes will already be fully utilizing the CPU. Set the number of these processes using the system parameter <code>rdisp/wp_no_btc</code> .
	Server queue length: The number of released jobs that are explicitly to be executed on this application server, but for which there are no free background work processes.	Jobs	An alert for this measure when there is a short <i>System wide queue length</i> suggests that the distribution of jobs is not optimal. Only specify a target server if it is absolutely necessary.

2.4.3 Background Services Test

This test monitors the background services that are key to the smooth functioning of background processes.

Purpose	Monitors the background services that are key to the smooth functioning of background processes
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>

	<p>System wide queue length:</p> <p>The number of jobs that are waiting for free background processes for their execution.</p>	Number	Background jobs are usually defined without a target server specification. This ensures optimal distribution of the workload from the jobs. This attribute is the best for showing capacity problems in background processing. A short wait queue is the optimal situation.
	<p>System wide free background processes:</p> <p>The number of free background work processes in the entire system.</p>	Number	
	<p>System wide class A processes:</p> <p>The number of class A background processes in the entire system.</p>	Number	

2.4.4 Dialog Activity Test

The Dialog service is the one which responds to the user requests to an R/3 server. This test reports performance statistics pertaining to the Dialog service of the R/3 server.

Purpose	Reports performance statistics pertaining to the Dialog service of the R/3 server
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

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<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>

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	<p>Utilization of the dialog processes:</p> <p>The percentage utilization of the dialog work processes of an application server.</p>	Percent	
	<p>Dialog work processes:</p> <p>The number of dialog work processes.</p>	Number	
	<p>Dispatcher wait queue length:</p> <p>The percentage utilization of the dispatcher wait queue.</p>	Percent	With normal workload, this value is around 0%. A long wait queue is a sign that the application server has too few work processes or too high a CPU workload.
	<p>Long runners:</p> <p>Indicates how long the long-running dialog processes have been running.</p>	Secs	Long-running tasks can block other users' dialog steps and can produce a general degradation of dialog response time for interactive users. Resolving this problem requires analysis of long-running dialog steps. Corrective measures include moving users to another application server, asking users to schedule long-running reports or other actions as background jobs in off-peak time periods, etc.
	<p>Dialog steps:</p> <p>The number of dialog steps per minute.</p>	Steps/min	A high value combined with a high Dialog process time points to a general overload; a very low value, indicates an error.
	<p>Users logged in:</p> <p>The number of users logged in.</p>	Number	

2.4.5 Table Space Test

This test monitors the database tablespaces.

Purpose	Monitors the database tablespaces
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 12. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every tablespace on the database</p>		
<p>Measurements made by the test</p>	<p style="text-align: center;">Measurement</p>	<p style="text-align: center;">Measurement Unit</p>	<p style="text-align: center;">Interpretation</p>
	<p>Space free: The amount of free space in the database tablespaces.</p>	<p>MB</p>	

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	Space used: The percentage of used up area of the various tablespaces in the database.	Percent	
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2.4.6 Database Buffer Test

This test reports statistics pertaining to the buffer cache for database operations.

Purpose	Reports statistics pertaining to the buffer cache for database operations
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. JCO VERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 12. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>

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	<p>Buffer cache hit ratio:</p> <p>The percentage of time the database server is able to satisfy a request directly from the cache.</p>	Percent	Physical I/O takes significant amount of time and also increases CPU resources required. The database configuration should be tuned to ensure that a required block will be most likely in memory. The extent to which this is achieved is measured using this measure. Ratio should be 80% or higher. A lower value indicates insufficient memory allocation to the database buffer cache.
	<p>Library cache hit ratio:</p> <p>Library cache is a buffer that contains the shared SQL and PL/SQL areas. The library cache hit ratio indicates the percentage of shared SQL statements being reparsed.</p>	Percent	For a well-tuned database, this ratio is 90%. A lower hit ratio may indicate that the memory allocation to the library cache is insufficient. A low value can degrade the database performance.
	<p>Redo log buffer entries:</p> <p>The number of entries in the redo log buffer describing changes made to the database.</p>	Number	The changes made to the database are first written to the redo log buffer. The database then periodically writes batches of the redo entries to the online redo log files. The lesser the number of entries in the Redo Buffer, the lesser the database changes are reflected in the buffer. Therefore, there will be higher disk reads and system performance will decrease.

2.4.7 Sap Group Lb Test

The Sap Group Lb test automatically discovers the logon groups on a SAP message server, and monitors the status of load balancing on each of the SAP R/3 application server(s) associated with a logon group.

Purpose	Monitors the status of load balancing on each of the SAP R/3 application server(s) associated with a logon group
Target of the test	The SAP Messaging server
Agent deploying the test	An internal/remote agent

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Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - Enter the port to which the specified HOST listens 4. MESSAGEPORT - Specify the port number of the SAP Message server. 5. LIBRARY PATH - This test uses an <i>lgtst</i> command to extract critical statistics from the SAP Message server. Specify the full path to the library files used in the execution of the <i>lgtst</i> command. 6. COMMAND PATH - Specify the full path to the <i>lgtst</i> executable in the COMMAND PATH text box. Note: The MESSAGEPORT, LIBRARYPATH and COMMANDPATH parameters are applicable only to <i>non-windows</i> platforms. 7. COUNT - Specify the number of SAP R/3 servers to be polled by the <i>lgtst</i> command, so as to determine whether load balancing has been enabled on the R/3 server or not. 8. ISPASSIVE - If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
Outputs of the test	One set of results for every logon group discovered		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Number of unique servers: Indicates the number of distinct application servers that are currently communicating under the same group through the Message Server.	Number	
	Load balanced: Indicates whether the SAP logon group is load-balanced or not.	Percent	If the value of this measure is 0, it means that load-balancing is not enabled for the logon group. The client's request will be served by the dialog server which has first taken up the request. The value 100 indicates that the logon group is load-balanced.

Note:

- This test uses an *lgtst* command to extract critical statistics from the SAP Message server. With this command, you can check the active instances of your SAP System and check existing logon groups directly at the operating system level. To ensure that this test functions smoothly, the *lgtst* command needs to be copied to the */opt/egurkha/bin* directory (on Unix, or the *<EG_INSTALL_DIR>bin* on Windows).
- Another pre-requisite for the smooth execution of this test is that, in the transaction SMLG, the *External RFC Permitted* attribute will have to be defined for any one of the

2.4.8 Sap Message Information Test

The Sap Message Information test reveals whether the connection between the SAP R/3 server and the SAP Messaging server is available or not.

Purpose	Reveals whether the connection between the SAP R/3 server and the SAP Messaging server is available or not
Target of the test	The SAP Messaging server
Agent deploying the test	An internal/external/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - Enter the port to which the specified HOST listens 4. MESSAGEPORT - Specify the port number of the SAP Message server. 5. LIBRARY PATH - This test uses an <i>lgtst</i> command to extract critical statistics from the SAP Message server. Specify the full path to the library files used in the execution of the <i>lgtst</i> command. 6. COMMAND PATH - Specify the full path to the <i>lgtst</i> executable in the COMMAND PATH text box. <p>Note:</p> <p>The MESSAGEPORT, LIBRARYPATH and COMMANDPATH parameters are applicable only to <i>non-windows</i> platforms.</p> <ol style="list-style-type: none"> 7. ISPASSIVE - If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up.
Outputs of the test	One set of results for the SAP R/3 server being monitored

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Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Availability: Indicates whether a SAP R/3 application server is currently available for communicating with a SAP Message server.	Percent	If the value of this measure is 0, it means that the R/3 application server can no longer communicate with other R/3 servers (especially if central instance and dialog instance are installed in separate systems). The value 100 indicates the availability of the R/3 application server.

Note:

- This test uses an *lgtst* command to extract critical statistics from the SAP Message server. With this command, you can check the active instances of your SAP System and check existing logon groups directly at the operating system level. To ensure that this test functions smoothly, the *lgtst* command needs to be copied to the */opt/egurkha/bin* directory (on Unix, or the *<EG_INSTALL_DIR>bin* on Windows).
- Another pre-requisite for the smooth execution of this test is that, in the transaction SMLG, the *External RFC Permitted* attribute will have to be defined for any one of the

2.4.9 Sap Messages Test

The Sap Messages test reports the number of SAP R/3 servers that are communicating with the SAP Messaging server.

Purpose	Reports the number of SAP R/3 servers that are communicating with the SAP Messaging server
Target of the test	The SAP Messaging server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - Enter the port to which the specified HOST listens 4. MESSAGEPORT - Specify the port number of the SAP Message server. 5. LIBRARY PATH - This test uses an <i>lgtst</i> command to extract critical statistics from the SAP Message server. Specify the full path to the library files used in the execution of the <i>lgtst</i> command. 6. COMMAND PATH - Specify the full path to the <i>lgtst</i> executable in the COMMAND PATH text box. <p>Note:</p> <p>The MESSAGEPORT, LIBRARYPATH and COMMANDPATH parameters are applicable only to <i>non-windows</i> platforms.</p> <ol style="list-style-type: none"> 7. ISPASSIVE - If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 8. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option. <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> o The eG manager license should allow the detailed diagnosis capability o Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
<p>Outputs of the test</p>	<p>One set of results for the SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>
	<p>Reachable application servers:</p> <p>Indicates the number of application servers that are currently communicating with the SAP Message server.</p>	<p>Number</p>	

Note:

- This test uses an *lgtst* command to extract critical statistics from the SAP Message server. With this command, you can check the active instances of your SAP System and check existing logon groups directly at the operating system level. To ensure that this test functions smoothly, the *lgtst* command needs to be copied to the */opt/egurkha/bin* directory (on Unix, or the *<EG_INSTALL_DIR>bin* on Windows).
- Another pre-requisite for the smooth execution of this test is that, in the transaction SMLG, the *External RFC Permitted* attribute will have to be defined for any one of the

2.4.10 Spool Processes Test

This test reports measures pertaining to the different request processing groups. For classification of the output requests, we recommend that you assign both the spool servers and the output devices to different classes. By having different spool servers that process different types (and priorities) of requests you can avoid, or at least control, mutual obstruction of output requests. The Processing Groups MTE contains the possible processing groups:

MTE	Description	Notes
ProcessingGroup Adm	Spool administration tasks	Examples: <ul style="list-style-type: none"> • Activation of delayed requests • Deletion of obsolete requests • Rerouting of requests in the case of server failure
ProcessingGroup Reg	Normal requests	Normal requests are requests to devices that are assigned to a spool server
ProcessingGroup Fro	Requests for front end output devices	Front end output devices are defined by the user at operating system level. In the R/3 system, there must be only one output device with the access method F (front end) which sends output requests to the user's standard printer.
ProcessingGroup Vol	Requests classified as mass printing	Mass printing means very large requests. Assign these requests to a separate spool server, to avoid the obstruction of other output requests.
ProcessingGroup Pro	Requests classified as	Assign the output requests that are required for

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	production printing	trouble free productive operation to the production printing processing group.
ProcessingGroup Dsk	Requests classified as desktop printing	Assign printers at one's workspace to the desktop printing processing group. As they are often not available, they could obstruct other tasks. Do not use this group for routine operations.
ProcessingGroup Tst	Requests classified as test printing	Assign output devices which are a new device type or for which configuration is being tested to the test printing processing group.

In the table above, the term **MTE** stands for a Monitoring Tree Element. According to the SAP monitoring architecture, every SAP component/sub-system requiring monitoring, such as the buffer system, the dialog system, background processing etc., is termed as a *Monitor*. Each of these *Monitors* and their respective attributes are organized in the form of a tree-structure known as the monitoring tree, where the *Monitor* itself will be the pivotal node, and its key attributes the sub-nodes. Each of these attributes is otherwise referred to as a monitoring tree element (MTE).

Figure 2.18 depicts the tree-structure of the *Spool System Monitor*. From this figure it can be inferred that the *monitor*, **Spool System**, is the primary node of the monitoring tree. One of the sub-nodes of this *monitor* is *Processing Groups*. This sub-node and each of the nodes within (i.e., the individual processing groups and their attributes) will therefore become individual MTEs of the **Spool System Monitor**. The eG agent executing the *SpoolProcessTest* extracts the values of the key attributes of each of the processing groups.

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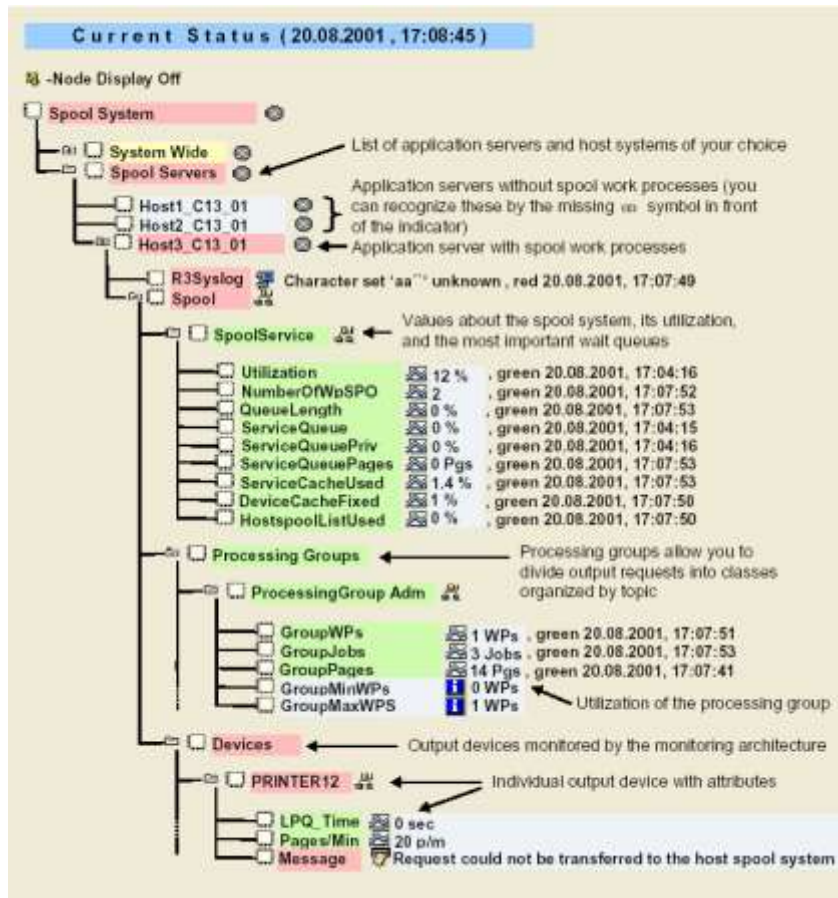


Figure 2.18: The Spool System Monitor

Purpose	Reports measures pertaining to the different request processing groups
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

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<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. JCO VERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 12. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every processing group on a SAP R/3 server</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>

	Group work processes: The number of group spool work processes.	Number	
	Group jobs: The number of group spool requests.	Number	
	Group pages: Peak usage achieved in the recent period for stack memory.	Number	

2.4.11 Spool requests Test

The SAP System differentiates between two types of request when printing:

- **Spool request:** A spool request is a document for which a print function has been selected. However, it has not yet been output to a printer or another device. The output data for the print document is stored partly formatted in a data store until an output request is created, that is, until it is sent to a particular output device.

The spool system uses a spool request to store the print data temporarily and to access it. The data is stored in a temporary format. You can also display the print document.

The system automatically assigns a 10-digit ID number to a spool request.

- **Output request:** From the point of view of the SAP spool system, an **output request** outputs the print data of a spool request to a particular output device.

Multiple output requests may exist for a single spool request. Each represents an instance of the output of the same spool request. Each of these output requests may have different attributes, such as the target printer or number of copies.

By differentiating between spool request and output requests, the spool system provides a means of storing the data temporarily.

This test monitors the spool requests of the target SAP ABAP instance and reports how many spool requests were created? Using this test, administrators may figure out how many spool requests were error prone. Apart from this, you can figure out the number of output problems and output errors encountered by the output requests for a corresponding spool request. This way, administrators may figure out what exactly caused the errors while processing the spool requests and when exactly were the errors at their peak!

Purpose	Monitors the spool requests of the target SAP ABAP instance and reports how many spool requests were created? Using this test, administrators may figure out how many spool requests were error prone? Apart from this, you can figure out the number of output problems and output errors encountered by the output requests for a corresponding spool request. This way, administrators may figure out what exactly caused the errors while processing the spool requests and when exactly were the errors at their peak!
Target of the	A SAP R/3 server

test	
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. JCOVERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 12. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 14. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.

	<p>15. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every processing group on a SAP R/3 server		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Spool requests: Indicates the number of spool requests created during the last measurement period.</p>	Requests	These measures are a good indicator of the load on the spool system.
	<p>Spool request rate: Indicates the rate at which spool requests were created during the last measurement period.</p>	Requests/sec	
	<p>Total number of spool errors: Indicates the total number of outstanding spool requests with errors.</p>	Requests	Ideally, the value of this measure should be zero.
	<p>Spool error rate: Indicates the rate of spool requests with errors during the last measurement period.</p>	Requests/sec	A sudden/gradual increase in the value of this measure indicates that the overall spool system is error prone.
	<p>Total number of output problems: Indicates the number of output problems encountered by the output requests for a corresponding spool request.</p>	Requests	These output problems are encountered while executing the output requests corresponding a spool request. However, you can infer that there was an output for the request but problems were encountered during printing.

	<p>Rate of output problems:</p> <p>Indicates the rate at which output problems were encountered by the output requests.</p>	Requests/sec	A sudden/gradual increase in the value of this measure indicates issues with output device connectivity or printing issues.
	<p>Total number of output errors:</p> <p>Indicates the number of output errors encountered by the output requests for a corresponding spool request.</p>	Requests	The output errors occur when there is no output for a particular output request.
	<p>Rate of output errors:</p> <p>Indicates the rate at which the output errors were encountered by the output requests during the last measurement period.</p>	Requests/sec	A sudden/gradual increase in the value of this measure indicates issues with output device connectivity or printing issues.
	<p>New spool errors:</p> <p>Indicates the number of spool requests with errors during the last measurement period.</p>	Requests	<p>Ideally, the value of this measure should be zero.</p> <p>The detailed diagnosis of this measure if enabled, lists the request number, corresponding output request status, title, output device, timestamp etc.,</p>
	<p>New output problems:</p> <p>Indicates the number of output problems encountered by the output requests during the last measurement period.</p>	Requests	The detailed diagnosis of this measure if enabled, lists the spool request number, output device, total output requests processed, number of output problems, number of requests with no printout, timestamp etc.
	<p>New output errors:</p> <p>Indicates the number of output errors encountered by the output requests during the last measurement period.</p>	Requests	<p>Ideally, the value of this measure should be zero.</p> <p>The detailed diagnosis of this measure if enabled, lists the spool request number, output device, total output requests processed, number of output problems, number of requests with no printout, timestamp etc.,</p>

2.4.12 Work processes Test

Work processes execute the individual dialog steps in R/3 applications. For each type of work process, this test reports the numerical statistics of the work processes in various states. In addition, this test helps administrators in analyzing the CPU utilization of the work processes so that resource intensive work processes can be identified. This way, administrators may figure out how well the work processes are

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utilized in the target environment and what is really causing the slowdown of the environment – is it due to the unavailability of free work processes? or are too many work processes on hold or in PRIV mode?

Purpose	Reports measures pertaining to the different request processing groups
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. JCOVERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x.

	<p>12. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds.</p> <p>13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up.</p> <p>14. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is <i>1:1</i>. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.</p> <p>15. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every processing group on a SAP R/3 server		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Free work processes: Indicates the number of work processes of this type that are currently free.</p>	Number	<p>A high value is desired for these measures. Sufficient number of free work processes are needed to handle sudden spikes in activity. It is important that free dialog work processes are available so that administrators will be able to login and troubleshoot other issues.</p>
	<p>Percentage of free work processes: Indicates the percentage of work processes of this type that are currently free.</p>	Percent	

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	<p>Work processes on hold:</p> <p>Indicates the number of work processes of this type that are currently on hold.</p>	<p>Number</p>	<p>Work processes are held when a particular user holds the work processes while waiting for some message. These processes cannot be released to the free pool until the message is received. Work processes on PRIV mode are also counted as on hold. Some issues can cause work processes to be held indefinitely thereby severely limiting/exhausting the number of free work processes.</p> <p>The detailed diagnosis of this measure if enabled, lists the process ID, CPU utilization, user, report being run, table being accessed, elapsed time etc.,</p>
	<p>Percentage of work processes on hold:</p> <p>Indicates the percentage of work processes of this type that are currently on hold.</p>	<p>Percent</p>	<p>A low value is desired for this measure. If there is a sudden surge in the value of this measure, then it would adversely affect the performance of the server by exhausting the number of free work processes. Using the <i>Work processes on hold</i> measure administrators may figure out the work processes that are held for a longer duration and examine the real cause.</p>
	<p>Work processes in PRIV mode:</p> <p>Indicates the number of work processes of this type that are currently in PRIV mode.</p>	<p>Number</p>	<p>A work process enters PRIV mode when either extended memory is exhausted or the process has used the amount of memory specified in <i>ztta/roll_extension</i>. The work process then starts utilizing the heap area which is not appreciated. If the memory utilized is greater than the one set against the <i>abap/heaplimit</i> profile parameter, then the work process has to be restarted after terminating the user (i.e., after user sign out process). This will help administrators to restore the work processes from the PRIV mode.</p> <p>A low value is desired for this measure. An increasing trend in the value of this measure indicates severe performance bottleneck.</p> <p>The detailed diagnosis of this measure if enabled, lists the process ID, user, report being run, table being accessed, elapsed time etc.,</p>

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	<p>Percentage of work processes in PRIV mode:</p> <p>Indicates the percentage of work processes of this type that are currently in PRIV mode.</p>	Percent	<p>A low value is desired for this measure. The system will automatically terminate the executing transactions if more than a certain percentage of work processes are in PRIV mode and the user is inactive for a certain period of time.</p>
	<p>Running work processes:</p> <p>Indicates the number of work processes of this type that are currently running.</p>	Number	<p>Comparing the value of this measure across the types helps you in identifying the work processes type that is highly utilized. This data can be very useful for capacity planning and fine tuning.</p> <p>The detailed diagnosis of this measure lists the work process details thereby providing a snapshot view of the work processes that are currently executing.</p>
	<p>Stopped work processes:</p> <p>Indicates the work processes of this type that are currently in <i>Stopped</i> state.</p>	Number	<p>The work processes would be in Stopped state when the work processes have been aborted and are not to be restarted. This usually happens because of a serious startup issue for the work process which needs to be fixed before the work process can be started again.</p> <p>The detailed diagnosis of this measure lists the details about these work processes such as the process ID, user, report being run, table being accessed, elapsed time etc.,</p>
	<p>Total number of work processes:</p> <p>Indicates the total number of work processes of this type that are configured to run.</p>	Number	<p>Comparing the value of this measure helps administrators in planning the capacity of each work processes type and fine tune it accordingly.</p>
	<p>Dumps:</p> <p>Indicates the total number of created by the work processes of this type during the last measurement period.</p>	Number	<p>The detailed diagnosis of this measure if enabled, lists the name of the work processes that had errors / dumps, the CPU utilization, number of dumps thrown, user, report running, table accessed etc., Using these details administrators can deduce the reason behind the creation of dumps.</p>
	<p>Request queue utilization:</p> <p>Indicates the percent of request queue for the work processes of this type that is currently utilized.</p>	Percent	<p>A high value for this measure indicates a sudden surge in the user activity which helps administrators to validate the distribution of work processes.</p>

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	CPU utilization: Indicates the overall CPU utilization of the work processes of this type.	Percent	This measure indicates service level CPU utilization of the various services (work process types) such as Dialog service, Update service, Spool service etc., This measure helps administrators to identify the resource intensive work processes and figure out the real reason that is hogging the resources. The detailed diagnosis of this measure if enabled, provides a sorted list of work processes by CPU utilization.
	Waiting requests: Indicates the number of requests for this work process type that are waiting to be processed.	Number	A higher number of waiting requests results in high dispatcher wait time and response time. This helps to provision and distribute work processes appropriately.

2.4.13 Update Performance Test

The update system is designed to reduce the workload of the SAP transactions when significant changes are made to the database. The changes are carried out asynchronously - usually with short delays in between - by special update work processes. This is why the update system is widely used in SAP transactions (by almost every transaction that changes business data), although transactions also can change the data directly in the database.

This test tracks the performance of the update system on a SAP R/3 server.

Purpose	Tracks the performance of the update system on a SAP R/3 server
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 10. JCOVERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 11. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 12. TIMEOUT - Indicate the duration (in seconds) for which this should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 13. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 		
<p>Outputs of the test</p>	<p>One set of results for the SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>
	<p>Response time for updates: The time taken for the update.</p>	<p>Secs</p>	

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	Wait time of the update process: The wait time of the update processes in the dispatcher queue.	Secs	
	Utilization of the update processes: The percentage utilization of the update work processes.	Percent	
	Update work processes: The number of work processes of type Update 1 (high priority) and Update 2 (low priority).	Number	There must be atleast one Update 1 type work process in the system.

2.4.14 R3 Database Log Test

The R3 Database Log Test monitors database logs for specific error patterns. This test is disabled by default. This test is disabled by default. To enable the test, go to the **ENABLE / DISABLE TESTS** page using the menu sequence : Agents -> Tests -> Enable/Disable, pick *SAP R/3* as the **Component type**, set *Performance* as the **Test type**, choose this test from the **DISABLED TESTS** list, and click on the >> button to move the test to the **ENABLED TESTS** list. Finally, click the **Update** button.

Purpose	Monitors database logs for specific error patterns
Target of the test	The SAP R/3 server database logs
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - The host for which the test is to be configured. 3. PORT – The port at which the server listens 4. ALERTFILE - Specify the path to the database log file to be monitored. For eg., <i>/usr/john/cejkxihy.sta</i>. Multiple log file paths can be provided as a comma-separated list - eg., <i>/user/john/cejkxihy.sta,/tmp/log/sejksig.tse</i>. Also, instead of a specific log file path, the path to the directory containing log files can be provided - eg., <i>/user/logs</i>. This ensures that eG monitors the most recent log files in the specified directory. Specific log file name patterns can also be specified. For example, to monitor the latest log files with names containing the string 'dblogs', the parameter specification can be, <i>/tmp/usr/*dblogs*</i>. Here, '*' indicates leading/trailing spaces (as the case may be). In this case, the eG agent first enumerates all the log files in the specified path that match the given pattern, and then picks only the latest log file from the result set for monitoring. You can also configure the path in the following format: <i>Name@logfilepath</i>. Here, <i>Name</i> represents the display name of the path being configured. Accordingly, the parameter specification for the 'dblogs' example discussed above can be: <i>dblogs@/tmp/db/*dblogs*</i>. In this case, the display name 'slogs' will alone be displayed as descriptors of the test. Every time this test is executed, the eG agent verifies the following: <ol style="list-style-type: none"> a. Whether any changes have occurred in the size and/or timestamp of the log files that were monitoring during the last measurement period; b. Whether any new log files (that match the ALERTFILE specification) have been newly added since the last measurement period; <p>If a few lines have been added to a log file that was monitored previously, then the eG agent monitors the additions to that log file, and then proceeds to monitor newer log files (if any). If an older log file has been overwritten, then, the eG agent monitors this log file completely, and then proceeds to monitor the newer log files (if any).</p> 5. SEARCHPATTERN - Enter the specific patterns of alerts to be monitored. The pattern should be in the following format: <i><PatternName>:<Pattern></i>, where <i><PatternName></i> is the pattern name that will be displayed in the monitor interface and <i><Pattern></i> is an expression of the form - <i>*expr*</i> or <i>expr</i> or <i>*expr</i> or <i>expr*</i>, etc. A leading '*' signifies any number of leading characters, while a trailing '*' signifies any number of trailing characters. For example, say you specify BRSPACE:BR100* in the SEARCHPATTERN text box. This indicates that "BRSPACE" is the pattern name to be displayed in the monitor interface. "BR100*" indicates that the test will monitor only those lines in the database log which start with the term "BR100". A single pattern may also be of the form <i>e1+e2</i>, where + signifies an OR condition. That is, the PatternName is matched if either e1 is true or e2 is true. Multiple search patterns can be specified as a comma-separated list. For example: BRSPACE:BR100*,BRCONNECT:BR02*.
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If the **ALERTFILE** specification is of the format *Name@logfilepath*, then the descriptor for this test in the eG monitor interface will be of the format: *Name:PatternName*. On the other hand, if the **ALERTFILE** specification consists only of a comma-separated list of log file paths, then the descriptors will be of the format: *LogFilepath:PatternName*.

If you want all the messages in a log file to be monitored, then your specification would be: *<PatternName>.**.

6. **LINES** - Specify two numbers in the format x:y. This means that when a line in the alert file matches a particular pattern, then x lines before the matched line and y lines after the matched line will be reported in the detail diagnosis output (in addition to the matched line). The default value here is 0:0. Multiple entries can be provided as a comma-separated list.

If you give **0:0,1:1** as the value for **LINES** and if the corresponding value in the **SEARCHPATTERN** field is like **BRSPACE:BR100*,BRCONNECT:BR02*** then:

- **0:0** will be applied to **BRSPACE:BR100*** pattern
- **1:1** will be applied to **BRCONNECT:BR02*** pattern

7. **EXCLUDEPATTERN** - Provide a comma-separated list of patterns to be excluded from monitoring in the **EXCLUDEPATTERN** text box. For example **critical*,*exception**. By default, this parameter is set to 'none'.
8. **UNIQUEMATCH** - By default, the **UNIQUEMATCH** parameter is set to **FALSE**, indicating that, by default, the test checks every line in the log file for the existence of each of the configured **SEARCHPATTERNS**. By setting this parameter to **TRUE**, you can instruct the test to ignore a line and move to the next as soon as a match for one of the configured patterns is found in that line. For example, assume that *Pattern1:*fatal*,Pattern2:*error** is the **SEARCHPATTERN** that has been configured. If **UNIQUEMATCH** is set to **FALSE**, then the test will read every line in the log file completely to check for the existence of messages embedding the strings 'fatal' and 'error'. If both the patterns are detected in the same line, then the number of matches will be incremented by 2. On the other hand, if **UNIQUEMATCH** is set to **TRUE**, then the test will read a line only until a match for one of the configured patterns is found and not both. This means that even if the strings 'fatal' and 'error' follow one another in the same line, the test will consider only the first match and not the next. The match count in this case will therefore be incremented by only 1.

	<p>1. ROTATINGFILE - This flag governs the display of descriptors for this test in the eG monitoring console.</p> <p>If this flag is set to true and the ALERTFILE text box contains the full path to a specific (log/text) file, then, the descriptors of this test will be displayed in the following format: <i>Directory_containing_monitored_file:<SearchPattern></i>. For instance, if the ALERTFILE parameter is set to <i>c: eGurkha logs syslog.txt</i>, and ROTATINGFILE is set to true, then, your descriptor will be of the following format: <i>c: eGurkha logs:<SearchPattern></i>. On the other hand, if the ROTATINGFILE flag had been set to false, then the descriptors will be of the following format: <i><FileName>:<SearchPattern></i> - i.e., <i>syslog.txt:<SearchPattern></i> in the case of the example above.</p> <p>If this flag is set to true and the ALERTFILE parameter is set to the directory containing log files, then, the descriptors of this test will be displayed in the format: <i>Configured_directory_path:<SearchPattern></i>. For instance, if the ALERTFILE parameter is set to <i>c: eGurkha logs</i>, and ROTATINGFILE is set to true, then, your descriptor will be: <i>c: eGurkha logs:<SearchPattern></i>. On the other hand, if the ROTATINGFILE parameter had been set to false, then the descriptors will be of the following format: <i>Configured_directory:<SearchPattern></i> - i.e., <i>logs:<SearchPattern></i> in the case of the example above.</p> <p>If this flag is set to true and the ALERTFILE parameter is set to a specific file pattern, then, the descriptors of this test will be of the following format: <i><FilePattern>:<SearchPattern></i>. For instance, if the ALERTFILE parameter is set to <i>c: eGurkha logs *sys*</i>, and ROTATINGFILE is set to true, then, your descriptor will be: <i>*sys*<SearchPattern></i>. In this case, the descriptor format will not change even if the ROTATINGFILE flag status is changed .</p> <p>2. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up.</p> <p>3. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is <i>1:1</i>. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.</p> <p>4. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every SEARCHPATTERN		
Measurements made by the	Measurement	Measurement Unit	Interpretation

test	Messages: Indicates the number of messages of the configured patterns that were added to the database log when the test was last executed.	Number	The value of this measure is a clear indicator of the number of "new" alerts that have come into the monitored database logs.
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2.4.15 Enqueue Test

The Enqueue service allows SAP R/3 applications to lock data so that only they can use it. Locking the data prevents parallel changes to the same data, which would lead to data inconsistency. There is one instance of an enqueue service for each system - this instance becomes the central instance of the system by virtue of having this service. This Enqueue Client collects performance values for requests from other instances to this service. The Enqueue server provides the enqueue service for the system.

This test monitors the performance of the enqueue service and reports how well the owner IDs in the lock table were utilized. In addition, this test reports how well the elementary lock IDs were utilized and how many errors were encountered in the enqueue work process.

Purpose	Monitors the performance of the enqueue service and reports how well the owner IDs in the lock table were utilized. In addition, this test reports how well the elementary lock IDs were utilized and how many errors were encountered in the enqueue work process
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. JCOVERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 12. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>

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	<p>Client enqueue frequency: The rate of Enqueue operations (logical data locks) coming from another instance to the central instance.</p>	Locks/Min	<p>This is a relative measure of activity in the system, useful only for analyzing unusual events or patterns of activity in an application server. The R/3 enqueue service is capable of handling very high rates of operation. Should an alert occur, it indicates that the wait times for lock operations are having an adverse effect on the overall dialog response time. These situations are of a temporary nature and should correct themselves. They are likely to occur only under unusual circumstances, such as massively parallel execution of RFC calls to a particular server.</p>
	<p>Server queue length: The percentage length of the wait queue for the enqueue service</p>	Percent	<p>If an error occurs in this MTE, analyze the problem by executing the following diagnosis function in the lock management: Call Transaction SM12 and choose Extras -> Diagnosis or -> Diagnosis in update. With SAP'S agreement, you can use the extended diagnosis functions that are displayed by entering the OK codes "TEST".</p>
	<p>Owner names utilization: Indicates the percentage of owner IDs in the lock table that are currently utilized.</p>	Percent	<p>Every time the enqueue server receives a lock request, the system checks the lock table to determine whether the request collides with an existing lock . If this is the case, the request is rejected. Otherwise, the new lock is written to the lock table. This lock table available in the main memory of the enqueue server records the current locks in the system. For each elementary lock, the table specifies the owner, lock mode, name, and the fields in the locked table. If the value of this measure is close to 100%, it indicates that all the owner IDs in the lock table are exhausted and hence, new locks cannot be created unless the existing locks assigned to the owner IDs are released.</p>
	<p>Granule arguments utilization: Indicates the percentage of lock arguments in the lock table that are currently utilized.</p>	Percent	<p>The locks of different owners or with different lock modes containing the same lock argument occupy one entry in the lock table. If the value of this measure is close to 100%, it indicates that all the lock arguments in the lock table are exhausted and new locks cannot be created unless the existing locks are released.</p>

	<p>Granule entries utilization:</p> <p>Indicates the percentage of elementary locks in the lock table that are currently utilized.</p>	Percent	<p>An elementary lock corresponds to a data record in the lock table. For each elementary lock, the table specifies the owner, lock mode, name, and the fields in the locked table.</p> <p>If the value of this measure is close to 100%. It indicates that all the elementary locks in the lock table are utilized and hence, new locks cannot be created unless the existing elementary locks are released from the lock table.</p>
	<p>Enqueue work process errors:</p> <p>Indicates the number of errors encountered by the enqueue work process.</p>	Number	Ideally, the value of this measure should be zero.
	<p>Enqueue work process error rate:</p> <p>Indicates the rate of enqueue work process errors encountered.</p>	Errors/Min	

2.4.16 Database consistency Test

A database consistency check performs a thorough check of the entire database. It examines all tables in the database to find out whether index and data pages are correctly linked and indexes are in proper-sorted order. It also checks that all pointers are consistent and that the data information on each page, and page offsets are reasonable. It enables the early recognition of problems and thus prevents problem escalation and possible loss of data.

Using this test, administrators can figure out how many primary and secondary indices were affected i.e., inconsistent while each type of database consistency check is performed. In addition, you can also figure out the number of tables and views that were affected when the database consistency check is performed.

Purpose	Using this test, administrators can figure out how many primary and secondary indices were affected i.e., inconsistent while each type of database consistency check is performed. In addition, you can also figure out the number of tables and views that were affected when the database consistency check is performed.
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

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Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 13. JCOVERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 		
Outputs of the test	One set of results for every SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

	<p>Primary indexes:</p> <p>Indicates the number of primary indices that were affected while performing this type of database consistency check.</p>	Number	A low value is desired for this measure.
	<p>Secondary indexes:</p> <p>Indicates the number of secondary indices that were affected while performing this type of database consistency check.</p>	Number	A low value is desired for this measure.
	<p>Tables:</p> <p>Indicates the number of tables that were affected while performing this type of database consistency check.</p>	Number	A high value indicates that the tables in the database are inconsistent. Early detection of such tables will help administrators prevent possible loss of data.
	<p>Views:</p> <p>Indicates the number of views that were affected while performing this type of database consistency check.</p>	Number	

2.4.17 Update requests Test

An update request, or update record, describes the data changes determined in an SAP LUW. These changes should be made completely, or not all (this means, in a database LUW). This refers only to V1 updates. V2 updates are triggered once the V1 update is complete, and are processed in a separate database LUW.

An update request is identified by its update key.

When the dialog transaction ends (COMMIT WORK), and the update process is called, an update header is created. Then the update record is created. The update data is contained in the update modules that was created using the ABAP command `CALL FUNCTION '...' IN UPDATE TASK`. The function module type is defined in the transaction for maintaining function modules (transaction SE37). Whenever there are too many data changes in the target environment, then it indicates that so many update requests will be created to effect those changes. With an increase in the volume of data changes, administrators may need to check the volume of the update requests too. The time taken for an update request to complete processing depends on the changes that were made to the target environment. Therefore, when too many update requests are created in the environment, administrators need to identify the update requests that are taking too long to process, update requests that are stopped and are stuck for a longer duration. This is exactly where the **Update requests** Test helps! Using this test, you can figure out how many update requests were created and how many were actually stopped/stuck in the target environment. In addition, administrators can figure out the update requests that encountered errors.

Purpose	Helps you figure out how many update requests were created and how many were actually stopped/stuck in the target environment. In addition, administrators can figure out the update requests that encountered errors.
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Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 13. JCOVERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x.

	<p>14. STUCKUPDATECUTOFF – Specify the time duration (in minutes) beyond which the update requests in the following states are classified as <i>stuck</i>:</p> <ul style="list-style-type: none"> ➤ VB_RUN_V1, ➤ VB_RUN_V2, ➤ VB_RESTART_V1, ➤ VB_RESTART_V2, ➤ initial, ➤ auto(sys) and ➤ auto(dia) <p>15. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying none against dd frequency.</p> <p>16. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Number of update requests created:</p> <p>Indicates the number of update requests that were created during the last measurement period.</p>	Requests	

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	<p>Rate of update requests created:</p> <p>Indicates the rate at which update requests were created during the last measurement period.</p>	Requests/sec	This measure is a good indicator of the load on the system.
	<p>Total number of stopped updates:</p> <p>Indicates the total number of update requests that were stopped since the start of the server.</p>	Requests	The update requests may be stopped due to various reasons such as database issues, longer wait period to connect to the server, the update server being inactive for a longer time etc.
	<p>Rate of stopped update requests:</p> <p>Indicates the rate at which update requests were stopped during the last measurement period.</p>	Percent	
	<p>Total number of error updates:</p> <p>Indicates the total number of errors encountered in the update request since the start of the server.</p>	Number	Ideally, the value of this measure should be zero.
	<p>Rate of update requests with errors:</p> <p>Indicates the rate at which errors were encountered in the update requests during the last measurement period.</p>	Requests/sec	An increasing trend for this measure indicates an error with the update system. If so, update system can be deactivated to prevent issues relating to the abnormally terminated updates and reactivated once the issue has been resolved.
	<p>Total number of updates stuck:</p> <p>Indicates the total number of update requests that were stuck while processing since the start of the server.</p>	Requests	Stuck updates are hanging updates that have not been marked as error updates. Stuck updates may need to be manually processed depending upon their actual status.
	<p>Rate of update requests stuck:</p> <p>Indicates the rate at which update requests were stuck while processing during the last measurement period.</p>	Requests/sec	

	New updates stopped: Indicates the number of update requests that were stopped during the last measurement period.	Number	
	New updates with errors: Indicates the number of errors encountered in the update requests during the last measurement period.	Number	Ideally, the value of this measure should be zero.
	New updates stuck: Indicates the number of updates that were stuck while processing during the last measurement period.	Number	

2.4.18 Idoc wait monitor Test

Idocs are structured ASCII files (or a virtual equivalent). They are the file format used by SAP ABAP to exchange data with foreign systems. Idocs is the acronym for Interchange Document. This indicates a set of (electronic) information which builds a logical entity. An IDoc is e.g. all the data of a single customer in your customer master data file, or the IDoc is all the data of a single invoice.

An SAP ABAP application creates data and updates the database appropriately. An application can be a transaction, a stand-alone ABAP Report or any tool that can update a database within SAP ABAP. If the application thinks that data needs to be distributed to a foreign system, it triggers the *IDoc outbound routine*, usually by leaving a descriptive message record in the message table *NAST*. The application then either directly calls the IDoc engine or a collector job eventually picks up all due IDoc messages and determines what to do with them. If the engine believes that data is ready to be sent to a partner system, then it determines the function module which can collect and wrap the required IDoc data into an IDoc. In IDoc customising, you specify the name of the function module to use. This can either be one which is predefined by ABAP standard or a user-written one. When the IDoc is created it is stored in an R/3 table and from there it is sent to the foreign system.

IDoc inbound routines, on the other hand, are function modules with a standard interface, which will interpret the received IDoc data and prepare it for processing. The received IDoc data is processed record by record and interpreted according to the segment information provided with each record. The prepared data can then be processed by an application, a function module, or a self-written program.

Any slowdown noticed in electronic data exchange between the SAP ABAP system and foreign systems therefore, can be attributed to bottlenecks or errors in the transmission/reception of Idocs. Administrators should hence closely monitor inbound and outbound IDoc traffic to proactively detect probable slowdowns in inter-system communications, and accurately tell where the slowdown occurred and why, so that the communication bottlenecks can be promptly cleared. This is where the **IDoc wait monitor** test helps.

This test monitors the inbound and outbound Idocs generated during the past hour and reports the rate at which these Idocs were processed at various stages of transmission/reception, thus accurately pointing to processing slowdowns and where exactly the processing was bottlenecked. In addition, the test also reports the number of Idocs that were found to be erroneous every second and the exact stage of transmission/reception at which the rate of errors peaked!

Purpose	Monitors the inbound and outbound Idocs generated during the past hour and reports the rate at which these Idocs were processed at various stages of transmission/reception, thus
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	accurately pointing to processing slowdowns and where exactly the processing was bottlenecked. In addition, the test also reports the number of Idocs that were found to be erroneous every second and the exact stage of transmission/reception at which the rate of errors peaked!
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 13. JCOVERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 14. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying none against dd frequency.
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>

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Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Open change pointers:</p> <p>Indicates the number of Idocs generated for the change pointers that are still in the <i>Waiting</i> state for the last 1 hour.</p>	Number	Change Pointers are log entries to remember all modified records relevant for ALE. Change pointers are log entries to table BDCP, which are written every time a transaction modifies certain fields.
	<p>Outbound ready for dispatch:</p> <p>Indicates the number of outbound Idocs that were ready for dispatch during the last 1 hour.</p>	Number	
	<p>Outbound in external system:</p> <p>Indicates the number of outbound Idocs that were waiting in the external system during the last 1 hour.</p>	Number	
	<p>Outbound errors in Idoc interface:</p> <p>Indicates the number of outbound Idocs that encountered errors in the interface during the last 1 hour.</p>	Number	Ideally, the value of this measure should be zero.
	<p>Outbound errors in external system:</p> <p>Indicates the number of outbound Idocs that were error prone in the external system during the last 1 hour.</p>	Number	Ideally, the value of this measure should be zero.
	<p>Inbound generated:</p> <p>Indicates the number of Idocs that were in the <i>Waiting</i> state during the last 1 hour.</p>	Number	

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	Inbound errors in Idoc interface: Indicates the number of inbound Idocs that encountered errors in the interface during the last 1 hour.	Number	
	Inbound errors in application: Indicates the number of inbound Idocs with application errors during the last 1 hour.	Number	

2.5 The SAP Workload Layer

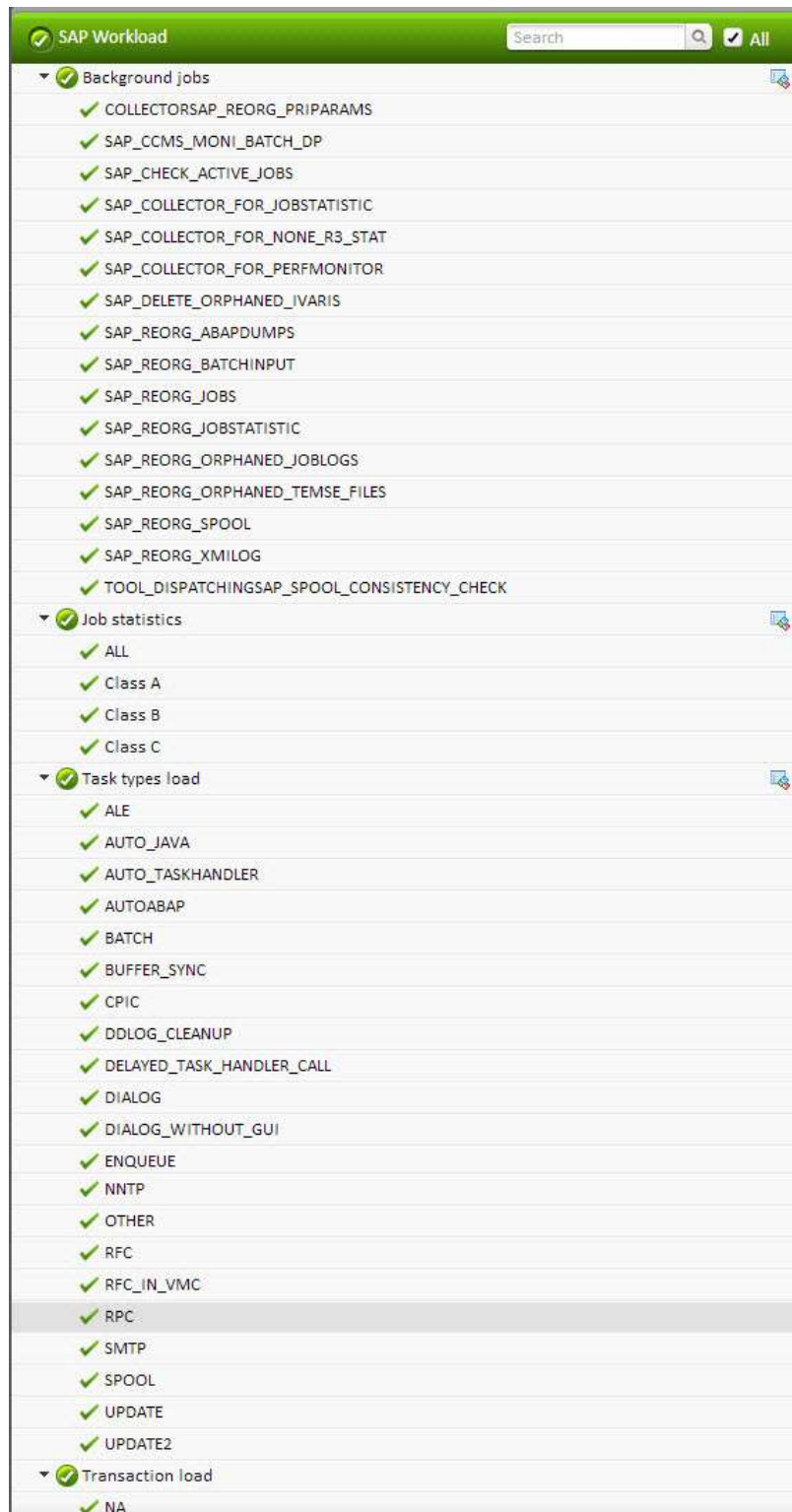


Figure 2.19: The tests mapped to the SAP Workload Layer

2.5.1 Background jobs Test

SAP background processing automates routine tasks and helps you optimize your organization's SAP computing resources. Using background processing, you tell the SAP System to run programs for you. Background processing lets you move long-running or resource-intensive program runs to times when the system load is low. It also lets you delegate to the system the task of running reports or programs. Your dialog sessions are not tied up, and reports that run in the background are not subject to the dialog-step run-time limit that applies to interactive sessions.

The SAP System offers sophisticated support for background processing. You can choose from a variety of methods for scheduling and managing jobs. You can run both SAP-internal and external programs. And, for easier scheduling and management, you can run related programs as " job steps" within a single background processing job, allowing a single background job to accomplish a complex task that consists of multiple processing steps.

Often job execution takes too long when the job consists of too many complex tasks. This prolonged execution of a job may consume a considerable amount of resources and therefore hamper the execution of other background jobs. In order to figure out the background jobs that are executing for a longer time and the status of the job, administrators may use the **Background jobs** test! This test monitors the current status and the previous status of each background job that is executing, the time taken for job execution and the time delay encountered by the jobs during execution. This way, administrators can figure out the background job that is executing for a longer duration and blocking valuable resources.

Purpose	Monitors the current status and the previous status of each background job that is executing, the time taken for job execution and the time delay encountered by the jobs during execution. This way, administrators can figure out the background job that is executing for a longer duration and blocking valuable resources.
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates.

9. **ROUTER** - If the SAP client with the specified **CLIENTNAME** exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the **ROUTER** text box. If both the client and the server exist in the same network, then specify 'none' against the **ROUTER** text box.
10. **INSTANCENAME** - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document.
11. **JCO VERSION** - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against **JCO VERSION** – in the case of this example, this will be 2.x.
12. **TIMEOUT** - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds.
13. **MAXLOGLINES** - In order to troubleshoot the jobs that were aborted, the eG agent facilitates collecting the last n lines of the jobs that were aborted. To achieve this, specify the number of lines of an aborted job that needs to be retrieved for troubleshooting in the **MAXLOGLINES** parameter. By default, the value of this parameter is 3.
14. **USERJOBS** - Sometimes, administrators may wish to periodically monitor certain background jobs. To monitor such jobs, specify a comma-separated list of jobs in the format: *Job:Time period (in hours)* in the **USERJOBS** text box. Say for example, you wish to monitor a job named *Print* with a time period of 2 hours, then specify *Print:2* in the **USERJOBS** text box. By default, *none* is specified against this text box.
15. **STANDARDJOBMONITOR** – If you wish to monitor the standard jobs in the target SAP R/3 instance, then set the **STANDARDJOBMONITOR** flag to **Yes**. If you set this flag to **No**, then standard jobs will not be monitored. By default, the value of this flag is **Yes**.
16. **DD FREQUENCY** - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying none against dd frequency.
17. **DETAILED DIAGNOSIS** - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the **On** option. To disable the capability, click on the **Off** option.

The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:
 - o The eG manager license should allow the detailed diagnosis capability
 - o Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.

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Outputs of the test	One set of results for every SAP R/3 server being monitored																	
Measurements made by the test	Measurement	Measurement Unit	Interpretation															
	<p>Current status: Indicates the current status of this job execution.</p>		<p>The values that this measure reports and their numeric equivalents are provided in the table below:</p> <table border="1" data-bbox="1000 564 1349 1050"> <thead> <tr> <th data-bbox="1000 564 1174 642">Measure value</th> <th data-bbox="1174 564 1349 642">Numeric value</th> </tr> </thead> <tbody> <tr> <td data-bbox="1000 642 1174 690">N/A</td> <td data-bbox="1174 642 1349 690">0</td> </tr> <tr> <td data-bbox="1000 690 1174 772">Planned or Scheduled</td> <td data-bbox="1174 690 1349 772">1</td> </tr> <tr> <td data-bbox="1000 772 1174 821">Released</td> <td data-bbox="1174 772 1349 821">2</td> </tr> <tr> <td data-bbox="1000 821 1174 869">Ready</td> <td data-bbox="1174 821 1349 869">3</td> </tr> <tr> <td data-bbox="1000 869 1174 917">Active</td> <td data-bbox="1174 869 1349 917">4</td> </tr> <tr> <td data-bbox="1000 917 1174 966">Finished</td> <td data-bbox="1174 917 1349 966">5</td> </tr> <tr> <td data-bbox="1000 966 1174 1050">Cancelled or Aborted</td> <td data-bbox="1174 966 1349 1050">6</td> </tr> </tbody> </table> <p>Note: By default, this measure reports one of the values listed under Measure Values to indicate the current status of this job execution. In the graph of this measure however, the same is represented using the numeric equivalents i.e., 0 to 6 only.</p>	Measure value	Numeric value	N/A	0	Planned or Scheduled	1	Released	2	Ready	3	Active	4	Finished	5	Cancelled or Aborted
Measure value	Numeric value																	
N/A	0																	
Planned or Scheduled	1																	
Released	2																	
Ready	3																	
Active	4																	
Finished	5																	
Cancelled or Aborted	6																	

	<p>Previous status:</p> <p>Indicates the status of this job that was executed before the last known execution of this job.</p>		<p>The values that this measure reports and their numeric equivalents are provided in the table below:</p> <table border="1" data-bbox="1000 333 1351 821"> <thead> <tr> <th>Measure value</th> <th>Numeric value</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>0</td> </tr> <tr> <td>Planned or Scheduled</td> <td>1</td> </tr> <tr> <td>Released</td> <td>2</td> </tr> <tr> <td>Ready</td> <td>3</td> </tr> <tr> <td>Active</td> <td>4</td> </tr> <tr> <td>Finished</td> <td>5</td> </tr> <tr> <td>Cancelled or Aborted</td> <td>6</td> </tr> </tbody> </table> <p>Note:</p> <p>By default, this measure reports one of the values listed under Measure Values to indicate the status of the job execution before the last known execution. In the graph of this measure however, the same is represented using the numeric equivalents i.e., 0 to 6 only.</p>	Measure value	Numeric value	N/A	0	Planned or Scheduled	1	Released	2	Ready	3	Active	4	Finished	5	Cancelled or Aborted	6
Measure value	Numeric value																		
N/A	0																		
Planned or Scheduled	1																		
Released	2																		
Ready	3																		
Active	4																		
Finished	5																		
Cancelled or Aborted	6																		
	<p>Duration:</p> <p>Indicates the total time taken to execute this job.</p>	<p>Minutes</p>	<p>Compare the value of this measure across the jobs to figure out the job that took too long to execute.</p>																
	<p>Delay:</p> <p>Indicates the time delay encountered by this job during execution.</p>	<p>Minutes</p>	<p>A low value is desired for this measure.</p> <p>If there is an alarming increase in the value of this measure, it indicates that adequate background processes are not available for executing this job. The background processes may not be available when there are too many job executions and when a job is executing endlessly. In such cases, administrators need to overlook the issue and rectify the same before any serious performance degradation of the server occurs.</p> <p>Comparing the value of this measure across the jobs will help you identify the job that encountered the maximum time delay.</p>																

2.5.2 Job statistics Test

This test monitors the distribution of background jobs according to the job status. Apart from monitoring the overall job execution, this test helps to debug issues that occurred due to long running jobs, aborted jobs and jobs with high start delays.

Purpose	Monitors the distribution of background jobs according to the job status. Apart from monitoring the overall job execution, this test helps to debug issues that occurred due to long running jobs, aborted jobs and jobs with high start delays.
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCOVERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. MAXLOGLINES - In order to troubleshoot the jobs that were aborted, the eG agent facilitates collecting the last n lines of the jobs that were aborted. To achieve this, specify the number of lines of an aborted job that needs to be retrieved for troubleshooting in the MAXLOGLINES parameter. By default, the value of this parameter is 3. 14. LONGRUNNINGCUTOFF - Specify the time duration in hours beyond which a job is classified as a long running job in the LONGRUNNINGCUTOFF text box. 15. HIGHDELAYCUTOFF - Generally, there may be a permissible time delay while a job is started. Specify the duration of such time delay in seconds beyond which the job is classified as a job with a higher start delay in the HIGHDELAYCUTOFF text box
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	<p>16. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Active jobs: Indicates the number of jobs of this priority class that are currently active.</p>	Number	
	<p>Ready jobs: Indicates the number of jobs of this priority class that are waiting for execution by the background work processes.</p>	Number	<p>A low value is desired for this measure. If there is a sudden/gradual increase in the value of this measure, then it indicates that the background work processes are insufficient to execute the jobs. Therefore, administrators may need to check the number of background work processes and provision them accordingly.</p>
	<p>Long running jobs: Indicates the number of jobs of this priority class that have been running for a duration longer than the cutoff time specified in the LONGRUNNINGCUTOFF parameter.</p>	Number	<p>Generally, the jobs may be classified as a long running job when the job is stuck during execution and loops the execution several times without completion. A high value for this measure is a cause of concern as long running jobs consume too much of resources thus leading to the performance degradation of the SAP instance.</p> <p>The detailed diagnosis of this measure if enabled, lists the name of the job, job count, report name, user details, timestamps, duration etc.,</p>

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	<p>New jobs:</p> <p>Indicates the number of jobs of this priority class that were started during the last measurement period.</p>	Number	<p>A gradual decrease in the value of this measure is a cause of concern. Administrators may need to check the number of background processes that are free and provision them according so that the background processes can execute the jobs continuously.</p>
	<p>New jobs with start delays:</p> <p>Indicates the number of jobs of this priority class that started with a delay time greater than the time specified against the HIGHDELAYCUTOFF parameter while configuring the test.</p>	Number	<p>A low value is desired for this measure.</p> <p>The jobs may be started with a delay due to various reasons such as unavailable background work processes, scheduling issues between the originating server and target server, other dependencies etc., This measure helps detect such issues by providing the details of these jobs including the exact start delay in milliseconds.</p>
	<p>Aborted or cancelled jobs:</p> <p>Indicates the number of jobs of this priority class that were cancelled/aborted during the last measurement period.</p>	Number	<p>Jobs may be abruptly terminated either manually or due to underlying program errors. Program errors could in turn be due to various issues such as authentication, file access, dead locks, updates, tablespace, memory, programming errors, dependencies etc., Therefore, a sudden/gradual increase in the value is a cause of concern which indicates severe performance degradation for the target server.</p> <p>The detailed diagnosis of this measure if enabled, provides details and logs for the aborted/cancelled jobs in order to facilitate troubleshooting.</p>
	<p>Average job start delay:</p> <p>Indicates the average time delay experienced in starting the jobs of this priority class.</p>	Milliseconds	<p>Comparing the value of this measure across the priority classes helps you identify the class in which the jobs experienced the maximum start delay.</p>
	<p>Finished jobs:</p> <p>Indicates the number of jobs of this priority class that completed execution during the last measurement period.</p>	Number	<p>A high value is desired for this measure.</p> <p>This measure is a good indicator of the performance of the background processing system. The higher the value of this measure the greater is the performance of the target server.</p>

2.5.3 Task Types Load Test

Typically, every work process in the SAP AS ABAP system specializes in a particular task type. These task types are as follows:

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Task Type	Explanation
B.INPUT	Transaction step in batch input mode; it is processed by the dialog work process (update dialogs generated in batch input are always processed synchronously, they belong to the UPDATE task type).
BACKGROUND	Transaction step that was started by a background processing work process.
DIALOG	Usually a transaction step started online by a user (for example, editor dialogs or manual postings).
SPOOL	Transaction step of a spool work process
UPDATE	Transaction step of the SAP update task; it is automatically started by the dispatcher on a host with an active update process (update processes are usually installed on the database host)
UPDATE2	V2 update
LCOM	The Fast RFC (fRFC or LCOM-RFC) is a very fast form of data transfer that uses a shared memory pipeline. It is only used in internal communication between ABAP and Java in the SAP Web AS.
HTTP, HTTPS, NNTP, SMTP, FTP	Requests from the ICM that are based on the corresponding Internet protocols
ENQUEUE	Enqueue handler
DIALOG(-)GUI	Dialog without GUI
EXT.PLUGIN AUTOTH (Auto task handler) RPCTH (Task handler remote procedure call) RFCVMC (RFC inside VMC) DDLOG CLEANUP DEL. THCALL (Delayed task handler call) AUTOJAVA HTTP/JSP, HTTPS/JSP	The statistical evaluations of these task types are only relevant for internal SAP purposes.

In addition to the above, there are some task types that do not correspond to any work process; these tasks represent specific applications in the dialog work process. Such task types are as follows:

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Task Type	Explanation
AUTOABAP	Automatically-processed report (for example, for monitoring tools)
BUFFERSYNC	A synchronization of the local table buffers regularly requested by the SAP system (the time interval is controlled by the profile parameter rdisp/bufreftime).
RFC	Remote Function Call in the ABAP system; it is processed by the dialog work process
CPIC	Other communication using the CPIC interface; it is processed by the dialog work process
ALE	iDoc processing; it is processed by the dialog work process

Tasks, regardless of their type, add to the workload of a SAP AS ABAP system. In the event of a slowdown therefore, administrators should check the workload generated by each task type, analyze whether/not the ABAP system has the processing power to handle the load, isolate the task types where processing is bottlenecked, and understand where the bottleneck occurred – at the dispatcher? When rolling in user contexts? When loading objects? When waiting for RFC calls? When interacting with the database? when performing enqueue operations? The **Task Types Load** test provides administrators with answers to these questions!

This test auto-discovers the task types handled by the SAP ABAP system, and for each task type, reports the resource usage of the transactions of that type, measures the processing time of the transactions at various stages, and accurately pinpoints the following:

- The task type(s) that is consuming more resources than normal;
- The task type(s) that is taking too long to be processed and why;

Purpose	Monitors the performance of the enqueue service
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. MAXIMUM STEPS – To report workload metrics, the eG agent will have to typically analyze numerous dialog steps of activity on the SAP ABAP system. To reduce the stress on the eG agent, you can limit the number of dialog steps the eG agent needs to process in order to make a fair assessment of the workload and the processing ability of the ABAP system. This limit can be specified against MAXIMUM STEPS. By default, this limit is set to 5000.
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	<p>14. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every task type handled by the SAP AS ABAP instance being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Activity:</p> <p>Indicates the rate of steps executed for transactions of this task type in the last measurement period.</p>	Steps/Sec	This is a good indicator of the workload imposed by a task type on the SAP ABAP instance. You can compare the value of this measure across task types to know which task type is generating the maximum load.
	<p>CPU utilization:</p> <p>Indicates the percentage of CPU resources utilized by the transactions of this task type.</p>	Percent	Compare the value of this measure across task types to know which task type is using the maximum CPU and is probably causing a CPU contention on the system. You may then want to observe how this task type has been using CPU over time and figure out whether the CPU usage of that task type remains consistently high; if so, it could mean that that task type requires more processing power to execute. You may then want to consider resizing the SAP ABAP system with more CPU resources.

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	<p>Total memory:</p> <p>Indicates the total memory used by the transactions of this task type during the last measurement period.</p>	MB	<p>This measure is the sum total of the roll memory, extended memory, and heap memory used by a process.</p> <p>By comparing the value of this measure across task types, you can accurately identify that task type which is consuming the maximum memory. If the memory usage of this task type has been abnormally high consistently, it could indicate that the task type is basically memory-intensive and requires more memory resources for proper execution. You should then figure out how much memory and of what type should be allocated to the task. For this, you may want to determine which memory type was being used the highest over time – is it heap memory? Roll memory? Or extended memory. The values of the <i>PRIV mode heap memory</i> and the <i>Extended memory</i> metrics will help administrators figure this out.</p> <p>You can also use the detailed diagnosis of this measure to identify the top 3 memory-consuming transactions of a particular task type.</p>
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	<p>PRIV mode heap memory:</p> <p>Indicates the maximum PRIV mode heap memory consumed by transactions of this task type in the last measure period.</p>	<p>MB</p>	<p>SAP's memory management system assigns memory to a work process. The order in which a work process is assigned the memory type depends on the work process type, either dialog or non-dialog), and the underlying operating system. Some of the memory types are as follows:</p> <ul style="list-style-type: none"> • Roll area: The roll area memory is used for the initial memory assigned to a user context, and (if available) for additional memory if the expanded memory is full. The roll area consists of 2 segments. The first segment is assigned to the work process first as memory. If this is used up, the work process has more memory assigned to it. • Extended memory: Each ABAP work process has a part reserved in its virtual address space for extended memory. The majority of the user context is stored in the extended memory. You can map the extended memory from the common resource onto any work process, and after onto another process on the same address in the virtual address space. This is important if you work with pointers in the ABAP program. The value of the <i>Extended memory</i> measure indicates how each task type is using this memory type. • Private memory: If a dialog work process has used up the roll area assigned to it and the extended memory, private memory is assigned to the work process. The work process goes into PRIV mode (private). Other processes cannot
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			<p>use private (heap) memory. After releasing the assigned memory, the operating system still considers the (virtual) memory as being occupied by the allocating process.</p> <p>A consistent increase in the value of the <i>PRIV mode heap memory</i> measure for a task type therefore indicates that transactions of that type are continuously using up all the roll area and extended memory, and are being forced to reach out to the private memory. This could mean that the task type is memory-intensive. If too many task types are found to be using PRIV heap memory, it could mean that the work processes are sized with insufficient roll area and extended memory. You may want hence want to allocate more roll area and extended memory to make sure that private memory usage is minimal.</p>
	<p>Extended memory:</p> <p>Indicates the maximum extended memory used by transactions of this task type in the last measure period.</p>	MB	
	<p>Work process restarts:</p> <p>Indicates the number of work process restarts caused by transactions of this task type in the last measure period.</p>	Number	<p>One of the common reasons for work process restarts is excessive usage of private memory. The work process, if it has used a lot of private memory, is restarted when the user context is terminated and the local memory is returned. The restart makes the local memory available again for other processes.</p> <p>Regardless of what caused it, work process restarts are performance-impacting and need to be kept at a minimum.</p>

	<p>Maximum response time of a step:</p> <p>Indicates the maximum response time of the transaction steps of this task type in the last measurement period.</p>	<p>Secs</p>	<p>An SAP transaction normally extends over several transaction steps. During these steps, data such as variables, internal tables, and screen lists are built up and stored in the main memory of the application server.</p> <p>This measure compares the response time of all the transaction steps executed by a task type in the last measurement period and reports the highest response time.</p> <p>Use the detailed diagnosis of this measure to identify the top 3 steps executed for this task type with highest response times. This leads you to the probable cause for delay in the execution of this task type in the last five minutes. Apart from the response time break up, the report and CUA programs that were running are also shown as part of detailed diagnosis.</p>
	<p>Total response time:</p> <p>Indicates the total response time per transaction of this task type within the last measure period.</p>	<p>Seconds/transaction</p>	<p>This measure includes the response time taken at the server and the round trip times. Ideally, the value of this measure should be low. High values are indicative of poor responsiveness.</p> <p>Compare the value of this measure across task types to identify the task type that is least responsive. To know the reason for the delay, you can compare the value of the <i>GUI time, GUI Net time, Server response time, Processing time, Dispatcher wait time, Load and generation time, Roll time, Database request time, Lock time, and RFC time</i> measures for that task type. This will accurately pinpoint where the task spent maximum time – in the dispatcher queue? at the server end? in processing? when loading objects? when rolling in user contexts? when performing database operations? when performing enqueue operations? Or in waiting for RFC calls?</p> <p>You can also use the detailed diagnosis of this measure to view the details of the top 3 transaction invocations that were least responsive.</p>

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	<p>GUI time:</p> <p>Indicates the average time taken for round trip communication steps between client and server in between a transaction of this task type.</p>	Seconds/transaction	<p>If the values of these measures are excessive, check that the hardware requirements for the presentation server are met and that the network between the application servers and the presentation servers is not experiencing shortages or slow traffic.</p>
	<p>GUI Net time:</p> <p>Indicates the average front end net time taken for the first and last steps of transactions of this task type.</p>	Seconds/transaction	
	<p>Server response time:</p> <p>Indicates the average response time of a transaction of this task type at the server end.</p>	Seconds/transaction	<p>In the event of a processing slowdown, you can compare the value of this measure with other response time measures reported by this test to understand where the processing bottleneck lies.</p>
	<p>Processing time:</p> <p>Indicates the average time taken to process a transaction of this task type.</p>	Seconds/transaction	<p>A high value for this measure may indicate that ABAP programs are very complex and the work processes spend a large amount of time interpreting what is to be done.</p> <p>The processing time of the DIALOG task type for instance should be below twice the CPU time. The same for the UPDATE task type should be about 50% higher than that of the DIALOG task type.</p>

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	<p>Dispatcher wait time:</p> <p>Indicates the average time that the transactions of this task type spent waiting for a free work process at the dispatcher.</p>	<p>Seconds/transaction</p>	<p>When the dispatcher receives a processing request, it looks for a free SAP work process of the required type and then sends the request to this work process, which begins the work. If all SAP work processes of the required type are busy when the request initially reaches the dispatcher, the request is placed in the dispatcher queue. In the dispatcher queue, the request waits until a work process of the required type is free. As soon as a work process is free, the dispatcher sends the request to it. This time the request spends in the dispatcher queue is indicated as the <i>dispatcher wait time</i>.</p> <p>For the DIALOG task type for instance, the value of this measure should be less than 10% of the value of the <i>Total response time</i> measure. Higher values are indicative of performance problems. One common cause of such performance problems may be insufficient work processes.</p>
	<p>Load and generation time:</p> <p>Indicates the average time spent for a transaction of this task type for loading and generation.</p>	<p>Seconds/transaction</p>	<p>All ABAP programs and screens that are required but not yet available in the application server buffers must be loaded or generated. The time it takes to do this is indicated as <i>load and generation time</i>. Loading a program also entails accessing database tables that store the ABAP programs.</p> <p>Typically, for a DIALOG task type, the load time per step should not be greater than 50 ms.</p> <p>High values could indicate problems with memory configuration, small buffer sizes, wrong parameter settings or a CPU bottleneck.</p>

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	<p>Roll time:</p> <p>Indicates the average time spent by a transaction of this task type for rolling in user contexts or when waiting for roll out.</p>	Secs	<p>AN SAP transaction normally extends over several transaction steps. During these steps, data such as variables, internal tables, and screen lists are built up and stored in the main memory of the application server. This data is known as <i>user context</i>. Different transaction steps are normally processed by different dialog work processes. At the beginning of a transaction step, the user context is made available to the appropriate work process. This procedure is called <i>roll-in</i>. <i>Roll-out</i> on the other hand saves the current user-context data to virtual memory at the conclusion of a transaction step. The time a transaction step waited in the roll-area is called <i>roll wait time</i>.</p> <p>The value of this measure is the sum total of <i>roll-in time</i> and <i>roll wait time</i>.</p> <p>A high value for this measure indicates that a particular task type is either taking too long to roll in user contexts or is waiting too long in the roll-area for a roll-out to occur. Since a user context is moved out of the local memory of a work process and moved into the roll buffer during the roll-in process, improperly sized roll buffers can cause slowdowns in this process. Lack of adequate space in the extended memory can also contribute to a slowdown when rolling in user contexts.</p> <p>Possible causes for high roll wait times may be due to having all work processes in the target system occupied. It is very important to configure the instances properly, especially when they are designed to handle RFC communication.</p>
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	<p>Database request time:</p> <p>Indicates the average time spent by transactions of this task type for performing database operations such as selects, inserts, updates, deletes and commits.</p>	<p>Seconds/transaction</p>	<p>When data is read or changed in the database, the time required is known as <i>Database request time</i>. This time is measured from the moment the database request is sent to the database server and runs until the moment the data is returned to the application server.</p> <p>Ideally, for the DIALOG task type, the value of this measure should be 40% of the total response time. Many factors can cause worrisome spikes in this value. This could be problems in the database such as expensive SQL statement or wrong parameter settings in the database level. In addition, issues in network connectivity between the application server and the database can also adversely impact this value. This is because, the <i>Database request time</i> not only includes the time required by the database to produce the requested data, but also the time required for network transfer of that data. In addition, I/O contention experienced by the physical disks can also affect this time.</p>
	<p>Lock time:</p> <p>Indicates the average time spent performing enqueue operations for a transaction of this task type.</p>	<p>Seconds/Transaction</p>	<p>The enqueue service allows SAP ABAP applications to lock data so that only they can use it. Locking the data prevents parallel changes to the same data, which would lead to data inconsistency.</p> <p>The <i>Lock time</i> measure reports the time from sending an enqueue request to the SAP enqueue server to the receipt of the results.</p> <p>For a DIALOG task type typically, the <i>Lock time</i> should be less than 5 ms. Any value higher than that would represent a problem that might affect system stability. Network problems can also increase the value of this measure.</p>

	<p>RFC time:</p> <p>Indicates the average time spent waiting for RFC calls to get executed in a transaction of this task type.</p>	<p>Secs/Transaction</p>	<p>The value of this measure includes <i>CPIC (Common Programming Interface Communication) time</i> as well. CPIC is typically used by the SAP system for program-to-program communication.</p> <p>An increase in RFC time can increase <i>roll wait time</i> considerably. When synchronous RFCs are called, the work process executes a roll out and may have to wait for the end of the RFC in the roll area, even if the dialog step is not yet completed. In the roll area, RFC server programs can also wait for other RFCs sent to them. The time a transaction step waited in the roll-area is called <i>roll wait time</i>.</p> <p>The absence of adequate work processes can cause the RFC time and consequently, the roll wait time to increase. Besides ensuring that the SAP ABAP system is sized with sufficient work processes, you can also set the following parameters properly to better balance RFC load:</p> <ul style="list-style-type: none"> • rdisp/rfc_max_comm_entries: This specifies the maximum number of communications in an instance. No more dialog work processes will be given to the program calling the target system after this number is reached. • rdisp/rfc_min_wait_dia_wp: This specifies the number of work processes to be always available for online users.
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2.5.4 Transaction Load Test

SAP transactions are units of work that define the workload of a SAP ABAP system. When users to a SAP ABAP program complain of a slowdown, administrators should be able to instantly locate the exact transaction at which the slowdown occurred and what is causing the delay – is it because the transaction is resource-intensive? Is it because the transaction spent too much time in the dispatcher queue? is it owing to the time spent loading objects? Is it because database operations consumed too much time? Is it due to complex enqueue operations? or did waiting for RFC calls to complete contribute to the transaction slowdown? The **Transaction Load** test helps answer these questions!

For every transaction invocation, this test reports the resource usage of and load imposed by that transaction on the SAP ABAP system, indicates how well the system is processing the load, proactively detects overload conditions and processing bottlenecks (if any), and accurately points administrators to the source of the bottleneck – i.e., it precisely pinpoints which transaction is being processed slowly, which exact transaction step caused the delay, and why.

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Purpose	For every transaction invocation, this test reports the resource usage of and load imposed by that transaction on the SAP ABAP system, indicates how well the system is processing the load, proactively detects overload conditions and processing bottlenecks (if any), and accurately points administrators to the source of the bottleneck – i.e., it precisely pinpoints which transaction is being processed slowly and why.
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. MAXIMUM STEPS – To report workload metrics, the eG agent will have to typically analyze numerous dialog steps of activity on the SAP ABAP system. To reduce the stress on the eG agent, you can limit the number of dialog steps the eG agent needs to process in order to make a fair assessment of the workload and the processing ability of the ABAP system. This limit can be specified against MAXIMUM STEPS. By default, this limit is set to 5000. 14. INCLUDE TCODES – By default, this test monitors only those transactions that were invoked in the last measurement period. However, if you want a few critical transactions to be monitored all the time – i.e., regardless of their status (whether they were invoked or not) in the last measurement period – then, you can provide a comma-separated list of the transaction codes of such transactions against INCLUDE TCODES.
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	<p>15. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is <i>1:1</i>. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.</p> <p>16. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every transaction handled by the SAP AS ABAP instance being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Activity: Indicates the rate of steps executed for this transaction in the last measurement period.</p>	Steps/Sec	This is a good indicator of the workload imposed by a transaction on the SAP ABAP instance. You can compare the value of this measure across transactions to know which transaction is generating the maximum load.
	<p>CPU utilization: Indicates the percentage of CPU resources utilized by this transaction.</p>	Percent	Compare the value of this measure across transactions to know which transaction is using the maximum CPU and is probably causing a CPU contention on the system. You may then want to observe how this transaction has been using CPU over time and figure out whether the CPU usage of that transaction remains consistently high; if so, it could mean that that transaction requires more processing power to execute. You may then want to consider resizing the SAP ABAP system with more CPU resources.

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	<p>Total memory:</p> <p>Indicates the total memory used by this transaction during the last measurement period.</p>	MB	<p>This measure is the sum total of the roll memory, extended memory, and heap memory used by a process.</p> <p>By comparing the value of this measure across transactions, you can accurately identify that transaction which is consuming the maximum memory. If the memory usage of this transaction has been abnormally high consistently, it could indicate that the transaction is basically memory-intensive and requires more memory resources for proper execution. You should then figure out how much memory and of what type should be allocated to the task. For this, you may want to determine which memory type was being used the highest over time – is it heap memory? Roll memory? Or extended memory. The values of the <i>PRIV mode heap memory</i> and the <i>Extended memory</i> metrics will help administrators figure this out.</p> <p>You can also use the detailed diagnosis of this measure to identify the top 3 memory-consuming steps of a particular transaction.</p>
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	<p>PRIV mode heap memory:</p> <p>Indicates the maximum PRIV mode heap memory consumed by this transaction in the last measure period.</p>	<p>MB</p>	<p>SAP's memory management system assigns memory to a work process. The order in which a work process is assigned the memory type depends on the work process type, either dialog or non-dialog), and the underlying operating system. Some of the memory types are as follows:</p> <ul style="list-style-type: none"> • Roll area: The roll area memory is used for the initial memory assigned to a user context, and (if available) for additional memory if the expanded memory is full. The roll area consists of 2 segments. The first segment is assigned to the work process first as memory. If this is used up, the work process has more memory assigned to it. • Extended memory: Each ABAP work process has a part reserved in its virtual address space for extended memory. The majority of the user context is stored in the extended memory. You can map the extended memory from the common resource onto any work process, and after onto another process on the same address in the virtual address space. This is important if you work with pointers in the ABAP program. The value of the <i>Extended memory</i> measure indicates how each transaction is using this memory type. • Private memory: If a dialog work process has used up the roll area assigned to it and the extended memory, private memory is assigned to the work process. The work process goes into PRIV mode (private). Other processes cannot
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			<p>use private (heap) memory. After releasing the assigned memory, the operating system still considers the (virtual) memory as being occupied by the allocating process.</p> <p>A consistent increase in the value of the <i>PRIV mode heap memory</i> measure for a transaction therefore indicates that transactions of that type are continuously using up all the roll area and extended memory, and are being forced to reach out to the private memory. This could mean that the transaction is memory-intensive. If too many transactions are found to be using PRIV heap memory, it could mean that the work processes are sized with insufficient roll area and extended memory. You may hence want to allocate more roll area and extended memory to make sure that private memory usage is minimal.</p>
	<p>Extended memory:</p> <p>Indicates the maximum extended memory used by this transaction in the last measure period.</p>	MB	
	<p>Work process restarts:</p> <p>Indicates the number of work process restarts caused by this transaction in the last measure period.</p>	Number	<p>One of the common reasons for work process restarts is excessive usage of private memory. The work process, if it has used a lot of private memory, is restarted when the user context is terminated and the local memory is returned. The restart makes the local memory available again for other processes.</p> <p>Regardless of what caused it, work process restarts are performance-impacting and need to be kept at a minimum.</p>

	<p>Maximum response time of a step:</p> <p>Indicates the maximum response time of the transaction steps of this transaction in the last measurement period.</p>	<p>Secs</p>	<p>An SAP transaction normally extends over several transaction steps. During these steps, data such as variables, internal tables, and screen lists are built up and stored in the main memory of the application server.</p> <p>This measure compares the response time of all the transaction steps executed by a transaction in the last measurement period and reports the highest response time.</p> <p>Use the detailed diagnosis of this measure to identify the top 3 steps executed by this transaction with highest response times. This leads you to the probable cause for delay in the execution of a transaction in the last five minutes. Apart from the response time break up, the report and CUA programs that were running are also shown as part of detailed diagnosis.</p>
	<p>Total response time:</p> <p>Indicates the total response time per invocation of this transaction within the last measure period.</p>	<p>Seconds/transaction</p>	<p>This measure includes the response time taken at the server and the round trip times. Ideally, the value of this measure should be low. High values are indicative of poor responsiveness.</p> <p>Compare the value of this measure across transactions to identify which transaction is least responsive. To know the reason for the delay, you can compare the value of the <i>GUI time</i>, <i>GUI Net time</i>, <i>Server response time</i>, <i>Processing time</i>, <i>Dispatcher wait time</i>, <i>Load and generation time</i>, <i>Roll time</i>, <i>Database request time</i>, <i>Lock time</i>, and <i>RFC time</i> measures for that transaction. This will accurately pinpoint where a transaction spent maximum time – in the dispatcher queue? at the server end? in processing? when loading objects? when rolling in user contexts? when performing database operations? when performing enqueue operations? Or in waiting for RFC calls?</p> <p>You can also use the detailed diagnosis of this measure to view the details of the top 3 transaction invocations that were least responsive.</p>

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	<p>GUI time:</p> <p>Indicates the average time taken for round trip communication steps between client and server in between an invocation of this transaction.</p>	Seconds/transaction	<p>If the values of these measures are excessive, check that the hardware requirements for the presentation server are met and that the network between the application servers and the presentation servers is not experiencing shortages or slow traffic.</p>
	<p>GUI Net time:</p> <p>Indicates the average front end net time taken for the first and last steps of this transaction.</p>	Seconds/transaction	
	<p>Server response time:</p> <p>Indicates the average response time of an invocation of this transaction at the server end.</p>	Seconds/transaction	<p>In the event of a processing slowdown, you can compare the value of this measure with other response time measures reported by this test to understand where the processing bottleneck lies.</p>
	<p>Processing time:</p> <p>Indicates the average time taken to process an invocation of this transaction.</p>	Seconds/transaction	<p>A high value for this measure may indicate that ABAP programs are very complex and the work processes spend a large amount of time interpreting what is to be done.</p> <p>The processing time of transactions executed by the dialog work process for instance should be below twice the CPU time.</p>
	<p>Dispatcher wait time:</p> <p>Indicates the average time that an invocation of this transaction spent waiting for a free work process at the dispatcher.</p>	Seconds/transaction	<p>When the dispatcher receives a processing request, it looks for a free SAP work process of the required type and then sends the request to this work process, which begins the work. If all SAP work processes of the required type are busy when the request initially reaches the dispatcher, the request is placed in the dispatcher queue. In the dispatcher queue, the request waits until a work process of the required type is free. As soon as a work process is free, the dispatcher sends the request to it. This time the request spends in the dispatcher queue is indicated as the <i>dispatcher wait time</i>.</p> <p>For the transactions of the dialog work process for instance, the value of this measure should be less than 10% of the value of the <i>Total response time</i> measure. Higher values are indicative of performance problems. One common cause of such performance problems may be insufficient work processes.</p>

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	<p>Load and generation time:</p> <p>Indicates the average time spent by an invocation of this transaction for loading and generation.</p>	<p>Seconds/transaction</p>	<p>All ABAP programs and screens that are required but not yet available in the application server buffers must be loaded or generated. The time it takes to do this is indicated as <i>load and generation time</i>. Loading a program also entails accessing database tables that store the ABAP programs.</p> <p>Typically, for the transactions of the dialog work process, the load time per step should not be greater than 50 ms.</p> <p>High values could indicate problems with memory configuration, small buffer sizes, wrong parameter settings or a CPU bottleneck.</p>
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	<p>Roll time:</p> <p>Indicates the average time spent by an invocation of this transaction for rolling in user contexts and when waiting for roll out.</p>	<p>Secs</p>	<p>An SAP transaction normally extends over several transaction steps. During these steps, data such as variables, internal tables, and screen lists are built up and stored in the main memory of the application server. This data is known as <i>user context</i>. Different transaction steps are normally processed by different dialog work processes. At the beginning of a transaction step, the user context is made available to the appropriate work process. This procedure is called <i>roll-in</i>. <i>Roll-out</i> on the other hand saves the current user-context data to virtual memory at the conclusion of a transaction step. The time a transaction step waited in the roll-area is called <i>roll wait time</i>.</p> <p>The value of this measure is the sum total of <i>roll-in time</i> and <i>roll wait time</i>.</p> <p>A high value for this measure indicates that this transaction is either taking too long to roll in user contexts or is waiting too long in the roll-area for a roll-out to occur. Since a user context is moved out of the local memory of a work process and moved into the roll buffer during the roll-in process, improperly sized roll buffers can cause slowdowns in this process. Lack of adequate space in the extended memory can also contribute to a slowdown when rolling in user contexts.</p> <p>Possible causes for high roll wait times may be due to having all work processes in the target system occupied. It is very important to configure the instances properly, especially when they are designed to handle RFC communication.</p>
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	<p>Database request time:</p> <p>Indicates the average time spent by an invocation this transaction for performing database operations such as selects, inserts, updates, deletes and commits.</p>	<p>Seconds/transaction</p>	<p>When data is read or changed in the database, the time required is known as <i>Database request time</i>. This time is measured from the moment the database request is sent to the database server and runs until the moment the data is returned to the application server.</p> <p>Ideally, for the transactions of the dialog work process, the value of this measure should be 40% of the total response time. Many factors can cause worrisome spikes in this value. This could be problems in the database such as expensive SQL statement or wrong parameter settings in the database level. In addition, issues in network connectivity between the application server and the database can also adversely impact this value. This is because, the <i>Database request time</i> not only includes the time required by the database to produce the requested data, but also the time required for network transfer of that data. In addition, I/O contention experienced by the physical disks can also affect this time.</p>
	<p>Lock time:</p> <p>Indicates the average time that an invocation of this transaction spent performing enqueue operations.</p>	<p>Seconds/Transaction</p>	<p>The enqueue service allows SAP ABAP applications to lock data so that only they can use it. Locking the data prevents parallel changes to the same data, which would lead to data inconsistency.</p> <p>The <i>Lock time</i> measure reports the time from sending an enqueue request to the SAP enqueue server to the receipt of the results.</p> <p>For the transactions of the dialog work process for example, the <i>Lock time</i> should be less than 5 ms. Any value higher than that would represent a problem that might affect system stability. Network problems can also increase the value of this measure.</p>

	<p>RFC time:</p> <p>Indicates the average time an invocation of this transaction spent waiting for RFC calls to get executed.</p>	<p>Seconds/Transaction</p>	<p>The value of this measure includes <i>CPIC (Common Programming Interface Communication) time</i> as well. CPIC is typically used by the SAP system for program-to-program communication.</p> <p>An increase in RFC time can increase <i>roll wait time</i> considerably. When synchronous RFCs are called, the work process executes a roll out and may have to wait for the end of the RFC in the roll area, even if the dialog step is not yet completed. In the roll area, RFC server programs can also wait for other RFCs sent to them. The time a transaction step waited in the roll-area is called <i>roll wait time</i>.</p> <p>The absence of adequate work processes can cause the RFC time and consequently, the roll wait time to increase. Besides ensuring that the SAP ABAP system is sized with sufficient work processes, you can also set the following parameters properly to better balance RFC load:</p> <ul style="list-style-type: none"> • rdisp/rfc_max_comm_entries: This specifies the maximum number of communications in an instance. No more dialog work processes will be given to the program calling the target system after this number is reached. • rdisp/rfc_min_wait_dia_wp: This specifies the number of work processes to be always available for online users.
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2.6 The SAP Gateway Layer

Using the tests associated with the **R3 Gateway** layer (see Figure 2.20), administrators can determine the health of communications between the SAP systems and external programs.



Figure 2.20: The tests associated with the SAP Gateway layer

2.6.1 IDoc Statistics Test

Idocs are structured ASCII files (or a virtual equivalent). They are the file format used by SAP ABAP to exchange data with foreign systems. Idocs is the acronym for Interchange Document. This indicates a set of (electronic) information which builds a logical entity. An IDoc is e.g. all the data of a single customer in your customer master data file, or the IDoc is all the data of a single invoice.

An SAP ABAP application creates data and updates the database appropriately. An application can be a transaction, a stand-alone ABAP Report or any tool that can update a database within SAP ABAP. If the application thinks that data needs to be distributed to a foreign system, it triggers the *IDoc outbound routine*, usually by leaving a descriptive message record in the message table *MSGT*. The application then either directly calls the IDoc engine or a collector job eventually picks up all due IDoc messages and determines what to do with them. If the engine believes that data is ready to be sent to a partner system, then it determines the function module which can collect and wrap the required IDoc data into an IDoc. In IDoc customising, you specify the name of the function module to use. This can either be one which is predefined by ABAP standard or a user-written one. When the IDoc is created it is stored in an R/3 table and from there it is sent to the foreign system.

IDoc inbound routines, on the other hand, are function modules with a standard interface, which will interpret the received IDoc data and prepare it for processing. The received IDoc data is processed record by record and interpreted according to the segment information provided with each record. The prepared data can then be processed by an application, a function module, or a self-written program.

Any slowdown noticed in electronic data exchange between the SAP ABAP system and foreign systems therefore, can be attributed to bottlenecks or errors in the transmission/reception of Idocs. Administrators should hence closely monitor inbound and outbound IDoc traffic to proactively detect probable slowdowns in inter-system communications, and accurately tell where the slowdown occurred and why, so that the communication bottlenecks can be promptly cleared. This is where the **IDoc Statistics** test helps.

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This test monitors the Idocs generated and reports the rate at which these Idocs were processed at various stages of transmission/reception, thus accurately pointing to processing slowdowns and where exactly the processing was bottlenecked. In addition, the test also reports the number of Idocs that were found to be erroneous every second and the exact stage of transmission/reception at which the rate of errors peaked! This way, the test leads administrators to errors in electronic data exchange that may have delayed communication significantly, and where such delays were frequent!

Purpose	Monitors the Idocs generated and reports the rate at which these Idocs were processed at various stages of transmission/reception, thus accurately pointing to processing slowdowns and where exactly the processing was bottlenecked. In addition, the test also reports the number of Idocs that were found to be erroneous every second and the exact stage of transmission/reception at which the rate of errors peaked! This way, the test leads administrators to errors in electronic data exchange that may have delayed communication significantly, and where such delays were frequent!
Target of the test	A SAP ABAP instance
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none">1. TEST PERIOD - How often should the test be executed2. HOST - Host name of the server for which the test is to be configured

3. **PORTNO** - Enter the port to which the specified **HOST** listens
4. **CLIENTNAME** – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14.
5. **SAPUSER** - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a **SAPUSER** with either of the following profiles need to be specified: **S_A.SYSTEM** (super administrator) or **SAP_ALL** (all authorizations for SAP).
6. **PASSWORD** - The password of the specified **SAPUSER**.
7. **CONFIRMPASSWORD** - Confirm the password by retyping it here.
8. **SYSNO** - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the **SYSNO** will be '00'. Similarly, if the SAP server port is 3201, the **SYSNO** will have to be specified as '01'. Therefore, in the **SYSNO** text box specify the system number of the SAP server with which the specified client communicates.
9. **ROUTER** - If the SAP client with the specified **CLIENTNAME** exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the **ROUTER** text box. If both the client and the server exist in the same network, then specify 'none' against the **ROUTER** text box.
10. **INSTANCENAME** - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document.
11. **TIMEOUT** - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds.
12. **JCOVERSION** - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against **JCO VERSION** – in the case of this example, this will be 2.x.
13. **DD FREQUENCY** - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying *none* against **DD FREQUENCY**.
14. **DETAILED DIAGNOSIS** - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the **On** option. To disable the capability, click on the **Off** option.

The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:
 - The eG manager license should allow the detailed diagnosis capability
 - Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.

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Outputs of the test	One set of results for the SAP ABAP instance being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
<p>Number of new Idocs: Indicates the number of Idocs of this type that were created during the last measurement period.</p>	Idocs	A high value is desired for this measure.	
<p>Rate of new Idocs: Indicates the rate at which the Idocs of this type were generated during the last measurement period.</p>	Idocs/sec	This measure gives an overview of outbound/inbound data transfer rate using the Idocs.	
<p>Total number of error Idocs: Indicates the total number of Idocs of this type with errors.</p>	Idocs	<p>Ideally, the value of this measure should be zero.</p> <p>A non-zero value is desired for this measure. If this measure reports a non-zero value, then use the detailed diagnosis of the <i>Total number of Idocs with interface errors</i> measure and the <i>Total number of Idocs with external system or application errors</i> measure to know which Idocs have errors and where in the processing cycle these errors occurred.</p>	
<p>Rate of error Idocs: Indicates the rate of Idocs errors of this type during the last measurement period.</p>	Idocs/sec	A low value is desired for this measure.	
<p>Total number of Idocs with interface errors: Indicates the total number of Idocs of this type with interface errors.</p>	Idocs	Using the detailed diagnosis of this measure, you can accurately identify the Idocs that are experiencing interface errors and at which exact state these errors have occurred. This way, you can quickly get to the source of the errors, eliminate them, and ensure that the electronic data exchange is not disrupted for long hours.	
<p>Rate of Idocs with interface errors: Indicates the rate of Idocs of this type with interface errors.</p>	Idocs/sec		

	<p>Total number of Idocs with external system or application errors:</p> <p>Indicates the total number of Idocs of this type with external system errors or application errors.</p>	Idocs	Ideally, the value of this measure should be zero.
	<p>Rate of Idocs with external system or application errors:</p> <p>Indicates the rate of Idocs of this type with external errors or application errors.</p>	Idocs/sec	
	<p>Idocs with recent unprocessed interface errors:</p> <p>Indicates the number of Idocs of this type with unprocessed interface errors during the last measurement period.</p>	Number	<p>Ideally, the value of this measure should be zero.</p> <p>The detailed diagnosis of this measure if enabled, lists the details of these Idocs such as the Idoc number, type, error message, recipient and sender details, creation and modified timestamps and number of data records.</p>
	<p>Idocs with recent unprocessed external system or application errors:</p> <p>Indicates the number of Idocs of this type with external system errors or application errors during the last measurement period.</p>	Number	<p>Ideally, the value of this measure should be zero.</p> <p>The detailed diagnosis of this measure if enabled, lists the details of these Idocs such as the Idoc number, type, error message, recipient and sender details, creation and modified timestamps and number of data records.</p>

2.6.2 qRFC Queues Test

All types of applications are instructed to communicate with other applications. This communication may take place within an SAP system, with another SAP system, or with an application from a remote external system. An interface that can be used for dealing with this task is the **RemoteFunction Call** (RFC). RFCs can be used to start applications in remote systems, and to execute particular functions.

Whereas the first version of the RFC, the synchronous RFC, (sRFC) required both systems involved to be active in order to produce a synchronous communication, the subsequent generations of RFC had a greater range of features at their disposal (such as serialization, guarantee for one-time-only execution, and that the receiver system does not have to be available). These features were further enhanced through the **queued RFC** with inbound/outbound queue.

qRFC performs a serialization of tRFC (Transactional RFC) using wait queues. While the actual sending process is done by the tRFC, inbound and outbound queues are added to the tRFC, thus resulting in a qRFC (queued Remote Function Call). The sender system is called the client system, while the target system corresponds to the server system.

In qRFC, the following communication scenarios are possible:

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- qRFC with outbound queue
- qRFC with inbound queue (and outbound queue)

Figure 2.21 depicts both these communication scenarios:

As you can see, in a **qRFC with an outbound queue**, the sender system uses an outbound queue to serialize the data that is being sent. This means that function modules which depend on each other (such as update and then change) are put into the outbound queue of the sender system, and are guaranteed to be sent to the target system one after each other and one time only. The called system (server) has no knowledge of the outbound queue in the sender system (client), meaning that in this scenario, every SAP system can also communicate with a non-SAP system. (Note: the programming code of the server system must not be changed. However, it must be tRFC-capable.)

In the **qRFC with inbound queue** scenario on the other hand, for an outbound queue in the sender system (client), there is also an inbound queue in the target system (server). In other words, if a qRFC with inbound queue exists, it means that an outbound queue also exists in the sender system. This guarantees the sequence and efficiently controls the resources in the client system and server system. The inbound queue only processes as many function modules as the system resources in the target system (server) at that time allow. This prevents a server from being blocked by a client.

Two systems can engage in smooth, uninterrupted communication using qRFC only if the outbound and inbound queues operate in an error-free manner. To be able to promptly capture deficiencies in queue execution and rapidly isolate the reasons for the same, administrators should closely monitor the inbound and outbound qRFC queues. This can be achieved using the **qRFC queues** test. For each type (inbound and outbound) of queue, this test reports the number of queues that are experiencing errors currently and the count of queues that took too long to complete. In the process, the test turns the spotlight on those queues that may be responsible for unexpected breaks or prolonged delays (if any) in inter-system communication, and also reveals what could be causing such queues to perform poorly.

Purpose	For each type (inbound and outbound) of queue, this test reports the number of queues that are experiencing errors currently and the count of queues that took too long to complete. In the process, the test turns the spotlight on those queues that may be responsible for unexpected breaks or prolonged delays (if any) in inter-system communication, and also reveals what could be causing such queues to perform poorly
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. LONGREADYCUTOFF (HRS) – This test reports the <i>Long ready state queues</i> measure, which is the number of queues stuck in the <i>Ready</i> state for a long time. To report this measure, this test counts all queues that have been in the <i>Ready</i> state in excess of the duration (in hours) specified against LONGREADYCUTOFF (HRS). 13. LONGRUNNINGCUTOFF (HRS) – This test reports the <i>Long running queues</i> measure, which is the number of queues that have been running for a long time. To report this measure, this test counts all queues that have been running for over a period of time (in hours) specified against LONGRUNNINGCUTOFF (HRS). 14. JCO VERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x.
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	<p>15. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is <i>1:1</i>. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.</p> <p>16. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every qRFC queue type on the server being monitored; an additional <i>All</i> descriptor is also supported, which aggregates metrics across queue types.		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Number of queue entries: Indicates the number of queue entries for this queue type.</p>	Number	<p>Queue entries refer to the function modules that are sequentially arranged and placed in an inbound/outbound queue (as the case may be), for consumption by a target system.</p> <p>A high value or a consistently increasing value for this measure therefore indicates that the inbound/outbound queue is long or is growing. This could imply an overload or a processing bottleneck at the sender/receiver system (as the case may be). You can compare the value of this measure between <i>inbound</i> and <i>outbound</i> queues to understand where the bottleneck is – at the sender system or the target system? .</p>
	<p>Number of queues: Indicates the current number of queues of this queue type.</p>	Number	<p>The inbound queue scheduler and the outbound queue scheduler ensure that the corresponding queues (inbound and outbound) are processed in parallel. An increase in the number of queues impairs the performance of the scheduler, as it can no longer process the queues in parallel. Its hence best to limit the number of inbound/outbound queues.</p>

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	<p>Blocked queues: Indicates the current number of queues in blocked state.</p>	Number	<p>Ideally, the value of this measure should be 0. A non-zero value indicates that one/more inbound/outbound queues are blocked. qRFC queues can be blocked due to various reasons such as no free work processes (SYSLOAD), target system error (SYSFAIL), transmission error(CPICERR), explicit lock, dependent lock, debugging, waiting for update, LUW execution error, LUW data modification.</p>
	<p>SYSFAIL queues: Indicates the current number of queues of this type in the SYSFAIL error status.</p>	Number	<p>Ideally, the value of this measure should be 0. If this measure reports a non-zero value instead, it indicates that a serious error occurred when the first logical unit of work (LUW) of one/more queues was being executed. SYSFAIL errors interrupt execution of the LUW and generates short dumps on the target system.</p> <p>To know which queues encountered SYSFAIL errors, use the detailed diagnosis of this measure.</p>
	<p>SYSLOAD queues: Indicates the current number of queues of this type in the SYSLOAD error state.</p>	Number	<p>Ideally, the value of this measure should be 0. If this measure reports a non-zero value instead, it indicates that at the time of the qRFC call, no DIALOG work processes were free in the sending system. If these errors persist, the number of dialog work processes can be increased accordingly.</p> <p>To know which queues encountered SYSLOAD errors, use the detailed diagnosis of this measure.</p>

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	<p>CPICERR queues:</p> <p>Indicates the current number of queues of this type in the CPICERR error state.</p>	<p>Number</p>	<p>Ideally, the value of this measure should be 0. If this measure reports a non-zero value instead, it indicates that during transmission or processing of the first LUW of one/more queues, a network or communication error occurred. Status CPICERR may also exist in the following cases although no communication error occurred: A qRFC application finds out that a LUW cannot be processed any further due to a temporary error in the application and therefore calls the RESTART_OF_BACKGROUNDTASK function module to prompt the qRFC Manager to cancel the execution of this LUW and to repeat this LUW later. In this case, qRFC simulates a communication error with the text "Command to tRFC/qRFC: Execute LUW once again." If this error occurs very often, you must contact the corresponding application.</p> <p>To know which queues encountered the CPICERR errors, use the detailed diagnosis of this measure.</p>
	<p>Waiting queues:</p> <p>Indicates the current number of queues of this type in the WAITING state.</p>	<p>Number</p>	<p>Ideally, the value of this measure should be 0. If this measure reports a non-zero value instead, it indicates that the first LUW of some queues has dependencies to other queues, and at least one of these queues currently still contains other LUWs with higher priorities. Queues can also go into waiting, if there are updates in the transaction and the queues have to wait until the update ends.</p> <p>To know which queues are in the WAITING state currently, use the detailed diagnosis of this measure.</p>

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	<p>NoSend queues:</p> <p>Indicates the current number of queues of this type in the NOSEND state.</p>	<p>Number</p>	<p>If this measure reports a non-zero value, it indicates that the LUWs of some queues were never sent but retrieved by a special application. These queues are only used internally at SAP. Even if a LUW has been read by the corresponding application (BW, CRM), this status does not change. This LUW is only deleted from the queue if this application confirms collection (collective confirmation possible). Under no circumstances should this status be reset and the queue activated.</p> <p>Use the detailed diagnosis of this measure to know which queues are NOSEND queues.</p>
	<p>Long ready state queues:</p> <p>Indicates the number of queues that have been in the READY state for a long time.</p>	<p>Number</p>	<p>This measure reports the count of all queues that have been in the READY state for a period of time greater than the LONGREADYCUTOFF (HRS) specification.</p> <p>Typically, the READY state is a temporary state. If this state becomes permanent for a queue or is prolonged, it could be because that queue has been locked manually via a transaction/program and then unlocked without being activated at the same time. Under such circumstances, the queue must be activated explicitly.</p>
	<p>Long running queues:</p> <p>Indicates the number of queues that have been running for a long time.</p>	<p>Number</p>	<p>This measure reports the count of all queues that have been in the RUNNING state for a period of time greater than the LONGRUNNINGCUTOFF (HRS) specification.</p> <p>If a queue hangs in the RUNNING state for more than 30 minutes, this may mean that the work process responsible for sending this LUW has been terminated. In this case, you can activate this queue again.</p> <p>Note that activating a queue in status RUNNING may cause a LUW to be executed several times if this LUW is still being processed in the target system at that time. SAP therefore recommends a waiting time of at least 30 minutes before you reactivate the queue.</p>

2.6.3 Gateways Test

The SAP Gateway carries out CPI-C services within the SAP world, which are based on TCP/IP. These services enable SAP systems and external programs to communicate with one another. As RFC is based on CPI-C, all RFC connections also pass through the SAP Gateway. This test reports statistics pertaining to this SAP gateway.

Purpose	Reports statistics pertaining to the SAP gateway
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for the SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>

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	<p>Gateway clients:</p> <p>The number of gateway clients who are currently connected to the SAP server, expressed as a percentage of the maximum number of gateway clients allowed.</p>	Percent	<p>For example, if the gateway can administrate 300 clients, and there are currently 30 clients logged on to the gateway, the value is 10%.</p> <p>If the value is near 100%, the maximum number of clients can be changed using the profile parameter gw/max_sys.</p>
	<p>Gateway connections utilized:</p> <p>The number of gateway connections currently utilized, expressed as a percentage of the maximum number of gateway connections allowed.</p>	Percent	
	<p>Remote gateways:</p> <p>Of the total number of gateways, what percentage is consumed by remote gateways.</p>	Percent	<p>If the value is near 100%, the maximum number of gateways can be changed using the profile parameter rdisp/max_gateways.</p> <p>To administrate gateway connections, call transaction SMGW on the server in question.</p>
	<p>Gateway admin entries:</p> <p>Of the maximum number of gateway admin entries that are allowed, what percentage is being currently utilized.</p>	Percent	<p>If the value is near 100%, the maximum number of entries can be changed using the profile parameter rdisp/max_comm_entries.</p>
	<p>Gateway work processes:</p> <p>Of the maximum number of gateway work processes allowed, what percentage is being used currently.</p>	Percent	<p>If a value is near 100%, the maximum number of work processes can be changed using the profile parameter gw/max_wp.</p>
	<p>Gateway overflow usage:</p> <p>Of the total gateway size, what percentage of gateway overflow has been used.</p>	Percent	<p>If a value is near 100%, the maximum overflow size can be changed using the profile parameter gw/max_overflow_size.</p>

2.6.4 RFC Calls Test

This test monitors the RFC connections that pass through the SAP gateway.

Purpose	Monitors the RFC connections that pass through the SAP gateway
Target of the test	A SAP R/3 server
Agent deploying the	An internal/remote agent

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test			
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
Outputs of the test	One set of results for the SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

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	Communication errors in outbound RFC calls: The number of communication errors in outbound RFC calls.	Number	
	Execution errors in outbound RFC calls: The number of execution errors in outbound RFC calls.	Number	
	Outbound calls without RFC resources: The number of errors with no server resources for outbound calls.	Number	
	Inbound RFC calls: The number of inbound RFC calls.	Number	

2.6.5 tRFC calls Test

Transactional RFC (tRFC) and qRFC are variants of the Remote Function Call that make the data transfer between different systems more reliable and more secure. For each type of tRFC call, this test reports the number of calls that were recorded, the number of calls that were executed. Using this test, administrators may figure out how many calls were in states such as CPICERR, SYSFAIL, other states etc.

urpose	For each type of tRFC call, this test reports the number of calls that were recorded, the number of calls that were executed. Using this test, administrators may figure out how many calls were in states such as CPICERR, SYSFAIL, other states etc.
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> TEST PERIOD - How often should the test be executed HOST - Host name of the server for which the test is to be configured PORT - Enter the port to which the specified HOST listens

4. **CLIENTNAME** – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14.
5. **SAPUSER** - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a **SAPUSER** with either of the following profiles need to be specified: **S_A.SYSTEM** (super administrator) or **SAP_ALL** (all authorizations for SAP).
6. **PASSWORD** - The password of the specified **SAPUSER**.
7. **CONFIRMPASSWORD** - Confirm the password by retyping it here.
8. **SYSNO** - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the **SYSNO** will be '00'. Similarly, if the SAP server port is 3201, the **SYSNO** will have to be specified as '01'. Therefore, in the **SYSNO** text box specify the system number of the SAP server with which the specified client communicates.
9. **ROUTER** - If the SAP client with the specified **CLIENTNAME** exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the **ROUTER** text box. If both the client and the server exist in the same network, then specify 'none' against the **ROUTER** text box.
10. **INSTANCENAME** - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document.
11. **TIMEOUT** - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds.
12. **LONGWAITINGCUTOFF** - Specify the time duration in hours beyond which the tRFC calls are classified as *stuck* in the **LONGWAITINGCUTOFF** text box.
13. **STUCKSTATES** – By default, tRFC calls are prone to get stuck when in *MAILED* or *RECORDED* states. In order to monitor those tRFC call that are stuck in these states, specify these states as a comma-separated list in the **STUCK STATES** text box. The default is *MAILED,RECORDED*. If you wish to monitor the tRFC calls that are stuck in HOLD state, then you can specify *MAILED,RECORDED,HOLD* in this text box.
14. **NEEDDDFOR OTHERSTATES** - If you wish to disable the detailed diagnosis capability for the **Calls in other states** measure of this test, then set the **NEED DD FOR OTHER STATES** parameter to **No**. By default, this is set to **Yes**.
15. **JCOVERSION** – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against **JCO VERSION** – in the case of this example, this will be *2.x*.
16. **DD FREQUENCY** - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying none against dd frequency.

	<p>17. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Calls recorded:</p> <p>Indicates the number of tRFC calls of this type that were recorded during the last measurement period.</p>	Number	A sudden/gradual increase in the value of this measure could indicate issues such as insufficient configuration of connection resources for transactions.
	<p>Calls executed:</p> <p>Indicates the number of tRFC calls of this type that were executed during the last measurement period.</p>	Number	
	<p>CPICERR calls:</p> <p>Indicates the number of tRFC calls of this type with communication errors i.e., the number of tRFC calls in CPICERR state during the last measurement period.</p>	Number	<p>CPICERR error arises due to connection of communication issues with the target system or external component. CPICERR calls may be retried.</p> <p>The detailed diagnosis of this measure if enabled, lists the details about these calls such as the host, process ID, timestamp, destination, function, user, retries, Tcode and error message.</p>
	<p>SYSFAIL calls:</p> <p>Indicates the number of tRFC calls of this type that were in SYSFAIL state during the last measurement period.</p>	Number	<p>SYSFAIL error arises due to error in execution of tRFC call in target system or external component.</p> <p>The detailed diagnosis of this measure if enabled lists the details about these calls such as the host, process ID, timestamp, destination, function, user, retries, Tcode and error message.</p>

	<p>Number of calls mailed:</p> <p>Indicates the number of tRFC calls of this type for which CMC (protocol X400) connection was initiated during the last measurement period.</p>	Number	
	<p>Calls executed in target:</p> <p>Indicates the total number of tRFC calls of this type that were executed in the target SAP system during the last measurement period.</p>	Number	
	<p>Calls in other states:</p> <p>Indicates the number of tRFC calls of this type that were in intermediary states such as HOLD, WCONFIRM, SYSLOAD etc during the last measurement period.</p>	Number	<p>Tracking these calls become important when typical tRFC issues are encountered.</p> <p>The detailed diagnosis of this measure if enabled lists the details for these calls using which you can figure out any abnormal/error states.</p>
	<p>Long waiting calls:</p> <p>Indicates the number of tRFC calls of this type that were stuck in any state beyond the time specified against the longwaitingCutOff parameter while configuring this test.</p>	Number	<p>tRFC calls can get stuck in certain states due to various reasons such as insufficient errors or intermediate errors, communication issues etc. Such calls need to be either manually processed or an appropriate report can be configured to process any known issues.</p> <p>Use the detailed diagnosis of this measure for further analysis of such calls.</p>

2.6.6 Internet Communication Manager Test

The Internet Communication Manager (ICM) facilitates communication between SAP system(s) and the internet using the HTTP, HTTPS, and SMTP protocols. Requests received from the internet are forwarded to SAP system for processing via the ICM. Likewise, the ICM also sends SAP requests to the internet, gets the feedback and transfers it to the SAP system.

The ICM is implemented as an independent process and is started and monitored by the dispatcher. The ICM process uses a pool of worker threads to parallel process the load. This is why, if a sudden/consistent slow down is noticed in a SAP system's interactions with the internet, the first place administrators need to check for inconsistencies is this thread pool. The absence of adequate threads in the pool can significantly impair the ICM's ability to uniformly distribute the request load across threads, thereby causing one/more threads be over-utilized; ultimately, this will result in a slowdown! Besides erratic thread pool usage, the sudden unavailability of the ICM and over-utilization of ICM connections can also cause disturbances in a SAP system's internet communications. To ensure that such anomalies are promptly captured and corrected, administrators should keep an eye on the accessibility of the ICM, its thread pool usage, and availability of ICM connections. This is where the **Internet Communication Manager** test helps! This test periodically checks the availability, thread pool usage, and connection utilization of the ICM, and promptly reports the non-availability of the ICM, abnormal usage of worker threads by the ICM, and the over-utilization of ICM connections. This way, the test leads administrators to the probable causes for the breaks / slowness in the communication between the SAP system and the internet.

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Purpose	Periodically checks the availability, thread pool usage, and connection utilization of the ICM, and promptly reports the non-availability of the ICM, abnormal usage of worker threads by the ICM, and the over-utilization of ICM connections
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.
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	<p>14. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 								
Outputs of the test	One set of results for the SAP ABAP instance being monitored								
Measurements made by the test	Measurement	Measurement Unit	Interpretation						
	<p>Is available ?: Indicates whether/not the ICM is running.</p>		<p>This measure reports the value <i>Yes</i> if the ICM is running, and <i>No</i> if the ICM is not running.</p> <p>The numeric values that correspond to the above-mentioned measure values are as follows:</p> <table border="1" data-bbox="933 1066 1412 1213"> <thead> <tr> <th>Measure Value</th> <th>Numeric Value</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>100</td> </tr> <tr> <td>No</td> <td>0</td> </tr> </tbody> </table> <p>Note:</p> <p>By default, the test reports the above-mentioned Measure Values to indicate whether/not the ICM is available. However, in the graph of this measure, the same is represented using the numeric equivalents only.</p> <p>If the value of this measure is <i>No</i>, then it indicates that the HTTP/HTTPS/SMTP communication to the SAP ABAP instance is disrupted.</p>	Measure Value	Numeric Value	Yes	100	No	0
Measure Value	Numeric Value								
Yes	100								
No	0								
	<p>Current threads: Indicates the number of threads that were currently created from the pool for processing requests.</p>	Number	A high value denotes a high level of activity on the ICM.						

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	<p>Free threads:</p> <p>Indicates the number of threads that can be created from the pool for processing requests.</p>	Number	
	<p>Thread utilization:</p> <p>Indicates the percentage of maximum threads (in pool) that have been created currently for processing requests.</p>	Percent	A value close to 100% denotes over-usage of threads. You may then have to increase the maximum threads in pool configuration to allow more threads to be created for processing requests, so that processing bottlenecks can be eliminated.
	<p>Percentage waiting threads:</p> <p>Indicates the percentage of maximum threads (in pool) to that are currently waiting for data to be processed..</p>	Percent	Threads waiting for data from network or application server / server response / client response are classified as waiting threads. Threads waiting for a long time result in sustained increase in waiting threads and are indicative of a generic network / application server issue.
	<p>Number of requests in queue:</p> <p>Indicates the number of requests waiting for free ICM threads.</p>	Number	A consistent rise in this value could indicate a potential overload condition, typically caused by insufficient threads in pool. You may hence have to resize the pool to prevent requests from queuing up.
	<p>Request queue utilization:</p> <p>Indicates the percentage of total requests that are in queue currently.</p>	Percent	A value close to 100% is a cause for concern, as it indicates that almost all requests are being queued. This again points to a load-balancing irregularity, probably caused by the lack of adequate threads in the pool.
	<p>Connections used:</p> <p>Indicates the number of currently open connections.</p>	Number	The number of simulatenously open connections and their sockets can be deduced from this measure.
	<p>Connection utilization:</p> <p>Indicates the percentage of currently open connections.</p>	Percent	Each request can create multiple connections. This measure therefore helps to gauge the level activity at the ICM (web dispatcher), so that the system load can be observed and the relevant profile parameters can be tuned accordingly. For instance, a value close to 100% for this measure, may mandate that the <i>icm/max_conn</i> parameter be increased, so that enough connections are always available.

	<p>Inactive services: Indicates the number of inactive ICM services.</p>	Number	The detailed diagnosis of this measure provides details of the inactive services. These details include the service name, keep alive connection status, backend processing timeout, port, hostname and whether/not external bindings are used.
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2.7 The SAP Service Layer

The tests depicted by Figure 2.21 help administrators to find quick and accurate answers to the following questions:

- Are all R/3 sub-systems functioning smoothly, or has any sub-system reported errors? If so, how many errors were reported?
- Is the Dialog service taking too long a time to respond to requests? If so, where does the maximum delay take place - during network transfer or in the queue or during GUI call-back or at the database end?
- Is the SAP R/3 server available? What is the connection time?
- Are too many users logged on to the SAP R/3 system? If so, who are they and what are the client activities they are logged into?

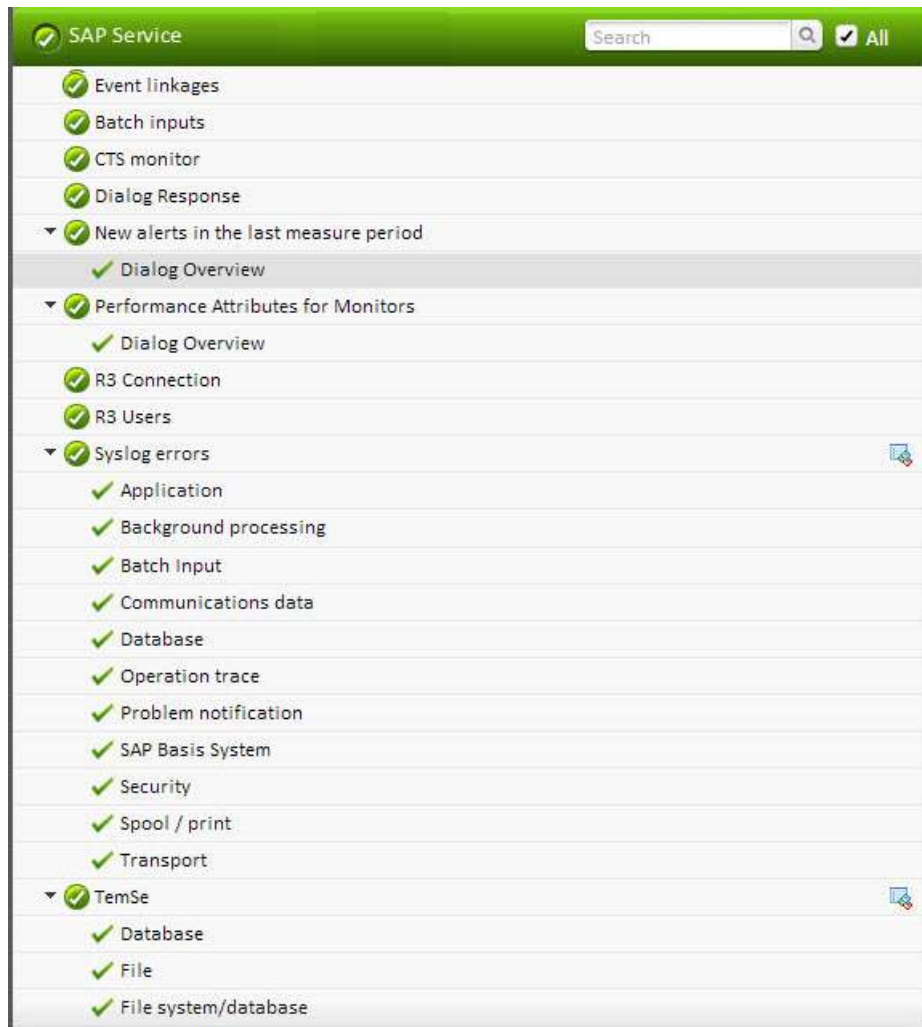


Figure 2.21: The tests associated with the SAP Service layer

2.7.1 Batch Inputs Test

Batch input is one of the primary ways in which data can be transferred into the SAP ABAP System. Batch input is used for bulk data transfers and not for near real-time data transfers.

Typical uses of batch input include the one-time import of data from a legacy system into a newly installed SAP ABAP System. Another typical use is for periodic (hourly, daily...) transfers of data from external systems or legacy systems that are still in use into SAP ABAP, where all enterprise data is consolidated.

A batch input session is a set of one or more calls to transactions along with the data to be processed by the transactions. The system normally executes the transactions in a session non-interactively, allowing rapid entry of bulk data into an SAP ABAP System.

Administrators should periodically check whether/not the batch input sessions have completed successfully. If bulk transfers into the SAP ABAP system via these sessions is interrupted, then administrators should be able to promptly capture the errors in sessions, instantly initiate error analysis, and rapidly correct the problem. The **Batch Inputs** test enables administrators to perform all this and more! This test monitors the batch input sessions, promptly detects errors in sessions, and accurately points administrators to those sessions where errors have occurred. In addition,

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the test periodically measures the load on the SAP ABAP system by reporting the number of created and running sessions, and in the process, warns administrators of probable overload conditions.

Purpose	Monitors the batch input sessions, promptly detects errors in sessions, and accurately points administrators to those sessions where errors have occurred; also, periodically measures the load on the SAP ABAP system by reporting the number of created and running sessions, and in the process, warns administrators of probable overload conditions
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.
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	<p>14. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for the SAP ABAP instance being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

	<p>Error sessions:</p> <p>Indicates the current number of batch input sessions with errors.</p>	<p>Number</p>	<p>Ideally, the value of this measure should be 0. A non-zero value indicates that transactions in one/more sessions ended in errors. A transaction contains an error if it issues a message of type E (error) or type A (abnormal termination). In such situations, the system administrator must analyze the error.</p> <p>Most errors fall into one of two categories:</p> <ul style="list-style-type: none"> • Required data is missing from the batch-input session or invalid data has been included in the session. Possible external causes of this type of problem include errors in the data conversion program or the presence of unexpected types of data or incorrect data in the legacy database. Causes for this type of problem within R/3 include incorrect or incomplete customizing in an application. For example, a legacy data type may not have been foreseen in the check table entries made in application customizing. • Technical/programming problems. A batch input session enters data by running R/3 transactions non-interactively. A typical technical or programming problem is therefore incorrect identification of one of the data fields in a transaction. Or the conversion program may not fill a required data field or may have provided invalid values. <p>You can use the detailed diagnosis of this measure to know which batch input sessions encountered what type of errors.</p> <p>To correct transactions with errors, the system administrator or the responsible department can interactively correct and reprocess the transactions.</p>
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	<p>Background sessions: Indicates the current number of batch input sessions running in the background.</p>	Number	<p>The data in a batch input session can be processed in one of the three modes:</p> <ul style="list-style-type: none"> • Process/foreground: Runs the session in the foreground, displaying every screen and field. If you change a screen in this option, the process halts. • Display errors only: Runs the session in the foreground, displaying only errors. • Background: Runs the session in the background. <p>The <i>Background sessions</i> measure reports the number of sessions currently running in the background mode. Since sessions are typically run in this mode to execute the data transfer or test its performance, you can use the <i>Background sessions</i> measure as an indicator of the number of data transfer sessions the SAP ABAP system can handle at a given point in time.</p>
	<p>Inprocess sessions: Indicates the number of batch input sessions that are currently running.</p>	Number	<p>This is a good indicator of the current batch input session load on the SAP ABAP system.</p>
	<p>Sessions being created: Indicates the number of batch input sessions being created.</p>	Number	

2.7.2 Event linkages Test

The type linkage describes the assignment of a receiver function module and a receiver type to a particular combination of *object type* and *event*.

A type linkage must be created if the system is always to react to an event of a particular object type. The type linkages are evaluated at runtime by the event manager.

The event receiver should define a type linkage using a function module provided.

Type linkages are client-dependent and are written automatically into a Customizing transport request if the client is configured (in table T000) for changes to be recorded automatically. All entries are then transported including activation indicators.

In the case of client copy, you should ensure that the type linkages are copied into the target client, but are always deactivated in the target client. The activation indicator of each individual type linkage is only copied with client copy if explicitly requested (parameter option for copying tables of class A).

The event manager begins the evaluation of the active type linkages when it is notified of the ID of a created event. For event handling to take place, either the event created and its triggering object type or the event created and a supertype of the triggering object type must be entered for the type linkage.

An appropriate workflow is always started as a reaction to an event of a particular object type. Whenever workflow start is delayed or there is a sudden decrease in the number of workflows that are started, then the administrators may need to analyze the real cause behind such delays! Usually such delays are caused when the event linkages are inactive and when errors are detected in the event linkages. Therefore it becomes essential to monitor the event linkages and keep a constant vigil on the number of inactive linkages and the number of linkages with errors. The **Event linkages** test helps you in this regard.

This test monitors the event linkages and helps you figure out how many linkages are available on the server and how many are currently active/inactive on the server. In addition, this test helps the administrators identify the number of event linkages with errors and figure out the real reason behind such errors.

Purpose	Monitors the event linkages and helps you figure out how many linkages are available on the server and how many are currently active and inactive on the server. In addition, this test helps the administrators identify the number of event linkages with errors and figure out the real reason behind such errors.
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14.

5. **SAPUSER** - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a **SAPUSER** with either of the following profiles need to be specified: **S_A.SYSTEM** (super administrator) or **SAP_ALL** (all authorizations for SAP).
6. **PASSWORD** - The password of the specified **SAPUSER**.
7. **CONFIRMPASSWORD** - Confirm the password by retyping it here.
8. **SYSNO** - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the **SYSNO** will be '00'. Similarly, if the SAP server port is 3201, the **SYSNO** will have to be specified as '01'. Therefore, in the **SYSNO** text box specify the system number of the SAP server with which the specified client communicates.
9. **ROUTER** - If the SAP client with the specified **CLIENTNAME** exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the **ROUTER** text box. If both the client and the server exist in the same network, then specify 'none' against the **ROUTER** text box.
10. **INSTANCENAME** - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, follow the procedure discussed in Page 17 of this document.
11. **JCOVERSION** - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against **JCO VERSION** – in the case of this example, this will be 2.x.
12. **TIMEOUT** - Indicate the duration (in seconds) for which this should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds.
13. **DD FREQUENCY** - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying none against dd frequency.
14. **DETAILED DIAGNOSIS** - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the **On** option. To disable the capability, click on the **Off** option.

The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:
 - The eG manager license should allow the detailed diagnosis capability
 - Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.

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Outputs of the test	One set of results for every SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Total linkages: Indicates the number of type linkages defined on the server.	Number	
	Active linkages: Indicates the type linkages that are currently activated on the server.	Number	
	Inactive linkages: Indicates the number of type linkages that are currently inactive on the server.	Number	The event receivers will respond to events only when the type linkages are active. The detailed diagnosis of this measure if enabled, lists the linkage details such as the Client, Business object, event description, receiver type, receiver function modules, error linkage etc.
	Percentage of linkages that are inactive: Indicates the percentage of type linkages that were inactive.	Percent	A low value is desired for this measure.
	Error linkages: Indicates the number of type linkages with errors.	Number	Receivers will immediately respond to events only if the event linkage is active is without any errors. Active linkages with errors result in the event being queued with error status and these linkages have to be reprocessed manually, if needed. Ideally, the value of this measure should be zero. If the value of this measure is abnormally high, then it indicates that there are too many errors in the linkages which eventually results in the delay in processing and lead to a delayed response to the events by the receivers. The detailed diagnosis of this measure if enabled, lists the corresponding type linkage details such as Client, Business object type, event description, receiver type, receiver function modules, error linkage etc.

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	Percentage of linkages with errors: Indicates the percentage of type linkages with errors.	Number	A high value for this measure is a cause of concern.
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2.7.3 R3 Dumps Test

This test reports the occurrence of ABAP short dumps.

Purpose	Reports the occurrence of ABAP short dumps
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCOVERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 14. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option. The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled: <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.
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Outputs of the test	One set of results for the SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Total short dumps: The total number of ABAP short dumps that have occurred.	Number	
	New short dumps: The number of ABAP short dumps that have occurred during the last measurement period	Number	

2.7.4 R3 Status Messages Test

The different SAP R/3 sub-systems report the status of different activities carried out. This test indicates whether each sub-system's activities are successfully carried out or not.

Purpose	Indicates whether each sub-system's activities are successfully carried out or not
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 14. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option. The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled: <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.
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Outputs of the test	One set of results for every SAP R/3 sub-system being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Total messages: The total number of error messages present in R/3's sub-system.	Number	
	New messages: The number of error messages that were newly generated in the R/3's sub-systems.	Number	

2.7.5 Dialog Response Test

This test monitors the responses sent by the Dialog service, and returns key performance metrics pertaining to the responses.

Purpose	Monitors the responses sent by the Dialog service, and returns key performance metrics pertaining to the responses
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). \ 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>

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	<p>Total response time for a dialog step:</p> <p>The average time that the user waits at the front end for his or her request to be processed. It is the sum of the Dialog process time, Network transfer time, Queue time and GUI Callback time.</p>	Secs	If the user response time increases, while the standard response time remains stable, it means that the problem must be at the front end or in the connection to the application server.
	<p>Network transfer time for a dialog step:</p> <p>The time taken by the network for the first data transfer between the front end and the application server and during the last data transfer from the application server to the front end.</p>	Secs	The value of this measure does not include round trips.
	<p>Queue time for dialog process:</p> <p>The average wait time in the dispatcher wait queue.</p>	Secs	With a normal workload, there should always be free dialog work processes available. In such a case, the wait time will only be a few milliseconds.
	<p>GUI callback time:</p> <p>The average length of time that a work process waits for the front end during the communication between the application server and the front end.</p>	Secs	
	<p>Dialog process time:</p> <p>The total time that is required for processing a SAP R/3 dialog step, including the database processing time.</p>	Secs	Check the CPU performance, system paging, dialog work processes, and database performance for any performance lag in the dialog process time.
	<p>Load generation time:</p> <p>The average load generation time for source texts, graphical user interfaces and screen information from the database.</p>	Secs	

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	Database response time for the dialog step: The average time for processing logical database requests.	Secs	Read requests can either be sent to the database buffers or to the fast local SAP buffers. The efficiency of the buffers, the required number of requests as well as a large number of database change requests affect the total access time. The database access time also takes into account the db server, CPU performance as well as network transfer times.
	Dialog std response time: The time taken for a standard transaction that simulates the normal workload of a transaction by accessing data on the database and executing a series of ABAP function modules.	Secs	If the dialog response time is deteriorating consistently, while the standard response time remains stable, check the number of users logged on. If there are only a small number of users, the use of very resource-intensive transactions by one user can, in extreme cases, significantly increase the response time. If this is the case, there is often no serious performance problem.

2.7.6 R3 Connection Test

This test emulates a client access to the SAP R/3 server, and reports the server availability and connect time.

Purpose	Emulates a client access to the SAP R/3 server, and reports the server availability and connect time.
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCOVERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 		
<p>Outputs of the test</p>	<p>One set of results for every SAP R/3 server being monitored</p>		
<p>Measurements made by the test</p>	<p style="text-align: center;">Measurement</p>	<p style="text-align: center;">Measurement Unit</p>	<p style="text-align: center;">Interpretation</p>
	<p>SAP R/3 server availability: Whether the SAP server is available or not.</p>	<p>Percent</p>	<p>The value 0 for this measure indicates that the server is not available. The value 100 indicates server availability.</p>

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	Connect time: Time taken for the SAP client to connect to the SAP server.	Secs	
	Command execution time: Time taken by the server to execute a command.	Secs	

2.7.7 R3 Users Test

This test displays the number of users logged on to various client activities of the R/3 server.

Purpose	Displays the number of users logged on to various client activities of the R/3 server
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCOVERSION - The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 14. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option. The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled: <ul style="list-style-type: none"> o The eG manager license should allow the detailed diagnosis capability o Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.
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MONITORING THE SAP ABAP INSTANCE

Outputs of the test	One set of results for every SAP R/3 sub-system being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Current users: The number of users logged on to various client activities of the R/3 server.	Number	The detailed diagnosis of this measure, if enabled, provides the details of the currently logged in users.

2.7.8 R3 Log Test

The R3 Log test monitors the SAP R/3 server's log files for specific error patterns. This test is disabled by default. This test is disabled by default. To enable the test, go to the **ENABLE / DISABLE TESTS** page using the menu sequence : Agents -> Tests -> Enable/Disable, pick *SAP R/3* as the **Component type**, set *Performance* as the **Test type**, choose this test from the **DISABLED TESTS** list, and click on the >> button to move the test to the **ENABLED TESTS** list. Finally, click the **Update** button.

Purpose	Monitors the SAP R/3 server's log files for specific error patterns
Target of the test	Log files of the SAP R/3 server
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - The host for which the test is to be configured. 3. PORT - The port at which the server listens 4. ALERTFILE - Specify the path to the SAP R/3 server log file to be monitored. For eg., <i>/usr/saplog/slog.log</i>. Multiple log file paths can be provided as a comma-separated list - eg., <i>/user/john/sapalerts.log,/tmp/log/slog01.log</i>. Also, instead of a specific log file path, the path to the directory containing log files can be provided - eg., <i>/user/logs</i>. This ensures that eG monitors the most recent log files in the specified directory. Specific log file name patterns can also be specified. For example, to monitor the latest log files with names containing the string 'slogs', the parameter specification can be, <i>/tmp/usr/*slogs*</i>. Here, '*' indicates leading/trailing spaces (as the case may be). In this case, the eG agent first enumerates all the log files in the specified path that match the given pattern, and then picks only the latest log file from the result set for monitoring. The eG monitor interface will report one set of measurements for every configured path. You can also configure the path in the following format: <i>Name@logfilepath</i>. Here, <i>Name</i> represents the display name of the path being configured. Accordingly, the parameter specification for the 'slogs' example discussed above can be: <i>slogs@/tmp/usr/*slogs*</i>. In this case, the display name 'slogs' will alone be displayed as descriptors of the test. Every time this test is executed, the eG agent verifies the following: <ol style="list-style-type: none"> c. Whether any changes have occurred in the size and/or timestamp of the log files that were monitoring during the last measurement period; d. Whether any new log files (that match the ALERTFILE specification) have been newly added since the last measurement period; <p>If a few lines have been added to a log file that was monitored previously, then the eG agent monitors the additions to that log file, and then proceeds to monitor newer log files (if any). If an older log file has been overwritten, then, the eG agent monitors this log file completely, and then proceeds to monitor the newer log files (if any).</p> 5. SEARCHPATTERN - Enter the specific patterns of alerts to be monitored. The pattern should be in the following format: <i><PatternName>:<Pattern></i>, where <i><PatternName></i> is the pattern name that will be displayed in the monitor interface and <i><Pattern></i> is an expression of the form - <i>*expr*</i> or <i>expr</i> or <i>*expr</i> or <i>expr*</i>, etc. A leading '*' signifies any number of leading characters, while a trailing '*' signifies any number of trailing characters. For example, say you specify SAP:*SAPSYS* in the SEARCHPATTERN text box. This indicates that "SAP" is the pattern name to be displayed in the monitor interface. "*SAPSYS*" indicates that the test will monitor only those lines in the R/3 server log which embed the term "SAPSYS". A single pattern may also be of the form <i>e1+e2</i>, where + signifies an OR condition. That is, the PatternName is matched if either e1 is true or e2 is true.
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Multiple search patterns can be specified as a comma-separated list. For example:
SAP:*SAPSYS*,SAPAL:*DDIC*.

If the **ALERTFILE** specification is of the format *Name@logfilepath*, then the descriptor for this test in the eG monitor interface will be of the format: *Name:PatternName*. On the other hand, if the **ALERTFILE** specification consists only of a comma-separated list of log file paths, then the descriptors will be of the format: *LogFilePath:PatternName*.

If you want all the messages in a log file to be monitored, then your specification would be:
*<PatternName>.**.

6. **LINES** - Specify two numbers in the format x:y. This means that when a line in the alert file matches a particular pattern, then x lines before the matched line and y lines after the matched line will be reported in the detail diagnosis output (in addition to the matched line). The default value here is 0:0. Multiple entries can be provided as a comma-separated list.

If you give 1:1 as the value for **LINES**, then this value will be applied to all the patterns specified in the **SEARCHPATTERN** field. If you give **0:0,1:1** as the value for **LINES** and if the corresponding value in the **SEARCHPATTERN** field is like **SAP:*SAPSYS*,SAPAL:*DDIC*** then:

- **0:0** will be applied to **SAP:*SAPSYS*** pattern
- **1:1** will be applied to **SAPAL:*DDIC*** pattern

7. **EXCLUDEPATTERN** - Provide a comma-separated list of patterns to be excluded from monitoring in the **EXCLUDEPATTERN** text box. For example **critical*,*exception**. By default, this parameter is set to 'none'.
8. **UNIQUEMATCH** - By default, the **UNIQUEMATCH** parameter is set to **FALSE**, indicating that, by default, the test checks every line in the log file for the existence of each of the configured **SEARCHPATTERNS**. By setting this parameter to **TRUE**, you can instruct the test to ignore a line and move to the next as soon as a match for one of the configured patterns is found in that line. For example, assume that *Pattern1:*fatal*,Pattern2:*error** is the **SEARCHPATTERN** that has been configured. If **UNIQUEMATCH** is set to **FALSE**, then the test will read every line in the log file completely to check for the existence of messages embedding the strings 'fatal' and 'error'. If both the patterns are detected in the same line, then the number of matches will be incremented by 2. On the other hand, if **UNIQUEMATCH** is set to **TRUE**, then the test will read a line only until a match for one of the configured patterns is found and not both. This means that even if the strings 'fatal' and 'error' follow one another in the same line, the test will consider only the first match and not the next. The match count in this case will therefore be incremented by only 1.

	<p>9. ROTATINGFILE - This flag governs the display of descriptors for this test in the eG monitoring console.</p> <p>If this flag is set to true and the ALERTFILE text box contains the full path to a specific (log/text) file, then, the descriptors of this test will be displayed in the following format: <i>Directory_containing_monitored_file:<SearchPattern></i>. For instance, if the ALERTFILE parameter is set to <i>c:\eGurkha\logs\syslog.txt</i>, and ROTATINGFILE is set to true, then, your descriptor will be of the following format: <i>c:\eGurkha\logs:<SearchPattern></i>. On the other hand, if the ROTATINGFILE flag had been set to false, then the descriptors will be of the following format: <i><FileName>:<SearchPattern></i> - i.e., <i>syslog.txt:<SearchPattern></i> in the case of the example above.</p> <p>If this flag is set to true and the ALERTFILE parameter is set to the directory containing log files, then, the descriptors of this test will be displayed in the format: <i>Configured_directory_path:<SearchPattern></i>. For instance, if the ALERTFILE parameter is set to <i>c:\eGurkha\logs</i>, and ROTATINGFILE is set to true, then, your descriptor will be: <i>c:\eGurkha\logs:<SearchPattern></i>. On the other hand, if the ROTATINGFILE parameter had been set to false, then the descriptors will be of the following format: <i>Configured_directory:<SearchPattern></i> - i.e., <i>logs:<SearchPattern></i> in the case of the example above.</p> <p>If this flag is set to true and the ALERTFILE parameter is set to a specific file pattern, then, the descriptors of this test will be of the following format: <i><FilePattern>:<SearchPattern></i>. For instance, if the ALERTFILE parameter is set to <i>c:\eGurkha\logs*sys*</i>, and ROTATINGFILE is set to true, then, your descriptor will be: <i>*sys*:<SearchPattern></i>. In this case, the descriptor format will not change even if the ROTATINGFILE flag status is changed.</p> <p>10. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying none against dd frequency.</p> <p>11. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up.</p> <p>12. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ➤ The eG manager license should allow the detailed diagnosis capability ➤ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.
<p>Outputs of the test</p>	<p>One set of results for every SEARCHPATTERN</p>

Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Number of messages: Indicates the number of messages of the configured patterns that were added to the SAP R/3 server logs when the test was last executed.	Number	The value of this measure is a clear indicator of the number of "new" alerts that have come into the monitored logs.

2.7.9 Syslog errors Test

The SysLog aka "System Logging" is a text file where selected events and problems within a SAP ABAP instance are generally logged.

This test monitors the syslog file and for each event type logged into the file, this test reports the numerical statistics of the total number of messages logged, the messages that were entered due to transaction problems, application server and memory related issues. In addition, this test reports the error messages and the warnings that were entered. This way, administrators may identify the event type that is more error prone and take remedial measures to rectify the same before any severe issue crop up!.

Purpose	Monitors the syslog file and for each event type logged into the file, this test reports the numerical statistics of the total number of messages logged, the messages that were entered due to transaction problems, application server and memory related issues. In addition, this test reports the error messages and the warnings that were entered
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up. 13. JCO VERSION – Here, specify the major version of the JCO library that has been deployed on the eG agent that is communicating with the SAP server. The value of this version is either 2.x or 3.x where x relates to any of the minor releases. 14. CUSTOMPATTERNS – Specify a comma separated list of custom patterns for which this test should report metrics for. You can specify the patterns in the <i>PatternName:Patternstring</i> format. However, the <i>PatternName</i> is optional. If the <i>PatternName</i> is specified, then this <i>PatternName</i> is displayed as the descriptor of this test in the eG monitor interface. If the <i>PatternName</i> is not specified, then the <i>PatternString</i> alone is specified as the descriptor of this test. By default, <i>none</i> will be displayed against this parameter. 15. SHOWALERTSONLY – By default, this test monitors all the syslog messages logged in the syslog file. If you wish to monitor only those syslog messages for which alerts were generated in the SAP ABAP server instance, then set this flag to Yes.
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	<p>16. SEVERITYCUTOFF – By default, each syslog message is mapped to a severity value. Specify a severity value against this text box beyond which all syslog messages are included in the scope of monitoring. By default, the value of this parameter is 49.</p> <p>17. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Transaction problems:</p> <p>Indicates the number of messages of this type entered in the syslog file with transaction problems during the last measurement period.</p>	Number	<p>Transaction problems indicate problems while invoking transaction codes.</p> <p>The detailed diagnosis of this measure if enabled, lists the details such as the user executing the Tcode, the client, the terminal logged in by the user, program that is currently executing, timestamp of the problem message, severity and alert message and the actual problem message.</p>
	<p>Warnings:</p> <p>Indicates the number of warning messages of this type that were entered in the syslog file during the last measurement period.</p>	Number	<p>The detailed diagnosis of this measure if enabled, lists the details such as the user executing the Tcode, the client, the terminal logged in by the user, program that is currently executing, timestamp of the problem message, severity and alert message and the actual problem message.</p>
	<p>Dumps messages:</p> <p>Indicates the number of dump messages of this type that were entered in the syslog file during the last measurement period.</p>	Number	<p>The detailed diagnosis of this measure if enabled, lists the details such as the user executing the Tcode, the client, the terminal logged in by the user, program that is currently executing, timestamp of the problem message, severity and alert message and the actual problem message.</p>

	<p>AS problems:</p> <p>Indicates the number of application server problem messages of this type that were entered in the syslog file during the last measurement period.</p>	Number	<p>Use these messages to trace problems that occurred when the application server was operated.</p> <p>The detailed diagnosis of this measure if enabled, lists the details such as the user executing the Tcode, the client, the terminal logged in by the user, program that is currently executing, timestamp of the problem message, severity and alert message and the actual problem message.</p>
	<p>Memory messages:</p> <p>Indicates the total number of memory related messages of this type that were entered in the syslog file during the last measurement period.</p>	Number	<p>Use these messages to identify memory related issues with the SAP ABAP instance.</p> <p>The detailed diagnosis of this measure if enabled, lists the details such as the user executing the Tcode, the client, the terminal logged in by the user, program that is currently executing, timestamp of the problem message, severity and alert message and the actual problem message.</p>
	<p>Error messages:</p> <p>Indicates the error messages of this type that were entered in the syslog file during the last measurement period.</p>	Number	<p>The detailed diagnosis of this measure if enabled, lists the name of the user executing the Tcode, the client, the terminal logged in by the user, Program that is currently executing, Timestamp, severity and alert message and the actual problem message.</p>
	<p>Total issues:</p> <p>Indicates the total number of messages of this type available in the syslog file during the last measurement period.</p>	Number	<p>This measure is a good indicator of the issues occurring on the SAP instance.</p> <p>The value of this measure is cumulative of the <i>Transaction problems, Warnings, Dumps messages, AS problems, Memory messages and Error messages</i> measures.</p>

2.7.10 TemSe Test

TemSe is the SAP store location for temporary sequential data. When the Temse are grows rapidly, it becomes tedious for the administrators to locate what exactly caused the growth of the Temse area and which Temse object contributed to this abnormal growth? Use the **Temse** test to figure out the answers to such questions.

This test reports the rate at which each Temse object was created due to spool requests, background jobs and activity in the HR module. In addition, this test reports how well the data is copied to the Temse object. This way, administrators may figure out the Temse object that occupied more space and the Temse object that was created the most.

Purpose	Monitors the functioning of the spool system, and reports the extent of its utilization, the length of the wait queues, etc.
Target of the test	A SAP R/3 server
Agent deploying the	An internal/remote agent

test			
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as “Not applicable” by the agent if the server is not up. 13. JCOVERSION –The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 		
Outputs of the test	One set of results for each Temse object of the SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

	<p>Total TemSe creation rate:</p> <p>Indicates the rate at which this Temse object was created during the last measurement period.</p>	Parts/sec	This measure is a good indicator of the rate at which the Temse data has grown. If the value of this measure is high, administrators can consider reorganizing/provisioning the TemSe data accordingly.
	<p>TemSe creation rate for spool requests:</p> <p>Indicates the rate at which this Temse object was created due to spool requests during the last measurement period.</p>	Parts/sec	This measure is a good indicator of the growth in the Temse area due to spool/printing requests.
	<p>TemSe creation rate for jobs:</p> <p>Indicates the rate at which this Temse object was created due to background jobs during the last measurement period.</p>	Parts/sec	
	<p>HR TemSe creation rate:</p> <p>Indicates the rate at which this Temse object was created during the last measurement period due to the activity in the HR module of the SAP ABAP instance.</p>	Parts/sec	
	<p>TemSe data rate:</p> <p>Indicates the rate at which data was copied to the Temse area of this Temse object during the last measurement period.</p>	MB/sec	This measure can also be used for provisioning/reorganization of the TemSe space and also helps in detecting TemSe issues created due to causes like huge spool requests, overutilization by background jobs etc.,

2.7.11 CTS Monitor Test

Change and Transport System (CTS) is the tool provided by SAP for the creation, documentation and distribution of changes within a system landscape.

Using this test, administrators may figure out the number of requests that were created, how many of those requests were successful and how many succeeded with errors. In addition, you may figure out how many transport requests were partially successful and how many requests encountered critical errors. This way, administrators may figure out how well the transport requests were processed and the exact cause behind the error prone requests.

Purpose	Helps you figure out the number of requests that were created, how many of those requests were successful and how many succeeded with errors. In addition, you may figure out how many transport requests were partially successful and how many requests encountered critical errors
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MONITORING THE SAP ABAP INSTANCE

Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying none against dd frequency.

	<p>14. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every SAP R/3 server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Total exports:</p> <p>Indicates the total number of requests that were created during the last measurement period.</p>	Number	
	<p>Successful exports:</p> <p>Indicates the number of transport requests that were successful during the last measurement period.</p>	Number	The TPALOG return code for these requests is 0000.
	<p>Succeeded with warnings:</p> <p>Indicates the number of transport requests that succeeded with warnings during the last measurement period.</p>	Number	The TPALOG return code for these requests is 0004. Warnings could be innocuous as in regular warnings issued when the transport request involves object deletion. Nevertheless, these warnings need to be checked.
	<p>Partial successes:</p> <p>Indicates the number of transport requests that were partially successful during the last measurement period.</p>	Parts/sec	The TPALOG return code for these requests is 0008. These errors need to be analyzed and corrected. Examples of such errors include original/repared objects not being overwritten. Detailed diagnosis for this measure provides details of these requests such as : Request timestamp, Request number, target system, source client, transport step, project number, transport user and transport admin.

	<p>Percentage of partial successes:</p> <p>Indicates the percentage of transport requests that were partially successful during the last measurement period.</p>	Percent	The TPALOG return code for these requests is 0008. Typically these errors arise due to transport request configuration as opposed to a transport system error.
	<p>Critical errors:</p> <p>Indicates the number of transport requests with critical errors during the last measurement period.</p>	Number	<p>The TPALOG return code for these requests is 0012 or higher. These errors usually arise due to some serious error in the transport system and hence tend to impact a majority of the transport requests.</p> <p>The detailed diagnosis of this emsaure if enabled lists the details of these requests such as Request timestamp, Request number, target system, source client, transport step, project number, transport user and transport admin.</p>
	<p>Percentage of critical errors:</p> <p>Indicates the percentage of transport requests with critical errors during the last measurement period.</p>	Percent	The TPALOG return code for these requests is 0012 or higher. These errors tend to correspond to the overall availability of the transport system.

2.7.12 New alerts in the last measure period

Every SAP solution is bundled with a monitoring architecture, and alerts form a central element of this architecture. They quickly and reliably report errors – such as values exceeding or falling below a particular threshold value or that a SAP component has been inactive for a defined period of time. These alerts are displayed in the **Alert Monitor** - this is a central tool that facilitates efficient administration and monitoring of distributed SAP solutions.

An alert is uniquely assigned to one monitoring tree element (MTE) in the **Alert Monitor**. A set of monitoring tree elements (MTEs) that are arranged in a hierarchical structure becomes a **Monitor**. These **Monitors** can be grouped to form a **Monitor Set**.

The alerts contain a status indicator with a color and a numerical value. Yellow means a warning, red means a problem, green means normal, and the numerical value shows the severity of the reported error.

Using APIs provided by SAP, this test pulls out useful statistics related to SAP R/3 alerts from the **AlertMonitor**. Besides reporting the total number of alerts generated on every **Monitor** that is configured, the test also reveals the number of alerts in various states (red, yellow, green, etc.). You can even optionally generate detailed measures to view additional alert information such as the alert description and its severity. This way, the eG monitoring console serves as a single, central platform that displays the details of the open and completed alerts related to a monitored SAP R/3 server.

Purpose	Reports useful statistics related to SAP R/3 alerts
Target of the test	A SAP R/3 server

<p>Agent deploying the test</p>	<p>An internal/remote agent</p>
<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 10. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 11. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 12. SETS - Provide a comma-separated list of monitor sets for which performance attributes are to be monitored. For example: <i>SAP CCMS Monitor Templates, Monitor Collection for Certification</i> 13. MONITORS - Provide a comma-separated list of monitors under the configured monitor SETS for which performance attributes are to be monitored. While specifying the list of MONITORS, make sure that you specify them in the same order as that of your monitor SETS specification. For instance, the first monitor in your MONITORS list should belong to the first monitor set in your SETS specification, and so on. This implies that if your SETS specification reads as follows - <i>SAP CCMS Monitor Templates, Monitor Collection for Certification</i> - then the first monitor in your MONITORS specification should belong to the <i>SAP CCMS Monitor Templates</i> set and the second monitor should belong to the <i>Monitor Collection for Certification</i> set. In this case, your MONITORS specification may read as follows: <i>Dialog Overview, Test Monitor Syslog</i>.

	<p>If you want to include more than one monitor from a particular monitor set in your MONITORS specification, then make sure that you repeat that monitor set's name as many times in your SETS specification.</p> <p>While configuring the SETS and MONITORS , you may want to know the exact names of the monitors and monitor sets that form part of your specification. To determine this, follow the procedure discussed in Page 176 of this document.</p>		
	<p>14. XMI AUDIT LEVEL - The XMI interface is a general framework for the CCMS external system management interfaces. This interface contains essential function modules and structures that coordinate connections between external system management tools and individual CCMS interfaces, and writes messages in the R/3 XMI log on behalf of the external tool. The XMI log is a table containing English message texts. The messages can have various degrees of detail. The audit level determines the degree of detail to which messages in the XMI log are written - i.e., whether the message should always be logged, or is simply a message which supplies further detail (higher detail degree). The XMI log contains messages from external tools and also messages which arise in SMAPI functions. To indicate to the test the degree of detail to which messages from the eG agent are to be written in the XMI log, you need to specify the XMI AUDIT LEVEL. By default, this parameter is set to 0, which indicates that all calls that modify the database are to be logged. The other values this parameter can take and their implications are discussed below:</p> <ul style="list-style-type: none"> ○ 1: Logs all calls that modify the database and error messages ○ 2: Logs all calls that read from the database, modify the database, and error messages ○ 3: Logs all calls and all messages (full trace) <p>15. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds.</p> <p>16. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every configured Monitor		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

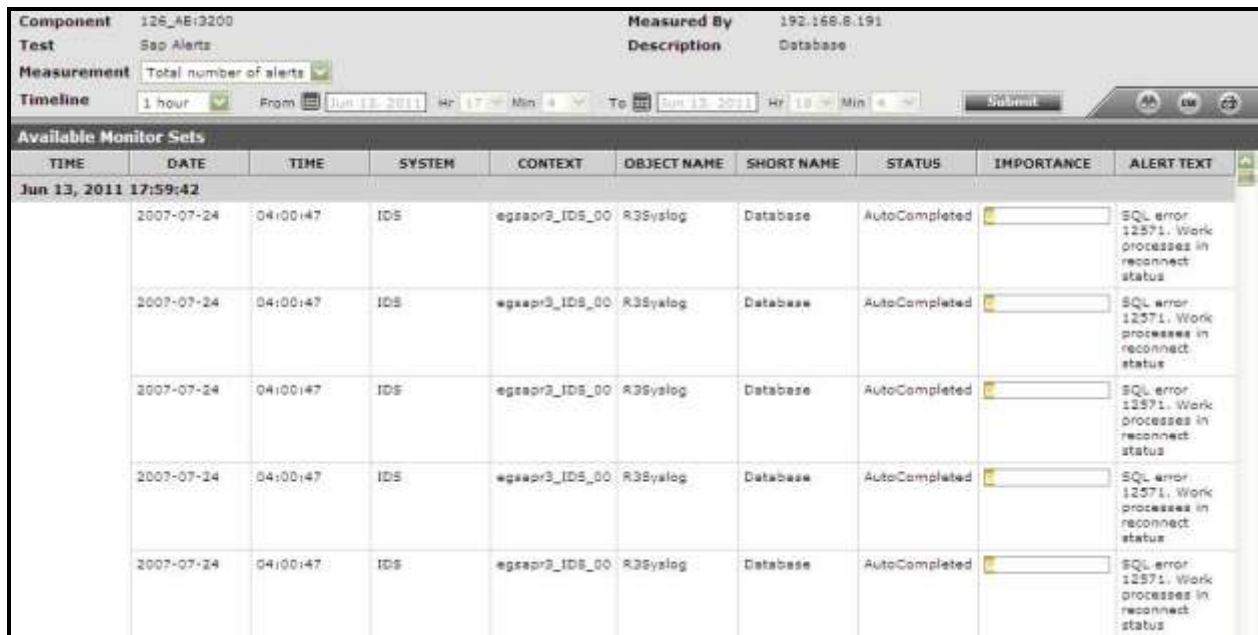
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	<p>Total number of alerts:</p> <p>Indicates the total number of alerts that have occurred for this monitor since the last measurement period.</p>	Number	<p>The detailed diagnosis of this measure, if enabled, provides the complete details of all the alerts associated with the corresponding monitor. The details include: Date, Time, System, Context, Object Name, Short Name, Status, Importance and Alert Text.</p> <p>Alternatively, you can navigate to the <i>Components -> SAP -> Alerts</i> to selectively view the alerts related to specific monitor sets or monitors, alerts of a specific status, or alerts generated during a given period.</p>
	<p>Number of red alerts:</p> <p>Indicates the number of errors or critical status messages that have occurred for this monitor since the last measurement period.</p>	Number	<p>To view the alerts and rectify them instantly, you can navigate to the <i>Components -> SAP -> Alerts</i> page in the eG monitoring console.</p>
	<p>Number of yellow alerts:</p> <p>Indicates the number of warning alerts that have occurred for this monitor since the last measurement period.</p>	Number	<p>To view the alerts and rectify them instantly, you can navigate to the <i>Components -> SAP -> Alerts</i> page in the eG monitoring console.</p>
	<p>Number of green alerts:</p> <p>Indicates the number of events or components that were running normally since the last measurement period.</p>	Number	<p>It is also possible to generate messages for green "alerts" and react to them correspondingly. Green alerts of this type do not indicate error situations, but are intended as all-clears or explicit messages that an action was successful.</p> <p>You can activate green alerts in the Alert Monitor for performance attributes and status attributes. Behavior in the case of performance attributes is as follows:</p> <ul style="list-style-type: none"> e. A green alert is generated if the current status is yellow or red and the next report sets the current status to green. f. No green alert is generated if the current status is already green.

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	<p>Number of active alerts:</p> <p>Indicates the number of alerts that are active since the last measurement period.</p>	Number	<p>An abnormally high value could indicate that the SAP R/3 component is problem-prone. You may want to navigate to the <i>Components -> SAP -> Alerts</i> page in the eG monitoring console to take a closer look at the active alerts, and decide on a course of action.</p>
	<p>Number of completed alerts:</p> <p>Indicates the number of alerts that were rectified manually since the last measurement period.</p>	Number	<p>To zoom into the completed alerts, you can navigate to the <i>Components -> SAP -> Alerts</i> page in the eG monitoring console.</p>
	<p>Number of autocompleted alerts:</p> <p>Indicates the number of alerts that were rectified automatically by this SAP R/3 system since the last measurement period.</p>	Number	<p>To zoom into the auto-completed alerts, you can navigate to the <i>Components -> SAP -> Alerts</i> page in the eG monitoring console.</p>

The detailed diagnosis of the *Total number of alerts* measure provides the complete details of the alerts generated on a configured monitor. The details include: Date, Time, System, Context, Object Name, Short Name, Status, Importance and Alert Text.



TIME	DATE	TIME	SYSTEM	CONTEXT	OBJECT NAME	SHORT NAME	STATUS	IMPORTANCE	ALERT TEXT
Jun 13, 2011 17:59:42									
	2007-07-24	04:00:47	IDS	egsap3_IDS_00	R3Syslog	Database	AutoCompleted		SQL error 12571. Work processes in reconnect status
	2007-07-24	04:00:47	IDS	egsap3_IDS_00	R3Syslog	Database	AutoCompleted		SQL error 12571. Work processes in reconnect status
	2007-07-24	04:00:47	IDS	egsap3_IDS_00	R3Syslog	Database	AutoCompleted		SQL error 12571. Work processes in reconnect status
	2007-07-24	04:00:47	IDS	egsap3_IDS_00	R3Syslog	Database	AutoCompleted		SQL error 12571. Work processes in reconnect status
	2007-07-24	04:00:47	IDS	egsap3_IDS_00	R3Syslog	Database	AutoCompleted		SQL error 12571. Work processes in reconnect status

Figure 5.1: The detailed diagnosis of the Total number of alerts measure

2.7.13 Performance Attributes for Monitors

A monitoring object represents a component of the IT environment that is to be monitored, such as the CPU of a server, the dialog system, or background processing. Monitoring attributes are values, statuses, or texts that are reported to this object, such as the CPU utilization, or the average response time in the dialog system. A monitoring attribute can be assigned an alert. The selection of the monitoring objects is performed using the data suppliers that exist for all areas of system management.

Monitoring objects and their attributes are displayed in the alert monitoring tree as individual nodes in a hierarchical tree. If the data reported to the monitoring architecture exceeds or falls below the defined alert threshold values, an alert is triggered in the corresponding monitoring tree element.

There are five different types of monitoring attributes:

- Performance attribute
- Status attribute
- Heartbeat attribute
- Log attribute
- Text attribute

The Performance attribute collects and averages performance values that have been reported to the monitoring architecture. If these values violate the set threshold values, an alert is generated.

To know the count of performance attributes associated with specific monitors, and to instantly isolate attributes on which alerts were generated, use the **Performance Attributes in Monitors** test.

This test is disabled by default. To enable the test, go to the **ENABLE / DISABLE TESTS** page using the menu sequence : Agents -> Tests -> Enable/Disable, pick *SAP R/3* as the **Component type**, set *Performance* as the **Test type**, choose this test from the **DISABLED TESTS** list, and click on the >> button to move the test to the **ENABLED TESTS** list. Finally, click the **Update** button.

Purpose	Reports the count of performance attributes associated with specific monitors, and helps isolate attributes on which alerts were generated
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be <i>2.x</i>. 12. SETS - Provide a comma-separated list of monitor sets for which performance attributes are to be monitored. For example: <i>SAP CCMS Monitor Templates, Monitor Collection for Certification</i> 13. MONITORS - Provide a comma-separated list of monitors under the configured monitor SETS for which performance attributes are to be monitored. While specifying the list of MONITORS, make sure that you specify them in the same order as that of your monitor SETS specification. For instance, the first monitor in your MONITORS list should belong to the first monitor set in your SETS specification, and so on. This implies that if your SETS specification reads as follows - <i>SAP CCMS Monitor Templates, Monitor Collection for Certification</i> - then the first monitor in your MONITORS specification should belong to the <i>SAP CCMS Monitor Templates</i> set and the second monitor should belong to the <i>Monitor Collection for Certification</i> set. In this case, your MONITORS specification may read as follows: <i>Dialog Overview, Test Monitor Syslog</i>. <p>If you want to include more than one monitor from a particular monitor set in your MONITORS specification, then make sure that you repeat that monitor set's name as many times in your SETS specification.</p> <p>While configuring the SETS and MONITORS , you may want to know the exact names of the monitors and monitor sets that form part of your specification. To determine this, follow the procedure discussed in Page 176 of this document.</p>
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	<p>14. XMI AUDIT LEVEL - The XMI interface is a general framework for the CCMS external system management interfaces. This interface contains essential function modules and structures that coordinate connections between external system management tools and individual CCMS interfaces, and writes messages in the R/3 XMI log on behalf of the external tool. The XMI log is a table containing English message texts. The messages can have various degrees of detail. The audit level determines the degree of detail to which messages in the XMI log are written - i.e., whether the message should always be logged, or is simply a message which supplies further detail (higher detail degree). The XMI log contains messages from external tools and also messages which arise in SMAPI functions. To indicate to the test the degree of detail to which messages from the eG agent are to be written in the XMI log, you need to specify the XMI AUDIT LEVEL. By default, this parameter is set to 0, which indicates that all calls that modify the database are to be logged. The other values this parameter can take and their implications are discussed below:</p> <ul style="list-style-type: none"> ○ 1: Logs all calls that modify the database and error messages ○ 2: Logs all calls that read from the database, modify the database, and error messages ○ 3: Logs all calls and all messages (full trace) <p>15. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds.</p> <p>16. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> ○ The eG manager license should allow the detailed diagnosis capability ○ Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every configured Monitor		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

	<p>Total number of performance attributes:</p> <p>Indicates the total number of Performance attributes available for this monitor.</p>	<p>Number</p>	<p>A monitoring tree depicts the hierarchy of monitoring objects within a monitor and the various attributes exposed by the monitoring objects. The monitoring tree depicted by the detailed diagnosis page of this measure shows only the Performance attributes within the monitoring objects. Within the tree, the Performance attributes are indicated in a tabular format. The table contains an entry for each Performance attribute exposed by the monitoring object with details such as the Attribute Name, Current Value of the attribute (with units), Importance and the actual Timestamp of the Current Value shown. The Importance value is a combination of the status and severity of the most significant active alert associated with this Performance attribute. The Status of this performance attribute is represented using the unique color code as mentioned above. The severity of a given status is indicated by a number between 0 and 255, with higher severity values being more <i>important</i> than the lower ones.</p> <p>The monitoring tree is identical to the alert monitoring tree in SAP CCMS Alert Monitor and its individual nodes can be expanded and contracted.</p>
	<p>Number of red performance attributes:</p> <p>Indicates the number of errors or critical status messages that have been issued for this monitor.</p>	<p>Number</p>	<p>A high value for this measure indicates that too many performance attributes of a given monitor have encountered critical errors. To view these performance attributes, use the Alerts page that appears when the <i>Components -> SAP -> Alerts</i> menu sequence is followed in the eG monitoring console.</p>
	<p>Number of yellow performance attributes:</p> <p>Indicates the number of warning messages that have been issued for this monitor.</p>	<p>Number</p>	<p>A high value for this measure indicates that too many performance attributes of a given monitor have encountered warnings. To view these performance attributes, use the Alerts page that appears when the <i>Components -> SAP -> Alerts</i> menu sequence is followed in the eG monitoring console.</p>

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	<p>Number of green performance attributes:</p> <p>Indicates the number of successful events for this monitor.</p>	Number	
	<p>Number of inactive performance attributes:</p> <p>Indicates the number of Performance attributes for this monitor that currently do not have any data.</p>	Number	

The monitoring tree depicted by the detailed diagnosis page of the *Total number of performance attributes* measure shows only the Performance attributes within the monitoring objects. Within the tree, the Performance attributes are indicated in a tabular format. The table contains an entry for each Performance attribute exposed by the monitoring object with details such as the Attribute Name, Current Value of the attribute (with units), Importance and the actual Timestamp of the Current Value shown. The Importance value is a combination of the status and severity of the most significant active alert associated with this Performance attribute. The Status of this performance attribute is represented using the unique color code as mentioned above. The severity of a given status is indicated by a number between 0 and 255, with higher severity values being more *important* than the lower ones.

The screenshot shows the SAP Monitor interface for the component '12E_AB13200' and test 'Performance Attributes in SAP Monitor'. The measurement is 'Total number of performance attributes'. The timeline is set to '1 hour' from 'Jun 13, 2011' to 'Jun 13, 2011'. The available monitor sets are listed under 'Dialog per Application Server' for the system 'IDS1egspr3_IDS_00'. The table below shows the performance attributes:

Attribute Name	Curr Value (units)	Importance	Date	Time
FrontendResponseTime	20 (msec)	1	2007-08-02	12:32:00
ResponseTime	5 (msec)	1	2007-08-02	12:32:00
QueueTime	0 (msec)	1	2007-08-02	12:32:00
Load+GenTime	0 (msec)	1	2007-08-02	12:32:00
DBRequestTime	0 (msec)	1	2007-08-02	12:32:00
UsersLoggedIn	3	1	2007-07-14	09:03:51

Figure 2.22: The detailed diagnosis of the Total number of performance attributes measure

While configuring the **MONITOR DETAILS**, you may want to know the exact names of the monitors and monitor sets that form part of your specification. To determine this, do the following:

1. Open the **SAP Logon** tool using the *Start -> Programs -> SAP Front End -> SAP Logon* menu sequence.
2. Pick a system from Figure 2.23 that appears, and click on the **Logon** button therein to connect to the chosen system.

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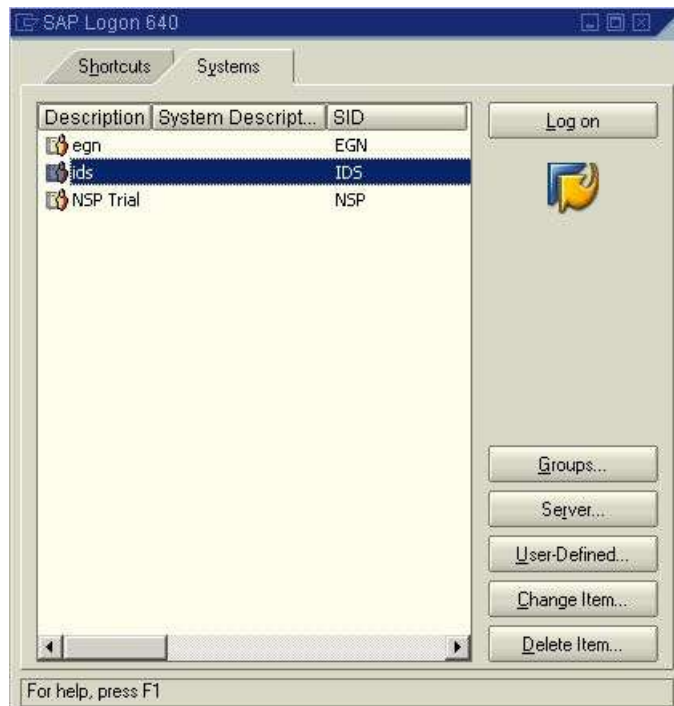


Figure 2.23: Selecting a system to login to

3. Then, login to the chosen system by providing the required **Client**, **User**, and **Password** credentials. Once the **Password** is provided, press the **Enter** key on your keyboard to login (see Figure 2.24).

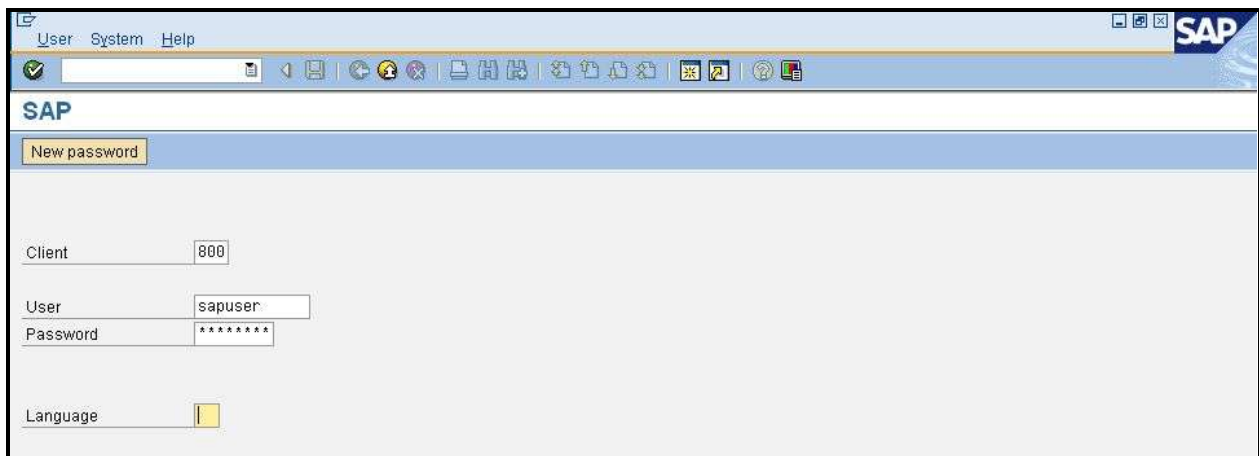


Figure 2.24: Logging into the chosen system

4. Upon logging in successfully, the **SAP Easy Access** interface will appear (see Figure 2.25). In the tree-structure in the left panel of the interface, follow the node sequence, *SAP Menu -> Tools -> CCMS -> Control/Monitoring*. Then, double-click on the *RZ20-CCMS Monitor Sets* sub-node under the *Control/Monitoring* node.

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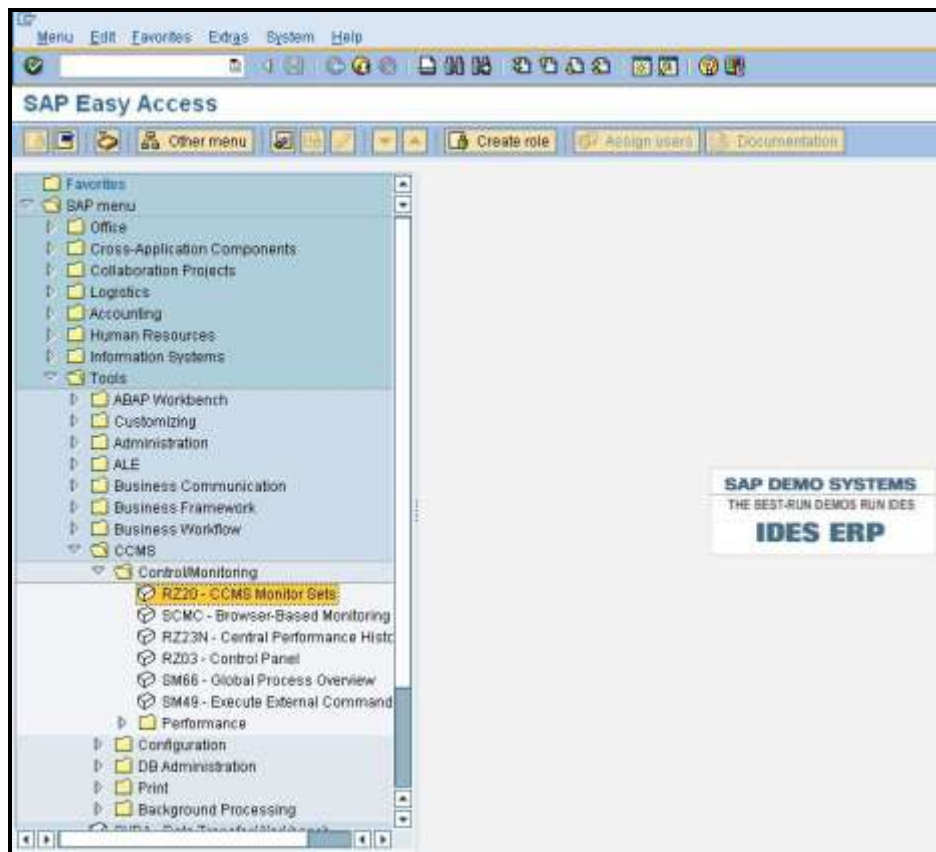


Figure 2.25: Double-clicking on the CCMS Monitor Sets sub-node

5. This will invoke Figure 2.26, where the complete list of monitor sets will be displayed. Expand a monitor set to view the monitors within. Use these details to configure the `monitor set:monitors` in the **MONITOR DETAILS** text box.

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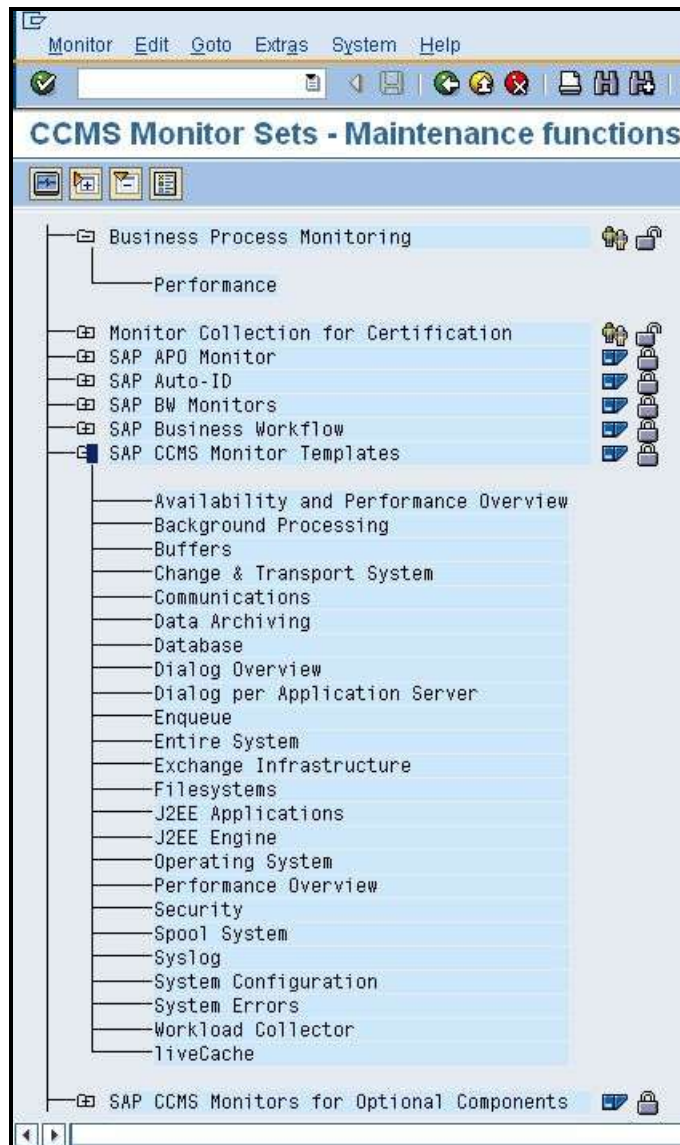


Figure 2.26: Viewing the monitor sets and monitors

2.8 The SAP Users Layer



Figure 2.27: The tests mapped to the SAP Users layer

2.8.1 User Load Test

When a user complains that the SAP ABAP system is taking too long to process his/her requests, administrators may want to closely observe the interactions between that user and the SAP system, identify processing bottlenecks (if any), and accurately determine where the bottleneck has occurred. The **User Load** test enables administrators effectively and efficiently perform this user experience analysis! This test monitors the transactions of every user to the SAP ABAP system and reports the following:

- Which user is executing resource-intensive transactions on the ABAP system?
- Which user is overloading the system?
- Which user is experiencing slowness when running transactions on the system? Where did this delay occur? – in the dispatcher queue? when loading/generating objects? when rolling-in/rolling out user contexts? in the database? when performing enqueue operations? or when waiting for RFC calls to complete?

Purpose	Monitors the transactions of every user to the SAP ABAP system and reports the following:
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	<ul style="list-style-type: none">• Which user is executing resource-intensive transactions on the ABAP system?• Which user is overloading the system?• Which user is experiencing slowness when running transactions on the system? Where did this delay occur? – in the dispatcher queue? when loading/generating objects? when rolling-in/rolling out user contexts? in the database? when performing enqueue operations? or when waiting for RFC calls to complete?
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. MAXIMUM STEPS – To report workload metrics, the eG agent will have to typically analyze numerous dialog steps of activity on the SAP ABAP system. To reduce the stress on the eG agent, you can limit the number of dialog steps the eG agent needs to process in order to make a fair assessment of the workload and the processing ability of the ABAP system. This limit can be specified against MAXIMUM STEPS. By default, this limit is set to 5000. 14. INCLUDE TCODES – By default, this test monitors only those transactions that were invoked in the last measurement period. However, if you want a few critical transactions to be monitored all the time – i.e., regardless of their status (whether they were invoked or not) in the last measurement period – then, you can provide a comma-separated list of the transaction codes of such transactions against INCLUDE TCODES. 15. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up.
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	<p>16. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every transaction handled by the SAP AS ABAP instance being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Activity:</p> <p>Indicates the rate of steps executed for this user's transactions in the last measurement period.</p>	Steps/Sec	This is a good indicator of the workload imposed by a user on the SAP ABAP instance. You can compare the value of this measure across users to know which transaction is generating the maximum load.
	<p>CPU utilization:</p> <p>Indicates the percentage of CPU resources utilized by this user's transactions.</p>	Percent	Compare the value of this measure across users to know which user is using the maximum CPU and is probably causing a CPU contention on the system. You may then want to observe how this user has been using CPU over time and figure out whether the CPU usage of that user remains consistently high; if so, it could mean that that transactions executed by that user require more processing power to execute. You may then want to consider resizing the SAP ABAP system with more CPU resources.

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	<p>Total memory:</p> <p>Indicates the total memory used by the transactions of this user during the last measurement period.</p>	MB	<p>This measure is the sum total of the roll memory, extended memory, and heap memory used by a process.</p> <p>By comparing the value of this measure across users, you can accurately identify that user who is consuming the maximum memory. If the memory usage of this user has been abnormally high consistently, it could indicate that the user is typically running memory-intensive transactions and requires more memory resources for proper execution. You should then figure out how much memory and of what type should be allocated to the task. For this, you may want to determine which memory type was being used the highest over time – is it heap memory? Roll memory? Or extended memory. The values of the <i>PRIV mode heap memory</i> and the <i>Extended memory</i> metrics will help administrators figure this out.</p> <p>You can also use the detailed diagnosis of this measure to identify the top 3 memory-consuming steps of a particular transaction.</p>
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	<p>PRIV mode heap memory:</p> <p>Indicates the maximum PRIV mode heap memory consumed by transactions of this user in the last measure period.</p>	<p>MB</p>	<p>SAP's memory management system assigns memory to a work process. The order in which a work process is assigned the memory type depends on the work process type, either dialog or non-dialog), and the underlying operating system. Some of the memory types are as follows:</p> <ul style="list-style-type: none"> • Roll area: The roll area memory is used for the initial memory assigned to a user context, and (if available) for additional memory if the expanded memory is full. The roll area consists of 2 segments. The first segment is assigned to the work process first as memory. If this is used up, the work process has more memory assigned to it. • Extended memory: Each ABAP work process has a part reserved in its virtual address space for extended memory. The majority of the user context is stored in the extended memory. You can map the extended memory from the common resource onto any work process, and after onto another process on the same address in the virtual address space. This is important if you work with pointers in the ABAP program. The value of the <i>Extended memory</i> measure indicates how each user is using this memory type. • Private memory: If a dialog work process has used up the roll area assigned to it and the extended memory, private memory is assigned to the work process. The work process goes into PRIV mode (private). Other processes cannot
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			<p>use private (heap) memory. After releasing the assigned memory, the operating system still considers the (virtual) memory as being occupied by the allocating process.</p> <p>A consistent increase in the value of the <i>PRIV mode heap memory</i> measure for a user therefore indicates that transactions of that user are continuously using up all the roll area and extended memory, and are being forced to reach out to the private memory. This could mean that the user transactions are memory-intensive. If too many transactions are found to be using PRIV heap memory, it could mean that the work processes are sized with insufficient roll area and extended memory. You may hence want to allocate more roll area and extended memory to make sure that private memory usage is minimal.</p>
	<p>Extended memory:</p> <p>Indicates the maximum extended memory used by transactions of this user in the last measure period.</p>	MB	
	<p>Work process restarts:</p> <p>Indicates the number of work process restarts caused by transactions of this user in the last measure period.</p>	Number	<p>One of the common reasons for work process restarts is excessive usage of private memory. The work process, if it has used a lot of private memory, is restarted when the user context is terminated and the local memory is returned. The restart makes the local memory available again for other processes.</p> <p>Regardless of what caused it, work process restarts are performance-impacting and need to be kept at a minimum.</p>

	<p>Maximum response time of a step:</p> <p>Indicates the maximum response time of the transaction steps of this user in the last measurement period.</p>	<p>Secs</p>	<p>An SAP transaction normally extends over several transaction steps. During these steps, data such as variables, internal tables, and screen lists are built up and stored in the main memory of the application server.</p> <p>This measure compares the response time of all the transactions executed by a user in the last measurement period and reports the highest response time.</p> <p>Use the detailed diagnosis of this measure to identify the top 3 transactions executed by this user with highest response times. This leads you to the probable cause for delay in the execution of this transaction in the last five minutes. Apart from the response time break up, the report and CUA programs that were running are also shown as part of detailed diagnosis.</p>
	<p>Total response time:</p> <p>Indicates the total response time per transaction of this user within the last measure period.</p>	<p>Seconds/transaction</p>	<p>This measure includes the response time taken at the server and the round trip times. Ideally, the value of this measure should be low. High values are indicative of poor responsiveness.</p> <p>Compare the value of this measure across users to identify the user who is experiencing the maximum slowness. To know the reason for the delay, you can compare the value of the <i>GUI time, GUI Net time, Server response time, Processing time, Dispatcher wait time, Load and generation time, Roll time, Database request time, Lock time, and RFC time</i> measures for that transaction. This will accurately pinpoint where the user transactions spent maximum time – in the dispatcher queue? at the server end? in processing? when loading objects? when rolling in user contexts? when performing database operations? when performing enqueue operations? Or in waiting for RFC calls?</p> <p>You can also use the detailed diagnosis of this measure to view the details of the top 3 transaction invocations that were least responsive.</p>

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	<p>GUI time:</p> <p>Indicates the average time taken for round trip communication steps between client and server in between a transaction of this user.</p>	Seconds/transaction	<p>If the values of these measures are excessive, check that the hardware requirements for the presentation server are met and that the network between the application servers and the presentation servers is not experiencing shortages or slow traffic.</p>
	<p>GUI Net time:</p> <p>Indicates the average front end net time taken for the first and last steps of transactions of this user.</p>	Seconds/transaction	
	<p>Server response time:</p> <p>Indicates the average response time of a transaction of this user at the server end.</p>	Seconds/transaction	<p>In the event of a processing slowdown, you can compare the value of this measure with other response time measures reported by this test to understand where the processing bottleneck lies.</p>
	<p>Processing time:</p> <p>Indicates the average time taken to process a transaction of this user.</p>	Seconds/transaction	<p>A high value for this measure may indicate that ABAP programs are very complex and the work processes spend a large amount of time interpreting what is to be done.</p> <p>The processing time of transactions executed by the dialog work process for instance should be below twice the CPU time.</p>
	<p>Dispatcher wait time:</p> <p>Indicates the average time that the transactions of this user spent waiting for a free work process at the dispatcher.</p>	Seconds/transaction	<p>When the dispatcher receives a processing request, it looks for a free SAP work process of the required type and then sends the request to this work process, which begins the work. If all SAP work processes of the required type are busy when the request initially reaches the dispatcher, the request is placed in the dispatcher queue. In the dispatcher queue, the request waits until a work process of the required type is free. As soon as a work process is free, the dispatcher sends the request to it. This time the request spends in the dispatcher queue is indicated as the <i>dispatcher wait time</i>.</p> <p>For the transactions of the dialog work process for instance, the value of this measure should be less than 10% of the value of the <i>Total response time</i> measure. Higher values are indicative of performance problems. One common cause of such performance problems may be insufficient work processes.</p>

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	<p>Load and generation time:</p> <p>Indicates the average time spent for a transaction of this user for loading and generation.</p>	<p>Seconds/transaction</p>	<p>All ABAP programs and screens that are required but not yet available in the application server buffers must be loaded or generated. The time it takes to do this is indicated as <i>load and generation time</i>. Loading a program also entails accessing database tables that store the ABAP programs.</p> <p>Typically, for the transactions of the dialog work process, the load time per step should not be greater than 50 ms.</p> <p>High values could indicate problems with memory configuration, small buffer sizes, wrong parameter settings or a CPU bottleneck.</p>
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	<p>Roll time:</p> <p>Indicates the average time spent by a transaction of this user for rolling in user contexts and when waiting for roll out.</p>	<p>Secs</p>	<p>AN SAP transaction normally extends over several transaction steps. During these steps, data such as variables, internal tables, and screen lists are built up and stored in the main memory of the application server. This data is known as <i>user context</i>. Different transaction steps are normally processed by different dialog work processes. At the beginning of a transaction step, the user context is made available to the appropriate work process. This procedure is called <i>roll-in</i>. <i>Roll-out</i> on the other hand saves the current user-context data to virtual memory at the conclusion of a transaction step. The time a transaction step waited in the roll-area is called <i>roll wait time</i>.</p> <p>The value of this measure is the sum total of <i>roll-in time</i> and <i>roll wait time</i>.</p> <p>A high value for this measure indicates that the user transaction is either taking too long to roll in user contexts or is waiting too long in the roll-area for a roll-out to occur. Since a user context is moved out of the local memory of a work process and moved into the roll buffer during the roll-in process, improperly sized roll buffers can cause slowdowns in this process. Lack of adequate space in the extended memory can also contribute to a slowdown when rolling in user contexts.</p> <p>Possible causes for high roll wait times may be due to having all work processes in the target system occupied. It is very important to configure the instances properly, especially when they are designed to handle RFC communication.</p>
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	<p>Database request time:</p> <p>Indicates the average time spent by transactions of this user for performing database operations such as selects, inserts, updates, deletes and commits.</p>	<p>Seconds/transaction</p>	<p>When data is read or changed in the database, the time required is known as <i>Database request time</i>. This time is measured from the moment the database request is sent to the database server and runs until the moment the data is returned to the application server.</p> <p>Ideally, for the transactions of the dialog work process, the value of this measure should be 40% of the total response time. Many factors can cause worrisome spikes in this value. This could be problems in the database such as expensive SQL statement or wrong parameter settings in the database level. In addition, issues in network connectivity between the application server and the database can also adversely impact this value. This is because, the <i>Database request time</i> not only includes the time required by the database to produce the requested data, but also the time required for network transfer of that data. In addition, I/O contentions experienced by the physical disks can also affect this time.</p>
	<p>Lock time:</p> <p>Indicates the average time spent performing enqueue operations for a transaction of this user.</p>	<p>Seconds/Transaction</p>	<p>The enqueue service allows SAP ABAP applications to lock data so that only they can use it. Locking the data prevents parallel changes to the same data, which would lead to data inconsistency.</p> <p>The <i>Lock time</i> measure reports the time from sending an enqueue request to the SAP enqueue server to the receipt of the results.</p> <p>For the transactions of the dialog work process for example, the <i>Lock time</i> should be less than 5 ms. Any value higher than that would represent a problem that might affect system stability. Network problems can also increase the value of this measure.</p>

	<p>RFC time:</p> <p>Indicates the average time spent waiting for RFC calls to get executed in a transaction of this user.</p>	<p>Seconds/Transaction</p>	<p>The value of this measure includes <i>CPIC (Common Programming Interface Communication) time</i> as well. CPIC is typically used by the SAP system for program-to-program communication.</p> <p>An increase in RFC time can increase <i>roll wait time</i> considerably. When synchronous RFCs are called, the work process executes a roll out and may have to wait for the end of the RFC in the roll area, even if the dialog step is not yet completed. In the roll area, RFC server programs can also wait for other RFCs sent to them. The time a transaction step waited in the roll-area is called <i>roll wait time</i>.</p> <p>The absence of adequate work processes can cause the RFC time and consequently, the roll wait time to increase. Besides ensuring that the SAP ABAP system is sized with sufficient work processes, you can also set the following parameters properly to better balance RFC load:</p> <ul style="list-style-type: none"> • rdisp/rfc_max_comm_entries: This specifies the maximum number of communications in an instance. No more dialog work processes will be given to the program calling the target system after this number is reached. • rdisp/rfc_min_wait_dia_wp: This specifies the number of work processes to be always available for online users.
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2.8.2 User logons Test

By tracking the user logins to the SAP ABAP system, administrators can understand how actively the system is being used and accordingly plan the capacity of the system. In addition, failed login attempts can also be isolated, thus turning the spotlight on unauthorized accesses and malicious attacks. This is why, eG Enterprise periodically executes the **User Logons** test. For every type of login, this test reports the number of users who are logged in, measures the activity levels of the users, and reports login failures. This way, the test indicates how well the ABAP system is being utilized, proactively reveals a consistent rise in user activity on the system, and pre-emptively points to dubious login attempts.

Purpose	For every type of login, this test reports the number of users who are logged in, measures the activity levels of the users, and reports login failures
Target of the test	A SAP R/3 server
Agent deploying the test	An internal/remote agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORTNO - Enter the port to which the specified HOST listens 4. CLIENTNAME – Specify the ID of the client system that is connecting to the R/3 server. To view a list of client IDs to choose from, follow the procedure discussed in Page 14. 5. SAPUSER - Provide a valid user name for logging into the SAP R/3 server. In order to enable the eG Enterprise suite to effectively monitor SAP, the name of a SAPUSER with either of the following profiles need to be specified: S_A.SYSTEM (super administrator) or SAP_ALL (all authorizations for SAP). 6. PASSWORD - The password of the specified SAPUSER. 7. CONFIRMPASSWORD - Confirm the password by retyping it here. 8. SYSNO - An indicator of the TCP/IP port at which the SAP server listens. For example, for a server that listens at port 3200, the SYSNO will be '00'. Similarly, if the SAP server port is 3201, the SYSNO will have to be specified as '01'. Therefore, in the SYSNO text box specify the system number of the SAP server with which the specified client communicates. 9. ROUTER - If the SAP client with the specified CLIENTNAME exists in a network external to the SAP server, then a router will be used to enable the server-client communication. In such a case, specify the IP of the router in the ROUTER text box. If both the client and the server exist in the same network, then specify 'none' against the ROUTER text box. 10. INSTANCENAME - Specify the name of the SAP R/3 instance to be monitored. To view the complete list of instances to choose from, do the follow the procedure discussed in Page 17 of this document. 11. TIMEOUT - Indicate the duration (in seconds) for which this test should wait for a response from the SAP R/3 server. By default, this is set to 120 seconds. 12. JCO VERSION – The eG agent uses the SAP JCO library to connect to the SAP ABAP system and pull out metrics. To enable the eG agent to make this connection and query the metrics, you need to specify the version of the SAP JCO library that the agent needs to use. For instance, to instruct the eG agent to use JCO v2.1.19, it would suffice if you specify the 'major version number' alone against JCO VERSION – in the case of this example, this will be 2.x. 13. CUTOFFMINS – Specify the duration of inactivity of a user, beyond which that user will be considered as inactive. Such users will be automatically excluded from the <i>Active users</i> count and the value of the <i>Percentage active users</i> measure. 14. ISPASSIVE – If the value chosen is YES, then the server under consideration is a passive server in a SAP R/3 cluster. No alerts will be generated if the server is not running. Measures will be reported as "Not applicable" by the agent if the server is not up.

	<p>15. DD FREQUENCY - Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is <i>1:1</i>. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD FREQUENCY.</p> <p>16. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
<p>Outputs of the test</p>	<p>One set of results for every user login type - GUI, PLUGIN, SYSTEM and various RFC subtypes such as RFC client, RFC Internal, RFC Server, RFC to App Server, RFC to R/2. One set of summary measures for all types</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>
	<p>Logged in users: Indicates the number of users of this type who are currently logged in.</p>	<p>Number</p>	<p>This is a good indicator of the current workload imposed on the SAP ABAP instance. You can compare the value of this measure across login types to know which type of login contributed to the maximum load.</p>
	<p>Active users: Indicates the number of users of this login type who created some activity in the instance during the last measure period.</p>	<p>Number</p>	<p>A high value of this measure is indicative of high level of user activity on the ABAP instance. In the event of an overload, you can compare the value of this measure across login types to know which type of login is generating the maximum activity on the instance.</p>
	<p>Percentage active users: Indicates the percentage of logged in users of this type who are currently active.</p>	<p>Percent</p>	
	<p>Number of failed logins: Indicates the number of logins of this type that failed.</p>	<p>Number</p>	<p>Ideally, the value of this measure should be low. If this value is abnormally high, you can use the detailed diagnosis of this measure to know which logins failed and investigate why. Note that the value of this measure does not include the number of logins that failed due to incorrect password.</p>

	<p>New users:</p> <p>Indicates the number of users of this login type who logged in during the last measurement period.</p>	Number	
	<p>Logouts:</p> <p>Indicates the number of users of this login type who have successfully logged out in the last measure period.</p>	Number	The detailed diagnosis of this measure shows the activity summary of the logged out user such as name, hostname, login time, duration in minutes etc.
	<p>External sessions:</p> <p>Indicates the total number of external sessions created for this login type.</p>	Number	When user logs on to SAP ABAP system, the system creates a new terminal session called external session. In general, each user can open up to six windows in a single SAP GUI session. Each of these windows corresponds to an external session on the application server with its own area of shared memory.
	<p>Internal sessions:</p> <p>Indicates the total number of internal sessions created for this login type.</p>	Number	<p>Internal sessions are automatically created by the ABAP system when navigating through transactions. Internal sessions are like navigation levels when performing system functions.. A maximum of 9 internal sessions can be created.</p> <p>The internal session has a memory area that contains the ABAP program and its associated data. Internal sessions proportionately increase the memory consumption of its parent external session. High average number of internal sessions results in higher memory consumption for the same number of external sessions.</p>

2.9 Viewing the SAP Alerts

The eG monitoring console provides a dedicated interface for selectively viewing the history of alerts related to managed SAP R/3 components. With the help of this interface, administrators can at-a-glance infer the number, nature, status, and severity of issues encountered by the SAP R/3 environment, currently and in the past. This information will enable administrators to understand how problem-prone their SAP environment has been over time, study problem patterns, isolate recurring problems (if any), and arrive at effective solutions.

Moreover, active alerts awaiting manual completion can be effortlessly identified using this interface, and such alerts can also be closed by employing a simple sequence of mouse-clicks on this interface.

To access this interface, follow the menu sequence, *Components -> SAP -> Alerts* in the eG monitoring console. Figure 2.28 will then appear.

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The screenshot shows the SAP Alerts page with the following filter criteria:

- Component:** 126_AB:3200
- Monitor Sets:** SAP CCMS Monitor Templates
- Monitors:** System Configuration, System Errors (highlighted in red), Workload Collector, J2EE Applications
- Filter by:** All
- Timeline:** All

A **submit** button is located at the bottom center of the form.

Figure 2.28: The SAP Alerts page with the filter criteria

In this page, do the following:

1. To view the SAP alerts related to a particular SAP R/3 component, select a **Component**.
2. Once a **Component** is selected, the **Monitor Sets** list will be populated with the monitor sets that currently exist for the selected component. To view the alerts for specific monitor sets, pick them from the **Monitor Sets** list.
3. The monitors that are available within the chosen monitor sets will be populated automatically in the **Monitors** list. Select the monitors of your choice from this list.
4. Use the **Filter By** list to filter your alerts based on their current status. The options available here are as follows:
 - g. **Active:** Pick this criterion to view the currently active alerts pertaining to the selected monitor sets and the monitors.
 - h. **Done:** This criterion is selected to view the list of alerts that were completed by the administrator.
 - i. **Auto Completed:** You can select this option to view the list of alerts that were completed automatically by the SAP system.
 - j. **All:** Select this option to view all alerts related to the chosen monitors, regardless of their status.
5. Then, from the **Timeline** list box, select the time period for which you wish to view the alerts. The timeline options available are as follows:
 - k. To view all the alerts that were generated by the SAP R/3 system since startup, select the **All** option from the **Timeline** list box.
 - l. If you wish to view the alerts that were prevalent for a short period during the last 24 hours, pick the **Last X Minutes** option. This will invoke the **Hr** and **Min** list boxes using which you can specify a particular time period for which you wish to view the alerts.
 - m. By picking the **Any** option, you will be allowed to select the date/time range from the list boxes that appear next to the **Timeline** option.

Note:

The date/time range provided as part of the **Any Timeline** specification will pertain to the time zone of the **SAP UISTR** configured for the **New alerts in the last measurement period** test.

6. Finally, click the **Submit** button to view the list of alerts that fulfill the selected criteria.
7. If the **Filter by** option was set to **All**, then all alerts related to chosen monitor sets and monitors will appear, regardless of status (see Figure 2.29).

The screenshot shows the SAP Alerts interface. At the top, there are filters for Component (nsp_39:3200), Monitor Sets (SAP CCMS Monitor Templates), Monitors (Dialog Overview, Availability and Performance Overview, Background Processing, Buffers), and Timeline (All). A Submit button is visible. Below is a table of alerts:

DATE	TIME	SYSTEM	CONTEXT	OBJECT NAME	SHORT NAME	STATUS	IMPORTANCE	ALERT TEXT
29.06.2011	10:37:27	NSP	nsp_NSP_10	GenericKey	DirectoryUsed	🔄	50	100 % > 98 % (15 Min.) SAP buffer directory usage exceeds threshold
29.06.2011	10:37:27	NSP	nsp_NSP_10	TableDefinition	DirectoryUsed	🔄	50	100 % > 98 % (15 Min.) SAP buffer directory usage exceeds threshold
29.06.2011	10:37:27	NSP	nsp_NSP_10	TableDefinition	SpaceUsed	🔄	50	100 % > 98 % (15 Min.) SAP buffer:buffer storage usage exceeds threshold
29.06.2011	10:44:36	NSP	nsp_NSP_10	Export/Import	HitRatio	🔄	50	50 % < 60 % (15 Min.) SAP buffer hitrate below threshold
29.06.2011	11:03:56	NSP	nsp_NSP_00	GenericKey	SpaceUsed	🔄	50	99 % > 98 % (15 Min.) SAP buffer:buffer storage usage exceeds threshold
29.06.2011	11:40:11	NSP	nsp_NSP_10	InitialRecords	HitRatio	🔄	50	50 % < 60 % (15 Min.) SAP buffer hitrate below threshold
29.06.2011	11:53:11	NSP	nsp_NSP_00	FieldDescription	SpaceUsed	🔄	50	99 % > 98 % (15 Min.) SAP buffer:buffer storage usage exceeds threshold
29.06.2011	12:28:11	NSP	nsp_NSP_00	FieldDescription	Swap	🔄	50	47,800000 /min > 20,000000 /min (15 Min.) SAP buffer swap exceeds threshold

At the bottom of the table, there is a Complete button and a footer with copyright information: © 2011 eG Innovations, Inc. All rights reserved. Powered by eG Enterprise - v 5.4.0.




Figure 2.29: The SAP Alerts page displaying all alerts, regardless of status

8. On the other hand, if you had chosen the **Active** alerts from the **Filter by** list, then only the currently active alerts will appear.

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DATE	TIME	SYSTEM	CONTEXT	OBJECT NAME	SHORT NAME	STATUS	IMPORTANCE	ALERT TEXT
29.06.2011	10:37:27	NSP	nsp_NSP_10	GenericKey	DirectoryUsed	Active	50	100 % > 99 % (15 Min.) SAP buffer directory usage exceeds threshold
29.06.2011	10:37:27	NSP	nsp_NSP_10	TableDefinition	DirectoryUsed	Active	50	100 % > 99 % (15 Min.) SAP buffer directory usage exceeds threshold
29.06.2011	10:37:27	NSP	nsp_NSP_10	TableDefinition	SpaceUsed	Active	50	100 % > 99 % (15 Min.) SAP buffer:buffer storage usage exceeds threshold
29.06.2011	10:44:36	NSP	nsp_NSP_10	Export/Import	HitRatio	Active	50	50 % < 60 % (15 Min.) SAP buffer hitrate below threshold
29.06.2011	11:03:56	NSP	nsp_NSP_00	GenericKey	SpaceUsed	Active	50	99 % > 98 % (15 Min.) SAP buffer:buffer storage usage exceeds threshold
29.06.2011	11:40:11	NSP	nsp_NSP_10	InitialRecords	HitRatio	Active	50	50 % < 60 % (15 Min.) SAP buffer hitrate below threshold
29.06.2011	11:59:11	NSP	nsp_NSP_00	FieldDescription	SpaceUsed	Active	50	99 % > 98 % (15 Min.) SAP buffer:buffer storage usage exceeds threshold
29.06.2011	12:28:11	NSP	nsp_NSP_00	FieldDescription	Snap	Active	50	47,800000 /min > 20,000000 /min (15 Min.) SAP buffer snap exceeds threshold
29.06.2011	12:31:10	NSP	nsp_NSP_00	FieldDescription	HitRatio	Active	50	65 % < 60 % (15 Min.) SAP buffer hitrate below threshold

Figure 2.30: The SAP Alerts page displaying only the active alerts

9. Regardless of the **Filter by** option chosen, the details displayed for each alert include the **Date**, **Time**, **System** (the name of the SAP R/3 system), **Context** (the instance on which this alert has occurred), **Object Name** and **Short Name** (the name of the monitoring object and its corresponding attribute that is responsible for this alert). Also, in the **Status** column, the status of each alert will be indicated using symbols. In other words, the  symbol will be displayed to represent an *Active* alert. Likewise, the  symbol represents the alerts that were *Auto Completed* by the SAP R/3 system and the  symbol represents that the alerts were completed i.e., *Done* by the administrator. Besides status, an alert is also accompanied by 'importance' indicators. The importance of an alert is represented by a color coding and a severity value ranging from 0 to 255, encrypted on the color. A red color in the **Importance** column indicates that the alert is critical and a yellow color in the **Importance** column indicates that this is a warning alert. An elaborate description of alert will be available in the **Alert text** column. The alerts displayed in this page are sorted in the order and sequence specified below:
 - n. ascending order of the monitors chosen from the **Monitors** list box in Figure 2.30
 - o. ascending order of status code (active/done/auto-completed),
 - p. descending order of severity values (most severe alerts appear first)
 - q. ascending order of alert time stamps
 - r. ascending order of the ID of the alert (note that the alarm ID will not be displayed in the Figure 2.30, and is maintained internally by the eG Enterprise system; this will be however used for the sorting purposes).

Note:

The **DATE** and **TIME** displayed for every alert in this page will pertain to the time zone of the **SAP USER** configured for the **New alerts in the last measure period** test.

10. Active alerts can also be completed on-the-fly, using this page. For this purpose, simply select the check box corresponding to an active alert, and click the **Complete** button below (see Figure 2.30)

2.10 Viewing the Performance Attribute Tree

The **Performance Attribute** tree (see Figure 2.22) discussed earlier in this chapter allowed you to view all the performance attributes that are associated with a specific monitor only. However, if you are looking for a more flexible interface, which allows you to choose from all monitor sets configured for a SAP R/3 server, pick one/more monitors of interest to you, and view all the attributes associated with all chosen monitors, then, you will have to use the **METRICS** page (see Figure 2.31) offered by the eG monitoring console. To access this page, follow the *Components -> SAP -> Metrics* menu sequence.

Figure 2.31: The Metrics page

To use this page, do the following:

1. Select the SAP R/3 **Component** of interest to you.
2. All the **Monitor Sets** configured for the chosen server will then populate the **Monitor Sets** list. Pick a monitor set from this list.
3. The **Monitors** list will then display all the monitors associated with the chosen **Monitor Set**. Select one/more monitors from this list, and click the **Get Tree** button.
4. An attribute tree providing the details of all the attributes of the chosen monitors will then appear, as depicted by Figure 2.31 above. Within the tree, the Performance attributes will be displayed in a tabular format. The table contains an entry for each Performance attribute exposed by the monitoring object with details such as the Attribute Name, Current Value of the attribute (with units), Importance and the actual Timestamp of the Current Value shown. The Importance value is a combination of the status and severity of the most significant active alert associated with this Performance attribute. The Status of this performance attribute is represented using a unique color code. The severity of a given status is indicated by a number between 0 and 255, with higher severity values being more **important** than the lower ones.

Monitoring the Internet Transaction Server (ITS)

The Internet Transaction Server is the platform-independent, browser-based SAP client that typically comprises of two components: a WGate component, and an AGate component. The WGate component is a CGI program that runs within a web server (Apache). This component interfaces between the web server and the AGate component, and facilitates the transmission of requests from the web server and HTML responses from the AGate component.

The AGate component, on the other hand, performs the following functions:

- Sends the requests received from the WGate component to the SAP application server
- Receives 'Screen' from the application server
- Formats 'Screen' into HTML using an HTML Template file and style sheets
- Sends the formatted page to WGate

As the SAP ITS serves as an interface between the users and the SAP application server, any performance slowdown or non-availability that the SAP ITS experiences can negatively impact the user interaction with the SAP environment. If such an outcome is to be prevented, then both the AGate and WGate components of SAP ITS need to be kept under constant observation.

To monitor the WGate component, eG Enterprise recommends the following steps:

- Configure a web site on the web server hosting the WGate component
- While configuring the transactions to be monitored, ensure that the URL **/wgate/** is included in the **PAGES TO BE INCLUDED** list.

As for the AGate component, eG Enterprise prescribes a unique *AGate* monitoring model to monitor the load on the component and the user accesses to it (see Figure 3.1).

MONITORING THE INTERNET TRANSACTION SERVER (ITS)

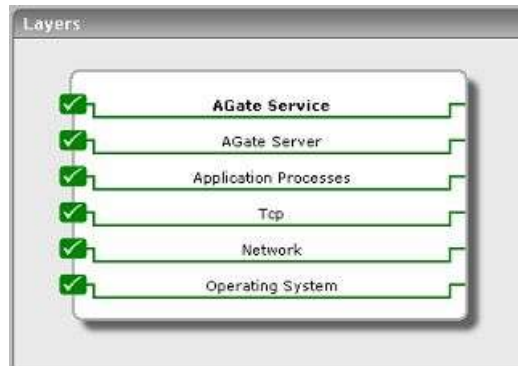


Figure 3.1: The layer model of the AGate component of ITS

The sections to come discuss each of top 2 layers of Figure 3.1. For details on the remaining layers, please refer to the *Monitoring Unix and Windows Servers* document.

3.1 The AGate Server layer

The AGateServer test associated with the **AGate Server** layer measures the session load on the AGate component, and reveals whether/not the component has adequate threads to handle the load.



Figure 3.2: The tests associated with the AGate Server layer

3.1.1 AGate Server Test

The AGateServerTest reports performance statistics pertaining to the AGate component of the Internet Transaction Server (ITS).

Purpose	Reports performance statistics pertaining to the AGate component of the Internet Transaction Server (ITS)
Target of the test	The AGate Component of ITS
Agent deploying the	An internal agent

MONITORING THE INTERNET TRANSACTION SERVER (ITS)

test			
Configurable parameters for the test	<ol style="list-style-type: none"> TEST PERIOD - How often should the test be executed HOST - Host name of the server for which the test is to be configured LOGFILEPATH - This test extracts the performance metrics from the <i>performance.log</i> file present in the <i>{ITS_INSTALL_DIR}\6.20\{Directory corresponding to the ITS instance}\logs</i> directory. Therefore, in the LOGFILEPATH text box, provide the full path to the <i>performance.log</i> file in the following format: <i>{Instance Name}={Path to the log file}</i>. For example, if the log file for an instance named 'ADM' is to be monitored, and ITS is installed in the C:\Program Files\SAP\ITS directory, then the LOGFILEPATH specification should be as follows: <i>ADM=c:\Progra~1\SAP\ITS\6.20\ADM\logs\performance.log</i>. To monitor the <i>performance.log</i> files associated with multiple instances, provide the LOGFILEPATH as a comma-separated list. For example, <i>ADM=c:\Progra~1\SAP\ITS\6.20\ADM\logs\performance.log,ITS1=c:\Progra~1\SAP\ITS\6.20\ITS1\logs\performance.log</i>. 		
Outputs of the test	One set of results for every ITS instance being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Current sessions: Indicates the number of sessions that are currently active.	Number	
	Free sessions: Indicates the number of free sessions.	Number	
	Sessions usage: Indicates the percentage utilization of sessions.	Percent	
	Active worker threads: Indicates the worker threads that are currently active.	Number	
	Free worker threads: Indicates the number of free worker threads.	Number	

MONITORING THE INTERNET TRANSACTION SERVER (ITS)

	Worker threads usage: Indicates the percentage usage of worker threads.	Percent	
	Hit rate: Indicates the rate at which the AGate component was hit.	Hits/Sec	
	Turnaround time: Indicates the total time taken by a client request to reach the AGate component and a response received from it.	Secs	
	Hits: Indicates the number of hits at an AGate component.	Number	

3.2 The AGate Service Layer

The tests associated with the **AGate Service** layer extract critical access statistics from the AGate component.



Figure 3.3: The tests associated with the AGate Service layer

3.2.1 AGate Access Test

The AGateAccess test reports the number of successful logins to the AGate component of the Internet Transaction Server (ITS).

Purpose	Reports the number of successful logins to the AGate component of the Internet Transaction
----------------	--

MONITORING THE INTERNET TRANSACTION SERVER (ITS)

	Server (ITS).		
Target of the test	The AGate Component of ITS		
Agent deploying the test	An internal agent		
Configurable parameters for the test	<ol style="list-style-type: none"> TEST PERIOD - How often should the test be executed HOST - Host name of the server for which the test is to be configured LOGFILEPATH - This test extracts the performance metrics from the <i>access.log</i> file present in the <i>{ITS_INSTALL_DIR}\6.20\{Directory corresponding to the ITS instance}\logs</i> directory. Therefore, in the LOGFILEPATH text box, provide the full path to the <i>access.log</i> file in the following format: <i>{Instance Name}={Path to the log file}</i>. For example, if the log file for an instance named 'ADM' is to be monitored, and ITS is installed in the C:\Program Files\SAP\ITS directory, then the LOGFILEPATH specification should be as follows: <i>ADM=c:\Progra~1\SAP\ITS\6.20\ADM\logs\access.log</i>. To monitor the <i>access.log</i> files associated with multiple instances, provide the LOGFILEPATH as a comma-separated list. For example, <i>ADM=c:\Progra~1\SAP\ITS\6.20\ADM\logs\access.log,ITS1=c:\Progra~1\SAP\ITS\6.20\ITS1\logs\access.log</i>. 		
Outputs of the test	One set of results for every ITS instance being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Access count: Indicates the number of times the AGate component was successfully accessed.	Number	

3.2.2 AGate Status Test

The AGateStatus test reports whether any errors occurred in the AGate component during the last measurement period.

Purpose	Reports whether any errors occurred in the AGate component during the last measurement period
Target of the test	The AGate Component of ITS
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. LOGFILEPATH - This test extracts the performance metrics from the <i>diagnostics.log</i> file present in the <i>{ITS_INSTALL_DIR}\6.20\{Directory corresponding to the ITS instance}\logs</i> directory. Therefore, in the LOGFILEPATH text box, provide the full path to the <i>diagnostics.log</i> file in the following format: <i>{Instance Name}={Path to the log file}</i>. For example, if the log file for an instance named 'ADM' is to be monitored, and ITS is installed in the C:\Program Files\SAP\ITS directory, then the LOGFILEPATH specification should be as follows: <i>ADM=c:\Progra~1\SAP\ITS\6.20\ADM\logs\diagnostics.log</i>. To monitor the <i>diagnostics.log</i> files associated with multiple instances, provide the LOGFILEPATH as a comma-separated list. For example, <i>ADM=c:\Progra~1\SAP\ITS\6.20\ADM\logs\diagnostics.log,ITS1=c:\Progra~1\SAP\ITS\6.20\ITS1\logs\diagnostics.log</i>. 								
Outputs of the test	One set of results for every ITS instance being monitored								
Measurements made by the test	<table border="1"> <thead> <tr> <th data-bbox="378 768 727 911">Measurement</th> <th data-bbox="727 768 919 911">Measurement Unit</th> <th data-bbox="919 768 1421 911">Interpretation</th> </tr> </thead> <tbody> <tr> <td data-bbox="378 911 727 1075"> Message count: Indicates the number of diagnostic messages. </td> <td data-bbox="727 911 919 1075"> Number </td> <td data-bbox="919 911 1421 1075"> These are always failure messages. </td> </tr> </tbody> </table>	Measurement	Measurement Unit	Interpretation	Message count: Indicates the number of diagnostic messages.	Number	These are always failure messages.		
Measurement	Measurement Unit	Interpretation							
Message count: Indicates the number of diagnostic messages.	Number	These are always failure messages.							

3.2.3 AGate Transactions Test

The AGateTrans test monitors the access requests serviced by the ITS instance.

Purpose	Monitors the access requests serviced by the ITS instance
Target of the test	The AGate Component of ITS
Agent deploying the test	An internal agent

MONITORING THE INTERNET TRANSACTION SERVER (ITS)

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> TEST PERIOD - How often should the test be executed HOST - Host name of the server for which the test is to be configured LOGFILEPATH - This test extracts the performance metrics from the <i>loadstat.log</i> file present in the <i>{ITS_INSTALL_DIR}\6.20\{Directory corresponding to the ITS instance}\logs</i> directory. Therefore, in the LOGFILEPATH text box, provide the full path to the <i>loadstat.log</i> file in the following format: <i>{Instance Name}={Path to the log file}</i>. For example, if the log file for an instance named 'ADM' is to be monitored, and ITS is installed in the C:\Program Files\SAP\ITS directory, then the LOGFILEPATH specification should be as follows: <i>ADM=c:\Progra~1\SAP\ITS\6.20\ADM\logs\loadstat.log</i>. To monitor the <i>loadstat.log</i> files associated with multiple instances, provide the LOGFILEPATH as a comma-separated list. For example, <i>ADM=c:\Progra~1\SAP\ITS\6.20\ADM\logs\loadstat.log,ITS1=c:\Progra~1\SAP\ITS\6.20\ITS1\logs\loadstat.log</i>. 		
<p>Outputs of the test</p>	<p>One set of results for every ITS instance being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>
	<p>AGate instances: Every ITS instance could consist of multiple AGate instances. This measure returns the number of AGate instances in every monitored ITS instance.</p>	<p>Number</p>	
	<p>Web transactions: The number of web accesses (including incorrect accesses) that were serviced by the AGate instances</p>	<p>Number</p>	

Monitoring the SAP Web Application Server

The SAP Web Application Server (Web AS) is the web services infrastructure for all current versions of SAP R/3 Enterprise, and SAP xApps, mySAP solutions and any SAP J2EE-based application. It is also the underlying technology for SAP Enterprise Portal, SAP Business Information Warehouse, and SAP Exchange Infrastructure, and a key component in the SAP Enterprise Services Architecture and SAP NetWeaver. Therefore, managing the SAP Web AS is crucial for ensuring business continuity in the SAP environment.

The graphic below shows the components of the Web Application Server (see Figure 4.1).

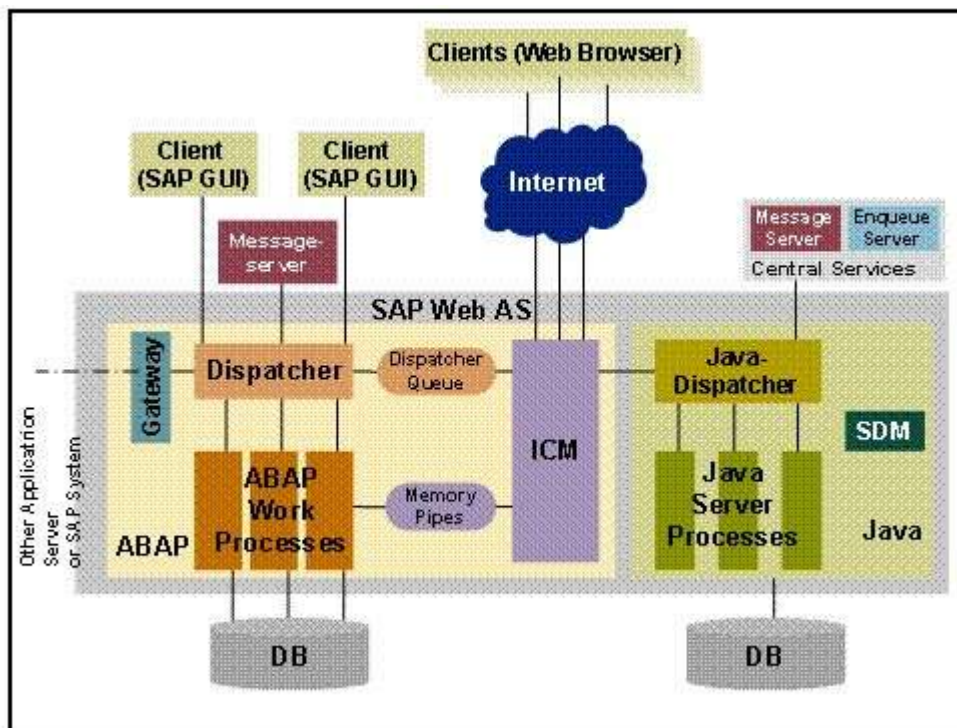


Figure 4.1: The SAP Web AS Architecture

MONITORING THE SAP WEB APPLICATION SERVER

The components and their tasks are described below:

- The Internet Communication Manager (ICM) sets up the connection to the Internet. It can process both server and client Web requests. It supports the protocols HTTP, HTTPS, and SMTP. The SAP Web AS can behave as a Web server or as a Web client .
- The dispatcher distributes the requests to the work processes. If all the processes are occupied the requests are stored in the dispatcher queue.
- The ABAP work process executes the ABAP code.
- The SAP Gateway makes the RFC interface between the SAP instances available (within an SAP System and beyond system boundaries).
- The message server exchanges messages and balances the load in the SAP System.
- In the Java component of the SAP Web AS there are the components Java Dispatcher, Server Process, and Software Deployment Manager. The **Java dispatcher** receives the client request and forwards it to the server process with the lowest capacity usage. If there is already a connection to the client, the request goes to the **server process** that processes this client. The server processes actually execute the J2EE application. The **Software Deployment Manager** (SDM) is a tool with which you can manage and deploy software packages (Software Deployment Archives (SDAs) and Software Component Archives (SCAs)) that you receive from SAP.

The eG Enterprise suite embeds a specialized monitoring model for the SAP Web AS (see Figure 4.2), using which the performance of the critical services and components of the server can be tracked, issues affecting server-performance captured at their infancy, and the root-cause of the issues promptly traced and treated before it adversely impacts the transaction of business in the SAP environment.

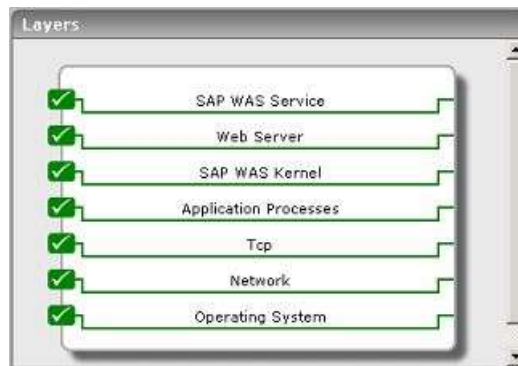


Figure 4.2: The layer model of the SAP Web AS

Every layer depicted by Figure 4.2 is associated with a series of tests, each of which seeks to answer the following questions related to the performance of the SAP Web AS:

- Are the thread managers of the SAP Web AS making optimum use of the threads in the pool?
- Are direct database accesses kept at a minimum?
- What type of connection requests are received by the SAP Web AS? How well does the server handle these requests?
- How is the memory usage of the Java objects managed by the SAP Web AS?

MONITORING THE SAP WEB APPLICATION SERVER

- Is the server cache been utilized effectively?
- Were any HTTP connections terminated abnormally by the SAP Web AS?
- Has the SAP Web AS been sized adequately to handle both the present and future logs?
- Has sufficient memory been allocated to the JVM?
- Have any new bean instances been added/removed from a bean pool? What are they?
- Are there any invalid user sessions on the SAP Web AS?
- How often do transaction rollbacks occur on the SAP Web AS?
- Are too many transactions/sessions getting timed out?
- Is the P4 connection to the server available? How quickly was the connection established?
- Is the web server component on the SAP Web AS accessible? What is its response time?

Since the last 4 layers of Figure 4.2 have been dealt with to a great extent in the *Monitoring Unix and Windows Servers* document, the sections to come will discuss the first 3 layers only.

4.1 The SAP WAS Kernel Layer

The eG agents use JMX to obtain critical performance metrics from the SAP Web AS. At the **SAP WAS Kernel** layer, the agents execute a wide range of Kernel tests (see Figure 4.3) that extract performance statistics pertaining to the J2EE Engine managers such as:

- the Application Thread manager
- the Configuration manager
- the Connections Manipulator Manager
- the Pool manager
- the Threads manager

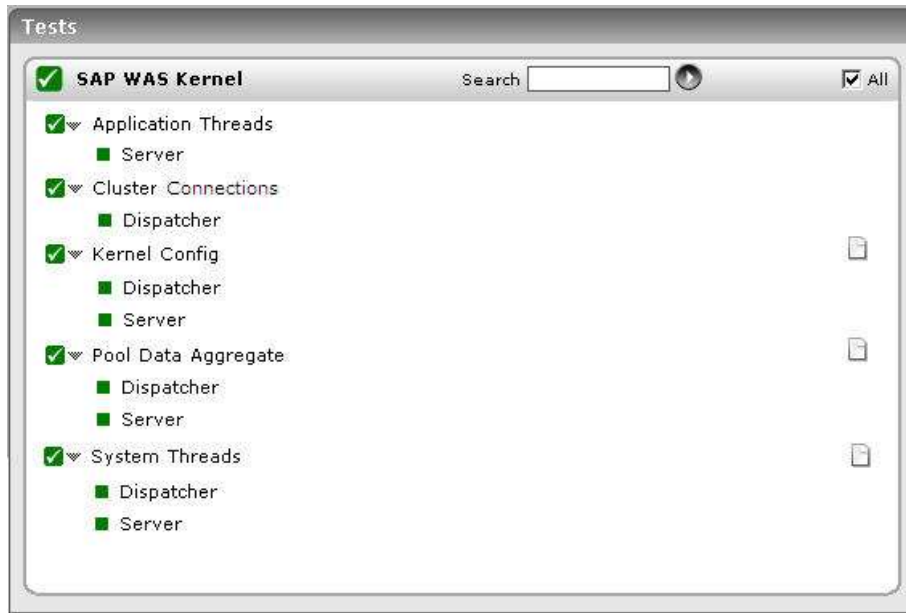


Figure 4.3: The tests associated with the SAP WAS Kernel layer

4.1.1 Kernel Config Test

The Kernel Config test monitors the Configuration Manager's interactions with the database. The Configuration Manager enables J2EE Engine modules to store and access data from a relational database management system (RDBMS). It provides properties for configuring a database connection.

Purpose	Monitors the Configuration Manager's interactions with the database
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <i>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</i> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.
--	--

	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Commit duration:</p> <p>Indicates the time taken for a commit to take place for data storage in the last measurement period.</p>	Secs	
	<p>Locked exception ratio:</p> <p>Indicates the number of database lock exceptions that occurred for every database access in the last measurement period.</p>	Exceptions/Db_tries	
	<p>Cache hit rate:</p> <p>Indicates the percentage of time data was retrieved from the database cache in the last measurement period.</p>	Percent	Ideally, the ratio of cache hits to database accesses should be high, as direct database accesses are expensive operations.
	<p>Db read ratio:</p> <p>Indicates the number of database reads that occurred for every database access in the last measurement period.</p>	Reads/Db_tries	

	<p>Db write ratio:</p> <p>Indicates the number of database writes that occurred for every database access in the last measurement period.</p>	Writes/Db_tries	
--	--	-----------------	--

4.1.1.1 Configuring the DISPATCHERID and SERVERID Parameters

This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, you need to specify the cluster ID of the Java dispatcher that needs to be monitored in the **DISPATCHERID** text box of the test configuration page.

Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, you need to specify a comma-separated list of the cluster IDs of these server processes in the **SERVERIDS** text box.

To know the cluster ID of the dispatcher and the server process, you can use any of the following broad methodologies:

- s. Using the J2EE Engine Visual Administrator tool
- t. Using SAP's Web Application through the browser
- u. Using the **Properties** file for instances in the SAP installation

The sections that come will discuss each of these methodologies in detail.

4.1.1.1.1 Determining the DISPATCHERID and SERVERID using the Visual Administrator Tool

If the Visual Administrator Tool is available in your environment, then follow the steps below to figure out the cluster ID of the dispatcher:

1. Start the J2EE Engine Visual Administrator tool by executing the command `{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\go.bat` at the command prompt, if you use a *Windows* platform. If you use a *Unix* platform, execute the command `{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\go` at the command prompt.
2. Login to the J2EE Engine Visual Administrator using a valid user name and password.
3. Proceed to the **Global Configuration** tab that appears in the left panel of the Visual Administrator.
4. Upon clicking on the **Dispatcher** node, the information pertaining to that dispatcher will appear in the right panel.
5. Pick the cluster ID that is displayed in that panel and specify in the **DISPATCHERID** text box.

Likewise, if the Visual Administrator Tool is available in your environment, then follow the steps below to figure out the cluster ID of the server process:

1. Start the J2EE Engine Visual Administrator tool by executing the command `{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\go.bat` at the command prompt, if you use a *Windows* platform. If you use a *Unix* platform, execute the command `{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\go` at the command prompt.

MONITORING THE SAP WEB APPLICATION SERVER

2. Login to the J2EE Engine Visual Administrator using a valid user name and password.
3. Proceed to the **Global Configuration** tab that appears in the left panel of the Visual Administrator.
4. A list of servers will appear in the left panel of the Visual Administrator. Upon clicking on a particular **Server** node, the information pertaining to that server process, including its name and cluster ID, will appear in the right panel.

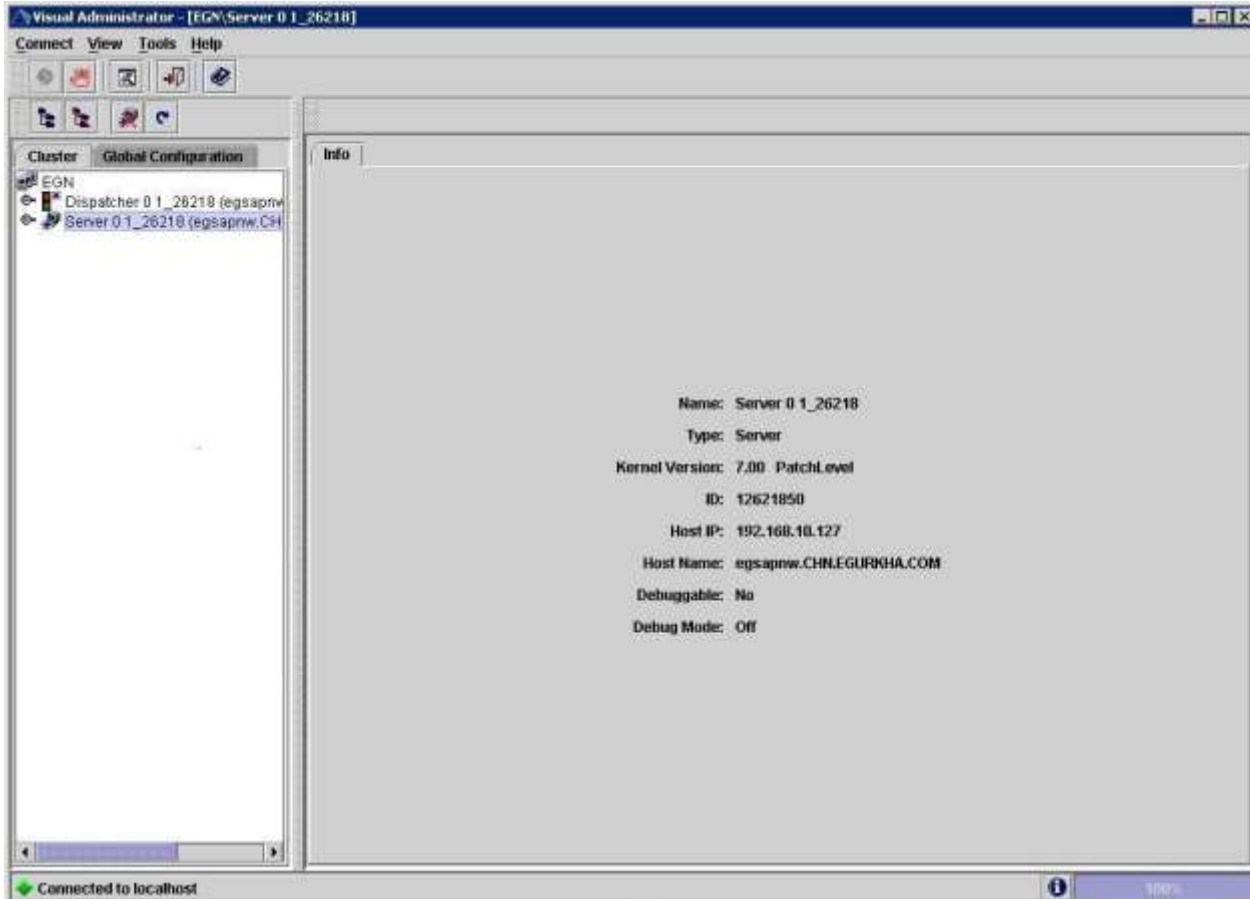


Figure 4.4: Determining the name and cluster ID of a server process

5. This way, you can determine the **Name** and cluster **ID** of each of the servers to be monitored. To configure the tests to report metrics for each cluster ID alone, specify these cluster IDs as a comma-separated list in the **SERVERIDS** text box. To configure the tests to report metrics for each server process name - cluster ID pair, then provide a comma-separated list of server process **Names** and cluster **IDs** in the format: *Server process name:Cluster ID*

4.1.1.1.2 Determining the DISPATCHERID and SERVERID using the SAP's Web Application

To determine the cluster ID of a dispatcher and server through SAP's Web Application, do the following:

1. Connect to SAP's Web Application using the URL: `http://<Hostname_or_IPaddress_of_SAP_system>:<HTTP_port>/`
For instance, your URL can be: `http://192.168.10.127:50100/`
2. Figure 4.5 will then appear. Click on the **System Information** link indicated by Figure 4.5.

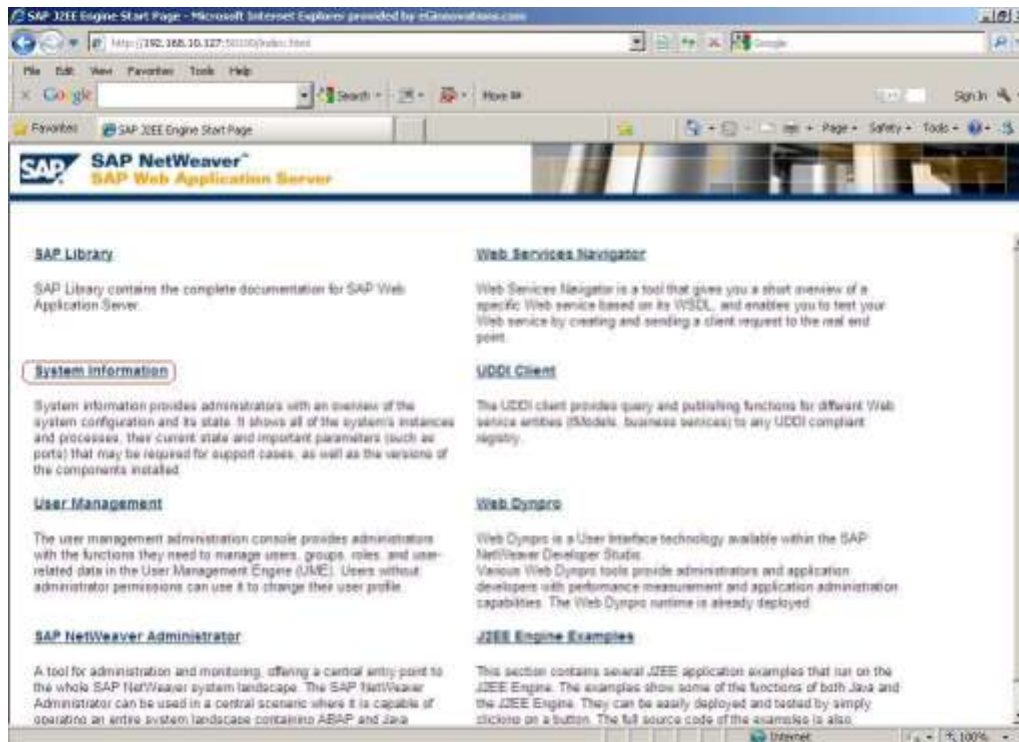


Figure 4.5: The SAP Web Application Server

3. In the login pop-up that then appears, provide the credentials for accessing the system information, and click the **OK** button therein.
4. Upon providing valid login credentials, Figure 4.6 will appear, displaying the necessary system information. The **Dispatcher ID** and **Server ID** indicated by Figure 4.6 can be used to configure the **DISPATCHERID** and **SERVERID** test parameters respectively.

MONITORING THE SAP WEB APPLICATION SERVER

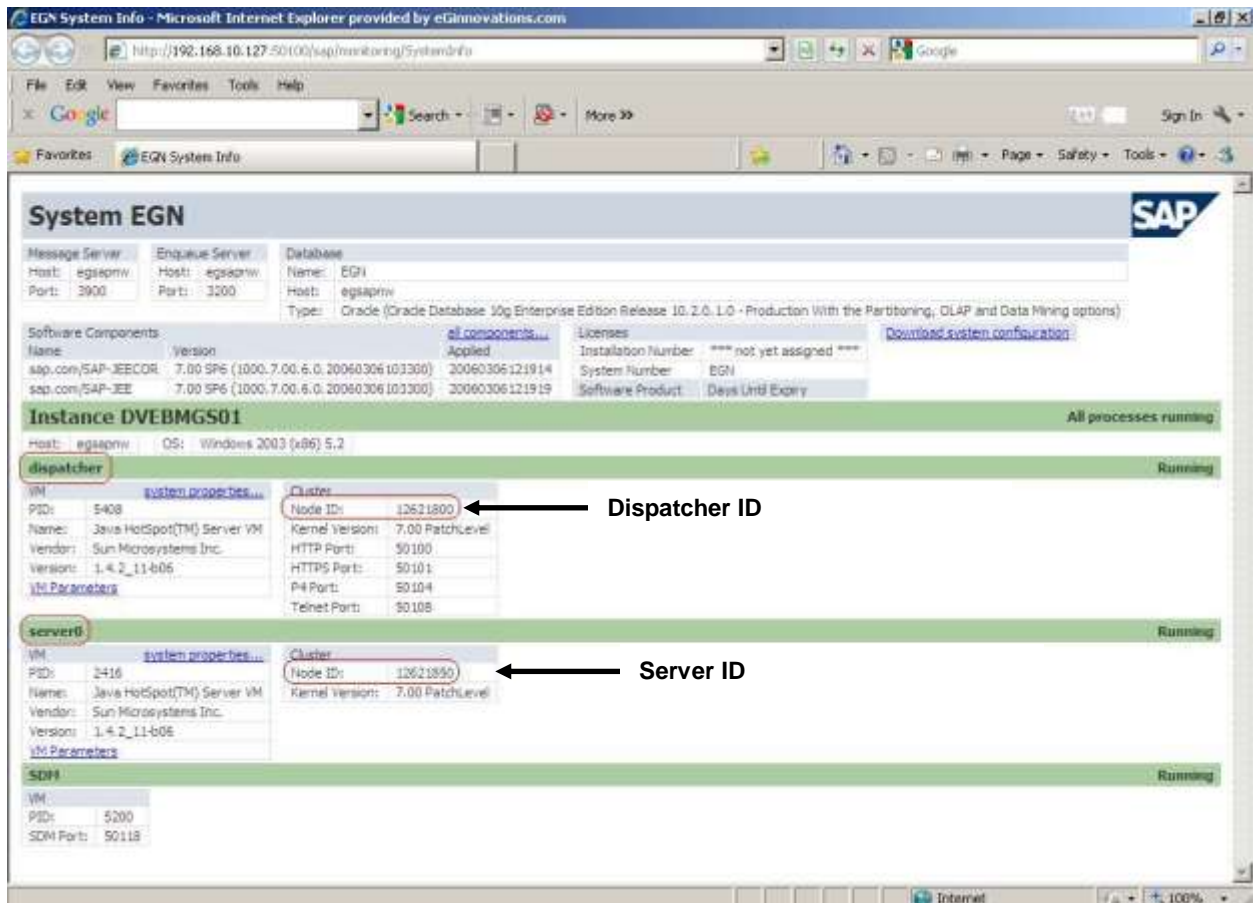


Figure 4.6: The page showing a dispatcher ID and server ID

4.1.1.1.3 Determining the DISPATCHERID and SERVERID using the Properties file

You can use the **instance.properties** file in the SAP system to determine the dispatcher ID and server process ID to be used for configuring the SAP Netweaver tests. For this, follow the steps given below:

1. The **instance.properties** file can be found in the following directory in a SAP system installed on Windows:

```
<SAP_INSTALL_DIR>\usr\sap<SYSTEM NAME>\DVEBMGS[NN]\j2ee\cluster
```

Here, <SYSTEM NAME> refers to the 3-letter system name, and DVEBMGS[NN] indicates the corresponding number (example: DVEBMGS01)

2. The **instance.properties** file contains the properties for the various instances (cluster elements) in the WAS server (see Figure 4.7).


```

Instance Properties - Notepad
File Edit Format View Help
ID12621800.ClassPath= ./bin/boot/boot.jar; ./bin/system/bytecode.jar;
ID12621800.Debuggable=no
ID12621800.JLaunchParameters=
ID12621800.JavaParameters=-Djava.security.policy= ./java.security.policy -Djava.security.egd=file:/dev/urandom
-Dorg.omg.CORBA.ORBClass=com.sap.engine.system.ORBProxy -Dorg.omg.CORBA.ORBSingletonClass=com.sap.engine.system.ORBSingletonProxy
-Djavax.rmi.CORBA.PortableRemoteObjectClass=com.sap.engine.system.PortableRemoteObjectProxy -Xms374m -XX:NewSize=125m -XX:MaxNewSize=125m
-XX:NewRatio=3 -XX:+DisableExplicitGC -verbose:gc -XX:+UseConcMarkSweepGC
ID12621800.JavaPath=C:/JAVAC
ID12621800.LogName=dispatcher
ID12621800.MainClass=com.sap.engine.boot.Start
ID12621800.MaxHeapSize=374
ID12621800.Name=dispatcher
ID12621800.Parameters=
ID12621800.RootPath=C:/usr/sap/EGN/DVEBMGS01/j2ee/cluster/dispatcher
ID12621800.Type=dispatcher
ID12621850.ClassPath= ./bin/boot/boot.jar; ./bin/boot/jaas.jar; ./bin/system/bytecode.jar;
ID12621850.DebugMode=no
ID12621850.DebugPort=50121
ID12621850.Debuggable=no
ID12621850.JLaunchParameters=
ID12621850.JavaParameters=-Djava.security.policy= ./java.security.policy -Djava.security.egd=file:/dev/urandom
-Dorg.omg.CORBA.ORBClass=com.sap.engine.system.ORBProxy -Dorg.omg.CORBA.ORBSingletonClass=com.sap.engine.system.ORBSingletonProxy
-Djavax.rmi.CORBA.PortableRemoteObjectClass=com.sap.engine.system.PortableRemoteObjectProxy -Djco.jar=1 -XX:MaxPermSize=256M
-XX:PermSize=256M -Xms756M -XX:NewSize=171M -XX:MaxNewSize=171M -XX:+DisableExplicitGC -verbose:gc -Xloggc:GC.log -XX:+PrintGCDetails
-XX:+PrintGCTimeStamps -Djava.awt.headless=true -Dsun.io.useCanonCaches=false -XX:SoftRefLRUPolicyMSPerMB=1 -XX:SurvivorRatio=2
-XX:TargetSurvivorRatio=90 -Dorg.omg.PortableInterceptor.ORBInitializerClass=com.sap.engine.services.ts.jts.ots.PortableInterceptor.JTSInitializer
ID12621850.JavaPath=C:/JAVAC
ID12621850.LogName=server0
ID12621850.MainClass=com.sap.engine.boot.Start
ID12621850.MaxHeapSize=808
ID12621850.Name=server0
ID12621850.Parameters=
ID12621850.RootPath=C:/usr/sap/EGN/DVEBMGS01/j2ee/cluster/server0
ID12621850.Type=server
bootstrap.ClassPath= ./bootstrap/launcher.jar
bootstrap.JavaParameters=-Djco.jar=1
bootstrap.JavaPath=C:/JAVAC
bootstrap.MainClass=com.sap.engine.offline.OfflineToolStart
bootstrap.MaxHeapSize=256
bootstrap.Name=bootstrap
bootstrap.Parameters=com.sap.engine.bootstrap.Bootstrap ./bootstrap ID0126218
bootstrap.RootPath=C:/usr/sap/EGN/DVEBMGS01/j2ee/cluster
bootstrap.Type=bootstrap
bootstrap_ID 12621800.ClassPath= ./bootstrap/launcher.jar
bootstrap_ID 12621800.JLaunchParameters=
bootstrap_ID 12621800.JavaParameters=-Djco.jar=1
bootstrap_ID 12621800.JavaPath=C:/JAVAC
bootstrap_ID 12621800.MainClass=com.sap.engine.offline.OfflineToolStart
bootstrap_ID 12621800.MaxHeapSize=256

```

Figure 4.7: The instance.properties file

3. As you can see, in Figure 4.7, each property of each instance is identified by the cluster element ID and the property name in the following format :

4. ID[cluster element ID].<property name>=<property value>

5.

For example, take the case of the following (non-contiguous) entries in the `instance.properties` file:

```

ID12621800.Name=dispatcher
....
....
....
ID12621850.Name=server0

```

In the first entry, **Name** is the <property name>, **dispatcher** is the <property value>, and **12621800** is the <cluster element ID>.

Likewise, in the second entry, **Name** is the <property name>, **server0** is the <property value>, and **12621850** is the <cluster element ID>.

While the **Name** property and its corresponding <property value> tells us whether a cluster element is a dispatcher or server, the <cluster element ID> indicates the ID of the dispatcher or server (as the case may be).

In the case of the entries above, **12621800** is the dispatcher ID and **12621850** is the ID of the server, **server0**. During test configuration, you will have to provide these two IDs against the **DISPATCHERID** and **SERVERID** parameters respectively.

4.1.2 Application Threads Test

The J2EE Engine thread system is responsible for handling system and client threads. It comprises of two managers – Thread Manager and Application Thread Manager. The Application Threads test monitors the Application Thread Manager of the SAP Web Application server, which supplies the threads in which the client applications' source code is executed. This manager provides a set of properties for starting and managing client threads in the Java Virtual Machine. When a client request comes, the system tries to find a free thread in the Application Thread Manager and to start the execution of the request. If no free thread is available, the thread system buffers the request in a request queue. By buffering the threads and using them again, the system achieves better performance than using normal Java thread system without buffering. The Application Thread Manager runs only on server processes.

Purpose	Monitors the Application Thread Manager of the SAP Web Application server, which supplies the threads in which the client applications' source code is executed
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.
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	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Active threads: Indicates the number of threads from the thread pool which are currently executing a runnable task.</p>	Number	This measure serves as a good indicator of the server workload.
	<p>Current pool size: Indicates the number of threads that are currently in the thread pool.</p>	Number	
	<p>Threadpool usage: Indicates the percentage of threads in the thread pool that are being currently utilized.</p>	Percent	If the value of this measure is high, it could indicate a heavy server workload.
	<p>Waiting tasks: Indicates the number of tasks waiting for threads, so as to begin execution.</p>	Number	

	<p>Tasks queue size:</p> <p>Indicates the capacity of the request queue where the tasks waiting for execution are stored.</p>	Number	
	<p>Task queue overflow:</p> <p>Indicates the number of tasks waiting to be placed in the request queue, in the event that the request queue is full.</p>	Number	If the value of this measure increases consistently, it could indicate a processing bottleneck.

4.1.3 Cluster Connections Test

The Cluster Connections test monitors the SAP J2EE engine's Connections Manipulator Manager, which manages the client connections to the cluster by providing a set of properties for managing the pools where the TCP connection objects are stored. The Connections Manipulator Manager runs on dispatchers only.

Purpose	Monitors the SAP J2EE engine's Connections Manipulator Manager, which manages the client connections to the cluster by providing a set of properties for managing the pools where the TCP connection objects are stored
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.
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	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Current pool size: Indicates the current size of the TCP connections pool.</p>	Percent	
	<p>HTTP connections: Indicates the number of TCP connections in the pool that are currently been utilized for servicing HTTP requests.</p>	Number	
	<p>P4 connections: Indicates the number of TCP connections in the pool that are currently been utilized for servicing P4 requests.</p>	Number	
	<p>IIOP connections: Indicates the number of TCP connections in the pool that are currently been utilized for servicing IIOP requests.</p>	Number	

	<p>Unrecognized connections:</p> <p>Indicates the number of TCP connections in the pool that are currently being utilized for servicing requests of an unknown kind.</p>	Number	
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4.1.4 Pool Data Aggregate Test

The Pool Data Aggregate test reports metrics pertaining to the J2EE Engine Pool Manager, which facilitates the centralized creation and reuse of byte arrays.

Purpose	Reports metrics pertaining to the J2EE Engine Pool Manager, which facilitates the centralized creation and reuse of byte arrays
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.
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	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Pool memory allocated:</p> <p>Indicates the total memory that is allocated by the Pool Manager to the Java objects that it manages.</p>	MB	
	<p>Pool memory used:</p> <p>Indicates the total memory that is used by the Java objects managed by the Pool Manager.</p>	MB	

4.1.5 System Threads Test

The J2EE Engine thread system is responsible for handling system and client threads. It comprises two managers – Thread Manager and Application Thread Manager. The System Threads test monitors the health of the Thread Manager, which supplies the threads in which SAP J2EE Engine system operations are executed. This manager provides a set of properties for starting and managing system threads. This thread pool is for system activities such as making backup, background optimizations for load/store data, and so on. The logic in the system thread manager is similar to the application logic – the system uses a queue for system requests if a free thread is not available.

Purpose	Monitors the health of the Thread Manager, which supplies the threads in which SAP J2EE Engine system operations are executed
----------------	---

MONITORING THE SAP WEB APPLICATION SERVER

Target of the test	The SAP Web AS
Agent deploying the test	An internal agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retying it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpa</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPA</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPA\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.

	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Active threads:</p> <p>Indicates the number of threads from the thread pool which are currently executing a runnable task.</p>	Number	This measure serves as a good indicator of the server workload.
	<p>Current pool size:</p> <p>Indicates the number of threads that are currently in the thread pool.</p>	Number	
	<p>Threadpool usage:</p> <p>Indicates the percentage of threads in the thread pool that are being currently utilized.</p>	Percent	If the value of this measure is high, it could indicate a heavy server workload.
	<p>Tasks waiting:</p> <p>Indicates the number of tasks waiting for threads, so as to begin execution.</p>	Number	

	<p>Tasks queue size: Indicates the capacity of the request queue where the tasks waiting for execution are stored.</p>	Number	
	<p>Tasks queue overflow: Indicates the number of tasks waiting to be placed in the request queue, in the event that the request queue is full.</p>	Number	If the value of this measure increases consistently, it could indicate a processing bottleneck.

4.2 The Web Server Layer

An external Http test executes on this layer (see Figure 4.8), which emulates a user access to the web server component of the SAP Web AS, and reports the web server's availability and responsiveness.



Figure 4.8: The test executing on the Web Server layer

Since the Http test has already been dealt with in *Monitoring Web Servers* document, let us focus on the **SAP WAS Service** layer.

4.3 The SAP WAS Service Layer

The tests mapped to the **SAP WAS Service** (see Figure 4.9) layer extract critical performance metrics relating to the services running on a SAP Web AS, where each service performs an application function.



Figure 4.9: The tests associated with the SAP WAS Service layer

4.3.1 MBeans Cache Test

The MBeansCache test monitors the accesses to the MBeans cache, where the MBeans are created and administered by the JMX Adapter Service. The JMX Adapter Service manages the configuration and lifecycle of the MBeanServer and provides access to it for applications, services, and libraries.

MONITORING THE SAP WEB APPLICATION SERVER

Purpose	Monitors the accesses to the MBeans cache, where the MBeans are created and administered by the JMX Adapter Service
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.

	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Cache hit rate:</p> <p>Indicates the ratio of the number of cache hits to the total number of accesses to the MBeanServer.</p>	Hits/tries	Ideally, this ratio should be high. Direct server accesses are expensive operations, and hence need to be kept at the minimum.

4.3.2 HTTP Connections Test

The HTTP Provider Service represents a server socket that listens for client HTTP connections on the J2EE Engine. It takes care of parsing the URL of the incoming HTTP requests, dispatching them to the correct J2EE Engine's module for processing, and returning the generated responses back to the client. The HTTP Connections test monitors the HTTP Provider Service and reports key statistics pertaining to client HTTP connections on the J2EE engine.

Purpose	Monitors the HTTP Provider Service and reports key statistics pertaining to client HTTP connections on the J2EE engine
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.
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	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>New requests:</p> <p>Indicates the number of HTTP requests newly received from client since the last measurement period.</p>	Number	
	<p>Connections keep alive:</p> <p>Indicates the number of TCP connections that are currently open.</p>	Number	<p>Under HTTP 1.0, if the browser supports keep-alive, it adds an additional header to the request: "Connection: Keep-Alive". Then, when the server receives this request and generates a response, it also adds a header to the response: "Connection: Keep-Alive". Following this, the connection is NOT dropped, but is instead kept open. When the client sends another request, it uses the same connection. This will continue until either the client or the server decides that the conversation is over, and one of them drops the connection. Under HTTP 1.1, all connections are kept alive by default, unless stated otherwise with the following header: "Connection: close". The "Connection: Keep-Alive" header no longer has any meaning because of this.</p>

	<p>Connections closed by client:</p> <p>Indicates the number of TCP connections that have been closed by the client since the last measurement period.</p>	Number	
	<p>Connections closed by server:</p> <p>Indicates the number of TCP connections closed by the server since the last measurement period.</p>	Number	<p>When the server closes a TCP connection, it could be a normal connection timeout or an abnormal termination. In case of the latter, the reasons for the abnormal connection loss will have to be investigated.</p>

4.3.3 HTTP Requests Test

The HTTP Provider Service represents a server socket that listens for client HTTP connections on the J2EE Engine. It takes care of parsing the URL of the incoming HTTP requests, dispatching them to the correct J2EE Engine's module for processing, and returning the generated responses back to the client. The HTTP Requests test monitors how well the HTTP Provider Service responds to the HTTP connection requests received from clients.

Purpose	Monitors how well the HTTP Provider Service responds to the HTTP connection requests received from clients
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpa</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPA</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPA\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.
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	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>New HTTP requests:</p> <p>Indicates the number of HTTP requests received by the server since the last measurement period.</p>	Number	
	<p>Responses from cache:</p> <p>Indicates the number of times the server has retrieved information from the cache to respond to HTTP requests from clients, since the last measurement period.</p>	Number	Ideally, this value should be high.

4.3.4 JMX Notify Queue Test

The JMX Notification Service is responsible for the distribution of the MBeanServer notifications throughout the cluster. MBeanServer notifications inform all the clients within the cluster about recently registered MBeans and the removal of MBeans from the MBeanServer. The JmxNotifyQueue test reports metrics that indicate how well the JMX Notification Service performs.

Purpose	Reports metrics that indicate how well the JMX Notification Service performs
Target of the	The SAP Web AS

test	
Agent deploying the test	An internal agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpa</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPA</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPA\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.

	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Active threads:</p> <p>Indicates the number of threads that are currently processing JMX notifications.</p>	Number	
	<p>Queue size:</p> <p>Indicates the number of notifications currently in queue, waiting to be sent to clients.</p>	Number	If the value of this measure increases consistently, it could indicate a processing/delivery bottleneck.

4.3.5 Log Config Test

Using the Log Configurator service runtime available in the Visual Administrator, one can manage the logging and tracing configurations of the J2EE Engine components and of the deployed applications. The LogConfig test monitors this service to indicate whether the SAP web application server has been adequately configured to handle both its present and future logs.

Purpose	Monitors this service to indicate whether the SAP web application server has been adequately configured to handle both its present and future logs
Target of the test	The SAP Web AS
Agent deploying the	An internal agent

test	
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.

	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Archives size: Indicates the total size of all log and trace archives.</p>	MB	
	<p>Log files size: Indicates the total size of all log and trace files excluding archives.</p>	MB	

4.3.6 MBeans Register Test

The MBeansRegisterTest monitors the process of the registration of MBeans with the MBeanServer.

Purpose	Monitors the process of the registration of MBeans with the MBeanServer
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <i>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</i> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port. 9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Page 213 of this document. 10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Page 218 of this document. 11. Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.
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Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Notify listeners: Indicates the number of notification listeners registered with the MBeanServer since the last measurement period.	Number	Adding a listener for <i>MBeanServerNotifications</i> causes the MBeanServer to send a broadcast message for each MBean that is (un)registered. Therefore, avoid it whenever possible and do not forget to unregister the listener if you no longer require notification.
	Mbeans registered: Indicates the number of Mbeans registered with the MBeanServer since the last measurement period.	Number	

4.3.7 P4 Connections Test

The P4Connections test reveals the availability and responsiveness of the P4 connection to the SAP Web AS.

Purpose	Reports the availability and responsiveness of the P4 connection to the SAP Web AS
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <i>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</i> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port. 		
<p>Outputs of the test</p>	<p>One set of results each for every SAP Web AS monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>
	<p>Availability: Indicates whether the P4 connection is available or not.</p>	<p>Percent</p>	<p>If the value of this measure is 100, it indicates that the P4 connection is available. The value 0, on the other hand, is indicative of the non-availability of the P4 connection to the server.</p>
	<p>Response time: Indicates the responsiveness (in seconds) of the P4 protocol.</p>	<p>Secs</p>	

4.3.8 P4 Usage Test

The P4Usage test measures the capability of the P4 Provider Service in handling P4 requests. The P4 Provider Service provides functions for the communication of remote objects over the P4 protocol on the J2EE Engine. It also provides functions for communication support generation. The P4 Provider Service consists of two parts. One of the parts runs on the Java dispatcher. It accepts requests from the remote clients and has the responsibility to dispatch them to the appropriate cluster element, where the implementation of the remote object resides. For the purpose, the P4 Provider Service uses the J2EE Engine Load Balancing System. The second part of the P4 Provider Service runs on the server processes. This part contains the implementation of the P4RemoteObject broker and is responsible for executing methods on the implementation of the remote object and returning the results.

Purpose	Measures the capability of the P4 Provider Service in handling P4 requests
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <i>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</i> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port. 9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document. 10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document. 11. Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.
<p>Outputs of the test</p>	<p>One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS</p>

Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Remote objects: Indicates the number of remote objects handled by the P4 Provider Service.	Number	
	P4 requests: Indicates the number of P4 requests received from remote clients since the last measurement period.	Number	
	Failed requests: Indicates the number of P4 requests which have failed since the last measurement period.	Number	

4.3.9 Sap WAS Beans Test

The SapWasBeans test measures the efficiency with which the EJB Container Service manages the enterprise bean instances deployed on the server. The EJB Container provides all the services that are required by an EJB application, such as transaction and security management, clustering, persistence, network distribution of remote clients, scalable management of resources, and so on.

If too many EJBs have been deployed on the server, then managing the individual EJBs could become a cumbersome task. In such a case, you can use the eG administrative interface to group EJBs and manage the groups, instead. To create an EJB group, you will need to click on the **Click here** hyperlink displayed above the parameters of the SapWasBeans test. **By default, eG Enterprise system monitors only those beans that are part of a group.**

Purpose	Measures the efficiency with which the EJB Container Service manages the enterprise bean instances deployed on the server
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <i>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</i> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port. 9. AUTODISCOVERY - By default, the eG Enterprise suite allows administrators to configure bean groups using the eG administrative interface, and reports metrics pertaining to every group so created. Accordingly, by default, AUTODISCOVERY is set to NO. If you want beans to be discovered and monitored automatically, then select the YES option against AUTODISCOVERY. When this is done, the eG agent automatically discovers all the beans on the SAP web application server, and reports one set of measures for every bean hosted on the server.
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	<p>10. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>11. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p> <p>12. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> v. The eG manager license should allow the detailed diagnosis capability W. Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. 		
Outputs of the test	One set of results for every configured EJB group		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Bean creations:</p> <p>Indicates the number of times a bean has been created.</p>	Number	The detailed diagnosis of this measure, if enabled, provides an individual bean-wise breakup of the current pool size, and the number of additions and removals.
	<p>Bean removals:</p> <p>Indicates the number of times a bean has been removed.</p>	Number	

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	<p>Current pool size:</p> <p>Indicates the number of bean instances provided by this pool, which are currently used by the application or are stored in the pool.</p>	Number	
	<p>Bean activations:</p> <p>Indicates the number of times a bean instance has been activated since the last measurement period.</p>	Number	
	<p>Bean passivations:</p> <p>Indicates the number of times a bean instance has been passivated or deactivated since the last measurement period.</p>	Number	
	<p>Active sessions:</p> <p>Indicates the number of bean sessions that are currently active.</p>	Number	
	<p>Passive sessions:</p> <p>Indicates the number of bean sessions that are currently passive.</p>	Number	
	<p>Completed sessions:</p> <p>Indicates the number of bean sessions that have been completed since the last measurement period.</p>	Number	
	<p>Bean stores:</p> <p>Indicates the number of entity bean instances that were stored in the database since the last measurement period.</p>	Number	
	<p>Bean loads:</p> <p>Indicates the number of entity bean instances that were loaded to the EJB container from the database since the last measurement period.</p>	Number	

4.3.10 Sap WAS Memory Test

The SapWasMemoryTest reports the memory usage metrics revealed by the Memory Info Service. This service is responsible for keeping track of the memory that is used internally by the JVM of the owner cluster element. The service provides a set of properties for managing memory usage levels.

Purpose	Reports the memory usage metrics revealed by the Memory Info Service
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.

	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Memory used:</p> <p>Indicates the memory that has been currently utilized by the JVM.</p>	MB	
	<p>Memory allocated:</p> <p>Indicates the amount of memory that has been allocated to the JVM.</p>	MB	
	<p>Memory available:</p> <p>Indicates the amount of memory that is currently available.</p>	MB	<p>If this value is very low or is decreasing consistently, it could be a cause for concern. You might then consider allocating more memory to the JVM of the owner cluster element.</p>

4.3.11 Sap WAS Sessions Test

The SapWasSessions test reports metrics pertaining to user sessions on the SAP web application server as revealed by the Security Provider service. This service enables the management of the security policy and the authentication and authorization mechanisms on the system, monitors user sessions, and restricts access to the resources or the applications deployed on the J2EE Engine.

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Purpose	Reports metrics pertaining to user sessions on the SAP web application server as revealed by the Security Provider service
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.

	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Failed logon attempts:</p> <p>Indicates the number of unsuccessful logon attempts since the last measurement period.</p>	Number	
	<p>New sessions:</p> <p>Indicates the number of sessions that have newly opened since the last measurement period.</p>	Number	
	<p>Active sessions:</p> <p>Indicates the number of currently active sessions.</p>	Number	
	<p>Invalid sessions:</p> <p>Indicates the number of invalid sessions since the last measurement period.</p>	Number	

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	Logged off sessions: Indicates the number of sessions users logged out of since the last measurement period.	Number	
	Timed out sessions: Indicates the number of sessions that timed out.	Number	If the value of this measure is very high, then consider resetting the TIMEOUT period for user sessions.

4.3.12 Sap WAS Transactions Test

The Sap WAS Transactions test monitors the transactions to the SAP web application server, and reports key statistics pertaining to the transactions.

Purpose	Monitors the transactions to the SAP web application server, and reports key statistics pertaining to the transactions
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <i>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</i> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port. 9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document. 10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document. Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.
<p>Outputs of the test</p>	<p>One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS</p>

Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Active transactions: Indicates the number of transactions that are currently active.	Number	
	Commit transactions: Indicates the number of transactions that have been committed since the last measurement period.	Number	
	Rollback transactions: Indicates the number of transactions that have been rolled back since the last measurement period.	Number	Ideally, there should be fewer rollbacks happening, as rollbacks are costly operations on the database.
	Suspend transactions: Indicates the number of suspended transactions since the last measurement period.	Number	
	Timedout transactions: Indicates the number of transactions that have timed out since the last measurement period.	Number	If the value of this measure is very high, then consider resetting the TIMEOUT period for transactions.

4.3.13 Timeouts Test

The Timeouts test monitors the Timeout service, which provides an open structure for registering numerous listeners willing to perform time-base actions. This service is a non-distributed system for scheduling tasks for future execution in a background thread. A special Timeout object represents each task. If you want to reuse a particular thread, you can specify a timeout after which the same thread can be reused. The Timeout Service is used by other J2EE Engine services that need to receive events at particular intervals. The service can be used for accomplishing regular operations – checking the module status, logging information about the current load, and so on.

Purpose	Monitors the Timeout service, which provides an open structure for registering numerous listeners willing to perform time-base actions
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpa</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPA</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <code>{SAP_WAS_HOME_DIR}\usr\sap\TPA\DVEBMGS00\j2ee\admin\classes</code> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.
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	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Timeout rate:</p> <p>Indicates the count of timeout events received by a J2EE Engine service per minute.</p>	Timeouts/min	<p>If the timeout value set for the Timeout objects is high, then the value of this measure will be low. Since the Timeout Service optimizes thread utilization by running multiple application tasks simultaneously, it would be good practice to create more Timeout objects and set a low timeout value for the objects.</p>

4.3.14 WasJndiRegistry Test

The WasJndiRegistryTest monitors the JNDI Registry Service, which provides a way by which names are associated with objects, and objects are found based on their names. It provides a set of properties for specifying the number of trials for locking an object in a database, for assigning communication protocols to be used by this service, and for specifying the method of the lookup process. The JNDI Registry runs on server processes only.

Purpose	Monitors the JNDI Registry Service
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpg</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPP</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <i>{SAP_WAS_HOME_DIR}\usr\sap\TPP\DVEBMGS00\j2ee\admin\classes</i> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port. 9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document. 10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document. Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.
<p>Outputs of the test</p>	<p>One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS</p>

Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Bound objects: Indicates the total number of objects that are bound in the naming tree, including the serializable and non-serializable objects.	Number	This measure gives an idea about the application runtime.
	Byte array cache size: Indicates the size of the byte array cache.	MB	

4.3.15 WebContainer Test

The WebContainer test monitors the functions of the Web Container Service, which manages J2EE Web components across a cluster environment, generates dynamic responses, and so on. This service enables the life cycle of Web applications to be managed. It also helps developing and running session- and security-aware Web applications.

Purpose	Monitors the functions of the Web Container Service, which manages J2EE Web components across a cluster environment, generates dynamic responses, and so on.
Target of the test	The SAP Web AS
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. USERNAME - This test connects to a specific SAP web application server instance, and extracts critical metrics from it. Therefore, in the USERNAME text box, provide a valid j2ee admin user name which the test should use for connecting to the server instance. 5. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 6. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 7. INSTANCENAME - Provide the application server instance to which the test should connect. For example, if you specify <i>tpa</i> here, then the test will use the login credentials (USERNAME and PASSWORD) provided here to connect to an instance named <i>TPA</i>, which is incidentally the central instance of the SAP web application server. To know the available server instances, use the Programs -> SAP Management Console menu sequence on the application server host, and open the SAP Management Console. In the tree-structure in the left pane of the console, you will find a SAP Systems node. When you expand the SAP Systems node, the available server instances will appear as its sub-nodes. Any one of the displayed instance names can be specified in the INSTANCENAME text box. 8. CONNECTORPORT - This test uses the P4 protocol for connecting to the SAP web application server. Therefore, the port at which the P4 protocol listens needs to be specified as the CONNECTORPORT. The default port number of the P4 protocol is 50004. However, if the P4 protocol listens at a different port in your environment, then specify the exact port number here. To know the P4 protocol port, first open the adminCFG.properties file in the <i>{SAP_WAS_HOME_DIR}\usr\sap\TPA\DVEBMGS00\j2ee\admin\classes</i> directory. The value specified against the LOGIN_PORT parameter in that file, is the P4 protocol port.
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	<p>9. DISPATCHERID - This test reports a set of metrics for the Java dispatcher that receives client requests. To enable this reporting, specify the cluster ID of the Java dispatcher that needs to be monitored. To know the cluster ID of the dispatcher, follow the steps discussed in Section 4.1.1.1 of this document.</p> <p>10. SERVERIDS - Typically, the Java dispatcher distributes the client requests it receives to the server processes executing on the Java component of the SAP Web AS for processing. To monitor specific server processes, specify a comma-separated list of the cluster IDs of these server processes in the SERVERIDS text box. To know the cluster IDs of the server processes, follow the procedure detailed in Section 4.1.1.1 of this document.</p> <p>Providing a comma-separated list of server process cluster IDs will ensure that these cluster IDs alone appear as the descriptors of the test. If need be, you can have server process name-cluster ID pairs appear as the test descriptors. To achieve this, the specification in the SERVERIDS text box should be of the following format: <i>Server process name:Cluster ID of the server process</i>. For example, if the cluster ID of a server process named <i>Server0</i> is <i>12621850</i>, then you can specify the SERVERID in the format: <i>Server0:12621850</i>.</p>		
Outputs of the test	One set of results each for the Dispatcher and each of the configured server processes of the SAP Web AS		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>New requests:</p> <p>Indicates the number of requests newly received by the Web Container Service since the last measurement period.</p>	Number	
	<p>Current http sessions:</p> <p>Indicates the number of HTTP sessions that are currently valid.</p>	Number	
	<p>Current secure sessions:</p> <p>Indicates the number of valid security sessions currently created for HTTP clients.</p>	Number	
	<p>Invalid http sessions:</p> <p>Indicates the number of HTTP sessions invalidated by application since the last measurement period.</p>	Number	

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	Invalid secure sessions: Indicates the number of security sessions which have been invalidated by application since the last measurement period.	Number	
	Timeout http sessions: Indicates the number of HTTP sessions which have timed out since the last measurement period.	Number	
	Timeout secure sessions: Indicates the number of secure sessions which have timed out since the last measurement period.	Number	

Monitoring MaxDB

MySQL MaxDB is a mature and reliable database system that effortlessly handles heavy-duty transactions related to OLTP. As MaxDB embeds special capabilities to handle all SAP applications, in-depth monitoring of MaxDB is necessary to ensure the continuous availability and good health of the SAP environment.

The eG Enterprise suite offers a specialized monitoring model (see Figure 5.2) for the MaxDB server using which the following queries can be effectively answered:

- Is a connection to the database available?
- Is the OMS heap been excessively utilized?
- Is there enough free space in the data area for permanent data, or is the temporary data occupying a large portion of it?
- Have locks been held for too long a time? Are deadlocks and lock collisions kept at a minimum?
- Is the log area been used excessively, or are log backups carried out frequently?
- What type of QUERY statements are most often executed on the database? How long does the database server take to execute a simple load query?
- Are many transaction rollbacks happening?
- Does the server handle all I/O requests to it promptly, or are there too many requests pending processing?
- Are all caches adequately sized? Are there excessive cache misses?

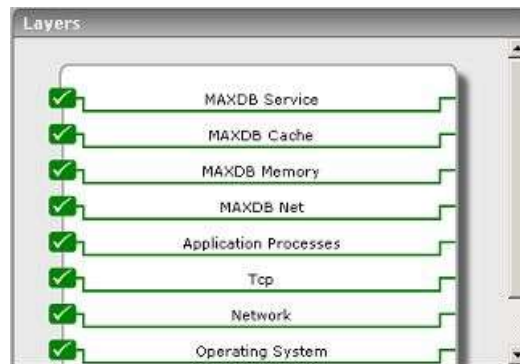


Figure 5.2: Layer model of a MaxDB server

The eG agent on MaxDB executes a wide variety of tests on the server to assess its health. Typically, these tests connect to a database on the MaxDB server as a SYSDBA, access certain key system tables on the database, and pull out critical performance statistics pertaining to the MaxDB server from the system tables. Every layer of Figure 5.2 above is associated with one/more of these tests.

Note:

Before monitoring the MaxDB server, do the following:

- Connect to the URL: <http://dev.mysql.com/downloads/>
- Scroll down the page that appears next to view a section titled, **MaxDB by MySQL - - SAP R/3 Certified.**
- In that section, click on the hyperlink representing the latest version of MaxDB.
- Scroll down the page that appears next to view the list of downloads available for the latest version. From the list, download the **JDBC Driver Binary** to the local host.
- A file named **sapdbc-<version>.jar** gets downloaded.
- Next, copy the **sapdbc-<version>.jar** file to the **/opt/egurkha/lib** directory.
- Once copied, rename the **sapdbc-<version>.jar** file to **sapdbc.jar**

The sections to come will discuss each of the top 4 layers of Figure 5.2 in more detail. The other layers have been dealt with extensively in the *Monitoring Unix and Windows Servers* document.

5.1 The MAXDB Net Layer

Using the Db Connection test associated with it (see Figure 5.3), the **MAXDB Net** layer measures the availability and responsiveness of the MaxDB server.



Figure 5.3: The test associated with the MAXDB Net layer

5.1.1 Db Connection Test

The Db Connection test measures the availability and responsiveness of the MaxDB server.

Purpose	Measures the availability and responsiveness of the MaxDB server		
Target of the test	The MaxDB server		
Agent deploying the test	An internal agent		
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

	Database availability: Indicates whether the database connection is available or not.	Percent	The value 100 indicates availability, the value 0 indicates non-availability.
	Response time: Indicates the time taken to execute a simple load database query.	Secs	A sudden increase in response time is indicative of a bottleneck at the database server.

5.2 The MAXDB Memory Layer

The tests associated with the **MAXDB Memory** layer help determine the following:

- Whether the data area has been adequately sized or not
- Whether the locking mechanism is functioning smoothly on the database server
- Whether log queues are overloaded with log entries
- Whether adequate memory is available in the log area
- How well the SAP liveCache manages objects

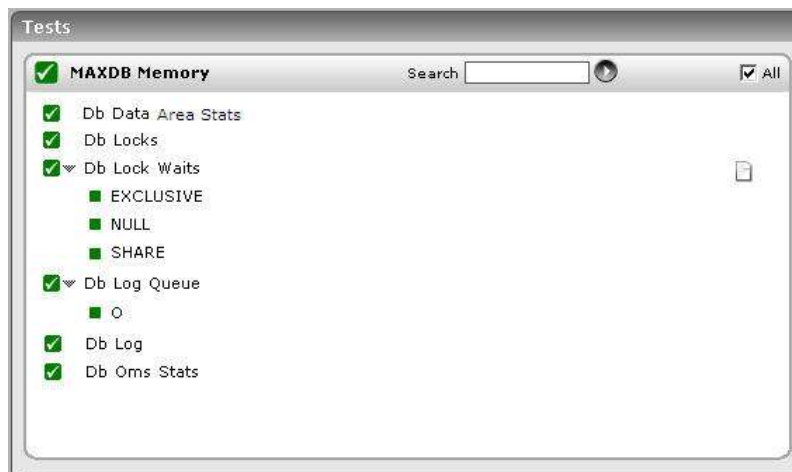


Figure 5.4: The tests associated with the MAXDB Memory layer

5.2.1 Db Data Area Stats Test

All data volumes in a database instance are known collectively as the data area. The data area contains, amongst other things, the application data, the database catalog and the undo log entries of the database instance. This test monitors the usage of the data area.

Purpose	Monitors the usage of the data area
Target of the	The MaxDB server

test			
Agent deploying the test	An internal agent		
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Usable size: Indicates the data area that is currently available for data.	MB	There must also always be sufficient space in the data area to hold all the data that is created during database operations. Therefore, ideally, this value should be high.
	Used size: Indicates the memory in data area that is currently used for data.	MB	
	Data area usage: Indicates the percentage of memory in the data area that is actually used for data.	Percent	Ideally, this value should not be very high.
	Data on volume: Indicates the amount of data that has been written to the data area, currently.	MB	

	<p>Data not on volume:</p> <p>Indicates the amount of permanent data that has to be written to the data area at the next savepoint.</p>	MB	<p>Pagers (which are tasks in the user kernel thread) write the data from the data cache to the data area for each savepoint. If a lot of data was changed and the pagers would have to write many pages at the next savepoint, then the pagers write data from the data cache to the data area before the next savepoint.</p>
	<p>Permanent size used:</p> <p>Indicates the data area that is currently used for permanent data.</p>	MB	
	<p>Temporary size used:</p> <p>Indicates the data area that is currently used for temporary data.</p>	MB	<p>A large proportion of temporary data indicates large amounts of (buffer) result sets. If the value of this measure is high, then find the statement that is causing large amounts of (buffer) result sets to be created, and check the access strategies for this statement.</p>

5.2.2 Db Locks Test

Multiple transactions can access the same database object, such as a table, at the same time. To isolate the transactions from one another, the database system sets locks for database objects. The Db Locks test monitors the locking activity on MaxDB.

Purpose	Monitors the locking activity on MaxDB
Target of the test	The MaxDB server
Agent deploying the test	An internal agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box.

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Outputs of the test	One set of results for the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Num locks: Indicates the number of locks currently in the database.	Number	A consistent increase in the value of this measure indicates a contention for locks.
	Transaction holding locks: Indicates the number of transactions to which locks have been assigned, currently.	Number	
	Transaction request locks: Indicates the number of transactions requesting locks in the last measurement period.	Number	
	Num oms locks: Indicates the number of OMS locks currently in the database.	Number	
	Deadlock rate: Indicates the rate of deadlocks	Deadlocks/Sec	A deadlock may arise due to various situations including bad design of queries and deficient coding practices. A deadlock is a situation where both/all the lock requestors are in a mutual or a multi-way tie. Any deadlocks are detrimental to database application performance.

	<p>Collision rate:</p> <p>Indicates the rate of lock collisions.</p>	<p>Collisions/Sec</p>	<p>A lock collision occurs when tasks running in different threads attempt to access a global storage area in parallel. The synchronization required for this often leads to an increased collision rate. Generally, the risk of collision rises with the number of processors used (MAXCPU general database parameter). In multiprocessor systems, you should therefore check whether the database system can fulfill the needs of the applications with fewer CPUs. If high collision rates occur in multiprocessor central systems (database system and application running on the same computer), check whether the computer's CPU is overloaded, and whether the database threads are blocked by other applications. In this case, the database threads that contain user tasks should receive REAL TIME PRIORITY from the operating system. To avoid operating system blocks however, the value of MAXCPU must be at least one lower than the number of actual CPUs. If the high collision rates occur in the DATAn, SPLITn or TREE n regions, increase the values of both the general database parameter CACHE_SIZE and the special database parameters _DATA_CACHE_RGNS and _TREE_RGNS. If the high collision rates occur in the TRACE or BUFWRTR regions, then activate the database trace temporarily for troubleshooting only.</p> <p>Note:</p> <p>One exception to this in liveCache instances is high collision rates in the OMSVDIR and CNSTVIEW regions. This is normal for certain actions, such as a simultaneous CIF queue transfer.</p>
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	<p>Escalation rate:</p> <p>Indicates the rate of escalations.</p>	Escalations/Sec	Escalations show the total number of rows locked by a single user session. If more than a certain percentage of the rows of a table are locked by a single user session, then the database system locks the entire table. You can specify the maximum number of possible row locks in the lock list in the general database parameter MAXLOCKS. The database system attempts to convert the row lock to a table lock if a task holds more than 0.1*MAXLOCKS row locks in a table. If too many escalations occur, increase the parameter value. Whether escalations lead to problems depends strongly on the application in question. If escalations occur, check the application to see whether you can split any change transactions that lock a lot of rows into several individual transactions.
	<p>Row locks:</p> <p>Indicates the rate of row locks.</p>	Locks/Sec	A consistent increase in the value of this measure could indicate a probable escalation.
	<p>Table locks:</p> <p>Indicates the rate of table locks.</p>	Locks/Sec	
	<p>Request timeouts:</p> <p>Indicates the rate at which lock requests exceeded the timeout value.</p>	Timeouts/Sec	If the value of this measure is high, you might want to reset the REQUEST_TIMEOUT value.

5.2.3 Db Lock Waits Test

The Db Lock Waits test reports the number of requests that are awaiting locks.

Purpose	Reports the number of requests that are awaiting locks
Target of the test	The MaxDB server
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for every lock type operational on the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Lock waits: Indicates the number of lock waits currently in the database.	Number	Lock waits can be caused by transactions that take too long to execute. Long wait times can also occur when various applications want to lock the same object.

5.2.4 Db Log Queue Test

The log queue is the main memory area, in which redo log entries from the transactions are stored. The Db Log Queue test monitors the usage of the log queue.

Purpose	Monitors the usage of the log queue
Target of the test	The MaxDB server
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> TEST PERIOD - How often should the test be executed HOST - Host name of the server for which the test is to be configured PORT - The port number to which the server is listening DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
<p>Outputs of the test</p>	<p>One set of results for every log queue on the MaxDB server being monitored</p>		
<p>Measurements made by the test</p>	<p>Measurement</p>	<p>Measurement Unit</p>	<p>Interpretation</p>
	<p>Queue max used: Indicates the maximum number of transactions written to the log queue.</p>	<p>Number</p>	
	<p>Log entries inserted: Indicates the number of log entries inserted into the queue in the last measurement period.</p>	<p>Number</p>	
	<p>Queue overflow: Indicates the number of wait situations that arose due to log queue overflows in the last measurement period.</p>	<p>Number</p>	<p>If the log queue becomes full before log pages are written to the log area, then a log queue overflow occurs. If the value of this measure keeps increasing, you might want to consider altering the log queue size by resetting the LOG_IO_QUEUE parameter.</p>
	<p>Group commits: Indicates the number of log pages whose writing was waited for by more than one transaction, in the last measurement period.</p>	<p>Number</p>	
	<p>Log queue transactions: Indicates the number of transactions waiting to write in the log queue in the last measurement period.</p>	<p>Number</p>	

	<p>Max waits per page:</p> <p>Indicates the maximum number of transactions that simultaneously waited for the same page to be written.</p>	Number	A high value of this measure could cause undue delays in transaction execution.
	<p>Physical write rate:</p> <p>Indicates the rate at which log pages were written to the log area.</p>	Writes/Sec	

5.2.5 Db Log Test

All log volumes in a database instance are known collectively as the log area. The database system writes the redo log entries of transactions in the log segments of the log area. Redo log entries are needed, amongst other things, for restoring a consistent database instance state after a restart or a system breakdown. The Db Log test monitors the usage of the log area.

Purpose	Monitors the usage of the log area		
Target of the test	The MaxDB server		
Agent deploying the test	An internal agent		
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

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	<p>Total log memory:</p> <p>Indicates the current size of the log area.</p>	MB	
	<p>Log memory used:</p> <p>Indicates the size of the log area currently utilized.</p>	MB	<p>If the value of this measure grows dangerously close to the value of the Total_log_memory measure, it indicates that the log area is fast becoming full. This indicates a probable problem condition, as a full log area causes the database to shut down. To avoid this, it is recommended that you carry out log backups at regular intervals, because the database system cannot overwrite the segments in the log area until after a successful log backup.</p>
	<p>Percentage of log area used:</p> <p>Indicates the percentage of the log area utilized.</p>	Percent	<p>If the value of this measure grows dangerously close to 100%, it indicates that the log area is fast becoming full. This indicates a probable problem condition, as a full log area causes the database to shut down. To avoid this, it is recommended that you carry out log backups at regular intervals, because the database system cannot overwrite the segments in the log area until after a successful log backup.</p>
	<p>Transaction rate:</p> <p>Indicates the rate of transactions to the log area.</p>	Trans/Sec	
	<p>Write transaction rate:</p> <p>Indicates the rate of write transactions to the log area.</p>	Trans/Sec	
	<p>Percentage of write transactions:</p> <p>Indicates the percentage of write transactions to the log area.</p>	Percent	<p>This measure is a good indicator of the level of activity on the log area.</p>
	<p>Log queues:</p> <p>Indicates the current number of log queues.</p>	Number	
	<p>Queue size:</p> <p>Indicates the size of the log queue.</p>	MB	

5.2.6 Db Oms Stats Test

Object management system (OMS) is a type of data management. Only SAP liveCache database instances use OMS. SAP liveCache is an enhancement of the MaxDB relational database system. In SAP liveCache, the actual data structures and data streams (such as networks and relationships) can be mapped more easily and effectively. A large part of the data in a SAP liveCache database instance is managed in objects. This object data is called OMS data. OMS data is managed in containers that are assigned to precisely one persistent C++ class of the object type, and is edited in the OMS intermediate layer. The OMS data pages are in the data cache. The Db Oms Stats test measures how well the SAP liveCache manages objects using OMS.

Purpose	Measures how well the SAP liveCache manages objects using OMS		
Target of the test	The MaxDB server		
Agent deploying the test	An internal agent		
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for every liveCache object on the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

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	<p>Heap used:</p> <p>Indicates the liveCache memory that is been used currently.</p>	MB	<p>The memory requirements in the OMS heap are very high for the running DB procedures. If the memory utilization in the OMS heap reaches 100% of its limit, there is the risk of errors in the DB procedures (Out of Memory Exceptions), or that OMS version data is swapped from the OMS heap to the global data cache (OMS version is unloaded). It is recommended that you configure the general database parameter <code>CACHE_SIZE</code> and the liveCache parameter <code>OMS_HEAP_LIMIT</code> in such a way that it prevents swapping at the operating system level and errors in DB procedures.</p>
	<p>Reserved size:</p> <p>Indicates the memory managed by the allocator.</p>	MB	
	<p>Memory allocation rate:</p> <p>Indicates the number of memory allocations per second.</p>	Allocations/Sec	A higher rate indicates higher and faster memory utilization.
	<p>Memory release rate:</p> <p>Indicates the number of memory releases per second.</p>	Releases/Sec	
	<p>Spinlock rate:</p> <p>When a requested lock is not available, then the process will spin and try again to acquire the lock. This is known as a Spinlock. This measure indicates the number of attempts that were made per second to acquire a spinlock.</p>	Attempts/Sec	A consistent increase in this rate indicates that some locks have been held for too long a time.
	<p>Collision rate:</p> <p>Indicates the rate at which attempts to get a spinlock failed.</p>	Collisions/Sec	

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	Spinloop rate: Indicates the rate at which attempts were made to acquire a spinlock without prior release of the CPU.	Attempts/Sec	
	Yieldloop rate: Indicates the rate at which attempts were made to acquire a spinlock after prior release of the CPU.	Attempts/Sec	
	Errors rate: Indicates the rate at which errors were detected and automatically corrected.	Errors/Sec	

5.3 The MAXDB Cache Layer

The utilization of the data cache and the I/O buffer cache is monitored using the tests mapped to the **MAXDB Cache** layer (see Figure 5.5).



Figure 5.5: The tests associated with the MAXDB Cache layer

5.3.1 Db Data Cache Test

The Db Data Cache test monitors the usage of the data cache on MaxDB. The data cache contains the last read- or write-accessed pages of the data volumes. It is shared by all simultaneously active users.

Purpose	Monitors the usage of the data cache on MaxDB
Target of the test	The MaxDB server
Agent deploying the	An internal agent

test			
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	<p>Data cache hit ratio: Indicates the percentage of successful accesses to the data cache.</p>	Percent	A high hit rate of at least 98% is recommended for the data cache. If the hit rate is low, consider changing the size of the data cache.
	<p>Cache usable size: Indicates the current size of the data cache.</p>	MB	<p>The size of the data cache has the following effect on the performance of the database system:</p> <ul style="list-style-type: none"> • A large data cache makes a high hit rate possible. • If the data cache is too large for a small main memory, this can lead to operating system swapping with a very high level of I/O activity. <p>However, since the data cache is dynamically dimensioned by the database system, you cannot configure the size of the data cache directly, but can only influence it implicitly by configuring the I/O buffer cache. The database system takes the pages required for the data cache from the I/O buffer cache. If the other I/O buffer cache user, the converter, grows in size, the database system decreases the size of the data cache, if necessary.</p>

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	Cache used size: Indicates the currently utilized portion of the data cache.	MB	If converter cache or catalog cache run out of space, the data cache is used; so, it is recommended that you increase the overall cache size.
	Percent of data cache used: Indicates the percentage of the cache that is utilized.	Percent	If converter cache or catalog cache run out of space, the data cache is used; so, it is recommended that you increase the overall cache size.
	Oms data size: Indicates the size of the data cache that is currently used for storing OMS data.	MB	Since the data in an SAP liveCache database instance consists mainly of OMS data, you should configure the data cache for SAP liveCache database instances to be large enough to store all the OMS data, if possible.
	History data size: Indicates the size of the data cache required for consistent reads and transactions management.	MB	
	SQL data size: Indicates the size of the data cache not required either for OMS data or consistent reads and transaction management.	MB	

5.3.2 Db I/O Cache Test

The Db I/O Cache test monitors the I/O Buffer Cache on the MaxDB server. The database system uses the I/O buffer cache to manage all of the main memory that is available for I/O operations. The converter and the data cache are the most important main memory consumers that the database system manages in the I/O buffer cache. The converter is where the database system keeps information about which logical page number is saved at what physical position (MaxDB block address). When the database system fails to find a page number in the data cache, it searches for the page number in the converter and uses this to calculate the physical position of the data page in the data volumes. If the converter grows while the database is running, and requires more pages, the database system gives it more pages from the I/O buffer cache. If no more pages are available there, data is displaced from the data cache and made available to the converter.

Purpose	Monitors the I/O Buffer Cache on the MaxDB server
Target of the test	The MaxDB server
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Total I/O cache size: Indicates the current size of the I/O buffer cache.	MB	
	Data cache size: Indicates the portion of the I/O buffer cache that is currently utilized by the data cache.	MB	A high value of this measure is imperative to ensure a high data cache hit rate. If the value of this measure is very low, it is recommended that you reset the CACHE_SIZE parameter.
	Percent data cache: Indicates the percentage of the I/O buffer cache used by the data cache.	Percent	A high value of this measure is imperative to ensure a high data cache hit rate. If the value of this measure is very low, it is recommended that you reset the CACHE_SIZE parameter.
	Converter size: Indicates the space in the I/O buffer cache currently used by the converter.	MB	
	Percent coverter size: Indicates the percentage of the I/O buffer cache used by the converter.	Percent	If the value of this measure falls, data is displaced from the data cache and made available to the converter.

	<p>IO mgmt size:</p> <p>Indicates the current size of the I/O management.</p>	MB	
	<p>File directory size:</p> <p>Indicates the space currently used by the file directories.</p>	MB	
	<p>Restart record size:</p> <p>Indicates the space currently used by restart records that store all information that the database system requires to restart the database instance.</p>	MB	
	<p>Block allocator size:</p> <p>Indicates the amount of memory currently used by block allocators.</p>	MB	
	<p>Unused size:</p> <p>Indicates the free space in the I/O buffer cache.</p>	MB	Ideally, this value should be high. A very low value of this measure indicates the need to reset the CACHE_SIZE.

5.4 The MAXDB Service Layer

Using the tests associated with the **MAXDB Service** layer (see Figure 5.6), you can monitor the following:

- How well the database session caches are utilized
- The SQL statements and transactions executing on the MaxDB server
- The request processing capability of the MaxDB server
- The different types of queries that are executed on the server
- The active sessions on the database server



Figure 5.6: The tests associated with the MAXDB Service

5.4.1 Db Session Cache Test

The Db Session Cache test reveals whether the database session cache has been effectively utilized or not.

Purpose	Reveals whether the database session cache has been effectively utilized or not
Target of the test	The MaxDB server
Agent deploying the test	An internal agent

<p>Configurable parameters for the test</p>	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retying it in the CONFIRM PASSWORD box. 8. DETAILED DIAGNOSIS - To make diagnosis more efficient and accurate, the eG Enterprise system embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option against DETAILED DIAGNOSIS. To disable the capability, click on the Off option. <p>The option to selectively enabled/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the bad and normal frequencies configured for the detailed diagnosis measures should not be 0. 		
<p>Outputs of the test</p>	<p>One set of results for the MaxDB server being monitored</p>		
<p>Measurements made by the test</p>	<p style="text-align: center;">Measurement</p>	<p style="text-align: center;">Measurement Unit</p>	<p style="text-align: center;">Interpretation</p>
	<p>Cache hits: Indicates the percentage of total database sessions that were accessed from the cache.</p>	<p>Percent</p>	<p>If the value of this measure is over 85%, it is a sign of good health. Values lesser than 85% might warrant a change in the cache size using the CAT_CACHE_SUPPLY parameter.</p> <p>The detailed diagnosis of this measure, if enabled, provides a list of session IDs, the number of attempts made to access each session, the number of times every listed session was successfully accessed from the cache, and the hit rate.</p>

5.4.2 Db Activity Test

A transaction is a sequence of SQL statements that are handled by the database system as a unit, in the sense that any modifications made to the database by the SQL statements are either all reflected in the state of the database, or else none of the database modifications are retained. Among other things, the transaction management functions of a database system make sure that parallel transactions from multiple database sessions are processed correctly, and that they deliver the same results as if the transactions were processed sequentially. The Db Activity test reports statistics pertaining to the transactions executing on MaxDB.

Purpose	Reports statistics pertaining to the transactions executing on MaxDB		
Target of the test	The MaxDB server		
Agent deploying the test	An internal agent		
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Sql command rate: Indicates the rate at which SQL statements were executed.	Commands/Sec	
	Sql parsing rate: Indicates the rate at which SQL statements were parsed.	Parses/Sec	

	Parsed sql execution rate: Indicates the rate at which parsed SQL statements were executed.	Executions/Sec	A high level of parse activity when the database is running can indicate a missing statement cache implementation in your application, or a deactivated parse info cache in the JDBC interface. A high level of parse activity is normal when programs or program components are started for the first time.
	Transaction commits: Indicates the rate at which transactions were committed.	Commits/Sec	
	Transaction rollbacks: Indicates the rate at which transactions were rolled back.	Rollbacks/Sec	Ideally, there should be few user rollbacks happening, since rollbacks are costly operations on the database.
	Rollbacks: Indicates the percentage of rollbacks.	Percent	Ideally, there should be few user rollbacks happening, since rollbacks are costly operations on the database.
	Memory sort rate: Indicates the rate at which sorting operations were performed on the main memory to build indexes.	Sorts/Sec	
	Table scans: Indicates the rate of table scans.	Scans/Sec	A high value of table scans is an indicator that the queries do not use indexes at all or use indexes with low selectivity.
	Index scan rate: Indicates the rate of index scans.	Scans/Sec	

5.4.3 Db I/O Stats Test

The Db I/O Stats test indicates how efficiently MaxDB handles read/write requests to the database.

Purpose	Indicates how efficiently MaxDB handles read/write requests to the database
Target of the test	The MaxDB server
Agent deploying the test	An internal agent

Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retying it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for every data volume and log volume on the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Database read rate: Indicates the rate at which database reads were performed.	Reads/Sec	
	Page read operations: Indicates the rate at which page reads were performed.	Pages/Sec	
	Database read time: Indicates the time taken by the database to perform read operations in the last measurement period.	Secs	A high value of this measure indicates a reading bottleneck.
	Database write rate: Indicates the rate at which data is written to the database.	Writes/Sec	
	Page write operations: Indicates the rate at which page writes were performed.	Pages/Sec	

	<p>Database write time: Indicates the time taken by the database to perform write operations in the last measurement period.</p>	Secs	A high value of this measure indicates a writing bottleneck.
	<p>Pending I/O operations: Indicates the number of IO operations still to be completed.</p>	Number	If the value of this measure keeps increasing, it is indicative of a processing bottleneck.

5.4.4 Db Query Test

A QUERY statement specifies a result table that can be ordered. The Db Query test monitors the different types of QUERY statements that are executed on the MaxDB database.

Purpose	Monitors the different types of QUERY statements that are executed on the MaxDB database		
Target of the test	The MaxDB server		
Agent deploying the test	An internal agent		
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box. 		
Outputs of the test	One set of results for the MaxDB server being monitored		
Measurements made by the test	Measurement	Measurement Unit	Interpretation

	<p>Create statements:</p> <p>Indicates the number of CREATE statements that were executed in the last measurement period.</p>	Number	
	<p>Alter statements:</p> <p>Indicates the number of ALTER statements that were executed in the last measurement period.</p>	Number	
	<p>Drop statements:</p> <p>Indicates the number of DROP statements that were executed in the last measurement period.</p>	Number	
	<p>Insert statements:</p> <p>Indicates the number of INSERT statements that were executed in the last measurement period.</p>	Number	
	<p>Insert row statements:</p> <p>Indicates the number of rows inserted in the last measurement period.</p>	Number	
	<p>Update statements:</p> <p>Indicates the number of UPDATE statements that were executed in the last measurement period.</p>	Number	
	<p>Update row statements:</p> <p>Indicates the number of rows that were updated in the last measurement period.</p>	Number	
	<p>Delete statements:</p> <p>Indicates the number of DELETE statements that were executed in the last measurement period.</p>	Number	
	<p>Delete row statements:</p> <p>Indicates the number of rows that were deleted in the last measurement period.</p>	Number	

5.4.5 Db Sessions Test

To work with a database instance, to make data queries or to manage the database instance, you have to open a database session. This can happen as follows:

- The user logs on to the database instance with a user name and password, thus opening a database session. Later, the database session is terminated explicitly by the user or closed implicitly when the timeout value is exceeded.
- A database tool implicitly opens a database session and then closes it again later.

The Db Sessions test reveals the level of activity on the MaxDB server by reporting the number of active database sessions.

Purpose	Reveals the level of activity on the MaxDB server by reporting the number of active database sessions
Target of the test	The MaxDB server
Agent deploying the test	An internal agent
Configurable parameters for the test	<ol style="list-style-type: none"> 1. TEST PERIOD - How often should the test be executed 2. HOST - Host name of the server for which the test is to be configured 3. PORT - The port number to which the server is listening 4. DATABASENAME - The test connects to a database on MaxDB and extracts performance statistics from the system tables in the database. Therefore, provide the name of a database in the DATABASENAME text box. 5. USERNAME - Since users with the SYSDBA privilege alone are allowed access to system tables, specify the name of such a user against USERNAME. 6. PASSWORD - Provide the PASSWORD that corresponds to the specified USERNAME. 7. CONFIRM PASSWORD - Confirm the password by retyping it in the CONFIRM PASSWORD box.
Outputs of the test	One set of results for the MaxDB server being monitored

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Measurements made by the test	Measurement	Measurement Unit	Interpretation
	Number of sessions: Indicates the number of currently active database sessions.	Number	This measure is a good indicator of the workload on the database server.

Conclusion

This document has described in detail the monitoring paradigm used and the measurement capabilities of the eG Enterprise suite of products with respect to **SAP Environments**. For details of how to administer and use the eG Enterprise suite of products, refer to the user manuals.

We will be adding new measurement capabilities into the future versions of the eG Enterprise suite. If you can identify new capabilities that you would like us to incorporate in the eG Enterprise suite of products, please contact support@eginnovations.com. We look forward to your support and cooperation. Any feedback regarding this manual or any other aspects of the eG Enterprise suite can be forwarded to feedback@eginnovations.com.