

StableNet[®] SAP Monitoring

Infosim Proprietary & Confidential

Infosim GmbH & Co. KG Friedrich-Bergius-Ring 15 • 97076 Würzburg • Germany • **T:** +49.931.20592.200 • **F:** +49.931.20592.209 • <http://www.infosim.net>
Infosim Asia Pacific Pte Ltd 25 International Business Park • #04-103C German Centre • Singapore 609916 • **T:** +65.6562.828 • **F:** +65.6562.8287
Infosim North America 1900 W. Loop South Ste. 1185 • Houston Texas 77027 • USA • **T:** +1 305 6000 433

Date: September 2, 2013 • **Revision:** 1
Email: sales@infosim.net

Table of Contents

StableNet® SAP Monitoring

1	Scope	3
2	Technique	3
3	KPIs of SAP Systems	3
3.1	SAP Connector	3
3.2	Geodis	4
3.3	SAP TREX	5
4	Disclaimer	5

StableNet[®] SAP Monitoring

1 Scope

This document describes the techniques and the KPIs for monitoring SAP systems.

2 Technique

There are various SAP systems that could be monitored via StableNet[®]. Depending on the system there are different monitoring methods and monitoring protocols available. Details on the methods being used can be found in the list of KPIs.

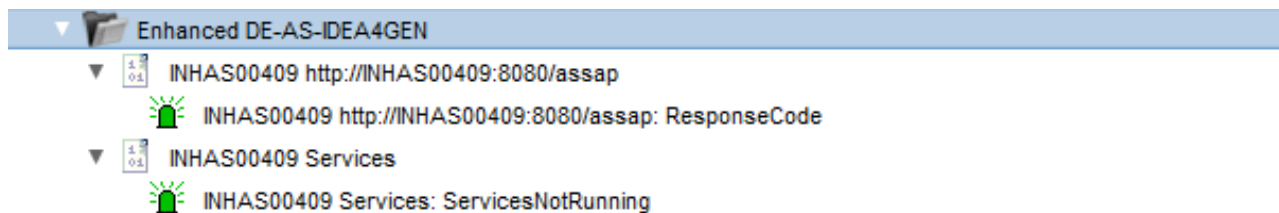
3 KPIs of SAP Systems

Following list gives just a few examples of what is possible with StableNet[®].

3.1 SAP Connector

Windows Services and the availability of the SAP web interface can be monitored with Business Process scripts.

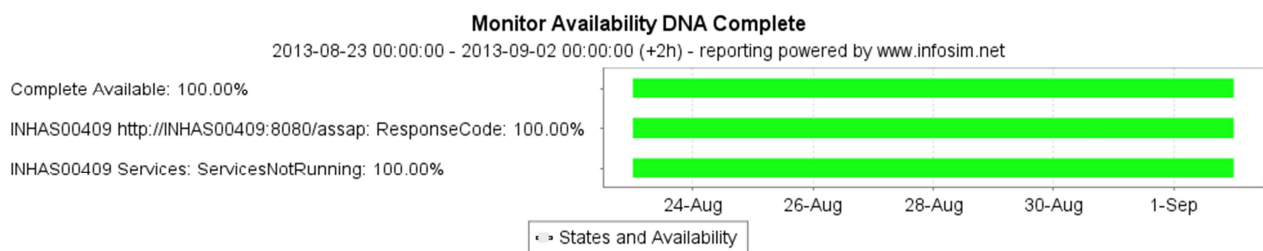
Item	Description
SNMP Service	Check if SNMP Windows service is running.
Access to system possible	Check HTTP connection <code>http://<component_name>:8080/assap</code>



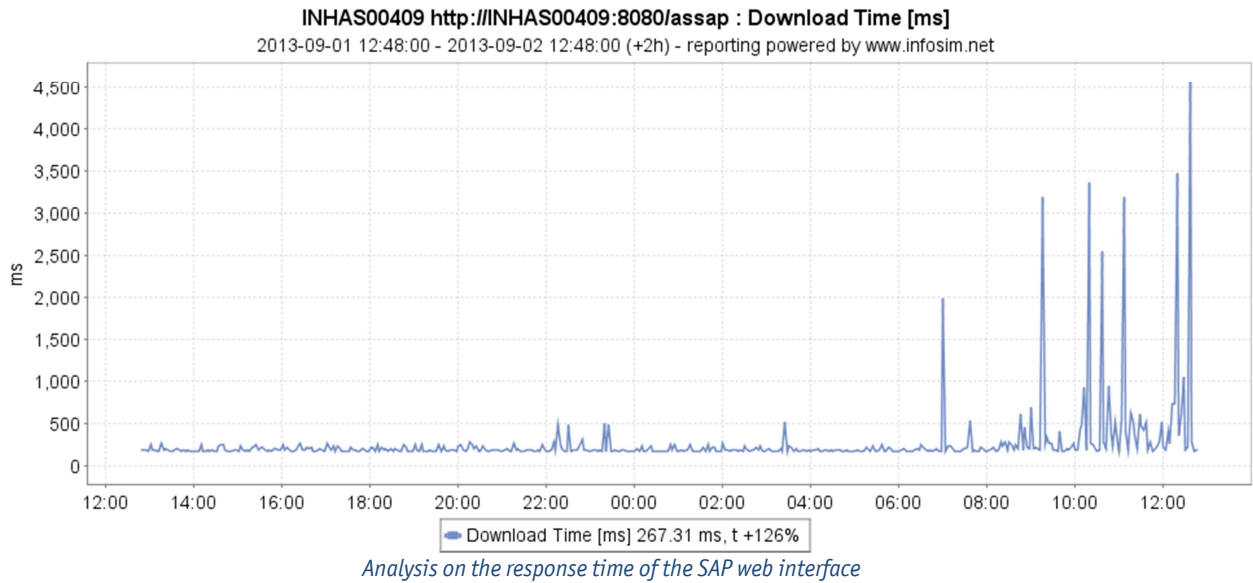
The screenshot shows a measurement tree for 'Enhanced DE-AS-IDEA4GEN'. It includes the following items:

- INHAS00409 `http://INHAS00409:8080/assap`
- INHAS00409 `http://INHAS00409:8080/assap: ResponseCode`
- INHAS00409 Services
- INHAS00409 Services: `ServicesNotRunning`

Example of measurements in the measurement tree



SLA reporting on the available of service and web interface



3.2 Geodis

This KPIs are determined with Business Process Scripts that operate on the file system of the measured device.

Item	Description
Geodis receive flag	Check if the file “\Echanges_Geodis\ftproot\Geodisfile\Receive “ is older than 60 minutes.
Geodis send flag	Check if the file “\Echanges_Geodis\ftproot\Geo disfile\Send “ is older than 10 minutes
Geodis Send EMG flag	Check if the file “\Echanges_Geodis\ftproot\Geo disfile\SendEMG “ is older than 10 minutes
Geodis Receive Log files	Scan files in a directory matching a certain pattern. “\Echanges_Geodis\Logs\Geodis_Receive_*.log”. The newest file that was found must not contain “#CDRET[False]”
Geodis Send Log files	Scan files in a directory matching a certain pattern. “\Echanges_Geodis\Logs\Geodis_Send_*.log The newest file that was found must not contain “#CDRET[False]”


- ▼ **Enhanced FR-IT-FILESERVICE: Major**
- ▶ REVMFSAPP01 Geodis Receive Flag D:\Applications\Echanges_Geodis\ftproot\Geodisfile\<Receive>: Minor
- ▶ REVMFSAPP01 Geodis Receive Log Files D:\Applications\Echanges_Geodis\Logs\<Geodis_Receive_*.log>: Major
- ▶ REVMFSAPP01 Geodis Send EMG Flag D:\Applications\Echanges_Geodis\ftproot\Geodisfile\<SendEMG>: Minor
- ▶ REVMFSAPP01 Geodis Send Flag D:\Applications\Echanges_Geodis\ftproot\Geodisfile\<Send>: Minor
- ▶ REVMFSAPP01 Geodis Send Log Files D:\Applications\Echanges_Geodis\Logs\<Geodis_Send_*.log>: Major



Example of measurements in the measurement tree

3.3 SAP TREX

Next to file system monitoring via SNMP, there are several processes that should be monitored. This is done via WMI.


Item	Description
Free space local file system	Discovered file systems should be 80% free.








▼  **Storages**

- ▶  RDGAS147 Storage C:\ Label:
- ▶  RDGAS147 Storage D:\ Label:

Example of measurements in the measurement tree

Processes	Description
Python.exe	Process should be running
TREXDaemon.exe	Process should be running
TREXNameServer.exe	Process should be running
TREXIndexServer.exe	Process should be running
TREXPreprocessor.exe	Process should be running
TREXQueueServer.exe	Process should be running
TREXRfcServer2.exe	Process should be running

▼  **SAP-TREX**

- ▶  VMHSAPTREX Process Python.exe
- ▶  VMHSAPTREX Process TREXDaemon.exe
- ▶  VMHSAPTREX Process TREXIndexServer.exe
- ▶  VMHSAPTREX Process TREXNameServer.exe
- ▶  VMHSAPTREX Process TREXPreprocessor.exe
- ▶  VMHSAPTREX Process TREXQueueServer.exe
- ▶  VMHSAPTREX Process TREXRfcServer2.exe

Example of measurements in the measurement tree

4 Disclaimer

Although the information and recommendations in this technical information document are presented in good faith and believed to be correct, Infosim GmbH & Co. KG makes no representations or warranties as to the completeness or accuracy of the content. This document is copyrighted material, and is classified commercial in confidence. Do not redistribute in any shape without prior authorization of Infosim.