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Roma Gennaio 2013



www.braint.it

syslink
Xandria[®]
System Monitoring
& Management for
SAP[®] Solutions





syslink Xandria

*is the most advanced and smartest
System Monitoring application*

*for all SAP® Solutions,
large scale servers and database
environments*



Painless
and cost-
controlled
SAP®
systems
monitoring

Reduce
workload
SAP® in
operations

syslink
Xandria®

Improve
Quality of
Service in
SAP®
operations

Raise
customer
and user
satisfaction
levels

Operational
excellence
for SAP®
Service
Providers

SAP® Certified
Integration with SAP NetWeaver®

Reduce
workload in
SAP®
operations

Auto-Discovery



SAP Instances



SAP Databases



Virtual Cluster Servers



Cluster Switches

Automated

Real Time
Monitoring & Daily
Checks



SLR Generation



Change Tracking

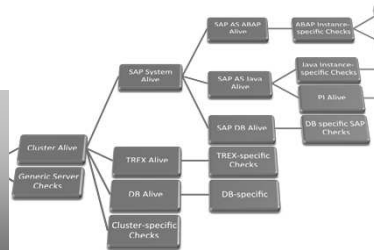
Inventory
Management



Reduce
workload in
SAP®
operations

We know exactly how to operate SAP® environments in an effortless way!

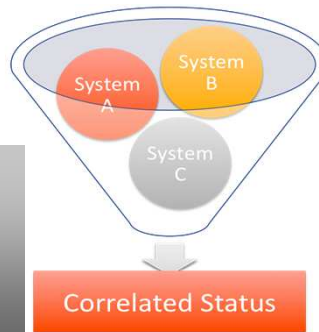
Intrinsic Root Cause Analysis



Policy-based configuration



"Event" Correlation



Profile and Component Comparison

MP: Oracle parameters	ABC_ARCHMMD: Oracle parameters
SXDB\ABCHAMM\TRACE	F:\VARSU\PASDXB\ABCHAMM\TRACE
SXDB\ABCHAMM\CONTROL\CONTROL.ORA	F:\VARSU\PASDXB\ABCHAMM\CONTROL\CONTROL.ORA
SXDB\ABCHAMM\CONTROL\CONTROL.ORA	F:\VARSU\PASDXB\ABCHAMM\CONTROL\CONTROL.ORA
SXDB\ABCHAMM\CONTROL\CONTROL.ORA	F:\VARSU\PASDXB\ABCHAMM\CONTROL\CONTROL.ORA
	2
	ABCHAMM
	ABCHAMM
0\DB_1\DATABASE\OR1ABCHAMM	D:\ORACLE\PRODUCT\10.2.0\DB_1\DATABASE\OR2ABCHAMM
0\DB_1\DATABASE\OR2ABCHAMM	D:\ORACLE\PRODUCT\10.2.0\DB_1\DATABASE\OR3ABCHAMM
	10167 trace name context for
	abchammd
P\REDOARC	F:\VARSU\PASDXB\ABCHAMM\REDOARC
	48
	ABCHAMM
	12923798
0\DB_1\DATABASE\SPFILESRNAMMP	D:\ORACLE\PRODUCT\10.2.0\DB_1\DATABASE\SPFILESRNAMMP
	900
MP\TRACE	F:\VARSU\PASDXB\ABCHAMM\TRACE

Reduce
workload in
SAP®
operations

syslink Xandria eases the task of operating your SAP® Systems and databases

- Reduces the amount of repetitive error-prone manual work
- No additional overhead for operating the monitoring systems itself
- Acts as a thorough and reliable “Basis” team member

Painless
and cost-
controlled
SAP®
systems
monitoring

To add a new Custom Check, it's as easy as that!

New Custom Check

Custom Check Name: Virus Scanner Service

Custom Check Description: Verify if the virus scanner is running on all windows hosts

Type: WIN_SERVICE

Apply Custom Check to system type: Server SAP Instance SAP System Database

System Selector: Select a Pre-Defined System Selector All (physical) Microsoft Windows Servers Define specific 'Ad-Hoc' Custom Selection

New Custom Check Cancel

Create Custom Check for all Windows Hosts

Custom Check: Virus Scanner Service (982) - [WIN_SERVICE]

Update Custom Check

Properties

General

* Custom Check Name: Virus Scanner Service

Custom Check Description: Verify if the virus scanner is running on all windows hosts

Customer

Systems

Select a Pre-Defined System Selector All (physical) Microsoft Windows Servers Test System Selector

Define specific 'Ad-Hoc' Custom Selection

Specific

* Service: OfficeScan NT RealTime Scan

* Check Status if service is running: OK

* Else: WARNING

* Check Status if service does not exist: WARNING

Service Name to record Availability

Define e.g. the Windows Service

0d 0h 2mn	chrome		0d 0h 2mn	Service 'OfficeScan NT RealTime Scan' is in state 'Service Stopped'
0d 0h 2mn	hedge		0d 0h 2mn	Service 'OfficeScan NT RealTime Scan' is in state 'Service Running'
0d 0h 4mn	cell		0d 0h 4mn	Service 'OfficeScan NT RealTime Scan' is in state 'Service Running'
0d 0h 5mn	balloon		0d 0h 5mn	Service 'OfficeScan NT RealTime Scan' is in state 'Service Running'
0d 0h 4mn	bazaar		0d 0h 4mn	Service 'OfficeScan NT RealTime Scan' is in state 'Service Running'

Verify Check Results

Painless
and cost-
controlled
SAP®
systems
monitoring

Xandria is

- Effortless to install, no long project team needed for implementation
- It is Ready-to-use, pre-configured, out of the box
- No additional overhead required
- No incremental systems or network requirements needed
- No additional training costs, excellent documentation

.... it simply works!

Improve
Quality of
Service in
SAP®
operations



Monitoring
Policies



Automated
Tracked
Changes

Message	Auto	User	Status
ABAP component SAPCCMAN has been upgraded	✓	User Helpdesk	Done
ABAP component SAPCCEXP has been installed	✓	User Helpdesk	Done
ABAP component SAPCCGLB has been upgraded	✓	User Helpdesk	Done
ABAP component BWKGLB has been upgraded	✓	User Helpdesk	Done
System change option for software components has been changed (number of changes: 119)	✓	User Helpdesk	Done
Client 100 has been changed	✓	User Helpdesk	Done
Item change option for namespaces has been changed (number of changes: 154)	✓	User Helpdesk	Done
Item change option for namespaces has been changed (number of changes: 154)	✓	User Helpdesk	Done
Item change option for namespaces has been changed (number of changes: 154)	✓	User Helpdesk	Done
Item change option for software components has been changed (number of changes: 119)	✓	User Helpdesk	Done











Preventive
approach



Real Time
vs. Daily
Checks

Improve
Quality of
Service in
SAP®
operations

Immediate awareness of what is going on in your SAP landscapes

	ORA_TABLESPACES	0d 0h 2mn	ABC_P13		0d 0h 2mn	PSAPROLL is used by 64.2 % (256.32 MB free) 100 % Limit probably exceeded in 0:42:09
	FILESYSTEMS	0d 0h 7mn	hedge		0d 0h 2mn	'/' is used by 82.8 % (34.41 MB free) 100 % Limit probably exceeded in 10:21:31
	UPDATEQUEUE	0d 8h 49 mn	ABC_P13		0d 0h 14mn	Update records older than 300 seconds: 13725 Update records older than 60 seconds: 13725
	SPOOLSTAT	2d 14h 58 mn	ABC_P11		0d 0h 7mn	OK – Number of unprocessed or erroneous output requests between 12:14:21 and 13:14:21: 0 OK – 0.7 % (217) of maximum 31900 spool requests used
	JOBSTAT	2d 2h 19 mn	ABC_P11		0d 0h 9mn	OK – Number of aborted jobs in last 60 minutes: 0 OK – Number of jobs being delayed for more than 5 minutes: 2, for more than 15 minutes: 2 Delayed jobs are [h:mm]: ZHR_KABA_VERBUCHEN_ZEITEREIGNISS [1115:04], Z_BACKCLEAN [1111:09]

Watch out for
fast growth!

Detect critical
trends

Meaningful
combined checks

Raise
customer
and user
satisfaction
level

*Easy to use, scalable, innovative, smart,
reliable, preventive, pro-active, ..*

New Custom Check

Custom Check Name: Delayed Standard SAP Jobs

Custom Check Description: Warning if delayed 30 minutes, critical if delayed 60 minutes

Type: SAP_JOB

Apply Custom Check to system type: ☒ SAP System

System Selector: ☐ Select a Pre-Defined System Selector ☒ Define specific 'Ad-Hoc' Custom Selection

New Custom Check Cancel

Create a new
Custom Check

Properties Systems

General

* Custom Check Name: Delayed Standard SAP Jobs

Custom Check Description: Warning if delayed 30 minutes, critical if delayed 60 minutes

Customer: ABC medical

Specific

* Job Name: SAP *

* Alert Canceled Job as: CRITICAL

Status If Job Not Found:

Reset After: [h]:mm

Number of Simultaneous Running Jobs (Warning): [h]:mm (Critical): [h]:mm

Job Start Delay Time (Warning): 0:30 [h]:mm (Critical): 1:00 [h]:mm

Maximum Job Run Time (Warning): [h]:mm (Critical): [h]:mm

Minimum Job Run Time (Warning): [h]:mm (Critical): [h]:mm

Maximum Time Since Last Job (Warning): [h]:mm (Critical): [h]:mm

Define
Monitoring
Criteria

System Selector: CC:Delayed Standard SAP Jobs [SAP System]

Apply Test System Selector

Criteria: ☒ 'SAP System' search criteria

System Role: Domain Controller, Education, Integration, other, Production, Quality assurance

☐ 'SAP Instance' search criteria

Select a class
of Systems

Jobs

Confirm Unconfirm more All Confirmed only Unconfirmed only

Job Name	Status	Age	Customer	System	Type	Last Refresh	Result
Delayed Standard SAP Jobs	CRITICAL	28m	ABC medical	ABC_PA19	11m		OK - Job SAP_SRT_SEQ_DELETE_BGRFC...
Delayed Standard SAP Jobs	CRITICAL	25m	ABC medical	ABC_PA3	8m		CRITICAL - Job SAP_RSICFDLT is delayed (...)
Delayed Standard SAP Jobs	OK	21m	ABC medical	ABC_PB3	7m		OK - Job SAP_SRT_REORG_LOG_T...
Delayed Standard SAP Jobs	OK	25m	ABC medical	ABC_PB3	7m		OK - Job SAP_SLD_DATA_COLLECT finish...

Verify Results

Raise
customer
and user
satisfaction
level

syslink Xandria delivers improved availability, quality and security to End Users!

- 100% system availability
 - Business Continuity
- Boost staff morale
 - Xandria does the repetitive monitoring work 24/7
- No false alerts
- Transparent access to system environment

Operational
excellence
for SAP®
Service
Providers

syslink Xandria enables you to provide best-in-class SAP Services!

Service Provider Perspective



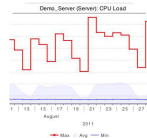
Strictly separated customer areas with dedicated views



Precisely focused on the SAP world



100% web-based, incl. End-to-End, Business Services, Maintenance Windows, etc.



Rich SLRs describe your efforts to deliver a high quality Service.

IT Department Perspective

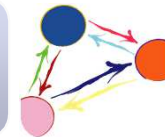
No need to adapt your operating environment



No need to patch your SAP Systems only because the monitoring system is patched



Provides gateways, 3rd-party integration, communication encryption, etc



Open, easy to integrate, expandable. A supplement rather than a replacement.

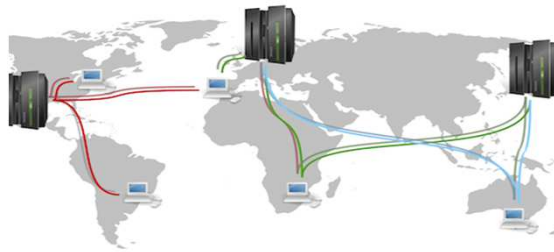


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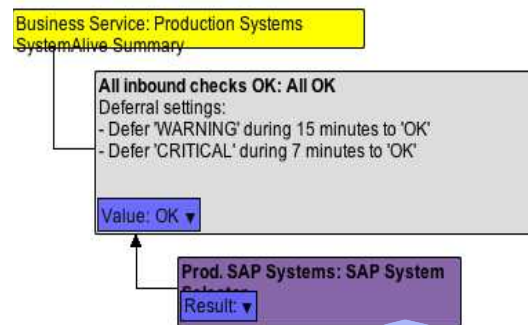


Operational
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for SAP®
Service
Providers

All tasks are covered by syslink Xandria!



End-To-End Monitoring



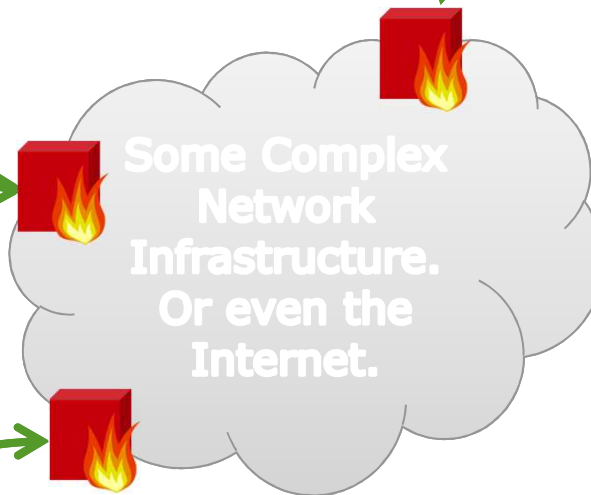
Business Service Monitoring

[illegible]

Maintenance Windows



Xandria monitors using one single agent per physical server and one small transport

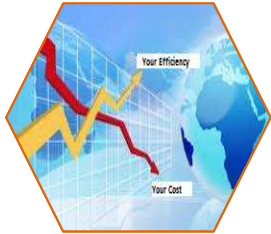


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Nagios bmc software
Microsoft **Tivoli** software
System Center
Operations Manager



Providing what you are asking for:

Agility:

- ***Get up and running in hours***, cut months of deployment time
- ***Accelerate*** setting your monitoring requirements and processes

Efficiency:

- ***Save Money*** in SAP Operation
- ***Automate the monitoring*** of your SAP® infrastructure
- ***Use your staff for business critical tasks***

Simplicity:

- ***Avoid delays*** due too limited skills
- ***Maintain*** your IT environment ***quickly and easily***

Control:

- ***Lower risk and cost with automated built-in expertise***
- ***Proven and reliable*** monitoring of all SAP® environments

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SAP Partner Certifications



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operations AG

Certified SAP Hosting Partner

syslink
software AG

Certified SAP Software Partner

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Integration with SAP NetWeaver[®]

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