



OZSoft Consulting Corporation
<http://www.ozsoft-consulting.com>

SAP Management Pack for Microsoft System Center Operations Manager

Release Notes

About this publication

These release notes provide information about the enhancements and resolved problems in the OZSoft SAP Management Pack for Microsoft System Center Operations Manager. This information supplements and supersedes information in the [Installation, Administration and User's Guide](#).

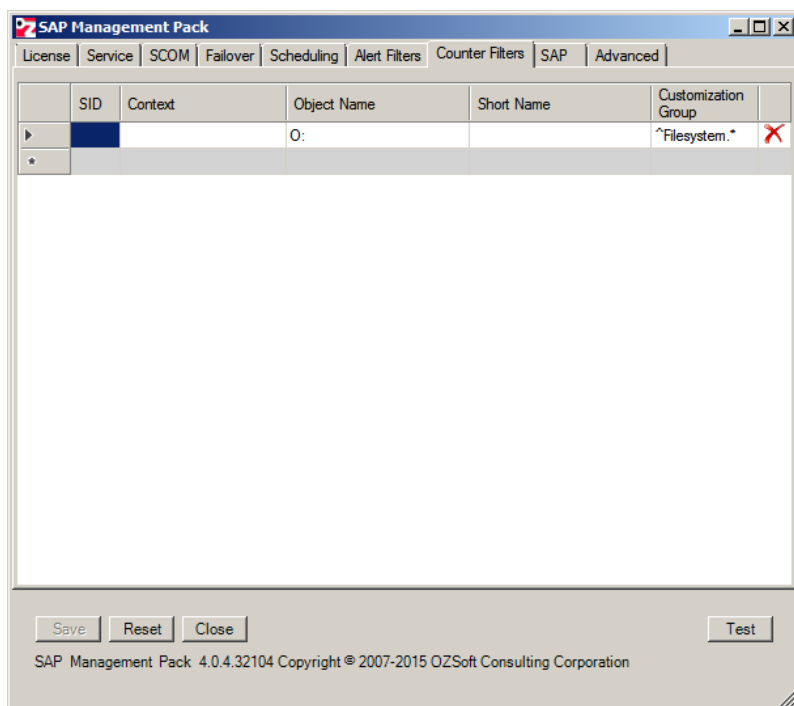
Version 4.0.4 July 10, 2015

New in this release

Performance Counter Filters

The new version of the Management Pack introduces **Performance Counters filters**.

The SAP Management Pack integrates with SAP via CCMS External Alert Management interface, which is based on CCMS Monitors (administered with RZ20 transaction). The CCMS Monitors are, in essence, filters that define what Alerts and Performance Counters (MTEs) the Management Pack retrieves from CCMS. With the CCMS Monitors properly defined – only the relevant performance counters are pulled from CCMS and posted to SCOM. Configuring the CCMS Monitors however is relatively complicated and requires SAP expertise. The new **Counter Filters** facility define exclusion criteria for the MTEs across the connected SAP systems - after the MTEs are retrieved from SAP they are matched to the filters - if an MTE matches to one of the filters, the MTE is skipped thus.



You can use full RegEx (Regular Expression) Syntax in each of the filter fields. Only the fields with the non-empty values are evaluated. All specified (not-empty) fields need to match in order for the particular filter to be effective.

Using **Counter Filters** allows for the fine-tuning of the performance counters retrieval without the need of modification of CCMS configuration.

In the example below we are filtering out the **O:** File system-related CCMS MTEs as they appear in RZ20:

Monitoring Attributes - Detail Data

Display Data for a Period Display alerts

General details

Context	Object name	Short name	Type	Class	Highest alert	Number of alerts	Definitio
<input type="checkbox"/> ozsm7_MS1_00	O:	Freespace	Performance	FilesystemFreeSpace		0	ENABLED
<input type="checkbox"/> ozsm7_MS1_00	O:	Percentage_Used	Performance	FilesystemPercentageUsed		0	ENABLED

Current performance details

Context	Object name	Short name	Unit	Last Value	Last minute	Last 5 minutes	Last 15 minutes
<input type="checkbox"/> ozsm7_MS1_00	O:	Freespace	MB	8337	-	8338	8341
<input type="checkbox"/> ozsm7_MS1_00	O:	Percentage_Used	%	94	-	95	95

Performance-specific Customizing data

Context	Object name	Short name	Unit	Green -> Yellow	Yellow -> Red	Red -> Yellow	Yellow -> Green	Comparison v
<input type="checkbox"/> ozsm7_MS1_00	O:	Freespace	MB	1	0	0	1	Last Value
<input type="checkbox"/> ozsm7_MS1_00	O:	Percentage_Used	%	95	100	100	95	Last Value

Smoothed performance values of the last 30 minutes

Context	Object name	Short name	Unit	18:57	18:56	18:55	18:54	18:53	18:52	18:51	18:50	18:49	18:48	18:47	18:46
<input type="checkbox"/> ozsm7_MS1_00	O:	Freespace	MB	-	-	-	8337	8339	-	-	8340	-	8341	-	8342
<input type="checkbox"/> ozsm7_MS1_00	O:	Percentage_Used	%	-	-	-	94	95	-	-	94	-	95	-	94

Smoothed performance values of the last 24 hours

The filter is using the following MTE properties: **SID**, **Context**, **Object Name**, **Short Name** and **Customization Group**, the latter is usually set to **MTE Class** as seen in the RZ20 screenshot.

Adding a filter with **Object Name**="O:" and **Customization Group** = "^Filesystem.*" will filter out all MTEs listed in the RZ20 screen-shot above.

You can test if an MTE will be filtered by pressing **Test** button located in the lower right corner of the window and filling in the values of MTE properties:

Counter Filter Test

Enter Counter field values and press Check button to test the exclusion filters:

SID:

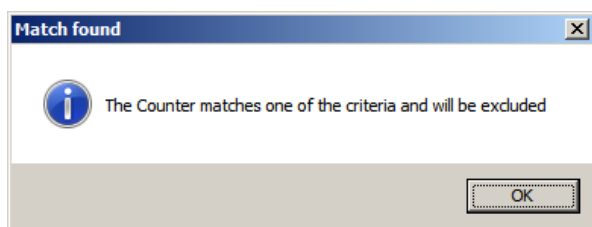
Context:

Object Name:

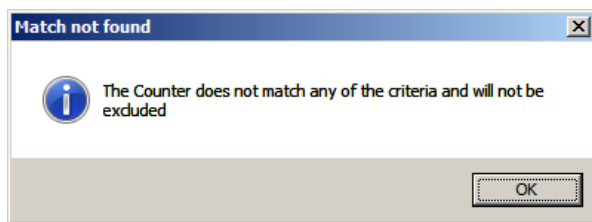
Short Name:

Customization Group:

Press **Check** button – if the MTE is matched the following dialog opens:

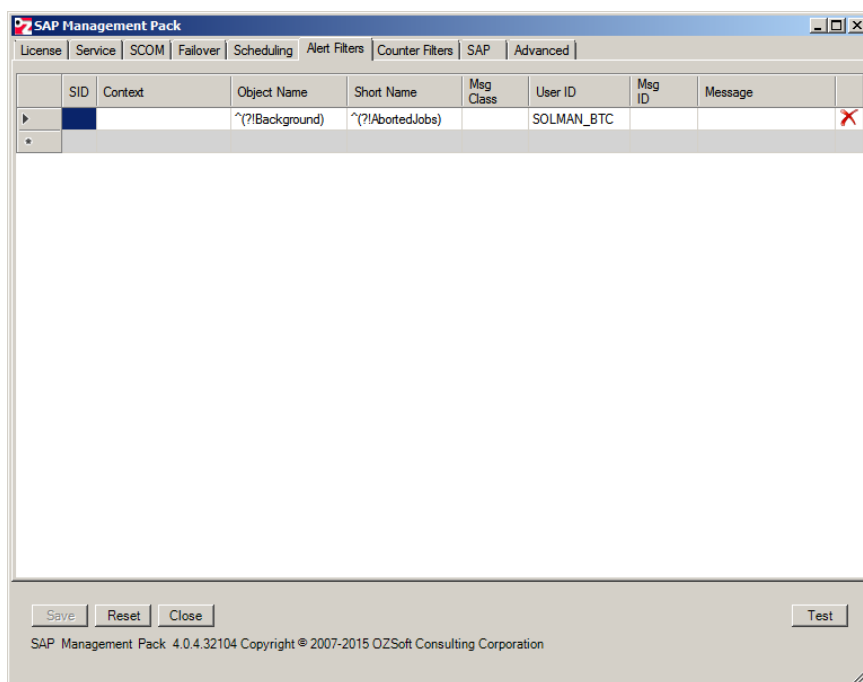


otherwise:



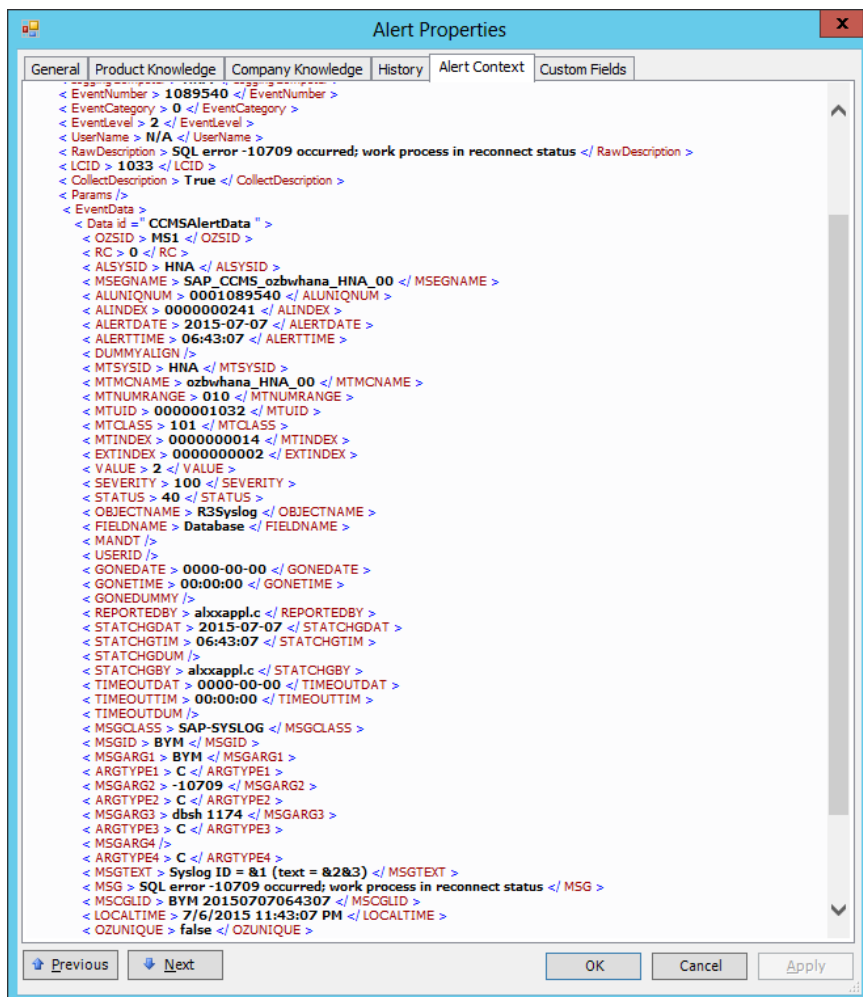
Alert Filters Test facility

The Alert Filters now have the **Alert Testing** facility similar to the one for the new **Counter Filters**:



In the window lower-right corner – locate and press **Test** button. In the dialog, populate the fields based on the details of the alert that you would like to filter out.

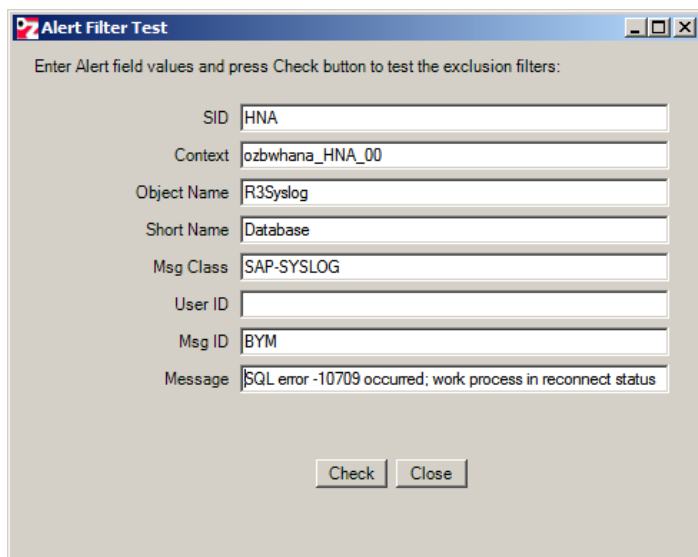
To find out the required values, in the Operations Console open the CCMS Alert properties and switch to Alert Context:



The Alert Context tags correspond to the Alert Filter attributes as the following:

Alert Context Tag	Filter Attribute
MTSYSID	SID
MTMCNAME	Context
OBJECTNAME	Object Name
FIELD NAME	Short Name
USERID	User ID
MSGCLASS	Msg Class
MSGID	Msg ID
MSG	Message

For the alert above the **Alert Test** dialog values would look like this:



The image shows a Windows-style dialog box titled "Alert Filter Test". It contains a text area at the top with the instruction "Enter Alert field values and press Check button to test the exclusion filters:". Below this are several input fields: "SID" with the value "HNA", "Context" with "ozbwhana_HNA_00", "Object Name" with "R3Syslog", "Short Name" with "Database", "Msg Class" with "SAP-SYSLOG", "User ID" (empty), "Msg ID" with "BYM", and "Message" with "SQL error -10709 occurred; work process in reconnect status". At the bottom are two buttons: "Check" and "Close".

Press **Check** button and the dialog will popup indicating whether the alert matches one of the filters and will be excluded or not.

New default CCMS Performance Attribute value

When collecting CCMS Performance Attribute Counters SAP Connector can be configured to use one of the values provided by CCMS. The new, **default**, value has been added to the drop-down list – **Alert-relevant Value**. This value is used in CCMS for the comparison with the threshold values. This can be the last measured value or an average value. It is configured in CCMS for each Performance Attribute according to the collection interval.

This attribute is now default for Performance counter value collection.

Missing MTE values detection

SAP Management Pack is utilizing SAP External Alert Management (XAL) CCMS Interface for SAP Performance Counters retrieval. It has been discovered that XAL returns MTE values as 0 when there are no values collected by SAP. This may lead to generation of false alerts as the values get evaluated by SCOM Monitors. In this version the Management Pack connector is able to detect the missing MTE values for the interval and not post them as SCOM Performance Counters.

New SAP Connection parameter POOL_SIZE

The SAP Connection Parameter POOL_SIZE has been exposed in the configuration dialog. The parameter controls the size of the SAP .Net Connector pool. Specifying pool size 0 will effectively disable the connection pooling.

Changed in this release

New version of SAP .Net Connector

The latest version of SAP .Net Connector 3.0.15.0 is now used

Corrected problems

The issues listed below were reported in earlier releases of SAP Management Pack and have been corrected in this release.

Tracking Number	Description
BMPSAP000249	SCOM Performance Counter values are reported as 0 when CCMS Values are absent.

Open issues and resolutions

Tracking Number	Description
BMPSAP000243	SAP Host MP doesn't load on SCOM Agent on Windows 2008 R2 and earlier due to the MP minimum supported.NET version 4.0 requirement

Installation information

SAP Management Pack installation

For complete SAP Management Pack installation information, see the [Installation, Administration and User's Guide](#).

The following Management Packs have been updated:

- OSMP4SAP.mp

Please import these management packs.

For complete SAP Host Control Management Pack installation information, see the [SAP Host Control Management Pack Installation, Administration and User's Guide](#).

Version 4.0.3 May 15, 2015

New in this release

Managed Module version Monitoring

SAP Host Control Add-On Management Pack is based on Managed Module Assembly that is loaded by the watcher node's HealthService. When the new version of the Management Pack is imported the new version of the Managed Module Assembly is not loaded until the HealthService is restarted.

The Management Pack now has a new Monitor “**Managed Module Version**”. This Monitor checks that the latest version of the Managed Module is loaded. If the Monitor is in Critical state a restart of the Watcher Node’s Health Service (**Microsoft Monitoring Agent** service) is needed.

eCATT Script Logon Group override

eCATT Script definition now allows for **Logon Group** override. When the **Message Server** login is configured for the SAP system, the individual eCATT scripts can be assigned different Logon Groups:

SAP Configuration

Configuration ID: MS1

Configuration Description: MS1

Configuration Active: ☒

Host Agent Only: ☐

SAP Connection | Maintenance Mode | Jobs | Process Chains | eCATT | Advanced

eCATT Objects

Name	Type	Version	Variant	Interval	Target	Group	User	Password
test1	Script			15 Minutes		DEFAULT	test01	*****
*								

OK Cancel

The Logon Group overrides the SAP Connection properties’ **GROUP** value.

Changed in this release

Cookdown for Performance Monitors and Rules in Host Control Add-On

In **SAP Host Control Add-On** Management Pack the so-called **Cook-down** has been implemented for all Performance Monitors and related Rules. This significantly lowers the performance overhead of SAP Monitoring in SCOM.

Corrected problems

The issues listed below were reported in earlier releases of SAP Management Pack and have been corrected in this release.

Tracking Number	Description
BMPSAP000247	In SAP Host Control Add-On Management Pack objects of class SAP Access Point have the Display Name that only includes Service Name and Protocol . This results in duplicate Display Names as some services have several instances running on different ports.
BMPSAP000248	The following events are logged in Operations Manager event log: <i>Configuration attribute 'ClassID.SAPDB' not found</i>

Open issues and resolutions

Tracking Number	Description
BMPSAP000243	SAP Host MP doesn't load on SCOM Agent on Windows 2008 R2 and earlier Windows OS due to the MP minimum supported.NET version 4.0 requirement

Installation information

SAP Management Pack installation

For complete SAP Management Pack installation information, see the [Installation, Administration and User's Guide](#).

The following Management Packs have been updated:

- OSMP4SAP.mp
- ozsoft.sap.host.mpb
- ozsoft.sap.host.monitoring.mp
- ozsoft.sap.host.dw.rules.mp

Please import these management packs.

For complete SAP Host Control Management Pack installation information, see the [SAP Host Control Management Pack Installation, Administration and User's Guide](#).

- ! After importing the new version of **ozsoft.sap.host.mpb** the **Microsoft Monitoring Agent** windows service on the **Watcher Node** has to be restarted for the new assembly to be loaded.

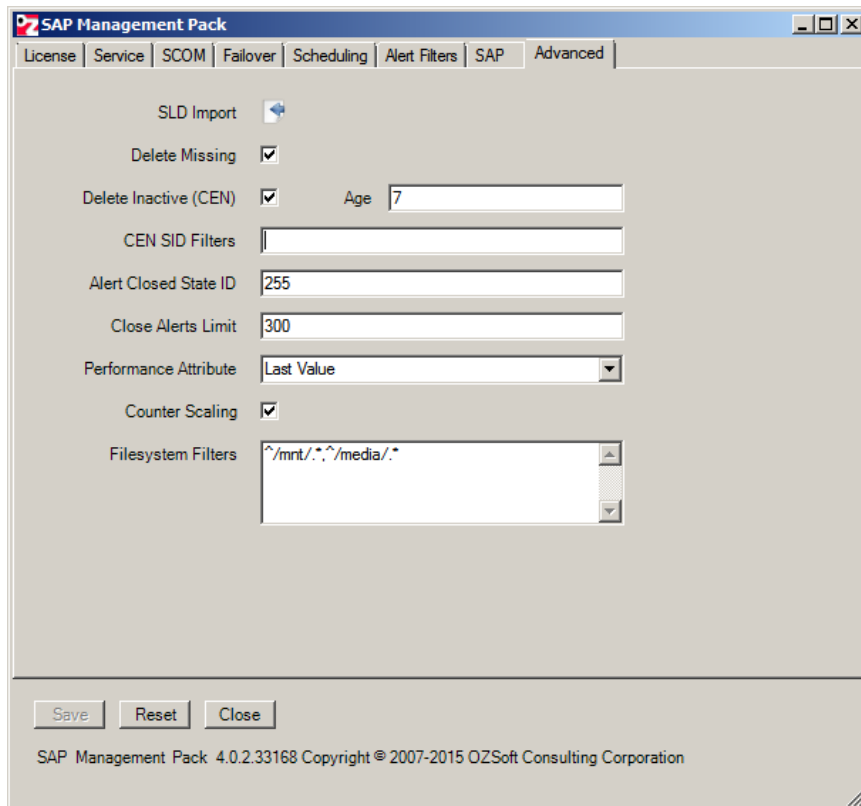
Version 4.0.2 March 06, 2015

This is a service release fixing several issues and introducing several enhancements

What's new

Advanced tab in the configuration window

SAP Advanced Configuration is now accessible via the new **Advanced** tab in the main window:



File Systems Filtering

The Management Pack file system filtering has been introduced:

For the SAP Connector there is a new **Filesystem Filters** configuration parameter in the **Advanced** tab in the connector configuration utility. The value is a comma-separated list of Regex expressions for File Systems to be excluded from monitoring by the connector.

For **Host Management Pack** the additional override-able parameter **FileSystem Filter** has been introduced. The parameter may contain a comma-separated list of Regex expressions for **Filesystems** to be **excluded** from the discovery:

Object Discovery name: Filesystems Discovery
 Category: Discovery
 Overrides target: Class: SAP Application Server

Show Object Discovery Properties...

Override	Parameter Name	Parameter Type	Default Value	Override Value	Effective Value	Change Status	E
<input type="checkbox"/>	Enabled	Boolean	True	True	True	[No change]	
<input checked="" type="checkbox"/>	FileSystem Filter	String				[No change]	
<input type="checkbox"/>	Interval	Integer	60	60	60	[No change]	

Details:

Parameter Name	Description	Edit...
FileSystem Filter	The parameter is not set by a custom override or by a management pack. The effective value of this parameter is the default value of this parameter.	Parameter Description: Comma-separated Regex expressions for Filesystem Names to be excluded from Discovery

Management pack

Select destination management pack:

<Select Management Pack> Neg...

Help OK Apply Cancel

Satellite SIDs filtering

When connected to a central CCMS Monitoring (CEN) the Management Pack now supports the filtering of satellite SIDs. A new **CEN SID Filters** configuration parameter in the **Advanced** tab in the connector configuration utility has been introduced. The value is a comma-separated list of Regex expressions for satellite SIDs to be included in monitoring. Leave empty if no filtering is required.

Background Job Object Removal

A new command-line option has been added to facilitate the removal of Background Job SCOM objects:

```
<installation folder>\bin\mp4sap deleteJobs <SID> <Job Name Regex>
```

eCATT Script new Performance Counter

The new performance counter **DurationAll** is now reported for **eCATT Script** objects. This counter contains execution duration of the script on the specific replay node, regardless what actual SAP Application Server the script has been executed on. The counter's **InstanceName** contains the windows machine name of the replay node. This is in a contrast to the existing **Duration** counter that reports script execution time on a specific SAP Application server, with **InstanceName** containing the SAP Application Server name. There is no Monitor defined for the new counter as it is intended for the reporting only.

What's changed

RFC Destination Status monitor is renamed

RFC Destination Status monitor has been renamed to **RFC Destination Availability**. The monitor now reports RFC Destination availability percentage.

Corrected problems

The issues listed below were reported in earlier releases of SAP Management Pack and have been corrected in this release.

Tracking Number	Description
BMPSAP000239	Dashboard Management pack ozsoft.sap.dashboards.xml is not included in the installation media
BMPSAP000240	eCATT Synthetic monitoring Script Status Alert Message is not substituted and appears as: <i>The {3} for eCATT {1} {0} on {2} is {4} {5}</i>
BMPSAP000241	eCATT Synthetic monitoring Script may execute prematurely due to SCOM slow DB access
BMPSAP000242	Host MP J2EESession Data Source generates an error message in the event log: <i>Sequence contains no elements</i>
BMPSAP000244	Application Server Logon Load Quality monitor Operational State 'Under' is incorrectly assigned the HealthState 'Success' and 'Over' assigned 'Error'
BMPSAP000245	SAP Connector Error Event is generated: <Host Name> Already Connected to <SAP AppServer Name>
BMPSAP000246	RFC Destination Status monitor has incorrect configuration and operational states

Table 1: Problems corrected in this release

Open issues and resolutions

Tracking Number	Description
BMPSAP000243	SAP Host MP doesn't load on SCOM Agent on Windows 2008 R2 and earlier Windows OS due to the MP minimum supported .NET version 4.0 requirement

Installation information

SAP Management Pack installation

For complete SAP Management Pack installation information, see the [Installation, Administration and User's Guide](#).

The following management packs have been updated:

- OSMP4SAP.mp
- ozsoft.sap.ecatt.mp

Please import these management packs if relevant.

SAP Host Control Management Pack installation

The following HostControl management packs have been updated:

- ozsoft.sap.host.mpb
- ozsoft.sap.host.monitoring.mp
- ozsoft.sap.host.dashboards.xml

Please import these management packs if relevant.

For complete SAP Management Pack installation information, see the [SAP Host Control Management Pack Installation, Administration and User's Guide](#).

- ! After importing the new version of **ozsoft.sap.host.mpb** the **Microsoft Monitoring Agent** windows service on the **Watcher Node** has to be restarted for the new assembly to be loaded.

Version 4.0.1 December 29, 2014

This is a service release fixing several issues and introducing several enhancements

What's new

New BW Process Chain Management Pack Rule

In **ozsoft.sap.bw.mp** a new Rule has been added for publishing Process Chain **Duration** Performance Counter data to Data Warehouse. The new rule name is **DW SAP Process Chain Duration**

What's changed

Management Pack Optimization

In **OZMP4SAP.mp**, **ozsoft.sap.j2ee.mp**, **ozsoft.sap.xi.mp**, **ozsoft.sap.ecatt.mp** and **ozsoft.sap.alert.xml** CCMS Monitors, Alerts generation and Data Warehouse publishing rules have been optimized to lower SCOM Management Server overhead

SAP Host Control Management Pack J2EE Monitoring

In **ozsoft.sap.host.mpb** J2EE Process Discovery and Performance Collector Data Sources now automatically shut down if the SAP Agent does not have J2EE Configured

Corrected problems

The issues listed below were reported in earlier releases of SAP Management Pack and have been corrected in this release.

Tracking Number	Description
BMPSAP000236	<p>The following events are logged in Operations Manager event log:</p> <p>Source: DataAccessLayer</p> <p>Evert ID: 33333</p> <p>Event Data: AlertsForConnector -- (ConnectorId=46359ea2-d1fc-42a2-a007-5fb2390f7e6a), (BatchSize=50), (LanguageCode1=ENU), (LanguageCode2=), (Bookmark=), (RETURN_VALUE=1)</p> <p>Cannot perform operation: Connector does not exist or is not initialized</p> <p>Source: OpsMgs SDK Service</p> <p>Event ID: 26319</p> <p>Event Data: GetAlertsByConnectorId</p> <p>connector with the given connector ID is in an incorrect initialized state for the given operation or does not exist</p>
BMPSAP000237	Regression: Management Pack ozsoft.sap.j2ee.mp import fails
BMPSAP000238	In ozsoft.sap.j2ee.mp Monitor Current Session Queue Size has incorrect Counter name

Table 2: Problems corrected in this release

Open issues and resolutions

There are no outstanding issues in this release.

Installation information

SAP Management Pack installation

For complete SAP Management Pack installation information, see the [Installation, Administration and User's Guide](#).

SAP Host Control Management Pack installation

For complete SAP Management Pack installation information, see the [SAP Host Control Management Pack Installation, Administration and User's Guide](#).

- ! After importing the new version of **ozsoft.sap.host.mpb** the **Microsoft Monitoring Agent** windows service on the **Watcher Node** has to be restarted for the new assembly to be loaded.

Version 4.0.0 December 15, 2014

This release is a major update introducing a new layer of monitoring based on SAP Host Control Agent infrastructure without CCMS involvement.

What's new

SAP Host Agent Management Pack add-on

The new Add-on Management Pack allows for direct monitoring of SAP infrastructure components' status and performance. For the details please refer to the [Installation, Administration and User's Guide](#).

The following components are monitored by the new management pack:

- Access-point Monitoring
 - ICM
 - Enqueue Server
 - Message Server
- J2EE Monitoring
 - Java Processes Monitoring
 - JVM Monitoring
 - Services and Applications Monitoring
- Cache Monitoring
- DB Status/Availability Monitoring
 - Oracle, SQL Server, DB2, HANA, ASE and SAPDB
- Host OS Monitoring
- Operations Console based Instance Administration

CCMS Alert Suppression (de-duplication)

A new add-on management pack **ozsoft.sap.alerts.xml** is now supplied. This MP disables the existing alert rules and introduces the new rules that implement duplicate alerts suppression. The suppression is selective— a new SAP Connector configuration parameter defines the criteria for alerts to be excluded from the suppression. By default **Shortdump** and **Background Job** Alerts are not suppressed.

What's changed

Connector SCOM Interface Performance Improvements

The SCOM interface has been optimized with up to 200% improvements in speed due to extensive caching.

Alert Filters have an additional Field

Alert Filters now have an additional field: **User ID**

New version of SAP .Net Connector

The latest version of SAP .Net Connector 3.0.14.0 is now used

Corrected problems

The issues listed below were reported in earlier releases of SAP Management Pack and have been corrected in this release.

Tracking Number	Description
BMPSAP000234	BW Process-chain monitoring is attempted for non BW systems generating an alert.

Table 3: Problems corrected in this release

Open issues and resolutions

There are no outstanding issues in this release.

Installation information

SAP Management Pack installation

For complete SAP Management Pack installation information, see the [Installation, Administration and User's Guide](#).

SAP Host Control Management Pack installation

For complete SAP Management Pack installation information, see the [SAP Host Control Management Pack Installation, Administration and User's Guide](#).

Contact Information

You can contact OZSoft Consulting at the following web and e-mails addresses:

Technical support: support@ozsoft-consulting.com and <http://www.ozsoft-consulting.com/support>

Sales and Marketing: sales@ozsoft-consulting.com

You can also visit our web site at <http://www.ozsoft-consulting.com> for more information about OZSoft Consulting Corporation, the SAP Performance Management Specialist