

Note Language: English**Version:** 62 **Validity:**

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Summary**Symptom**

You want to use the EarlyWatch Alert (EWA) self service.

Other terms

EWA; service preparation

Reason and Prerequisites

You have a Solution Manager installed. For the supported releases see on <http://service.sap.com/solutionmanager> the section 'Release strategy'. The maintenance of EarlyWatch Alert (which is part of the Add-On ST-SER) is further restricted according to SAP Note 569116. The latest Add-On release requires a minimum Solution Manager Support Stack.

EarlyWatch Alert Without Solution Manager EarlyWatch Alert processed at SAP)

For SAP Business Objects Enterprise XI the EarlyWatch Alert is available with or without Solution Manager. For the later the SAP Remote Support Component can be used to create an EWA report. Please refer to <https://service.sap.com/rsc> for further information.

For compatibility with former EarlyWatch Alert delivery the EWA can be processed for ABAP stack systems without Solution Manager. Refer to SAP Note 207223.

Solution

The central information source for the EarlyWatch Alert is on the SAP Service Marketplace the quicklink EWA:

<http://service.sap.com/ewa> .

The preparation of managed systems for SAP services including the EarlyWatch Alert is described in SAP Note **91488**. For the preparation of the Solution Manager SAP Note **1172939** holds more information (although it is primarily for Remote Service delivery).

This note is structured into the following sections:

1. Products and Components For Which the EarlyWatch Alert Is Available
2. Setup
3. Using EarlyWatch Alert
4. Troubleshooting
5. Restrictions and Prerequisites
6. Content Related Documentation

1. Products and Components For Which the EarlyWatch Alert Is Available

1.1 Products

The EarlyWatch Alert is available for

- o Any product based on SAP NetWeaver when it includes software component
 - Application Server ABAP and/or
 - Application Server Java. For the Java stack a minimum release SAP J2EE ENGINE 6.40 is required.
- o Older products based on ABAP stack (including e.g. software component SAP_BASIS). For R/3 the minimum release required is R/3 3.0D.
- o SAP Business Objects Enterprise XI 3.1
- o SAP BusinessObjects BI Platform 4 (IDD)
- o SAP BusinessObjects DataServices 4 (EIM)
- o Sybase Unwired Platform 2.1.1 or higher

1.2 Components

SAP BusinessObjects BI Edge (SAP All-in-One System With SAP BusinessObjects)

SAP Note 1369712 describes how an SAP All-in-One system including SAP BusinessObjects components (for example, SAP BusinessObjects BI Edge) is to be prepared for SAP EarlyWatch Alert service.

SAP HANA

On the Solution Manager checks for SAP HANA require ST-SER 701_2010_1 SP 06 (see SAP Note 1529948).

The server where HANA is running must be prepared according to SAP Note 1542651.

The EarlyWatch Alert checks for HANA will appear in the EarlyWatch Alert report for a ABAP backend. This ABAP backend must be prepared according to SAP Note 1543278.

Distributed Databases (RDBMS using more than one server)

- o Oracle Real Application Cluster (RAC) is supported from ST-SER 701_2008_2 and ST-PI 2008_1_* (the later on the RAC system).
- o DB2 for zSeries Data Sharing: Supported in general with ST-SER 701_2008_2 and ST-PI 2008_1_* (the later on the Data Sharing system). Depending on technical implementation details the integration into EWA may fail. In this case open a message on SV-SMG-SER-EWA for a detailed analysis.

- o DB2 for Unix, Windows and Linux Database Partitioning Feature (DPF): Database checks in the EWA work correctly.
The monitoring of hardware resources (CPU and memory) is not yet fully supported and the EWA generally can not cover this. Depending on technical implementation details the integration into EWA may be possible. For clarification open a message on SV-SMG-SER-EWA.

Databases of non-ABAP systems ('remote database')

Databases of non-ABAP systems can be monitored with the Solution Manager but are not covered in the EWA. An exception are Oracle databases where basic checks exist from ST-SER 701_2008_2 on (see the sample report on the SAP Service Marketplace - <https://service.sap.com/EWA> - section Media Library). See section 2.1 Setup - Special Topics .

2. Setup

Basic information you find in the Solution Manager

- o Installation and configuration guides at <http://service.sap.com/instguides> -> SAP Components -> Solution Manager.
Here you also find the 'Security Guide for Solution Manager'.
- o Online Documentation at <http://service.sap.com/solutionmanager> -> Media Library -> Documentation. Navigate to SAP Solution Manager -> Solution Monitoring > SAP EarlyWatch Alert

The automatic initialization of the EarlyWatch Alert occurs after a system has been included in a solution landscape. This requires the definition of a product system and inclusion into a logical component.

Authorizations: The roles for users working with the EarlyWatch Alert are explained in the 'Security Guide for Solution Manager' mentioned above. For background processing of the EarlyWatch Alert the user SOLMAN_BTC can be used. See SAP Note 1314587 for authorizations required.

Solution Manager 7.1

Similar to Solution Manager 7.0 EhP1 the activation of EWA is included in the guided procedure for Managed System Setup (Workcenter Solution Manager Configuration or transaction SOLMAN_SETUP). The 'Best Practices' document for 7.0 (see below) is also helpful.

Solution Manager 7.0

(Solution Manager release 7.0 was formerly known as release 4.0.)

On Solution Manager 7.0 EhP1 (ST-SER 701_2008_2) the activation of EWA is included in the guided setup procedure transaction SOLMAN_SETUP. (Below you find links to Learning Maps.)

For the setup of EarlyWatch Alert see the 'Best Practices' document at <http://service.sap.com/solutionmanagerbp> . The document's title is 'Activating the SAP EarlyWatch Alert on Solution Manager 7.0'. (The link directly to the document is

<http://service.sap.com/~sapidb/011000358700001873212008E>).

Also see the Solution Manager Learning Maps on SAP Service Marketplace <http://service.sap.com/rkt-solman> -> Solution Manager 7.0 .

Select respective Learning Map: 'Learning Map for Technology Consultants and System Administrator' -> Open 'EWA, SL and Solution Reporting'.

- o EhP1 (ST-SER 701_2008_2) - release specific remarks.
 - Authorizations for processing the EarlyWatch Alert in the Solution Manager: The EWA is processed in job SM:EXEC SERVICES. Be aware of the authorizations required for the user running this job as documented in note 1294282 and as well in the "Security Guide" (<http://service.sap.com/instguides> -> SAP Components -> SAP Solution Manager; search for the job name). You can use e.g. user SAPSUPPORT created during installation as a template for a user processing the EWA.
 - There are specific Learning Maps for the simplified setup using transaction SOLMAN_SETUP. <http://service.sap.com/rkt-solman> -> Solution Manager 7.0 - EHP1 -> 'Overview and Set up of SAP Solution Manager' -> 'Technical Configuration' : See 'New Guided Procedure for Configuration of SAP Solution Manager' (<https://service.sap.com/~sapidb/011000358700001927282008E>); linked as Live Expert session 'Topic: Setup and Configuration of SAP Solution Manager' (<https://service.sap.com/~sapidb/011000358700001853352008E.wrf>); and also a flash demo (<https://service.sap.com/~sapidb/011000358700000048292009F/>).
- o ST-SER 700_2008_1 - release specific remarks.
 - Specific information on the EarlyWatch Alert for Java is found in SAP Note 976054 and especially the user guide attached there.
 - For Java systems and CRM systems setup the Solution Manager Diagnostics framework. For details see <http://service.sap.com/instguides> -> SAP Components -> Solution Manager -> Release 7.0. Here you can find 'Wily Introscope - Installation Guide' and 'Configuration Guide for SAP Solution Manager'. As a result for CRM additional contents is available in the EWA if the ABAP stack of the CRM system is connected to the SMD and reports performance data into the BI (requires Solution Manager on ST-SER 700_2008_1).
 - The Solution Manager offers the option to use a 'remote' BW instead of the local BW of the Solution Manager to store Solution Manager Diagnostics data. In the common case using the local BW a required table entry is missing after performing the Solution Manager setup. Create the following table entry manually in table E2E_WA_CONFIG:

Type = SAP_BID
LINE = 1
STRING = NONE

(NONE refers to the RFC connection of the same name and specifies using the local BW. If there is an entry with Type = SAP_BID_M this entry will overrule any entry with Type = SAP_BID. Therefore modify the Type = SAP_BID_M entry. There should be only one entry with

Type = SAP_BID and also only one with Type = SAP_BID_M.)

Solution Manager 3.2

Solution Manager release 3.2 is out of maintenance and should no more be used.

The documentation was formerly available as 'Best Practices' document at <http://service.sap.com/solutionmanagerbp> .

The document's title was 'Activating the SAP EarlyWatch Alert on Solution Manager 3.2'. (The link directly to the document was <http://service.sap.com/~sapidb/011000358700001371032002E> .)

2.1 Setup - Special Topics

SAP Business Objects

The following SAP Notes describe how to prepare your Business Objects installations for SAP service sessions in your SAP Solution Manager:

<u>Product Version</u>	<u>SAP Note</u>
Business Objects Enterprise XI 3.1	1507629
SAP BusinessObjects BI Platform 4 (IDD)	1646341
SAP BusinessObjects DataServices 4 (EIM)	1646341

Without Solution Manager see <https://service.sap.com/rsc>.

Sybase Unwired Platform

On the Solution Manager checks for Sybase Unwired Platform require ST-SER 701_2010_1 SP 13 (when using SCU ST-SER 701_2010_1 is sufficient). See SAP Note 1634219 for prerequisites and setup.

OS Monitoring - Standalone Servers - Cluster

A HowTo for OS monitoring in the EarlyWatch is provided by SAP Note 1309499.

Generally a new SAPOSCOL and SAPHOSTAGENT should be used. It is important that the 'Hardware Information' is working. This can be checked in OS07 or OS07N respectively (ST06 or ST06N only covers the server you are logged on to).

To monitor the hardware capacity data (CPU and memory usage) use the SAPHOSTAGENT as described in SAP Note 1031096 or use the CCMS Agents as described in SAP Note 209834.

Please set "Save last 30 days" in AL15.

If the agent is not configured correctly the "Hardware Info" as in OS07N (ST06) can not be retrieved and the operating system can not be identified correctly in the EWA (the OS is then not shown in chapter "Hardware Configuration" of the EWA report; if the OS is empty the "Hardware Capacity" will not be checked in the EWA).

For Windows note that the "Hardware Info" functionality of sapntchk is integrated now into sapocol when using SAPHOSTAGENT (see SAP Note 1313537). If you are using the Microsoft Cluster Solution (MSCS) see SAP Note 536954 for all the steps the MSCS environment requires. Note that the CCMS Agent must also be switched over (like the DB) in case of an failover. The CCMS agent points always to the host where the DB is running.

Hardware Capacity - Main Business Hours

The Hardware Capacity in the EarlyWatch Alert focuses on the workload during the main business hours where the peak workload is expected. By default these are the hours 9h-11h and 13h. There is an option to configure different main business hours or to exclude certain weekdays from the analysis. Refer to SAP Note 1251291.

Oracle database of non-ABAP systems ('remote database')

The same prerequisites need to be met as for using DBACOCKPIT on the Solution Manager for monitoring the Oracle database: the Oracle client software and a DBCON connection are configured on the Solution Manager (see SAP Notes SAP Note 1265134 'DBA Cockpit: Connecting a remote database' and SAP Note 1261329 'DBA Cockpit: Oracle as remote database'). Additionally the DBCON connection has to be maintained as value for the attribute "Remote Database Connection" of the database. This is done in transaction SMSY for the database on the tab "Other Attributes".

3. Using EarlyWatch Alert

The EWA is included in the Service Content Update. If the Service Content Update is activated in your Solution Manager the EarlyWatch Alert contents will be automatically supplied with the latest corrections available for your ST-SER release. This is a convenient alternative to applying ST-SER Support Packages and SAP Notes.

For more information on the Service Content Update and a description how to activate or deactivate the Service Content Update for the EarlyWatch Alert please refer to SAP Note 1143775. (Applies to release ST-SER 701_2008_2 and later.)

4. Troubleshooting

- o Service Data In Solution Manager BW Or CCDB
Especially for Java systems data in the Solution Manager BW (for performance data) or from CCDB (Configuration and Change DB, for configuration data) are used. For troubleshooting see SAP Note 1332428 (for SAP Solution Manager 7.0 EhP1 - ST-SER 701_2008_2 - or later).
- o OS Monitoring For Servers Without ABAP Stack
This applies e.g. to a standalone database server without SAP instance.
To allow the unambiguous identification of a server remotely monitored (transaction OS07 or OS07N) it is important that the 'Hardware Information' for is working. See section 2.1 Setup - Special Topics . Beside this it may help to enter the correct OS and OS release in transaction SMSY for the server.
- o Oracle database of non-ABAP systems
On SAP Solution Manager 7.0 EhP1 - ST-SER 701_2008_2: If the setup is correct and the Oracle section is missing please check SAP Note 1429569.

For release specific issues please also refer to the following overview notes:

- o 1487678 - EarlyWatch Alert - Issues in ST-SER 701_*
- o 1470008 - EarlyWatch Alert - Issues in ST-SER 701_2010_1
- o 1297091 - EarlyWatch Alert - Issues in ST-SER 701_2008_2

5. Restrictions and Prerequisites

The following applies to all releases if not stated otherwise.

- o Client for Service Data collection: Please note that in BW, SEM, CRM, and SAP Mobile Infrastructure systems as well as in APO systems with demand planning the service must be scheduled in the working client. How this can be ensured is explained in note 804713.
- o Identical SID and installation number:
EarlyWatch Alerts are identified by the key <Installation Number> and <SID>. It is not possible to process EarlyWatch Alerts for two SAP NetWeaver based systems with the same SID and installation number in one Solution Manager. This issue only occurs if you have two distinct installations with identical SID and installation number. The typical scenarios are:
 - Standby systems: If you do have systems with identical keys (such as a productive system with an associated standby or backup system) please suppress sending Service Data for EarlyWatch Alerts from the non-productive systems (don't schedule EWA for these systems). Otherwise data of the standby system may get processed in the EarlyWatch Alert for the productive system.
You also have to disable the session refresh in the SDCCN of the standby system:
 - A. Start transaction SDCCN (on the standby system)
 - B. If there is any 'Session Refresh' task scheduled for your Solution manager, delete it.
 - C. Open the RFC destinations dialog of SDCCN (from the menu Goto -> Settings -> Task-specific, then double-click on the table-symbol of "RFC destination") and uncheck there the "Active" checkbox of the entry with the SID of your Solution Manager
 - Cloned productive systems with identical SID and installation number: as a workarround process the EarlyWatch Alert in different Solution Managers.

If you connect two systems with the same <Installation Number> and <SID> to a Solution Manager the EarlyWatch Alert report will contain a mixture of data from both systems. The data displayed will change randomly every week. E.g. status of the system on the cover page might either be shown as 'Productive' or 'Not Productive'. The number of active users may be very low if data from the standby system are shown.

This section does not apply to the EarlyWatch Alert for products not running on SAP NetWeaver.

- o Processing language: Use the processing language for the EarlyWatch Alert also as logon language for processing (background job SM:EXEC SERVICES) and as logon language for creating the Word or HTML report. Otherwise errors in the graphics (erroneous titles and legends) and in the text (missing spaces between words) may occur.
- o Decimal notation: The user processing the EarlyWatch Alert (typically SOLMAN_BTC) and the user creating a report (or working otherwise in the session) should have the same 'Decimal notation'. This setting is done in 'System' -> 'User Profile' -> 'Own Data' (this is transaction SU3) on the 'Defaults' tab. The SOLMAN_BTC user typically uses decimal notation 1.234.567,89. This should be changed to the notation users typically use in the Solution Manager. If the EWA report is created with another decimal notation runtime errors may occur (e.g. 'UNCAUGHT_EXCEPTION' with exception 'CX_DSVAS_API_SERVICE_SESSION').
- o Translation: some texts are not translated, especially when the data source already contains text which is displayed in the session. E.g. the RTCCTOOL is not translated and its output is therefore always in english, regardless of the report language.

6. Content Related Documentation

In the Media Library on <http://service.sap.com/ewa> you find sample reports for a number of section of the EarlyWatch Alert report.

The following SAP Notes contain information related to the content of specific report sections:

- o 863362 - Security checks in the SAP Early Watch Alert
- o 551646 - Oracle SQL check rating strategy for EWA

The following SAP Note describes how the overall report rating is determined.

- o 1801236 - Grey Rating for Earlywatch Alert

Also check out the information on SDN within the Solution Manager area the pages about the EWA on <http://wiki.sdn.sap.com/wiki/x/hgYNE> .

Header Data

Release Status:	Released for Customer
Released on:	12.09.2013 08:55:18
Master Language:	English
Priority:	Recommendations/additional info
Category:	FAQ
Primary Component:	SV-SMG-SER-EWA EarlyWatch Alert

Valid Releases

Software Component	Release	From Release	To Release	and Subsequent
ST-SER	620	310	620_2006_2	X
ST-SER	700	700_2005_2	700_2008_1	
ST-SER	701	701_2008_2	701_2010_1	X

Support Packages

Support Packages	Release	Package Name
ST-SER	701_2010_1	SAPKITLOS

Related Notes

Number	Short Text
1801236	Grey Rating of an Alert Based Session
1777751	How To Resolve Missing Service Data In CCDB on 7.1
1777750	How To Resolve Missing Service Data In CCDB on 7.0
1625795	DB2 UDB (LUW) SQL check rating strategy for EarlyWatch Alert
1615380	Mini Checks
1557115	Technical abbreviations instead of rating icon in HTML rpt
1543278	Service sessions for SAP HANA: Preparing the SAP back end
1542651	EWA for SAP HANA: Service data collection
1507629	Preparing BOE XI 3.1 For Services In Solution Manager
1494879	Customer COE Primary Certification New Requirements
1487678	EarlyWatch Alert - Issues in ST-SER 701_*
1484024	Tooltips for icons in Service Session Workshop grids
1480106	Icons are missing in the HTML report for Service Sessions
1470008	EarlyWatch Alert - Issues in ST-SER 701_2010_1
1429569	EWA: Problem determining if non-Abap System has remote db
1415702	Service Session Not Rated (e.g. EarlyWatch Alert)
1369712	Prepare SAP All-in-One + SAP BusinessObjects for Serv.Sess.
1332428	Missing data in service sessions from BW/CCDB
1309499	Hardware Capacity Analysis in SAP Services
1297091	EarlyWatch Alert - Issues in ST-SER 701_2008_2
1265134	DBA Cockpit: Connecting a remote database
1261329	DBA Cockpit: Oracle as a remote database
1251291	Evaluation of 'Main Business Hours' for Hardware Capacity
1172939	Technical prerequisites for remote service delivery in SSM
1143775	SAP Service Content Update
976054	Availability of EWA for Non ABAP components
863362	Security checks in the SAP EarlyWatch Alert
804713	Download information from ST-A/PI missing in BW sessions
700518	SAP Service Sessions: How To Do Error Analysis
569116	Release strategy for Solution Manager Service Tools (ST-SER)

Number	Short Text
551646	Oracle SQL check rating strategy for EarlyWatch Alert
209834	CCMS agent technology (composite SAP Note)
207223	SAP EarlyWatch Alert processed at SAP
91488	SAP Support Services - Central preparatory note