



We live System Management.

## Technical Details **syslink Xandria**<sup>®</sup> 4.6

### 1. General Functions and Application Design

- syslink Xandria is consistently designed from a service provider perspective providing transparent web access to the carrier's customers.
- It consists of a central management server and distributed agents which can be updated automatically.
- Easy to install and thoroughly pre-configured using best practices: start your system management in an instant!
- Only one agent per physical server manages all installed applications and virtual cluster servers.
- Auto-discovery of SAP<sup>®</sup> instances and virtual cluster servers by the management agents; cluster switch auto-detection.
- Strictly independent monitoring perspective: syslink Xandria delivers its own standard-based monitoring interface; no CCMS configuration required.
- 100% web-based User Interface with direct access to customer based views providing user profiles and saved searches. No deployment. Easy to use.
- Mobile User Interface XanMobile provided exclusively for the iPhone<sup>®</sup>.
- A bottom-up monitoring approach provides an intrinsic root cause analysis.
- The syslink Xandria server is available for Microsoft Windows, Linux, and IBM AIX.
- The syslink Xandria Agents are available for Microsoft Windows, Linux, IBM AIX, HP-UX, Tru64, Sun Solaris.
- Supports all SAP Basis releases from 3.11 to 7.11.
- Supports Oracle, IBM DB2, Max DB/SAP DB, and Microsoft SQL Server databases.
- Encrypted communication between management agents and management server.
- Optional gateway available providing HTTP-tunneling in order to connect remote agents over the Internet.
- The licensing scheme is based on the number of managed objects, no user-based licensing.

### 2. System Monitoring

System Monitoring is performed by means of *checks*. There are many built-in checks, but monitoring can also be extended by means of so called *custom checks*.

#### 2.1 Monitoring Areas

There are two monitoring areas: RealTime Monitoring and Daily Checks:

#### 2.1.1 RealTime Monitoring

- Provides a comprehensive overview of the current system health states.
- Supports End-to-End Application Monitoring for SAP Systems (ABAP/Java) and Web Servers.
- Provides a history view of every single check status.
- Allows confirmation of the current check status.
- Uses trend analysis and forecasting to detect critical trends instead of single events.
- Provides direct UI access to different views (e.g. confirmed checks, unconfirmed checks, all).

#### 2.1.2 Daily Checks (SAP Systems only)

- Verify health states required to be checked only once per day (e.g. backup).
- Comprise a summary of the RealTime Monitoring results of the previous day.
- Contribute to an automated system documentation.
- Provide a full history of system states.
- Allow confirmation in order to document fulfillment.

### 2.2 Built-In Checks

- Verify the availability of the server and switch-over solutions, and the usage rates of file systems, CPUs, and virtual memory.
- Verify the availability of ABAP, Java, (A)SCS instances.
- Verify the availability and usage of Java Application Servers and Internet Communication Managers.
- Dedicated checks for SAP Business Intelligence (BW/BI) and SAP Process Integration (PI/XI) systems, as well as various Java resources.
- Checks for work processes, IDocs, QRFC, TRFC, jobs, locks, spool, short dumps, workload and dialog performance, updater, batch input, etc.
- Database specific checks for tablespace usage, backup execution and consistency, transaction log usage, log files, etc.

### 2.3 Monitoring Expansion and Integration

Custom Checks can be applied to any type of managed object. The following options are provided:

- Customizable checks for OS processes and services, log files, web servers, network resources, SAP Jobs, RFC Destinations, SAP transaction runtimes, SAP system log.

- SAP CCMS configuration and Solution Manager integration (incl. alerts).
- Plug-in mechanism to integrate and deploy your own monitoring scripts.
- Recording of Service Availability for many custom check types.

Custom Checks can be applied to single systems, a group of systems, or role-based (e.g. for all Oracle databases, or all SAP Systems of a given customer), being effective for existing and newly defined ones.

## 2.4 Monitoring Configuration

- Configuration of checks is performed through monitoring parameters and monitoring parameter sets.
- Multiple monitoring parameters can be combined to a set in order to reflect a monitoring policy.
- Multiple cascading monitoring parameter sets can be defined for a single systems, a group of systems, or role-based (e.g. all productive systems) allowing to enforce monitoring policies across system landscapes.
- Monitoring parameters may be defined per managed system, too.
- Usage parameters can be defined in percent or in absolute figures (i.e. remaining free space).
- Monitoring breaks can be defined ad-hoc or planned as maintenance windows with comprehensive support for recurrent schedules.
- Maintenance windows can be applied to single systems, a group of systems, or in a role-based way.
- Checks can be disabled for a single systems, a group of systems, or role-based (e.g. all test systems).

## 2.5 Notification Management

- Extremely flexible yet easy to use notification management based on check status in RealTime Monitoring and Daily Checks.
- Re-sending of notifications allows to implement escalation schemes.
- Powerful filter rules can be applied using simple or advanced filter syntax (incl. a logical expression editor).
- Supports auto-confirmation of RealTime Monitoring and Daily Checks.
- Multiple channels available: SMTP Mail (for mail and text message notifications), log file, external commands (integrate third-party systems), XML files, Problem Tickets.
- Custom resolvers allow to integrate your third-party data into the notification scenario.

## 3. Service Level Reporting

### 3.1 Service Level Agreements

- Service Level Agreements contain Service Hours and a target availability rate.
- If an SLA is applied to a system, the system's availability rate is only considered during the Service Hours and is automatically compared to the target availability rate.

### 3.2 System Availability

- Availability data is collected and recorded locally (by the management agent) in order to avoid the impact of network interruptions.
- Availability records within a maintenance windows are flagged accordingly; downtimes within a maintenance window are considered as »Planned downtime«.
- There is the option to correct availability data subsequently, e.g. change »Unplanned downtime« to »Planned downtime«.

### 3.3 Service Availability

Similar to System Availability, data is recorded and reported also for End-to-End monitoring targets and for selected custom check types.

### 3.4 Performance Data

Performance data can be displayed on an hourly, daily, and monthly base for the following performance resources (within the UI and the Service Level Reports):

#### 3.4.1 Servers

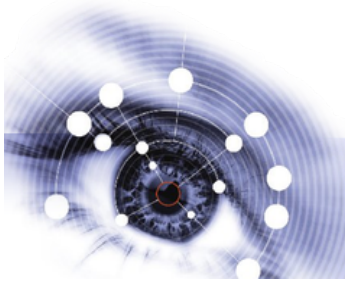
- CPU, Disk, and Virtual Memory usage

#### 3.4.2 SAP Systems

- Database size/used space
- Average dialog response time / number of dialog steps
- Average dialog response time of predefined named transactions
- Top N transactions response times and number of steps
- Concurrent number of users
- J2EE action response times

#### 3.4.3 Databases (stand-alone and SAP database instances)

- Database size/used space
- MaxDB (SAP DB): Number of sessions, data and catalog cache hit ratio



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- Oracle: Tablespace size/used space, number of logons, data buffer and DD cache hit ratio, user/recursive calls ratio, sorts in memory, short table scans
- IBM DB2: Number of connections, buffer pool hit ratio, sort overflows, LSN gap cleaner triggers, time DB waited on locks, lock waits, deadlocks, lock escalations
- Microsoft SQL Server: Number of logons, buffer cache hit ratio, lock wait time, number of deadlocks

The raw performance data can be exported using the UI.

### 3.5 Service Level Reports

SLR Generation can be scheduled or performed on demand from the UI:

- SLR Content can be easily configured using template-based generation.
- Overview of system availability data and detailed reporting of availability including graphical display .
- All performance resources are available for reporting.
- Remark sections can be included (e.g. to provide a management summary).
- PDF Reports are available for download using the web interface (e.g. for customers).
- Visual design of the PDF reports is customizable in order to reflect visual identities.

## 4. Service Operation

### 4.1 Solution Management

- Provide your dedicated operating procedures or problem resolutions.
- Solution Documents can be created using built-in editors; existing external documents can be attached or referenced by URLs.
- syslink Xandria automatically suggests the closest solution based on e.g. problem class, check type, system, or customer data.

### 4.2 Change/Problem/Request Management

Automated recording of important system changes:

- SAP client settings, system change option, component and SPAM version/patch level, kernel version/patch level, profile parameters
- J2EE system/VM properties and software components

- Database version and parameters
- Changes performed using »SAPDBA« or »BrSpace« tools (Oracle)
- Cluster switches

Integrated Change, Problem, and Request Management application based on ITIL processes.

### 4.3 SAP ABAP Transport Management

- Supports transport request workflows with additional authorization roles.
- Multiple requests can be combined into a single task.
- Transport tasks can be scheduled. You may define any starting time for transport task processing.
- Transport requests managed with syslink Xandria tasks can be imported into multiple clients in a single step.

## 5. Configuration Management

- SAP instance and database profiles/parameters are automatically collected and stored with the central management server.
- Change records are created if profiles or parameters change.
- »Compare profiles« option allows to compare multiple profiles/parameters across system boundaries.
- »Compare components« option allows to compare multiple software components across system boundaries.

## 6. User Management

- Easy to use yet powerful user design.
- Fine grained role based access control scheme; hides UI elements a user has no permissions for.
- Groups, roles, and permission inheritance support even complex access control scenarios.
- Users are not considered in the licensing scheme (you can create as many users you need).

## 7. Inventory Data Management

Inventory data is automatically collected and stored with the management server, and displayed in the SLR.



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