

software



REALTECH theGuard! ApplicationManager 4.0

Implementation Warranty for Monitoring SAP NetWeaver System Landscapes

Status: 2/12/2008



Warranty Coverage

REALTECH guarantees the implementation of the theGuard! ApplicationManager within five days. This is valid starting with version 4.0 for the monitoring of SAP NetWeaver system landscapes with a maximum size of 100 SAP systems. REALTECH guarantees this service for a fixed price of 6950,- Euro (excl. travelling costs and expenses).

The implementation comprises a standard monitoring per SAP system, consisting of operating system, database and ABAP and JAVA stack. The implemented standard customizing comprises the "Best-Practice" monitoring for the above listed partial disciplines, as well as standard alerting via e-mail and SMS. Detailed customizing settings are contained in document "*Preconfiguration for SAP*".

The warranty is valid in connection to the following warranty preconditions. These have to be rosen completely and confirmed written by the customer before the implementation.

Warranty Preconditions

To guarantee a trouble-free implementation a two day preparation workshop is necessary for a fee of 1280,- Euro per day (excl. travelling costs and expenses).

Contents of the Workshop:

- Introduction of theGuard! ApplicationManager monitoring and alerting concept
- Definition of the system landscape to be monitored
- Co-ordination of the monitoring and custmizing coverage (additional customer requests, concerning customizing that can be realized within the available time, are up to the estimation of the respective REALTECH product consultant.)
- Clarification of the implementation prerequisites
- Exemplary installation of a agent on UNIX/Linux and MS Windows (if necessary in cluster)
- Exemplary import of the intitial ABAP-Suite transport ("General Transport", containing user profiles and basic REALTECH function modules) to an SAP system
- Usage of the ABAP-Suite Configuration and Distribution Assistant for transport distribution



Technical Implementation Prerequisites:

- Per UNIX/Linux server, respectively per logical (cluster-) partition:
 - a separate file system with 300 MB of free space per agent and data collector on 32 bit systems, respectively 600 MB on 64 bit systems
 - an installed theGuard! Agent (root authority necessary)
- Per MS Windows server, respectively per logical (cluster-) partition:
 - 300 MB of free space per agent and data collector on 32 bit systems, respectively 600 MB on 64 bit systems
 - an installed theGuard! Agent (admin rights are necessary)
- Per SAP system:
 - Implemented initial ABAP-Suite transport ("General Transport")
 - For ABAP stack: SAP "System" user with the REALTECH profiles (contained in "General Transport")
 - For JAVA stack: User with J2EE_Admin authorization
- Per database (Oracle, DB2/UDB, SAP DB, MS SQL Server) a login account with appropriate authorization for the data collector
- Usage of the ABAP-Suite Configuration and Distribution Assistant for transport distribution
- Fujitsu Siemens Computers "FlexFrame" environments will be discussed separately in the workshop, respectively at the implementation.
- Network prerequisites: Between theGuard! server and theGuard! agents the ports 21009, 21010, 21011, as well as "ping" have to be opened bidirectional. Firewall NAT and WAN connection will be discussed separately in the workshop and at the implementation.
- For the alerting with SMS an ISDN card has to be installed and running at the management server.
- A list of all installed agents and necessary data collectors.

Moreover, the service descriptions, respectively technical white papers of the data collectors have to be considered. The supported operating systems-, databases- and application versions have to be taken from the current "*DC-Platform Matrix*".

Contact

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