



cockpit
IT Service Manager

Monitoring - SAP instance access

FAQ document

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Introduction

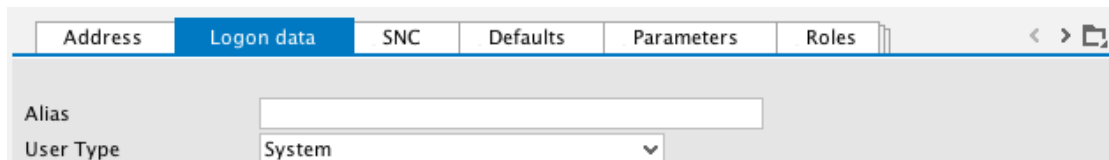
The purpose of this document is to help technicians set up SAP system access for remote monitoring and inventory via the Cockpit IT Service Manager Engine.

Rights

Use "SU01" transaction to create a specific SAP user.

In the "Connection data" tab, select the "System" type.

Fill in the "Password" field.



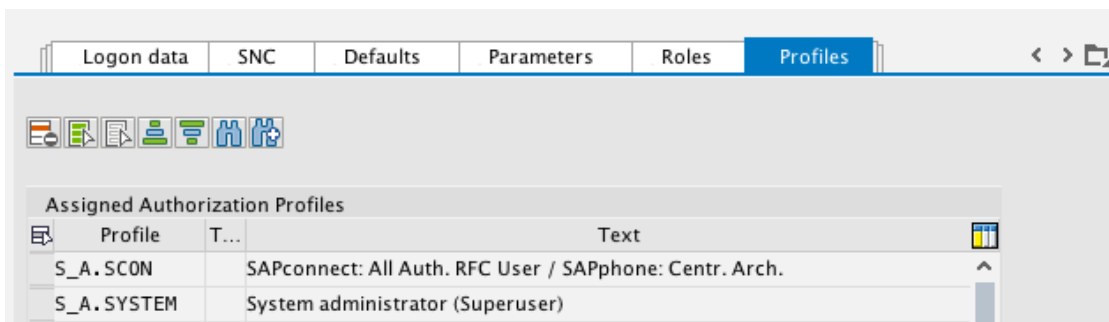
The screenshot shows the 'Logon data' tab selected. The 'User Type' dropdown menu is open, showing 'System' as the selected option.

In the "Role" tab, create a specific role (*) with the following rights:

- "S_DBCON"
- "/ SDF / E2E"
- "S_XMB_MONI"
- "S_RFC_ADM"

In the "Profiles" tab, add the following profiles:

- "S_A.SCON"
- "S_A.SYSTEM"
- the right created previously (*)



The screenshot shows the 'Profiles' tab selected. Below the toolbar, there is a table titled 'Assigned Authorization Profiles'.

Profile	T...	Text
S_A.SCON		SAPconnect: All Auth. RFC User / SAPphone: Centr. Arch.
S_A.SYSTEM		System administrator (Superuser)

Ports

On the network, the following TCP / IP ports must be allowed:

- SAP Dispatcher: 32XX (XX = system number)
- SAP Gateway: 33XX (XX = system number)
- SAP Message Server: 36XX (XX = system number)

Portal Configuration

I. Prerequisites

The host servers of the SAP instances must be entered in the equipment management menu before entering the SAP instances.

II. Central Service configuration

1. Go to the "Infrastructure / Other Elements / SAP Systems" menu
2. Open the target system (editing mode)
3. In the "Configuration" tab, fill in the following fields

Field	Notes
System ID	
Central services	Select the server where the SAP Central Services are located (SCS, ASCS, PAS)
User	
Password	
Client	User's client
SAProuter path (optional)	Example: / H / <IP_address> / S / 3299 / H /
Logon Group (optional)	Message Server Port (36xx) Logon Group name
Monitoring (optional)	Check this option to deploy monitoring controls on SAP Instances

4. Save

III. Application server configuration

1. Go to the "Infrastructure / Other Elements / SAP Systems" menu
2. Open the target system (editing mode)
3. In the "SAP Instances" tab, add or remove equipments
4. For each selected equipment fill in the following fields

Field	Notes
Server	Select the SAP instance host
Description	
System number	Fill in the selected application server system number
Module options (optional)	Check these options to use this instance when generating reports or collecting inventory data

5. Save

IV. Specific cases

A. NAT (Network Address Translation)

In case of NAT (Network Address Translation) between the Cockpit IT Service Manager Engine and the SAP Message Server connection problems can happen. Then, It is necessary to add the translated address with which the engine tries to communicate with the SAP instance.

In the SAP instance go to the "SMGW" transaction, and to the "Goto> Parameter> Display / Change" menu. In the "gw / alternative_hostnames" parameter, specify the server name or IP address.

Syntax: host1, host2, host3, etc.

Important:

In case of NAT (Network Address Translation) between the Cockpit IT Service Manager engine and the Message Server, it is not possible to use a Logon Group to connect to the SAP system, it is necessary to connect directly to an SAP instance. This is a SAP limitation.

B. Problem with the equipment name

To communicate with the SAP instance, Cockpit IT Service Manager uses the "DNS Name" filled in the equipment associated with the SAP instance. If the filled "DNS Name" differs from the server name in SAP, there may be connection problems.

To workaround, use a "hosts" file on the monitoring server (engine host) and add the different server names, for example:

```
xxx.xxx.xxx.xxx host1 host2 host3
```

Document end