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# **SAP Management Pack for Microsoft System Center Operations Manager 2007**

Release Notes

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Version 1.0.3 September 10, 2008

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## About this publication

These release notes provide information about the enhancements and resolved problems in version 61.0.3 of the operating OZSoft SAP Management Pack into the Microsoft System Center Operations Manager 2007 product. This information supplements and supersedes information in the [Installation, Administration and User's Guide](#).

## What's new

This section describes the new SAP Management Pack features provided in this product release.

### Alert Generation Rule

SAP Management Pack provides a new preconfigured rule for generating Operations Manager Alerts for CCMS Events retrieved from SAP CCMS.

By default the Alert attributes are initialized with CCMS Event values as the following:

Alert Attribute	CCMS Event Attribute	CCMS Description
Name	MSG	Alert Message
Description	MSG	Alert Message
Custom Field 1	Reserved	Used internally for Acknowledgment indicator
Custom Field 2	ALUNIQNUM	Alert ID
Custom Field 3	USERID	User Logon Name
Custom Field 4	MTMCNAME	Monitoring Context Name (in most cases the App Server name)
Custom Field 5	OBJECTNAME	Monitoring Object Name
Custom Field 6	FIELDNAME	Monitoring Field Name
Custom Field 7	MSGCLASS	Message Class
Custom Field 8	MSGID	Message ID
Custom Field 8	SEVERITY	Alert Severity
Custom Field 10	STATUS	Alert Status

**Table 1** Alert Attributes

These mappings can be easily modified to satisfy the specific requirement. Please follow the standard procedure of rule overriding.

### Alert Acknowledgement

SAP Management Pack introduces a new functionality – the automatic acknowledgement of CCM Alerts in SAP when Operations Manager Alerts are closed. No additional configuration or actions need to be performed to enable this functionality.

SAP Management Pack will attempt to acknowledge the CCMS Alert on SAP side. If for some reason (such as the CCMS Alert is already acknowledged) the acknowledgement fails a diagnostic Operations Manager Event is posted. You can locate the Connector events using *SAP/Connector Events View*.

## What's changed

This section describes the SAP Management Pack features that have changed in this product release.

### Folder Name Changes

To minimize the confusion caused by the similarities in terminology for Operations Manager and SAP the following folders has been renamed:

New Name	Old Name
<b>Monitoring: SAP/CCMS Event</b>	Monitoring: SAP/CCMS Alerts

Table 2 Folder Name Changes

This reflects the fact that SAP CCMS Alerts are represented in Operations Manager by *CCMS Events*. An Operations Manager *Alert* is (conditionally) generated for a CCMS Event.

### Corrected problems

The problems listed in Table 3 were reported in earlier releases of SAP Management Pack and have been corrected in this release.

Tracking Number	Description
<b>BMPSAP000102</b>	"SAP System" Attributes <i>Last Alert ID</i> and <i>Last Alert Time</i> are corrupted preventing CCMS Alert collection

Table 3 Problems corrected in this release

### Open issues and resolutions

This section describes issues that remain open in this release. Table 4 lists the tracking numbers.

Tracking Number	Description
<b>WMPSAP000095</b>	There is currently no support for Unicode SAP Systems

Table 4 Open Issues and resolutions in this release

### Installation information

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

If you are upgrading from a previous version you will need first to uninstall the existing installation. If you would like to preserve the current configuration, which includes SAP systems connection parameters, license info etc you can back-up the configuration file *<Installation Directory>\conf\CONFIG.XML* before you uninstall and restore it after you completed the installation of the new version.

### Contact Information

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

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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