System Monitoring and E2E RCA for hybris with SAP Solution Manager 7.1/7.2
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Key Facts

SAP Solution Manager 7.1/7.2 supports hybris Commerce Suite with System Monitoring and End-to-End Root Cause Analysis.

Key facts

• hybris Commerce Suite is supported with
  • Landscape Management. hybris Commerce Suite systems are reported to SAP SLD/SAP Solution Manager with SLD Data Supplier.
  • Performance management with CA Introscope
  • E2E Root Cause Analysis
  • System and database monitoring
Supportability Matrix

SAP Solution Managed 7.1/72. supports following hybris Commerce Suite products with System Monitoring and E2E RCA.

With 7.1 SP13
- hybris Commerce Suite 5.0.3/5.0.4
- hybris Commerce Suite 5.0.3/5.0.4
- hybris Commerce Suite 5.1/5.2/5.3/5.4

With 7.1 SP14
- hybris Commerce Suite 5.5, 5.6, 5.7
- SAP Solution Managed 7.1 supports

- With 7.2 SP3:
  - hybris Commerce Suite 5.0.3 – 5.6
Documentation

For hybris Commerce Suite 5.0-5.6

- SAP note 2018246 “Introscope Java Agent for hybris Commerce Suite”
- SAP note 2018243 “SAP SLD Data Supplier for hybris Commerce Suite”
- SAP note 2018250 “Solution Manager 7.1 E2E RCA and System Monitoring for hybris Commerce Suite”

Since hybris Commerce Suite 5.7

- SAP note 2187606 “SAP SLD Data Supplier for hybris Commerce Suite and satellite (standalone) hybris web applications”
- SAP note 2181279 “Introscope Java Agent for hybris Commerce Suite 5.7 and higher”
- SAP note 2179990 “Technical Monitoring and Root Cause Analysis with SAP Solution Manager 7.1 for hybris”

Technical Operation Wiki on SDN
https://wiki.scn.sap.com/wiki/display/TechOps/HybrisMon_Home
Landscape Management for hybris

Landscape information is the basis for all processes in SAP Solution Manager 7.1. SAP Solution Manager collects and stores detailed data about the hybris system:

- Landscape data of the hybris systems (hosts/servers) and their properties (paths, ports).
- Software installed on hybris systems (software and product components versions).
- Database information.

Hybris system is automatically discovered and reported to SAP SLD/SAP Solution Manager per SLD Data Supplier.

- prior hybris Commerce Suite 5.2 - hybSLD-DS for Apache Tomcat (SAP note 1508421).
- SLDDS hybris extension (SAP note 2018243)

With hybris Commerce Suite 5.2 hybris provides the SLD Data Supplier as standard hybris extension. SLD-DS runs as a CronJob and reports landscape data periodically to the in local.properties file configured SLD.
E2E Root Cause Analysis for hybris

The main focus of the hybris integration is on System Monitoring. With SP12 SAP Solution Manager supports hybris with following E2E RCA applications

- CA Introscope instrumentation and dashboards
- Change Reporting (for Apache Tomcat and hybris configuration files)
- Log Viewer
- File System Browser
- OS command console
- E2E Workload, Exception, Change and Trace Analysis
System Monitoring for hybris

SAP Solution Manager supports hybris with availability, performance and exception monitoring.

- Availability monitoring
- Performance monitoring of Apache Tomcat (Servlet, memory, CPU, garbage collection, thread and HTTP session etc.), hybris Frontend (UI pages), hybris background jobs (CronJobs) and Web/REST Services
- Exception monitoring of the Tomcat and hybris log files
Thank You