

# **System Monitoring and E2E RCA for hybris with SAP Solution Manager 7.1/7.2**



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# Key Facts

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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

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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

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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](https://wiki.scn.sap.com/wiki/display/TechOps/HybrisMon_Home)

# Landscape Management for hybris

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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

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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

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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**

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