SMLG: users are distributed unevenly

Purpose
To help with troubleshooting.

Overview
When users are distributed unevenly one (or some) of the instances could become overloaded which then slow down those users who are logged on to that instance. You want to know what to check to eliminate such issues.

Things to check, steps to do

1. Check SAPMSSY6 by SMLG -> Goto -> System diagnosis -> Cyclic system prog. If No cyclic system programs were active error is displayed and No. of problems: is not zero, check the value of rdisp/autoabaptime profile parameter - it must be set to 300 (change it temporary via RZ11 dynamically and permanently via RZ10 in instance profile)
2. Check via AL08 what type of users is it about.
   - Number of Active Users refers to all type of users
   - Interactive Users refers to dialog users
   - Number of RFC Users refers to RFC users
   - Number of Plug-In Users refers to users connected via HTTP

Interactive Users
3. Implement the source code correction of RSRZLQVA report manually. See SAP Note 51789.

   >>>> START OF DELETION <<<<<
   CONSTANTS: ANSWER_TIME_WEIGHT_FACTOR TYPE I VALUE 5,
   USER_AMOUNT_WEIGHT_FACTOR TYPE I VALUE 1,
   >>>> END OF DELETION <<<<<<

   >>>> START OF INSERTION <<<<
   CONSTANTS: ANSWER_TIME_WEIGHT_FACTOR TYPE I VALUE 1,
   USER_AMOUNT_WEIGHT_FACTOR TYPE I VALUE 5,
   >>>> END OF INSERTION <<<<<<

Number of RFC Users
4. SMLG > Double click on the instance -> Attributes tab -> Activate Ext. RFC-enabled function. See SAP note 593058 and 1112104. This will allow load balancing of those RFC calls which are programmed that way that they use the logon groups.
5. Check if FAVTYPE of the entries in RZLLICLASS table is set to **R** (Round Robin) or **W** (Weighted Round Robin). See SAP Note 1112104.

### Table RZLLICLASS Display

<table>
<thead>
<tr>
<th>CLASSNUM</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLASSNAME</td>
<td>RR</td>
</tr>
<tr>
<td>GROUPTYPE</td>
<td>RR</td>
</tr>
<tr>
<td>TIMERERD</td>
<td>120</td>
</tr>
<tr>
<td>LOGRERD</td>
<td>200</td>
</tr>
<tr>
<td>FAVTYPE</td>
<td>R</td>
</tr>
</tbody>
</table>

**Number of Plug-In Users**

6. Check the following document on SAP Help Portal: Server Selection and Load Balancing Using the SAP Web Dispatcher.

**Related Content**

**Related Documents**

Server Selection and Load Balancing Using the SAP Web Dispatcher
Logon Load Balancing
Related SAP Notes/KBAs

SAP Note 2244136: Load is distributed unevenly
SAP Note 51789: Poor user distribution in logon distribution
SAP Note 593058: New RFC load balancing procedure
SAP Note 1112104: Weighted round robin procedure
SAP Note 1040325: HTTP load balancing: Message Server or Web Dispatcher?