SAP BusinessObjects BI Platform Support Tool 2.1

Toby Johnston, SAP
Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.
In this session

- You will learn how supportability tools such as the BI Platform Support Tool will help you to resolve issues faster, prevent outages, and lower your TCO

- Gain an understanding of the new features and functionality included in the new BI Platform Support Tool 2.1

- See the new functionality in action via live demo

- Be prepared to utilize the new version’s capabilities in your BI environment
Agenda

- SAP BI Supportability Tools Overview
- Landscape Analysis Report
- What’s New in Version 2.1
- Future Functionality
- Demo
- Wrap-up
SAP BI Supportability Tools Overview
SAP BI Platform Supportability Tools

**Option 1**

**BI Platform Support Tool 2.x**
- Landscape Analysis
- Alerts and Landscape Tools
- Change Analysis
- E2E Tracing

**Option 2**

**CA APM Introscope 10**
- Transaction Tracer
- Dashboards
- Metrics
- No Basis/NW Stack

**Option 3**

**SAP Solution Manager**
- Real-Time Alerting
- E2E Diagnostics
- Business Process
- Includes Introscope

---

**Customer Landscape**

**Supportability Platform**

---

**All BI landscapes**

**BI Products Only**

**Higher Complexity / SAP Solutions**
SAP BI Platform Supportability Tools

BIPST is compatible with existing Solman / Introscope infrastructure
### Who Uses the BIPST?

<table>
<thead>
<tr>
<th>ROLE</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support</td>
<td>• Incident Processing</td>
</tr>
<tr>
<td></td>
<td>• Discovery</td>
</tr>
<tr>
<td>BI Administrators</td>
<td>• Pro-active Alerts</td>
</tr>
<tr>
<td></td>
<td>• Change Management</td>
</tr>
<tr>
<td></td>
<td>• Tracing</td>
</tr>
<tr>
<td>Consultants</td>
<td>• Service Delivery</td>
</tr>
<tr>
<td></td>
<td>• Sizing</td>
</tr>
<tr>
<td></td>
<td>• Deployment</td>
</tr>
<tr>
<td>Product Development</td>
<td>• Landscape Validation</td>
</tr>
<tr>
<td></td>
<td>• Root Cause Analysis</td>
</tr>
</tbody>
</table>

Over 35,000 downloads since Version 1
Details on the BIPST client

- Developed in Java (ships with the SAP JVM 8)
- No installation required, only extraction
- Client runs on Windows 64-bit
- Supports BI Platform 4.0, 4.1, 4.2 (All OS versions)
- Command-line version for Linux also available
- Downloadable from the SAP Software Download Centre
- 100% free to download and use in your environment
Linux / Unix Command Line Version

[boeuser@BI41RH6 bilpsti]$ ./BISupportTool64.sh
Checking Java Version... found 1.8.0_112
Unable to determine user home from user.bit
Initializing BIFST for command-line node
...Using home directory: /build/home/boeuser/BISupportTool
Unable to unmarshall preferences.xml data.
...Creating new preferences.xml in user's $HOME folder

Welcome to the SAP BusinessObjects BI Platform support tool

MAIN MENU - Please choose from the options below:
[1] Run Landscape Analysis Report
[2] Configure Landscape
[3] Quit

Login to the landscape

Enter the CMS Name : BI41RH6
Enter your user name : administrator
Enter your password :
Enter the Auth Type? [socEnterprise/socLDAP] : socEnterprise

Logging into the landscape...  SUCCESS

About to process reports defined in 'BISupportTool64.sh'
Reports selected: ServerAnalysis, ContentAnalysis, ScheduleAnalysis, LicenseKeyAnalysis, ServerAnalysis, PatchHistoryAnalysis, BIApplicationsAnalysis, TimeoutsAnalysis

CONFIGURE LANDSCAPE: @BI41RH6:6400

[0] Previous Step
[1] Add BI Node
[7] List all Nodes
[8] Verify all SAP Host Agent connectivity
[9] Verify all JMX connectivity
Linux / Unix Command Line Version

Server and Services Report : SUCCESS!
Content Analysis Report : SUCCESS!
Schedule Analysis Report : SUCCESS!
License Key Report : SUCCESS!
Platform Search Report : SUCCESS!
Hardware Summary Report : SUCCESS!
Authentication Report : SUCCESS!
Semantic Layer Dependency Analysis : SUCCESS!
Semantic Layer Connection Analysis : SUCCESS!
Semantic Layer Orphan Report Analysis : SUCCESS!
Web Application Server Report : SUCCESS!
Patch History Report : SUCCESS!
BI Applications Report : SUCCESS!
Timeouts Report : SUCCESS!
System Alert Report : SUCCESS!
Creating HTML reports...
Compressing landscape report(s)...

Landscape Reports are Complete!
Compressed File Location : /build/home/bewuser/BISupportTool/data/BISupportTool_20180203_205810.zip

Tip
Use Linux version when no Windows client is available

Heads-Up
Limited to Landscape Analysis Report
Topography and Client Communication

- Corba
- Host Agent (web service)
- JMX

- Host Agent (web service)
- UNC Shares / Samba
Landscape Analysis Report
Analysis Types

Server & Services
Content
Schedule
License Keys
Platform Search
BI Applications

Hardware and Operating System
Authentication
Semantic Layer
Web Application Server
Patch History
Timeouts
Phases of Report Generation

Data Extraction Phase

Report Generation Phase
Landscape Analysis Report Process Flow

- User selects which analysis types to include
Landscape Analysis Report Process Flow (cont.)

- User selects which analysis types to include
- User logs on to a CMS system
Landscape Analysis Report Process Flow (cont.)

Data Extraction Phase

- User selects which analysis types to include
- User logs on to a CMS system
- BIPST looks up landscape configuration
Landscape Analysis Report Process Flow (cont.)

- User selects which analysis types to include
- User logs on to a CMS system
- BIPST looks up landscape configuration
- Data is collected from nodes

Data Extraction Phase

SAP BI Platform 4.x (BI node)
- CMS InfoStore
- SAP Host Agent

Apache Tomcat (WAS node)
- JMX
- SAP Host Agent

preferences.xml
- Stores landscape definitions
- Host agents and JMX details
- Prefixed application settings

C:\Users\USER\AppData\Roaming\SAP\BIPSTsupport\tool\preferences.xml
Landscape Analysis Report Process Flow (cont.)

Data Extraction Phase

- User selects which analysis types to include
- User logs on to a CMS system
- BIPST looks up landscape configuration
- Data is collected from nodes
- BIPST loads alert definitions
Landscape Analysis Report Process Flow (cont.)

- User selects which analysis types to include
- User logs on to a CMS system
- BIPST looks up landscape configuration
- Data is collected from nodes
- BIPST loads alert definitions
- BIPST evaluates alert thresholds
Landscape Analysis Report Process Flow (cont.)

- User selects which analysis types to include
- User logs on to a CMS system
- BIPST looks up landscape configuration
- Data is collected from nodes
- BIPST loads alert definitions
- BIPST evaluates alert thresholds
- Landscape data XML is created
Landscape Analysis Report Process Flow (cont.)

- Landscape Data XML is read
Landscape Analysis Report Process Flow (cont.)

- Landscape Data XML is read
- Each report is rendered
Landscape Analysis Report Process Flow (cont.)

Report Generation Phase

- Landscape Data XML is read
- Each report is rendered
- Content is displayed in browser widget
Landscape Analysis Report Process Flow (cont.)

Report Generation Phase

- Landscape Data XML is read
- Each report is rendered
- Content is displayed in browser widget
- User experience made interactive
Landscape Analysis Report Process Flow (cont.)

Report Generation Phase

- Landscape Data XML is read
- Each report is rendered
- Content is displayed in browser widget
- User experience made interactive
- Charts and visualizations via CVOM
Landscape Analysis Report Process Flow (cont.)

Report Generation Phase

- Landscape Data XML is read
- Each report is rendered
- Content is displayed in browser widget
- User experience made interactive
- Charts and visualizations via CVOM
- Multiple reports can be opened
# Alert Framework

<table>
<thead>
<tr>
<th>Simple Alerts</th>
<th>Simple alerts allow user customization, changes to thresholds, delete, or add new metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Alerts</td>
<td>System defined static alerts which allow for more advanced logic</td>
</tr>
<tr>
<td></td>
<td>- Keycode expires in 30 or 60 or 90 days</td>
</tr>
<tr>
<td></td>
<td>- Nodes are not at the same patch level</td>
</tr>
<tr>
<td></td>
<td>- Nodes are not running the same SP</td>
</tr>
<tr>
<td>Complex Alerts</td>
<td>- More advanced logic</td>
</tr>
<tr>
<td></td>
<td>- Combine two or more alerts into formula</td>
</tr>
<tr>
<td></td>
<td>- Complex Alerts added in version BIPST 2.1</td>
</tr>
<tr>
<td>Alert Definitions</td>
<td>- Alerts are updated via the preferences interface</td>
</tr>
<tr>
<td></td>
<td>- Definitions are stored in XML form under the BIPST install folder</td>
</tr>
<tr>
<td>Alert Summary</td>
<td>Provides summary of all alerts triggered in a particular Landscape Analysis</td>
</tr>
</tbody>
</table>
User Persistence

- Program Settings
- Landscape Definitions
- Datasources
- Predictive Support Alerts
Scheduling the Landscape Analysis Report

The BI Platform Support Tool Landscape reports can be scheduled to a destination location defined here. Select the desired destination from the drop-down list to configure the additional parameters as needed.

Destination
- Enterprise Repository
- Enterprise Repo
- Unmanaged Disk
- Send to SAP

Send to SAP E-mail (SMTP)
Instances are saved to the Enterprise server at the directory specified to the right.

Enterprise Directory:
- BI Platform Support Tool 2.
  \x1Ellandscape Report Results

Unmanaged Disk → Program Object → Central Management Server
Program Job Server

Enterprise Repo
SMTP
Predictive Support Alerts
What’s New in Version 2.1
What’s New in Version 2.1?

- Landscape Analysis Report:
  - Scheduling
  - SMTP, Managed, Unmanaged Destinations
  - Complex Alerts / System Alerts
  - New Alerts on Best Practices
  - BI Applications Analysis
  - Timeouts Analysis
  - Server Group Analysis
  - Change Analysis supports all analysis types
  - More critical data
    - BI Webapp / Server .properties files
    - Server xml files
    - BO_trace.ini
    - Registry settings

- Landscape Tools
  - Webi Doc Masker
  - Publications Analyzer
  - Existing tools improved

- Secure Socket Layer Support
  - Corba SSL
  - JMX SSL
  - SAP Host Agent SSL

- More Preferences
  - Disable Feeds
  - Data Retention
  - BI SDK Multiple Version Support
Future Functionality
Future Functionality

- SAP UI5
- Architecture Diagram
- Integrity Report
- Performance Analysis
- Auditing Data
- Drift Analysis
- Integration with BIP Notifications
- Trace Analyzer

** Planned functionality is not guaranteed and may change based on future requirements
Demo the BIPST 2.1

- Landscape Analysis Report and Alerting deep-dive
- Change Analysis
- Schedule Manager
- Webi Document Data Masker
- Other Landscape Tools
Wrap-up
Where to Find More Information

  • BI Platform Support Tool homepage

https://wiki.scn.sap.com/wiki/display/BOBJ/Getting+Started+with+the+Windows+client+version
  • Getting Started Guide

  • Summary of new features in version 2.1

https://launchpad.support.sap.com/#/softwarecenter
  • Software location:
    INSTALLATIONS AND UPGRADES --> By Categories --> SAP TECHNOLOGY COMPONENTS --> SAP BI PLATF SUPPORT TOOL(SCN) --> SAP BI PLATF SPRT TOOL SCN 2.1
7 Key Points to Take Home

- Use BIPST on a client workstation and connect to each of your BI 4.x environments (Test, Dev, QA, Prod)
- Run/Schedule the Landscape Analysis Report regularly to record changes in the environment
- Review the Alert Summary to pro-actively catch potential issues
- Use the built in Landscape Tools to simplify your daily admin tasks
- Stay current with our Twitter feed to be notified when new versions are released. (Displayed in the BIPST dashboard)
- Save and attach the Landscape Analysis Report to your SAP support incidents to speed up processing
- BIPST is free to use and is updated on a regular basis
Your Turn!

Toby Johnston

toby.johnston@sap.com

@biplatformtool

Thank You
Any Questions?

Please remember to complete your session evaluation