CONTINUOUS QUALITY CHECK - EARLYWATCH
FOR SAP BusinessObjects Systems

INFORMATION SHEET FOR SERVICE DELIVERY

SAP Continuous Quality Checks and the SAP Improvement Services connect you with an SAP Expert. Our experts analyze your system and/or situation based on real life data from your systems or solution. Depending on the topic, you will be given the chance to provide more information (i.e. via questionnaire) that will be part of the analysis. After each service, you receive a service report with an executive summary, findings and a detailed action plan to mitigate risks or improve your situation.

This service is applicable for SAP BusinessObjects BI Platform 4.x and SAP Data Services 4.x

AT A GLANCE

Key Features
Technical analysis is the key element of the continuous quality check SAP EarlyWatch Check. The underlying concept of the continuous quality check SAP EarlyWatch Check is to ensure smooth operation of your SAP solution by acting proactively, before severe technical problems occur. This check is based on tens of thousands of installations giving you experience that saves time, reduces costs and keeps your SAP solution running smoothly.

Benefits
Keeping total cost of ownership low and the performance of your SAP solution high is a tremendous value to your business – a value delivered by the continuous quality check SAP EarlyWatch Check. It arms you with the information you need to:
- Eliminate costly performance bottlenecks
- Improve response times and thus acceptance by end-users
- Make optimal use of your hardware investment
- Substantially reduce the risk of costly downtime

When to Use
SAP EarlyWatch Check is best applied when you have noticed less than optimal performance or availability from one or more components of your SAP BusinessObjects System. The check is delivered remotely by an SAP service engineer and has duration of one day. During the delivery, an SAP service engineer requires a designated contact person at your company, normally a system administrator, who can open a connection to SAP and answer technical questions.

During the one day delivery, the continuous quality check SAP EarlyWatch Check analyzes the performance of and any errors in the SAP component, your operating system and database. It provides performance and error analyses by evaluating statistical data gathered from the component. The analysis comprises the following:
- Landscape Overview SAP BusinessObjects system
- BusinessObjects - Technology Checks (server settings, parameters and thresholds, Virtual Memory size, CMS consistency, and more)
- General settings and design
DELIVERY IN DETAIL

Preparation
The support advisor will speak with you well in advance of the service delivery and schedule the service sessions per your project time table. Before the session delivery, you should:

- Establish a remote connection to SAP
- Make sure the system administrator and representatives from the application departments are available

Delivery
The service is delivered by certified SAP consultants via a remote connection. The findings and recommendations are described in a detailed service report, which is provided after each session.

PREREQUISITES

IN CASE SOLUTION MANAGER IS TO BE USED FOR SERVICE DELIVERY

Before the continuous quality check for implementation service can be delivered, the following prerequisites must be met:

General guideline for SAP products
1794131 - How to Register Systems and Solutions at SAP: A Troubleshooting Guide - SM 7.1
1767384 - Maintaining installation and system numbers in SAP Solution Manager 7.1

Specific for BOBJ
*Make sure you have set the extended SID it in the Technical System Editor
Also:
1975394 - SolMan 7.1: Managed Sys Setup - BI Platform 4.1
1818780 - How to troubleshoot BI Platform SLD data supplier issues when BI4 landscape is not successfully updated in the System Landscape Directory or LMDB
2026604 - How to manually trigger an SLD update for SAP BusinessObjects BI Platform 4.x

- The requested remote connections both to the SAP Solution Manager system and the investigated systems are established.
- The SAP Solution Manager is installed and prepared for service delivery.
- The solution landscape is defined in the SAP Solution Manager for the productive SAP components.
- The SAP EarlyWatch Alert is set up for all productive SAP components in SAP Solution Manager.
IN CASE SOLUTION MANAGER IS NOT AN OPTION

1. Please download the BI Support Tool to your BOBJ server and run the Landscape Analysis Report and return it to SAP:
2. To allow us to support you SAP will require access to your BOBJ system via WTS and/or HTTP Connect.
   - To setup an HTTP connection please see SAP Note 592085.
   - For WTS connection see SAP Note 605795
3. Please also ensure that you add logon information to the SAP Secure Area, please see the following ‘SAP Note 1773689 - How to add S-User ID logon credentials securely to an incident - SAP Support Portal’.
4. If you have a system resource monitoring tool enabled, such as Wily Introscope please provide us with details on this and access to the tool.