

**HP Data Center Solutions MC/ServiceGuard Extension for SAP**

***Proven, easy-to-implement, and flexible high availability SAP R/3 solution***

While many enterprises understand the benefits of implementing their mission-critical SAP R/3 solutions on high availability (HA) UNIX® platforms, they hesitate because HA implementations are complex undertakings, requiring numerous software extensions to control system and application failover in the event of postulated single failures. Companies developing solutions in-house not only must *create* the scripts—which requires considerable expertise, resources, and time—but they also must *work separately* with SAP and hardware vendors to resolve technical issues. They end up with one-of-a-kind solutions with limited outside support. When problems occur, it is usually their IT departments that have to troubleshoot and resolve problems.

To maximize the use of scarce in-house resources—and minimize headaches—these companies need a tried-and-true, high availability solution for SAP R/3 that doesn't require IT to create *any* scripts; is flexible enough to allow quick integration into their computing environment; has single-point, world-class support; and delivers a *standardized, consistent solution* backed by SAP. **HP MC/ServiceGuard Extension for SAP** offers all this, and more.

“As a service provider and outsourcer, DeTeCSM (Deutsche Telekom Computer Service Management GmbH) uses HP’s high availability solutions—MC/ServiceGuard—to meet our customers’ needs for higher levels of availability in SAP R/3-environments among others. The new HP MetroCluster allows DeTeCSM to provide our customers with a solution that expands their MC/ServiceGuard cluster across metropolitan environments, and protects them against downtime in case of disasters. We are very satisfied with the flexibility, quality and reliability of the MetroCluster solution and, in particular, with the support from HP.”  
*Thomas Nitzsche,*  
*DeTeCSM Project Manager*

**HP MC/ServiceGuard Extension for SAP**

Features	Benefits
Fast, automated failure detection and SAP R/3 restoration	Maximize operations uptime
Faster upgrades for SAP R/3, O/S, and middleware	Reduce planned downtime
Use backup node for SAP R/3 or other applications, SAP development/testing	Lower Total Cost of Ownership, optimize workload balancing
Fully tested, approved by SAP	Low-risk, ensures that future SAP releases are fully compatible
Builds on top of HP MC/ServiceGuard cluster	Lower Total Cost of Ownership
Can take advantage of HP MetroCluster or other HP disaster-tolerant solutions	Disaster protection for SAP environment
Rapid implementation using HP Consulting	Faster installation

## HP Data Center Solutions—MC/ServiceGuard Extension for SAP

### Industry-leading HP MC/ServiceGuard cluster technology

HP Multi-Computer/ServiceGuard (MC/ServiceGuard)—the industry-leading HA solution from HP—is designed to protect mission-critical applications from a variety of hardware and software failures. Running on the family of UNIX-based HP 9000 Enterprise Servers, MC/ServiceGuard groups multiple systems into an “enterprise cluster”<sup>1</sup> to provide highly available application services. MC/ServiceGuard clusters are configured without any single points of failure—for example, data disks are mirrored and multiple LANs are used.

Within the enterprise cluster, MC/ServiceGuard monitors the health and status of software and hardware components—including processors, memory, LAN media and adapters, and disk drives. If a threshold is exceeded or a failure occurs, MC/ServiceGuard automatically keeps mission-critical applications running by allocating alternate computing resources to them.

### Three Pillars of High Availability

Hewlett-Packard takes a comprehensive approach to address the main causes of downtime: hardware, software, and human error. Our HA program rests upon *three pillars*:

- **HA Technology.** No one can match the comprehensiveness of HP’s mission-critical hardware and software technology—or our proven results.
- **HA Service and Support.** HP provides the leading mission-critical support service programs—leveraging our global support network and global partnerships with key ISVs.
- **HA information technology processes.** Without excellent IT processes, the world’s best technology and support cannot achieve high availability. HP helps companies refine their IT management processes to maximize uptime.

<sup>1</sup> HP’s robust “enterprise cluster” architecture combines multiple UNIX-based computers into loosely coupled nodes, each with their own processors, memory, and HP-UX instance. Special communications protocols and system processes bind these nodes together, allowing them to cooperate and provide outstanding availability and flexibility for mission-critical applications, such as SAP R/3. See P/N 5968-2584E for further HP MC/ServiceGuard details.

*HP MC/ServiceGuard Extension for SAP* extends MC/ServiceGuard’s powerful failover capabilities to SAP R/3 environments. It continuously monitors the health of each SAP R/3 node and automatically responds to failures or threshold violations. As an added bonus, it can minimize planned downtime when performing SAP R/3 upgrades.

MC/ServiceGuard Extension for SAP protects the SAP Central Instance and database—business-critical pieces in a SAP environment—within an MC/ServiceGuard cluster. MC/ServiceGuard creates a “package” identifying all system resources—including disks, hostname, and IP address—associated with the SAP Central Instance and database. If the system or network fails on the primary node, the entire package is automatically migrated to a secondary node. In most cases, clients will have access to SAP within minutes, even with a complex, enterprise-level application.

With MC/ServiceGuard Extension for SAP, a secondary node does not have to be a dedicated, idle backup for the primary node. During normal operation, the secondary node can function as an application server in the production SAP R/3 environment or run a separate SAP R/3 development or test instance.

### A total high availability solution— complete with consulting services and support

MC/ServiceGuard Extension for SAP is a mature, proven technology that HP’s SAP Consulting Practice has been providing extensively for close to three years. The technology—consisting of a comprehensive, proven suite of MC/ServiceGuard tools and packaged scripts—is now offered as a standalone HP product (P/N B7885BA).

Additional consulting services from HP can help speed up your implementation. HP can assign an experienced SAP Practice consultant to work closely with your SAP project team and develop a detailed implementation plan, which includes preliminary and final hardware and software configurations, custom configuration of MC/ServiceGuard, solution verification and testing, staff training, and documentation. The HP consultant would also be available to assist in project implementation.

## HP Data Center Solutions—MC/ServiceGuard Extension for SAP

### Benefits

HP MC/ServiceGuard Extension for SAP, along with HP/SAP services and support, provides:

- High availability for mission-critical SAP R/3 applications through fast, automated failure detection and application restoration.
- Availability of the SAP R/3 application during hardware and software maintenance, using simple MC/ServiceGuard commands.
- Support for up to 16 nodes within a cluster.
- Ability to use the secondary (backup) node as a SAP R/3 application server, a host for a SAP R/3 development/test instance, or for other applications.
- Comprehensive planning support using proven HP methodology.
- Quicker implementation with HP Consulting. (HP Consulting services not included in product deliverables.)
- Fully tested, low-risk implementation approved by SAP.
- Single-point, full-solution support from HP/SAP alliance.
- Ability to integrate SAP within HP disaster-tolerant solution, such as HP MetroCluster.
- Lowered TCO because it builds on top of MC/ServiceGuard.
- Thorough documentation and knowledge transfer to company's SAP administration staff.

### Product Requirements

HP MC/ServiceGuard Extension for SAP (Product Number B7885BA) provides a license to use, software, and documentation. (One license is required for each Central Instance of SAP). Other requirements include:

- HP MC/ServiceGuard HA Cluster
- SAP R/3 Versions 2.2E (or higher), 3.0A/B/C/D/E, 3.1G/H/I, 4.0A/B, or 4.5A, running on either the Oracle® or Informix database
- HP Consulting for the planning phase
- HP Support Services: 24 × 365 standard phone assistance (Option 0S6)

HP also recommends that system administrators and operations staff attend the “Managing HP MC/ServiceGuard” and “SAP integration” classes offered by HP’s Education Centers. The complete session includes three days on HP MC/ServiceGuard and two days on SAP integration.

For more information about HP MC/ServiceGuard Extension for SAP, contact the SAP–HP Competence Center in your area or your local HP sales representative, or access HP’s high availability web site at <http://www.hp.com/go/ha>

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For more information, contact any of our worldwide sales offices or HP Channel Partners.  
(In the U.S., call 1 800 637 7740.)

For information on HP's high availability program, please go to <http://www.hp.com/go/ha>

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