Common Questions and Answers for Insight for SAP R/3

Q: I cannot download the file from the Insight Web page, who can help me?
A: Call 1-800-426-0222 (US & Canada) or 1-770-835-6690 or e-mail us at
eSizings@us.ibm.com and supply us with an e-mail id that can take file attachments up to
8MB and we will e-mail the tool to you.

Q: Can I obtain the analysis tool in addition to downloading the Insight collector?
A: At present there are no plans of delivering Insight analysis tools to other
organizations within or outside of IBM.

Q: For how long should I run Insight?
A: The Insight Collector should run for a minimum of one day, and a maximum of three
days. Please insure that the PC running Insight stays powered up for the entire collection
duration. In some cases you will need to disable the power management features on the
workstation so that it does not automatically stop Insight.

**Q: I am setting up Insight and I have a technical question about setup, what should
I do?**
A: We strongly recommend that you read the README file provided with the Insight
tool. Make sure that you are aware of the prerequisites for Insight. If you are not
skilled in SAP Basis yourself, please seek help from a SAP Basis consultant on your
technical infrastructure team to help setup Insight. If you are still having problems please
send us an e-mail at eSizings@us.ibm.com and mention "Insight Technical Question" in
the subject line.

Q: During the monitoring period, do I need to start and stop Insight daily?
A: No, in fact we would prefer if you did not start and stop Insight. All you have to do is
start Insight and let it run continuously for the number of days you want to run it. Starting
and stopping Insight daily causes fragmented data and you will only get the output back
for a single day instead of all the days due to this fragmentation.
The Insight reporting process is extremely sensitive to unexpected SAP server operations
interruption and down time during the data collection process. We assume that all SAP
servers were up and running during the time in which Insight data was collected.
Otherwise we cannot guarantee an accurate Insight analysis.

**Q: During Insight setup I am prompted for my SAP system's hardware
information, (machine model, number of CPUs, memory). Can I leave all or some of
these entries blank?**
A: We strongly recommend that you take the time to find out this information and enter
it correctly. Incomplete or incorrect information may cause incorrect reporting for your
system.

Q: Can I run Insight remotely?
A: We strongly recommend that the PC running Insight should be LAN attached to your
SAP production system.

Q: We have an SAP production system, three development systems, two test systems, and a training system. Can IBM provide Insight analysis reports for all of these systems?
A: Only production systems are eligible for Insight analyses. Non-production systems are excluded from the IBM Insight for SAP R/3 program.

Q: If I send the Insight data to IBM, how long will it take for IBM to get the results back to me?
A: Once the data is received by IBM, it is checked for data integrity. If there are no issues then it can take a minimum of 5 working days for you to receive your results. No exceptions are made. Insight is not a reactive process. We expect you to plan all activities well in advance and IBM will do its best to have the data delivered back to you in a reasonable time frame. If a backlog exists, it may take longer than 5 days for you to get the results back.

Q: I know that Insight is a free value-add from IBM. How often can I request an Insight analysis report for my SAP production system?
A: At this point in time IBM is limiting one SAP SID (System ID) report per quarter. Based on your needs and IBM's workload, additional reports may be requested. Please communicate with us through eSizings@us.ibm.com to get your request approved before sending in new data.

Q: What happens if I run Insight on a system, and this same system has significant workload on it from software not associated with the SAP application?
A: The Remote Function Call mechanism provided by SAP only collects CPU statistics for an entire machine. No delineation is made by SAP for what the sources of this load might be. This means, for example, that if two SAP R/3 systems are running on a single machine, both R/3 systems are contributing to the same total reported CPU utilization. It is impossible for IBM to allocate specific resource consumption amounts against a specific one of these two SAP systems. This same logic applies if there is other significant load coming from some non-SAP related/reported source.

Q: While executing the Insight collector, I get the following error:
RFC Exception: SHARED_MEMORY_NOT_AVAILABLE
Is Insight having a problem accessing memory on the PC?
A: No, the error is not related to memory on the PC. The error is returned by the application server when accessing SAPOSCOL. Solution: Restart SAPOSCOL. To eliminate this error, download and install the latest SAPOSCOL from SAP's servers SAPSERV3 or SAPSERV4.