While many enterprises understand the benefits of implementing their mission-critical SAP solutions on high-availability (HA) UNIX® platforms, they hesitate because HA implementations are complex undertakings that require numerous software extensions to control system and application failover in the event of 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 any SAP application—a solution that doesn’t require IT to create any scripts; is flexible enough to allow quick integration into their computing environments; has single-point, world-class support; and delivers a standardized, consistent solution backed by SAP. HP Serviceguard Extension for SAP offers all this, and more.
business benefits

- Failure detection and restoration of any SAP application
- Faster upgrades
- Use of backup nodes
- Fully tested
- Builds on top of HP MC/Serviceguard cluster
- Rapid implementation using consulting from HP Services and HP Cluster Consistency Assessment

industry-leading hp mc/serviceguard cluster technology

HP 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” 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 drivers. If a threshold is exceeded or a failure occurs, MC/Serviceguard automatically keeps mission-critical applications running by allocating alternate computing resources to them.

the best-in-class high-availability solution from enterprise computing’s HA leader

<table>
<thead>
<tr>
<th>features</th>
<th>benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast, automated failure detection and SAP restoration</td>
<td>Maximize operations uptime</td>
</tr>
<tr>
<td>Faster upgrades for SAP, OS, and middleware</td>
<td>Reduce planned downtime</td>
</tr>
<tr>
<td>Use backup node for SAP or other applications for development and test environments</td>
<td>Lower total cost of ownership while optimizing workload balancing</td>
</tr>
<tr>
<td>Builds on top of HP MC/Serviceguard cluster</td>
<td>Lower total cost of ownership</td>
</tr>
<tr>
<td>Compatible with HP Metrocluster or other HP disaster-tolerant solutions</td>
<td>Offers disaster protection for SAP environments</td>
</tr>
<tr>
<td>Rapid implementation using HP Services and the Cluster Consistency Assessment</td>
<td>Provides faster installation and quality check to ensure that there are no barriers to successful failover</td>
</tr>
<tr>
<td>Fully tested and approved by SAP</td>
<td>Ensures that future SAP releases are fully compatible</td>
</tr>
<tr>
<td>Optional Mission Critical Support for SAP</td>
<td>Offers exceptional coordination with SAP for problem prevention and faster resolution</td>
</tr>
</tbody>
</table>
hp serviceguard extension for SAP

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

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 within minutes, even with a complex, enterprise-level application.

With 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 environment or run a separate SAP development or test instance.

As added assurance, the companion HP Cluster Consistency Assessment will identify and report inconsistencies in clusters that would prevent proper failover. This is offered initially as a one-time service, but a permanent, customized version of the tool may be purchased at any time.

a total high availability solution—complete with consulting services and support

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.

additional benefits

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

- High availability for mission-critical SAP applications through fast, automated failure detection and application restoration
- Availability of the SAP 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 application server, a host for a SAP development/test instance, or for other applications
- Comprehensive planning support using proven HP methodology
- Quicker implementation with HP Consulting (HP Consulting services are not included in product)
- Identification of cluster configuration problems before they lead to unplanned application downtime through the Cluster Consistency Assessment
- Fully tested, low-risk implementation approved by SAP
- Single-point, full solution support due to the strong HP/SAP alliance
- Ability to integrate SAP within an HP disaster-tolerant solution, such as HP Metrocluster
- Lower TCO because it builds on top of MC/Serviceguard
- Documentation and knowledge transfer to company’s SAP administration staff
**additional services**

HP realizes the importance of having a protected mission-critical environment and has various support offerings available, including the following:

- **Mission Critical Support for SAP** is highly recommended for optimal management of your environment; proactive and reactive support help you maximize your solution uptime.

- With the purchase of Serviceguard Extension for SAP, a minimal level of 24 x 7 support is highly recommended.

- In addition to the HP Consulting Services and one-time Cluster Consistency Assessment (H8394AT), the following technical services are recommended:
  - The HP Cluster Consistency Service (permanent license) identifies cluster configuration problems before they occur (H8395AT).
  - The HP Change Alert Service assures that system nodes are configured and tuned correctly for the operating environment.
    - H9878AT: HP Change Alert Service (first node)
    - H9878BT: HP Change Alert Service (each additional node)