

# SteelEye LifeKeeper Ensures Availability of SAP Solutions



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When your SAP system is down due to hardware failure, an administrator mistake, or maintenance activities, the business impact can range from thousands of lost sales dollars to significant drops in employee productivity and customer satisfaction. Implementing a high-availability cluster configuration can virtually eliminate downtime from these planned and unplanned outages.

SteelEye and SAP AG have worked together to ensure that users' availability expectations for business-critical infrastructure components running on Linux are achieved through the deployment of monitoring and switchover for SAP NetWeaver Application Server environments.

## Switchover Ensures Availability

Switchover is a standard technique for increasing the availability of critical SAP NetWeaver Application Server environments by clustering together a number of servers to eliminate single points of failure — including

the back-end database, SAP Central Instance with enqueue and message services, and Network File System (NFS) mounts — within the SAP landscape. Switchover solutions constantly monitor all components of the SAP solution stack, including servers, databases, network connections, and SAP services, and take automatic recovery action if a problem is detected.

Recovery often includes an attempt to first bring SAP back into service on the primary server. If that is not possible, the recovery process will then bring SAP into service on a standby server configured within the switchover cluster, ensuring that all processes start in the correct order and all storage, network, and client connections are migrated to the newly active server.

## Automatic Detection and Recovery

Since 2002, SteelEye LifeKeeper for SAP has provided switchover protection for SAP NetWeaver Application Server

installations worldwide. LifeKeeper, available for both Red Hat and SUSE Enterprise Linux distributions, uses lightweight agents that constantly monitor the operation of all critical components of an SAP solution. Should these agents detect a problem, LifeKeeper will automatically begin a recovery procedure to restore SAP to full operation. In addition to protecting against outages due to failure, LifeKeeper can migrate services and client connections between systems to eliminate downtime associated with planned maintenance. With LifeKeeper, standby servers do not have to be idle; they can run their own set of applications, which will be integrated into the switchover process as needed for full recovery.

## Protecting Your Business Assets

To ensure the availability of business-critical data and applications running on Linux, SAP customers must deploy a high-availability solution to eliminate the risks exposed by single points of failure. SteelEye Technology's LifeKeeper for SAP solutions provides monitoring and recovery for all pieces of SAP NetWeaver Application Server deployments, delivers the highest availability levels, and protects business assets and customer relationships. To learn more, visit

[www.steeleye.com](http://www.steeleye.com). ■

## Case Study: Media Company Realigns Its IT Infrastructure

In 2004, St. Galler Tagblatt AG, the largest media company in eastern Switzerland, decided to realign its IT infrastructure using SUSE LINUX to host its SAP R/3 4.6C with SAP for Media industry solution on IBM eServer xSeries 455 systems, with SteelEye LifeKeeper for SAP protecting the deployment. St. Galler is already seeing significant cost savings and productivity gains based on the economics of Linux and the reliability of LifeKeeper. Like other business-savvy SAP shops, St. Galler has learned that the new deployment paradigm includes Linux and LifeKeeper.