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SM12 – Lock entries list

Select Lock Entries

Use New Transaction (SMENQ)

Table name

Lock argument

Client

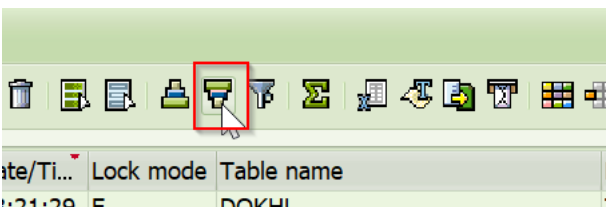
User name

Select the Date/Time column and “Sort in Descending order”

Lock Entry List

Refresh Details [Icons]

Client	User name	Date/Time	Lock mode	Table name	Lock Argument
010	BGRFC_USER	21.08.2022	E	BGRFC_O_SERVER_REGISTRATION	tm4603-ap01_TM4_00
010	SAP_SYSTEM	16.08.2022	X	FDC_TIMERDAEMON_LOCK	010X
010	BGRFC_USER		E	BGRFC_I_SERVER_REGISTRATION	tm4603-ap01_TM4_00
010	BGRFC_USER	09:21:36	X	BGRFC_UNIT_DEL	14



If there are locks older than 4-5 days, check if there is an associated work process in SM66.

SM13 – Update requests

Check that the update is active

Update Requests: Initial Screen

[Icons]

Client

User

Status

☐ Canceled

☐ To be updated

☐ V1 executed

☐ V2 Executed

☒ All ☐ Global View

Selection

From date To date

From time To time

Maximum no. records

Update server

Update System

Update Requests									
Repeat Update									
Modules									
11 Update records found									
Clnt	User	Date	Time	TCODE	I	n	f	o	Status
010	SA.SAPCO01FR	01.09.2022	11:26:48						Initial
010	FORMAJA001	01.09.2022	11:26:48	ZSAUPD					V1 processed
010	SA.PNA8709FI	01.09.2022	11:26:48	ZCO11N					Initial
010	FORMAJA001	01.09.2022	11:26:48	ZSAUPD					V1 processed
010	FORMAJA001	01.09.2022	11:26:47	ZSAUPD					V1 processed
010	FORMAJA001	01.09.2022	11:26:45	ZSAUPD					V1 processed
010	FORMAJA001	01.09.2022	11:26:45	ZSAUPD					V1 processed
010	FORMAJA001	01.09.2022	11:26:44	ZSAUPD					V1 processed
010	FORMAJA001	01.09.2022	11:26:44	ZSAUPD					V1 processed
010	NEUGEAN001	01.09.2022	11:26:44	VA01					V1 processed
010	POMOGI001	01.09.2022	09:11:33	ZRMLOADWEB					Error

Check the update records status: if refreshing they are not processed, you need to understand the cause.

2654340 - Updates requests pending on transaction SM13 - Guided Answers:

<https://launchpad.support.sap.com/#/notes/2654340>

SM21 – System Logs

Select the range of date/time you want to display

For displaying the SAP instances log, remove the instance name, otherwise, put the name of the single instance

Display the system log

From Date / Time

01.09.2022

To Date / Time

07:00:00

00:00:00

Message ID

to

Client

to

User

to

☐ High severity messages only

Extended attributes

Extended Instance Name

to

Transaction Code

to

Workprocess Type

to

Process No.

to

Program

to

Package

to

EPP Transaction ID

to

EPP Root Context ID

to

EPP Connection ID

to

Syslog messages									
Syslog of instance tm4603-ap01_TM4_00, tm4603-ap01_TM4_01									
Date	TIME	Instance	Type	Process No	Cl.	User	Priority	Message ID	Message Text
01.09.2022	07:00:08	tm4603-ap01_TM4_00	DIA	033	000	SAPSYS	EEA	EEA	OPERATION MODES: Switch to operation mode DAY triggered
01.09.2022	07:00:08	tm4603-ap01_TM4_00	BTC	055	000	SAPSYS	EMF	EMF	Logon of Jobstep User Failed
01.09.2022	07:00:08	tm4603-ap01_TM4_00	BTC	055	000	SAPSYS	EME	EME	MIGRA_OP_NA 010
01.09.2022	07:00:08	tm4603-ap01_TM4_00	BTC	055	000	SAPSYS	EME	EME	Job: ZFALLJR9IDO1 06404501
01.09.2022	07:00:08	tm4603-ap01_TM4_00	BTC	055	000	SAPSYS	D01	D01	Transaction canceled 00 560 (MIGRA_OP_NA 010)
01.09.2022	07:00:09	tm4603-ap01_TM4_00	BTC	046	000	SAPSYS	EMF	EMF	Logon of Jobstep User Failed
01.09.2022	07:00:09	tm4603-ap01_TM4_00	BTC	046	000	SAPSYS	EME	EME	MIGRA_OP_NA 010
01.09.2022	07:00:09	tm4603-ap01_TM4_00	BTC	046	000	SAPSYS	EME	EME	Job: RBDMANIN 06504500
01.09.2022	07:00:09	tm4603-ap01_TM4_00	BTC	046	000	SAPSYS	D01	D01	Transaction canceled 00 560 (MIGRA_OP_NA 010)
01.09.2022	07:00:09	tm4603-ap01_TM4_00	BTC	054	010	BTCHSTO01CET	AB0	AB0	Runtime error "CALL_FUNCTION_NO_DEST" occurred.
01.09.2022	07:00:09	tm4603-ap01_TM4_00	BTC	054	010	BTCHSTO01CET	AB1	AB1	> Short dump "220901 070009 tm4603-ap01_TM4_00 BTCHSTO01CET" created.
01.09.2022	07:00:09	tm4603-ap01_TM4_00	BTC	054	010	BTCHSTO01CET	D01	D01	Transaction canceled 00 671 (CALL_FUNCTION_NO_DEST 20220901070009tm4603-ap01_TM4_00 BTCHSTO01CET)
01.09.2022	07:00:35	tm4603-ap01_TM4_00	BTC	054			Q02	Q02	Stops work process 54 (PID = 1346002, Info = Exit with status 0)
01.09.2022	07:01:10	tm4603-ap01_TM4_00	BTC	050	000	SAPSYS	EMF	EMF	Logon of Jobstep User Failed
01.09.2022	07:01:10	tm4603-ap01_TM4_00	BTC	050	000	SAPSYS	EME	EME	MIGRA_OP_NA 010
01.09.2022	07:01:10	tm4603-ap01_TM4_00	BTC	050	000	SAPSYS	EME	EME	Job: RBDMANIN 06514501
01.09.2022	07:01:10	tm4603-ap01_TM4_00	BTC	050	000	SAPSYS	D01	D01	Transaction canceled 00 560 (MIGRA_OP_NA 010)
01.09.2022	07:01:33	tm4603-ap01_TM4_00	BTC	047			Q02	Q02	Stops work process 47 (PID = 1369929, Info = Exit with status 0)
01.09.2022	07:04:34	tm4603-ap01_TM4_00	BTC	047			Q02	Q02	Stops work process 47 (PID = 1375882, Info = Exit with status 0)
01.09.2022	07:10:45	tm4603-ap01_TM4_00	BTC	053	000	SAPSYS	EMF	EMF	Logon of Jobstep User Failed
01.09.2022	07:10:45	tm4603-ap01_TM4_00	BTC	053	000	SAPSYS	EME	EME	MIGRA_OP_NA 010
01.09.2022	07:10:45	tm4603-ap01_TM4_00	BTC	053	000	SAPSYS	EME	EME	Job: RBDMANIN 07000900
01.09.2022	07:10:45	tm4603-ap01_TM4_00	BTC	053	000	SAPSYS	D01	D01	Transaction canceled 00 560 (MIGRA_OP_NA 010)
01.09.2022	07:10:47	tm4603-ap01_TM4_00	BTC	054	010	BTCHCRE01CET	AB0	AB0	Runtime error "DATASET NOT OPEN" occurred.

SM37 – Background Jobs

Verify which jobs are in canceled status:

- Select all the jobs and users
- Flag only the canceled jobs
- Select the range of the dates

Simple Job Selection

Execute
 Extended Job Selection
 Information

Job Name
 User Name

Job Status

☐ Sched.
 ☐ Released
 ☐ Ready
 ☐ Active
 ☐ Finished
 ☒ Canceled

Job Start Condition

From To

Or after event

Job Step

ABAP Program Name

In order to display the job log, double click on the job name

JobName	Job CreatedBy	Status	Start date	Start Time	Duration(sec.)	De
<input type="checkbox"/> RBDMANIN	MIGRA_OP_NA	Canceled	01.09.2022	00:00:45	0	
<input type="checkbox"/> YFIFIN_LOCKBOX_US	BTCHCRE01CET	Canceled	01.09.2022	00:00:45	0	
<input type="checkbox"/> ZCOCON_CONCUR_CDC	BTCHCRE01CET	Canceled	01.09.2022	00:00:45	0	
<input type="checkbox"/> ZCOMDM_COSTCALC	BTCHCRE01CET	Canceled	01.09.2022	00:00:45	3	
<input type="checkbox"/> ZFALLJR9ID01	MIGRA_OP_NA	Canceled	01.09.2022	00:00:45	0	
<input type="checkbox"/> RBDMANIN	MIGRA_OP_NA	Canceled	01.09.2022	00:01:11	0	
<input type="checkbox"/> RBDMANIN	MIGRA_OP_NA	Canceled	01.09.2022	00:10:45	0	
<input type="checkbox"/> RBDMANIN	MIGRA_OP_NA	Canceled	01.09.2022	00:11:45	0	
<input type="checkbox"/> ZCOMDM_COSTCALC	BTCHCRE01CET	Canceled	01.09.2022	00:15:45	3	

Click on "Job log" button

Display Job YFIFIN_LOCKBOX_US

Start condition
 Step
 Job Details
 Job log
 Predecessor Job
 Successor job(s)
 Job

General Data

Job Name: YFIFIN_LOCKBOX_US
 Job Class: C
 Status: Canceled
 Target: <JOBGROUP1>

E-Mail Notification
 Spool List Recipient

The system will show you the cause of the error.

You also have to check if there are long running jobs:

- Select all the jobs and users
- Flag only active jobs
- Remove the dates

Simple Job Selection

Execute
 Extended Job Selection
 Information

Job Name: *
 User Name: *

Job Status

☐ Sched.
 ☐ Released
 ☐ Ready
 ☒ Active
 ☐ Finished
 ☐ Canceled

Job Start Condition

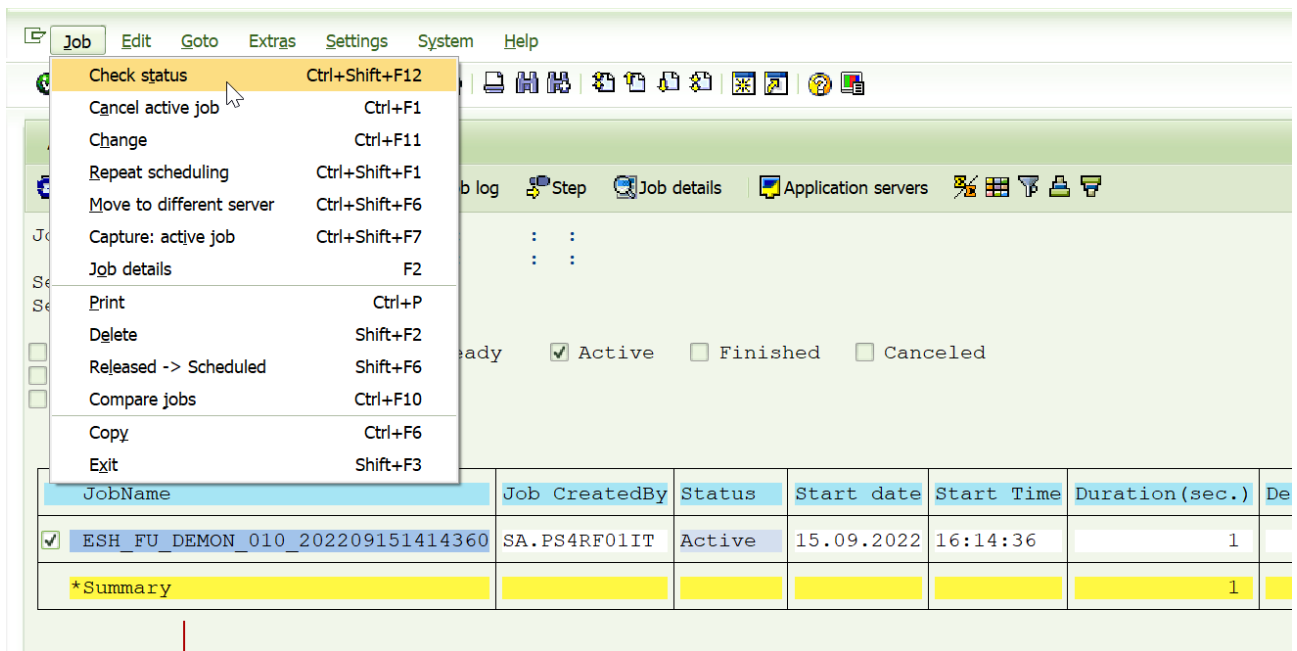
From: To:
 From: To:

Or after event:

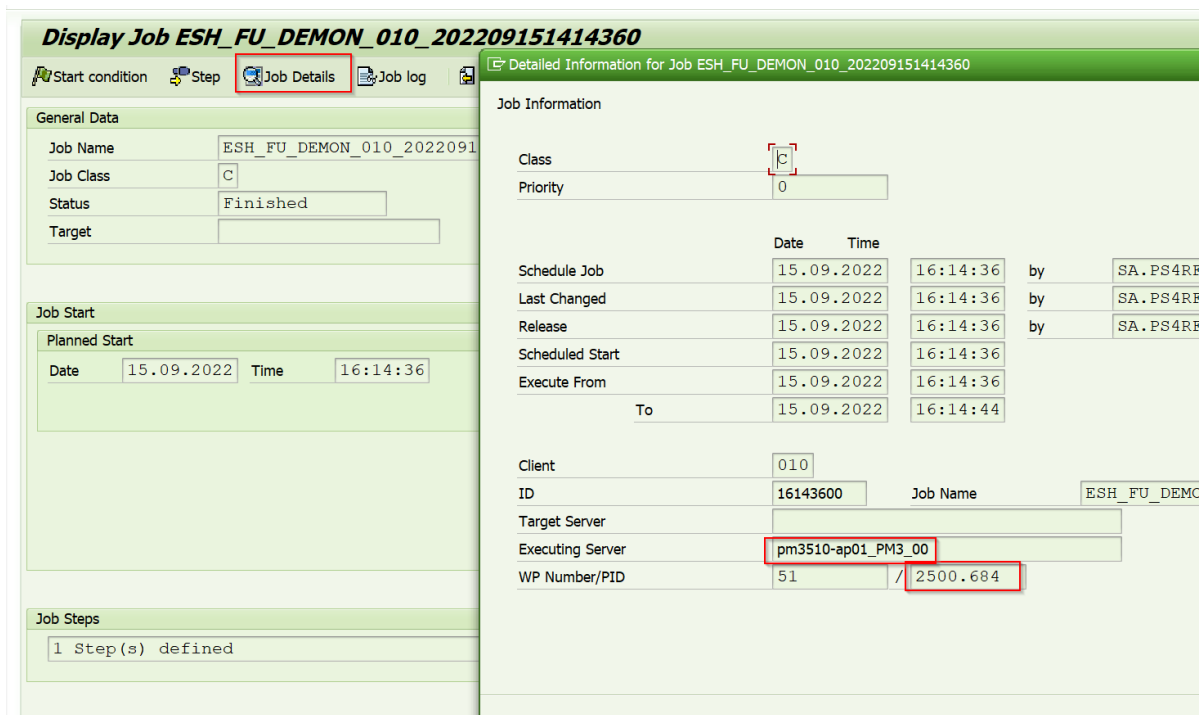
Job Step

ABAP Program Name:

If there are long running jobs, you can execute Job -> Check status



Then, you can retrieve the PID of the job double clicking on the job name -> Job Details



Log on the Application server in which the job is running (SM51, double click on the AS), double click on the corresponding PID

Work Processes of AS Instance pm3510-ap02_PM3_00					
All Work Processes					
Time 15.09.2022, 16:19:55					
Total Number of Work Processes 63					
Dialog 50 / 49 (Total/Free) , Average Load = (0,					
Update 1 / 1 (Total/Free) , Average Load = (0,00					
Background 10 / 10 (Total/Free) , Average Load = (0,					
Number	Type	Process ID	WP Status	"On Hold"	WP Failures LockedSem.
48	DIA	3.747.027	Running		

Details of Work Process

Selected Work Process No. 58

Number	Type	Process ID	Status	"On Hold"	Failures	CPU Time	Runtime	Type	Priority	Program	Program	Client	User ID	Session Key	Current Action	Info
58	BTC	3.747.037	Running			05:29:38	1	Backgrou...		SAPLBAPT	RBDMANI2	010	BTCHSTO01CET	T135_U22378_M0	DB Commit	

Overview

Memory Statistics

DB Statistics

Runtime Info

Application Infor...

WP Attributes

Memory Statistics

Memory Type	Mem
Gross Memory	16.5
Net Memory	1.5
ABAP Memory	19.1
Hyper Memory	
Heap Memory	25.8

DB Statistics

Database Actions	Number	Records	Time
Direct Read	1.307	0	00:00:00.00000
Sequential Read	83.967	81.913	00:00:21.05895
Insert	8.017	8.016	00:00:04.24956
Update	8.014	16.028	00:00:04.93323
Delete	0	0	00:00:00.00000

Application Information

Info Type Application Info.

Calls background job ZOPPSE_CLFMAS_TO_PEP 161

ABAP Stack

Number	Program	Include	Line	Event Type	Event Name	Class	System
4	SAPLBD20	LBD20F0G	111	FORM	IDOC_READ		
3	SAPLBD20	LBD20U05	179	FUNCTION	IDOC_INPUT		
2	SAPLBD20	LBD20U03	227	FUNCTION	IDOC_MANUAL_INPUT		
1	RBDMANI2	RBDMANI2	372	EVENT	START-OF-SELECTION		

Verify that the Current Action/DB Statistics/ABAP Stack are working. If not, the job is probably stuck.

SM51 - List of active instances

AS Instances of SAP System PM4			
Release Notes Pending Requests			
3 AS instance(s) started, SSL activated			
Application Server Instance	Host	Instance Services	State
pm4602-ap01_PM4_00	pm4602-ap01	Dialog Batch Update Upd2 Spool ICM	Active
pm4602-ap02_PM4_00	pm4602-ap02	Dialog Batch Update Upd2 Spool ICM	Active
pm4602-ap03_PM4_00	pm4602-ap03	Dialog Batch Update Upd2 Spool ICM	Active

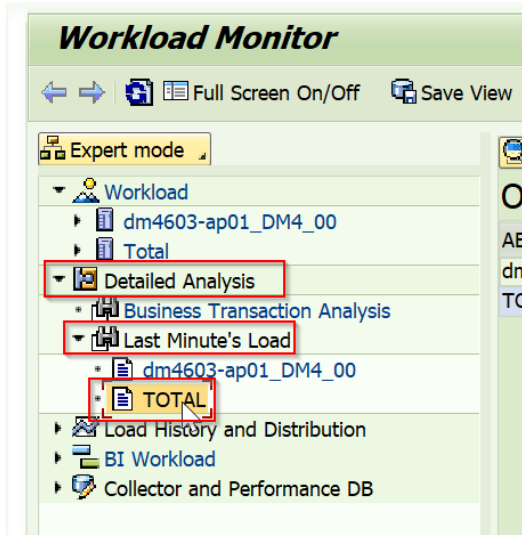
Check that all the server instances are active.

Definition

An application server instance can have the following states:

- **Initial:**
The application server instance has logged on to the message server. When the instance is in this state, it cannot be accessed.
- **Started:**
The application server instance starts the work process and initializes all required services. Requests cannot be processed in this phase.
- **Active:**
The application server instance is active. It receives and processes requests, and creates and sends requests to other application server instances.
- **Passive:**
In this state, the application server instance can continue to process received requests or create requests itself. However, no new requests should be sent to the AS instance. The purpose of this state is to logically remove from the system an AS instance that has to be stopped during productive operation. The AS instance still processes existing requests, but is not assigned any new ones. It can then be shut down without any relevant requests such as requests or batch jobs having to be canceled. Its state can still be changed to active.
- **Shutdown:**
The application server instance is in the shutdown phase, which means it will be stopped. This state is similar to the passive state, but cannot be changed to the active state. This state or phase always ends with the shut down of the application server instance.
- **stop:**
The application server instance has closed the connection to the message server and can no longer be accessed.

ST03N – System Load



Select the Time period:

Select the data to analyze:

Instance TOTAL

Analysis interval

Date 15.09.2022

Time period from 13:45:03 to 14:00:03

Data restriction

Client *


User *

Work process number *

Analysis parameters

Time profile granularity 5 min.

Transaction Profile with Screen No. ☐

 OK; Continue; Choose <value>

As a general rule, an average dialog time > 1200-1500 ms is bad.

Times

Database

Roll information

Parts of response time

All data

Workload overview: Average time per step in ms

Task Type Name	# Steps	Ø Time	Avg. Proc. Time	Ø CPU Time	Ø DB Time	Ø Time	Ø WaitTime
AUTOABAP	6	2.048,2	1.912,2	265,0	127,2	0,0	0,0
AUTOCCMS	15	1,0	0,8	0,0	0,0	0,0	0,1
AUTOTH	31	42,1	38,9	39,4	2,8	0,0	0,1
BACKGROUND	226	172,3	96,1	24,1	73,3	0,0	0,0
BGRFC Scheduler	6	6,7	1,5	0,0	4,8	0,0	0,0
BUFFER SYNC	7	2,4	0,9	0,0	1,4	0,0	0,0
DDLOG CLEANUP	7	1,4	0,9	0,0	0,4	0,0	0,0
DEL. THCALL	10	3,2	1,0	0,0	2,1	0,0	0,1
DIALOG	7	1.239,7	88,1	87,1	133,4	0,0	0,0
HTTPS	72	5,0	4,4	4,7	0,1	0,0	0,0
NBR.BUFFER	4	4,5	1,8	5,0	2,5	0,0	0,0
RFC	237	24,6	21,1	2,4	2,6	0,0	0,0
SPOOL	15	2,7	1,9	1,3	0,5	0,0	0,1

ST22 – Runtime Errors

List of Selected Runtime Errors					
Runtime Errors					
Current Date	Time	App.Server	User	Cl...	Ké Runtime Error
01.09.2...	07:10:47	tm4603-ap01...	BTCHCRE01CET	010	C DATASET_NOT_OPEN
01.09.2022	07:00:09	tm4603-ap01...	BTCHSTO01C...	010	C CALL_FUNCTION_NO_DEST
01.09.2022	06:40:46	tm4603-ap01...	BTCHSTO01C...	010	C CALL_FUNCTION_NO_DEST
01.09.2022	05:01:27	tm4603-ap01...	BTCHSTO02C...	010	C DATASET_NOT_OPEN
01.09.2022	05:00:46	tm4603-ap01...	BTCHSTO01C...	010	C CALL_FUNCTION_NO_DEST

Category	ABAP programming error
Runtime Errors	DATASET NOT_OPEN
Except.	CX_SY_FILE_OPEN_MODE
ABAP Program	ZROTCMB51_MB52
Application Component	Not assigned
Date and Time	01.09.2022 07:10:47 (UTC)

Short Text
File "/sapseq/PM3/US/FTP//NA_DRUMB_MB52.xls" is not open.

Check the number of runtime errors: if there are a lot of dumps of the same type, verify the cause (also searching the runtime error on the SAP Support Portal <https://support.sap.com/>)

DB02 – Database overview

Go to Current status-> Overview

Overview

Full Screen On/Off Refresh

System Configuration PM4 SAPSR3 pm4602-db01 00 Last refresh 01.09.2022

SAP HANA database

General System Information

Operational State	OOO
All services are started	
Start Time Of First Started Service	25.08.2022 11:27:33
Start Time Of Last Started Service	25.08.2022 15:17:47
System Replication Status	OOO
All services are active and in sync	
Distributed System	No
System Usage	Custom System
Multitenant database container	Yes (SystemID = PM4)
Version	2.00.059.03.1651819148 (fa/hana2sp05)
Buildtime	06.05.2022 09:02:24
Platform	Red Hat Enterprise Linux 8.2 (Ootpa) 8.2 (...)
Hardware Manufacturer	Amazon EC2

Current Alerts

1 warnings with LOW priority

Database Memory and CPU

Memory Used/Total (Complete MDC)	472,08 GB / 720,40 GB
Memory Used/Total (Only Tenant)	470,48 GB / 690,87 GB
CPU Usage	48 / 96

Database Disk Usage

Data Volume Size/Disk Size	633,17 GB / 1,17 TB
Log Volume Size/Disk Size	7,04 GB / 499,94 GB
Trace Files/Disk Size	0,16 GB / 299,85 GB
Estimated Backup Size	537,13 GB

Verify no critical errors are listed here.

Check also the system resources.

If you want to verify the backup status, go to Diagnostics -> Backup catalog

Backup Catalog

Full Screen On/Off Refresh

System Configuration System PM4 ROWNUM Hits 75

SAP HANA database: Database Administration

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Backup Catalog (data backup)

	Start Time (SYS)	End Time (SYS)	Duration	State	Message	Source ID*	Source Type Name	Host	Service Type Name	Destination P
25.08.2022 15:40:21	25.08.2022 16:24:05	00:43:43	successful	<ok>	0	topology	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>	2	volume	pm4602-db01	xengine	/usr/sap/PM4	
			successful	<ok>	3	volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
24.08.2022 21:43:48	24.08.2022 22:31:47	00:47:58	successful	<ok>	0	topology	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>	2	volume	pm4602-db01	xengine	/usr/sap/PM4	
			successful	<ok>	3	volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	
			successful	<ok>		volume	pm4602-db01	indexserver	/usr/sap/PM4	

Configuration Log Backup Delete Backups Show Only Failed Backup

System PM4

Hits = 75

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[illegible]