

## Obtaining EarlyWatch Services

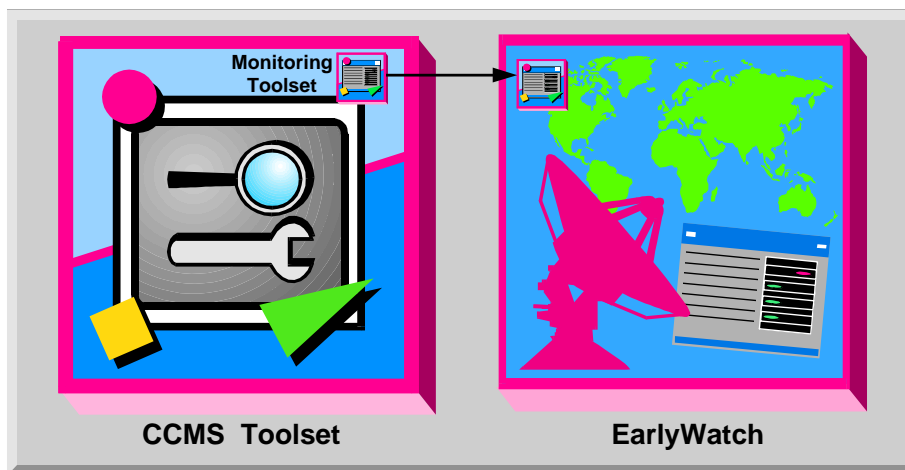
### Technical Requirements

To take advantage of the high standard of comprehensive support provided by EarlyWatch, you need the following:

- ❑ A complete operating R/3 System, including complete Computing Center Management System (CCMS) functionality in all R/3 System configurations.
- ❑ A network connection to your nearest SAP Service Center, and an official IP network address to allow your system to be accessed worldwide.

The Computing Center Management System (CCMS) provides the toolset for monitoring, tuning, and analyzing your R/3 System. The CCMS toolset is delivered, for no extra charge, with every R/3 System, and it contains all of the necessary tools for the analysis of your R/3 System.

**The Computing Center Management System (CCMS)**



**Figure 4-1: Monitoring Toolset of CCMS as Integral Part of EarlyWatch**

CCMS is an integral part of the EarlyWatch service process and provides the following monitoring functionality:

**R/3 System:**

- Overview of data volume and workload
- Overview of server performance
- Monitoring of SAP buffers

**Database:**

- Overview of activities and critical values
- Development of freespace
- Configuration and consistency check
- Memory management

**Operating System:**

- CPU and memory utilization
- System configuration check

During the week of evaluation, a multitude of measurements relating to your entire system are continuously recorded. This forms the basis for CCMS evaluation functions, used in generating the EarlyWatch Service Report.

## Network Connection

Establishing a network connection enables you to take advantage of SAP's remote services, such as EarlyWatch, the Online Service System (OSS), and Remote Consulting.

A network connection can be established over one of the following links:

- X.25** X.25 connections are available worldwide. These can generally be obtained from local telephone companies, but private network providers can also enable access to this network.

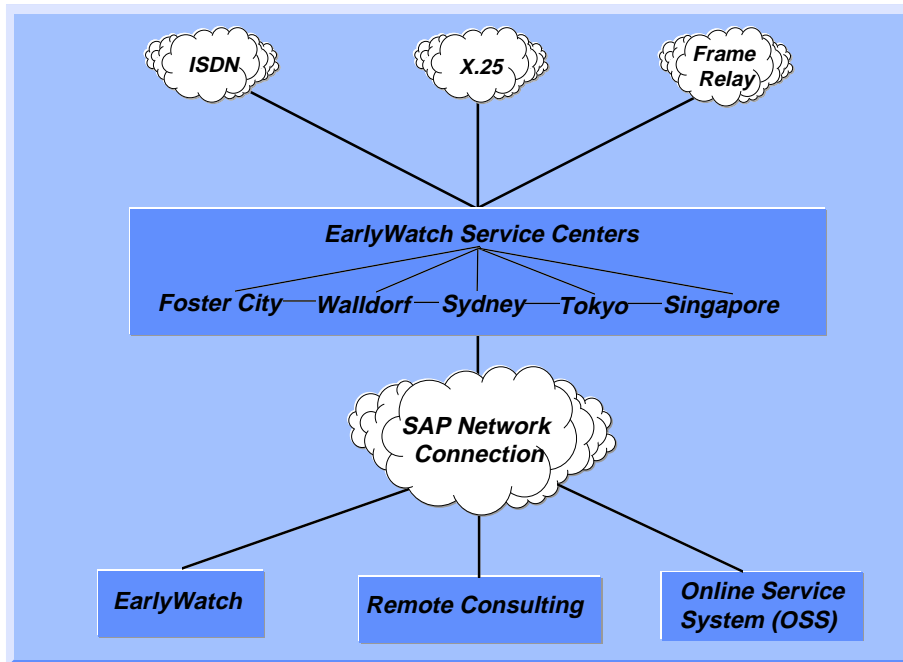
**Note** With X.25 networks, you may wish to set up your connection to handle outgoing connections only. This will facilitate data security by ensuring that external access is possible only if the connection is opened from your network.

- ISDN** A direct connection to SAP via ISDN is only available to customers in Australia and Japan.

ISDN is still being tested in North America and is therefore not available at this time. For more information, contact Carl Carr at 1 415 286-3135.

Frame Relay connections are currently only available in North America. They are offered by a number of different telephone companies, including AT&T, MCI, Sprint, and WilTel.

**Frame Relay**



**Figure 4-2: Access to the SAP Service Network**

You only need to pay the connection costs to reach the nearest EarlyWatch service center. SAP carries all connection costs within the SAP network. The cost remains the same, even if the inquiry is forwarded to a SAP service center in another part of the world.

You must have at least one unique IP address before you can connect to SAP. If you are not using SAProuter software, your entire network must have a unique IP address; otherwise, collisions with other networks can occur.

**IP Address**

All connections must be coordinated with your SAP Service Center. The necessary return registration form and additional information regarding the network connection can be found in "Remote Connection to the R/3 Online Services" (order number 5000 9179).

## How to Sign Up

To help acquaint our customers with the EarlyWatch Service, SAP offers one free EarlyWatch Service Session with each R/3 system purchase. To obtain your free EarlyWatch Session, please fill out the “EarlyWatch Session Voucher” found at the back of this brochure and fax it to the EarlyWatch Service Center nearest you.

To obtain the SAP EarlyWatch Service, please contact the EarlyWatch Service Center nearest you.

### What do I need to do to obtain EarlyWatch?

- Ensure that you have a complete operating R/3 System available, including complete Computing Center Management System (CCMS) functionality in all R/3 System configurations.
- Establish a network connection to an SAP Service Center.
- Obtain an official IP network address.
- Sign up by filling out the “EarlyWatch Session Voucher” in the appendix of this brochure and sending it to the EarlyWatch Service Center nearest you.

