



What's new in Avantra 20.5



Avantra Release 20.5

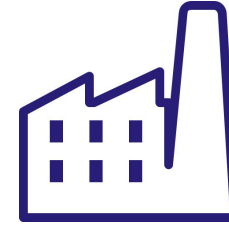
At a glance



Advanced ServiceNow
Integration



Google Cloud
Platform Marketplace



Native Support
of SAP MII



Enhanced security
measures



All new
mobile app



Support of
SAP HEC



More SAP
enhancements



Other improvement
areas



AVANTRA

Advanced ServiceNow Integration

Available since Avanza 7.3

1. Avanza ITSM integration – available in [Service Now Store](#)
2. Integration of dashboards into ServiceNow Portal ([see demo video](#))

New with 20.5

Integration to ServiceNow **Integration Hub** ([see demo video](#))

- Enables self healing and automation
- Integrate with Avanza web service, zero coding required

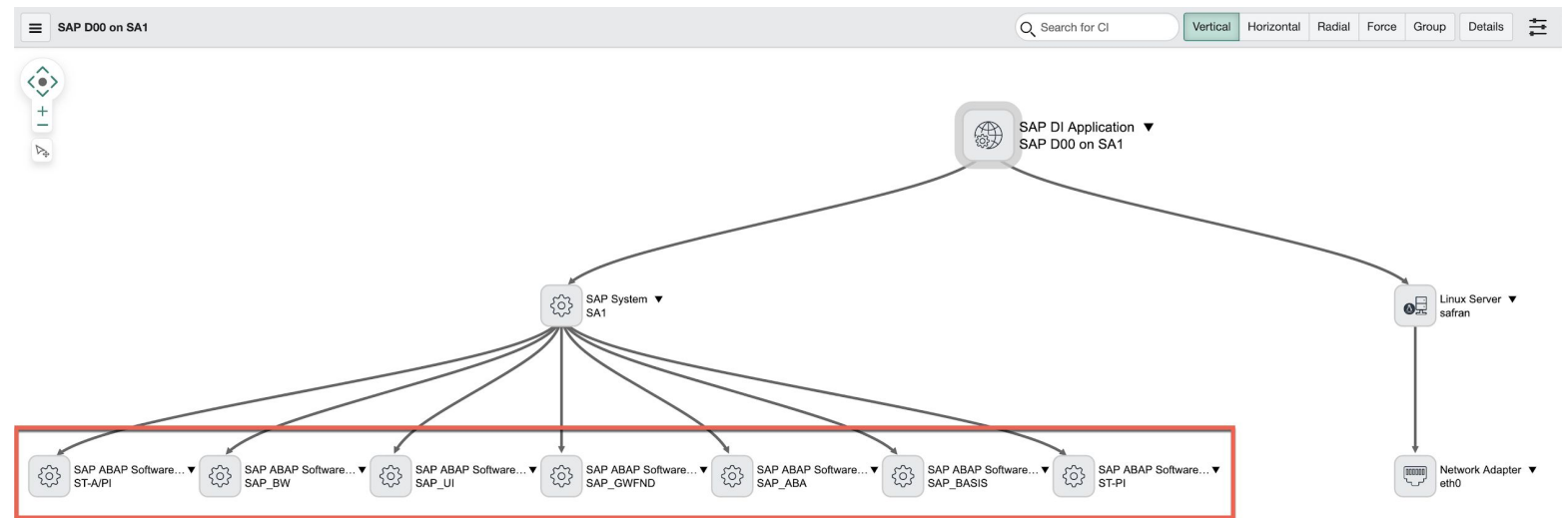
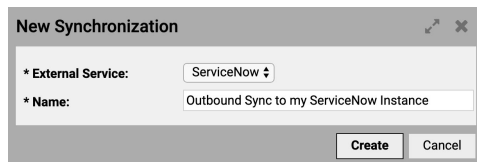
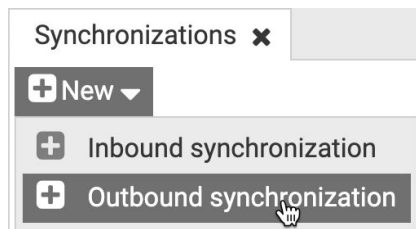
2-way CMDB Integration ([see next slide](#))

See as well our ServiceNow [fact sheet](#)

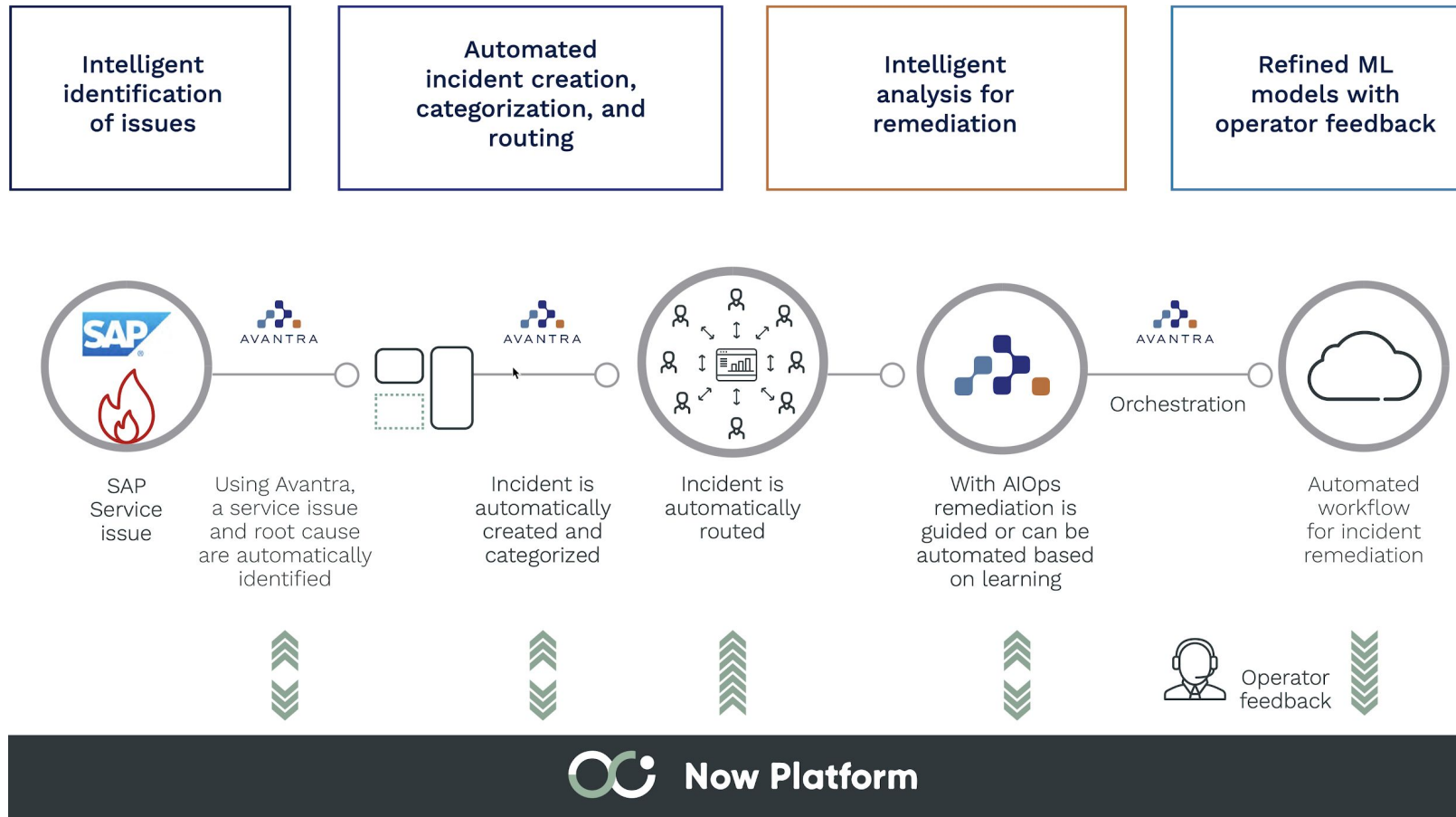


2-way ServiceNow CMDB Integration

- Inbound and Outbound integration from/to Avanza SAP inventory to ServiceNow CMDB
- Leveraging the ServiceNow Identification and Reconciliation engine (IRE) – works out-of-the-box
- Enrich the ServiceNow information with detailed information on SAP:
Clients, ABAP software components, namespaces and licenses
(Builds on the ServiceNow discovery service)
- Automatic synchronization of changes in Avanza inventory to ServiceNow CMDB
- Simple setup: goto settings and create outbound synchronization
- Avanza Pro edition required




Integrate Avantra to ServiceNow




Remediation includes any of the Avantra automations, for example:

- Autoscaling systems
- Start-/stop management including complex, distributed system landscapes
- Arbitrary automations (trigger SAP job, run scripts, etc.)
- *Automated kernel patching (planned for future release)*

Google Cloud Platform Marketplace

 Google Cloud Platform Select a project ▼




Avantra

Container Registry tag: 20.5 ▼

Avantra

Avantra is the industry-leading AIOps platform for SAP.

[CONFIGURE](#) [PURCHASE PLAN](#)

 works with
Anthos

Type

[Kubernetes apps](#)

Last updated


5/19/20


Deployment Environment

[Anthos](#)
[GKE](#)

Category


[Analytics](#)

Repository path 

[marketplace.gcr.io/avantra-public/avantra](#) 

Overview


Avantra is an industry leading AIOps platform for SAP Operations: helping companies transform into a self-healing enterprise. Avantra helps SAP customers to improve business experience, performance and compliance, focus valuable resources on digital transformation and reduce operational cost. Avantra delivers a unified AIOps platform, whether on-premises, in the cloud, SaaS or hybrid.

[Learn more](#) 

About Avantra

Avantra is the industry-leading AIOps platform for SAP, helping companies transform into a self-healing enterprise. Avantra for GCP is designed to support multiple GCP services and allows faster, risk free setup and migration.









About Kubernetes apps

[Google Kubernetes Engine](#)  is a managed, production-ready environment for deploying containerized applications. Kubernetes apps are prepackaged applications that can be deployed to Google Kubernetes Engine in minutes.

- Avantra 20.5 now available on GCP Marketplace
- Very easy deployment as modern Kubernetes app
- Consumption based payment automatically added to Google invoice
- Available in June
(Availability subject of the GCP marketplace review)

Native Support of SAP MII

- SAP Manufacturing Integration and Intelligence common product for manufacturing industries
- Automatic detection if SAP MII is deployed on SAP Netweaver Java and automatic rollout of 8 new check types
- MII specific checks cover data servers, failed messages, failed and long running transactions, schedules

 MII_Connect	4d 6h	Dynamic	4m 51s	Login to MII successful
 MII_DataServers	4d 6h	Dynamic	4m 51s	Number of connections: 3 ...
 MII_FailedMessages	15h 56m	Dynamic	15h 56m	Number of failed messages: 0 ...
 MII_FailedMessageStat	16h 1m	Dynamic	4m 51s	Number of failed messages: 0 ...
 MII_FailedTransactions	15h 56m	Dynamic	15h 56m	57 failed transactions: Default/Send_Mail.trx, Default/Error_Transaction.trx ...
 MII_FailedTransactionStat	4d 6h	Dynamic	4m 51s	21 failed transactions: Default/Error_Transaction.trx ...
 MII_LongRunningTransactions	2h 14m	Dynamic	4m 51s	No long running transactions found! 0 running transactions found. ...
 MII_Schedules	2h 14m	Dynamic	4m 51s	Number of schedules: 0 ...



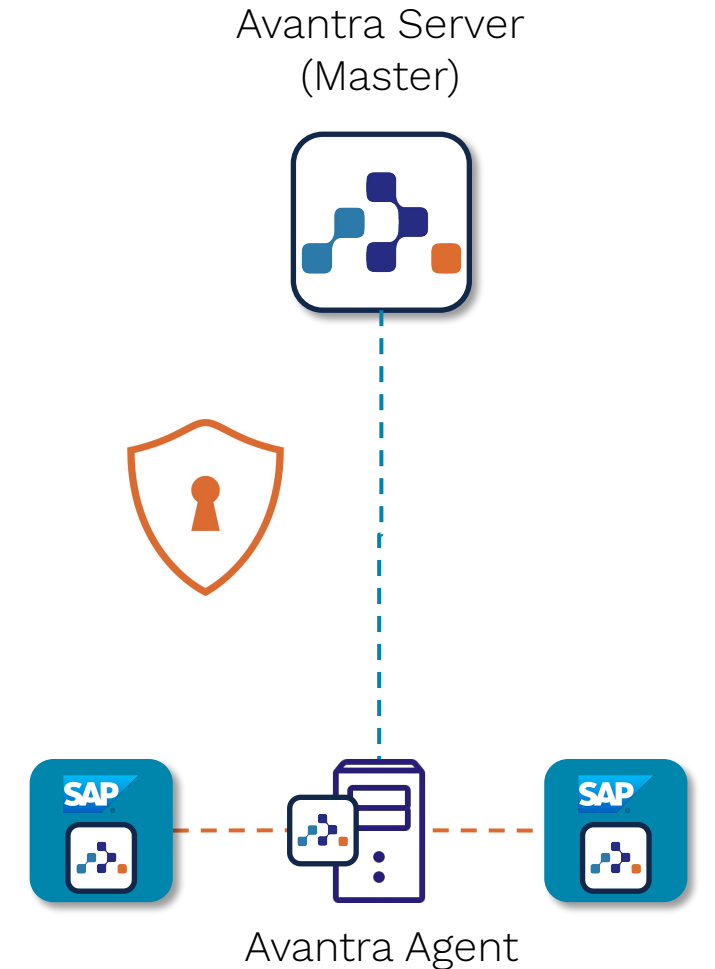
Enhanced security measures

Before 20.5

- Avantra's communication has always been encrypted with TLS and self-signed certificates
- Each Agent using asymmetric encryption to generate individual session keys
- Individual session key for each Agent to encrypt security relevant data in payload, like users & passwords

Starting with 20.5

- Session key now used for an encrypted message digest
→ Even if TLS would be intercepted, the payload cannot be changed
- Already existing per-Agent individual unique ID is now used to verify authenticity of the Master / Agent communication peers
→ strongly mitigating theoretical risk a possible attacker could take over an Agent
- New security measures are automatically activated, no user interaction required
- No measurable performance impact
- For further security improvements please see the [release notes](#)
- Get the new [security white paper](#)



----- TLS Encryption with built-in self-signed certificates

----- RFC, JDBC, HTTP(S)

Coming Soon

All New Mobile App

- New development from scratch
- Now supporting iOS and Android
- Native speed on both platforms
- Leveraging new high performant GraphQL API*
- Support of platform specific push notifications using Google Firebase



You can test push notifications with the *sendpush user-id message* using the UI command box in the top right corner

- Get detailed visibility on checks, systems and business services
- Work with checks: confirm check status
- Work with systems: start-/stop, turn monitoring on/off
- Support of multiple Avantara servers
- Available later in June (Availability subject of review of the App store teams)

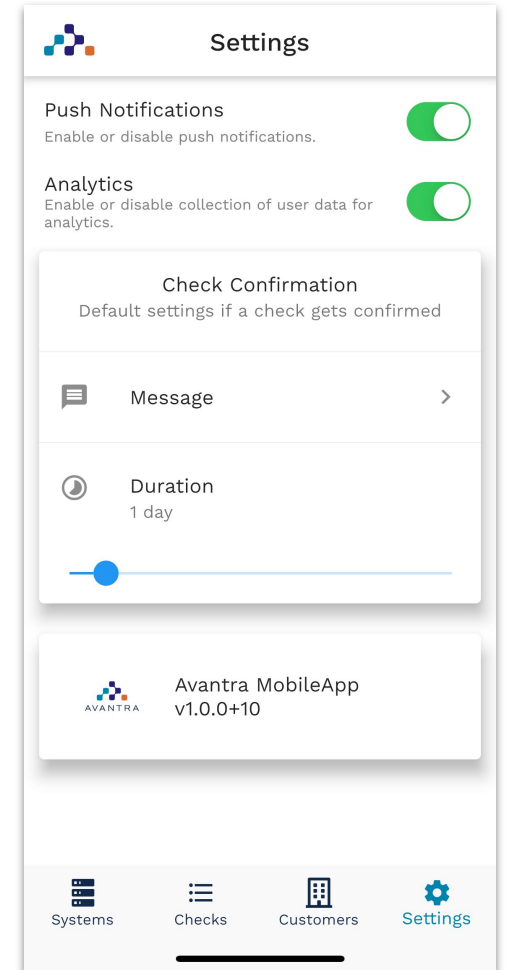
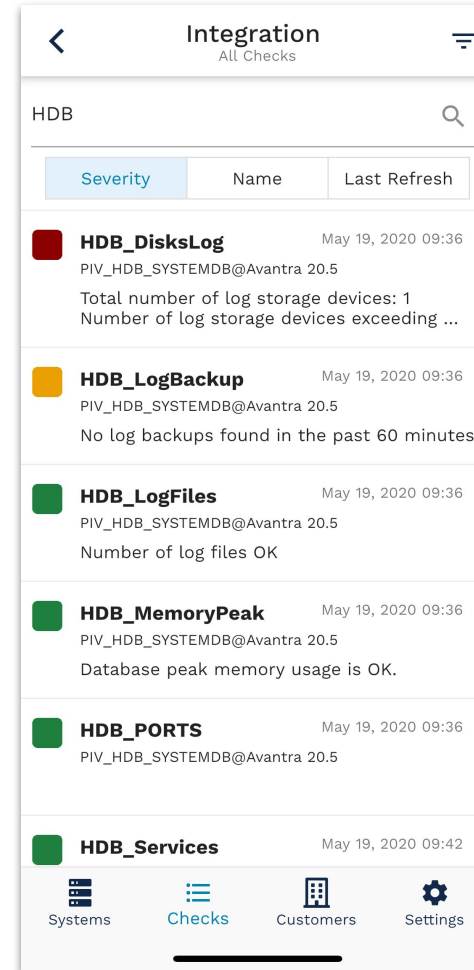
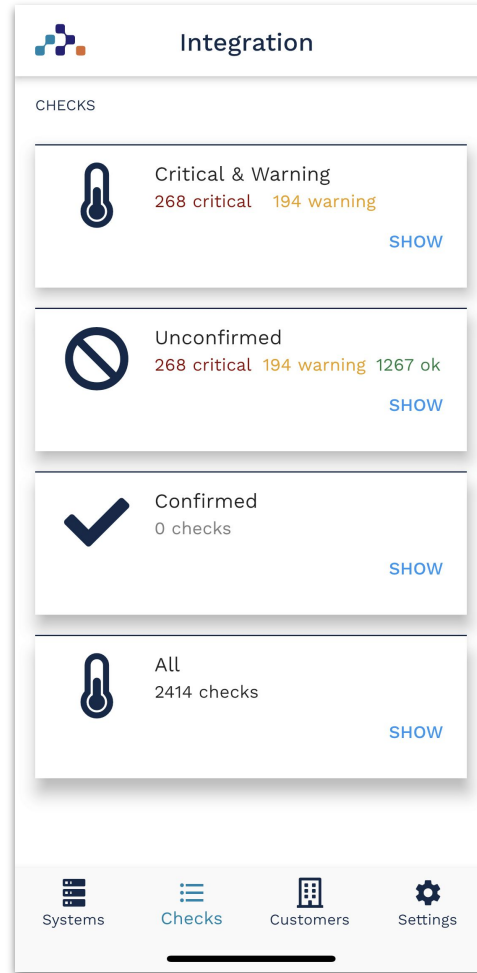
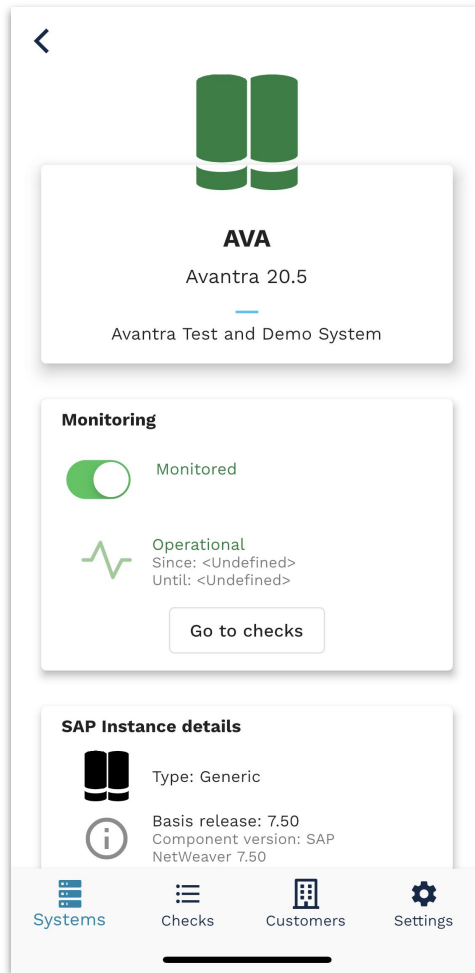


Attention: the new App can only be used for Avantara Server 20.5 and onwards

The previous iOS App will no longer be available in the App store after June, 30

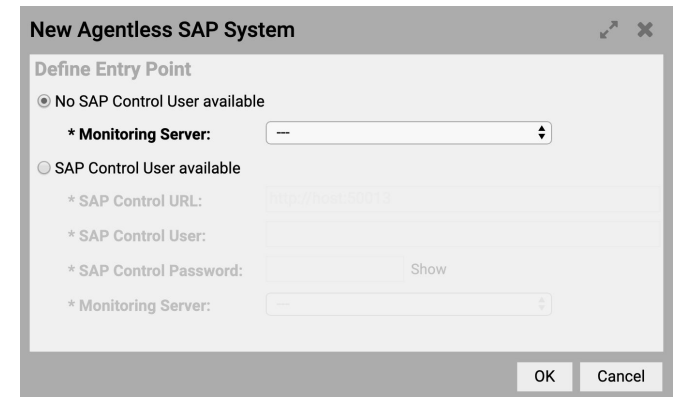
* The new GraphQL API is currently only used by the Avantara mobile app. There are plans to make the new API publicly available in a later release

Mobile App Screenshots



SAP HANA Enterprise Cloud Support

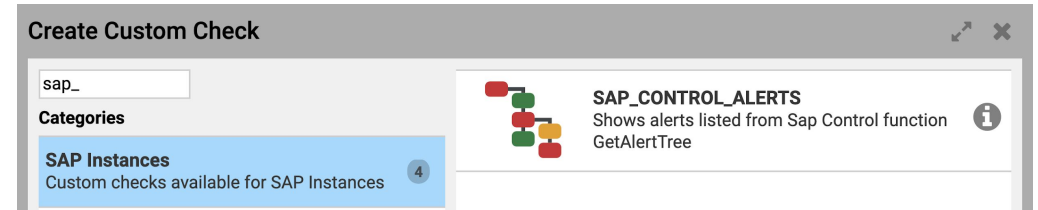
- Agentless monitoring now possible without knowledge of SAP control user
- Supports ABAP systems being **deployed in SAP HEC** with agentless remote approach, only using RFC and JDBC connections with minimal set of authorizations
- Simply choose if SAP control is available or not during setup
- Minor additional setup of SAP instances required as they cannot be created automatically



Start-/stop automation and some monitoring functions are not available as they require SAP control
Systems in SAP HEC are operated by the HEC team, so you don't require SAP control based features
Agentless monitoring without SAP control is not yet available for SAP Netweaver Java

SAP Enhancements (1)

- New SAP control alert tree custom check type
- Very easily integrate ~500 checks from SAP control
- Checks work independent from RFC connect
- Very convenient way to filter on specific requirements



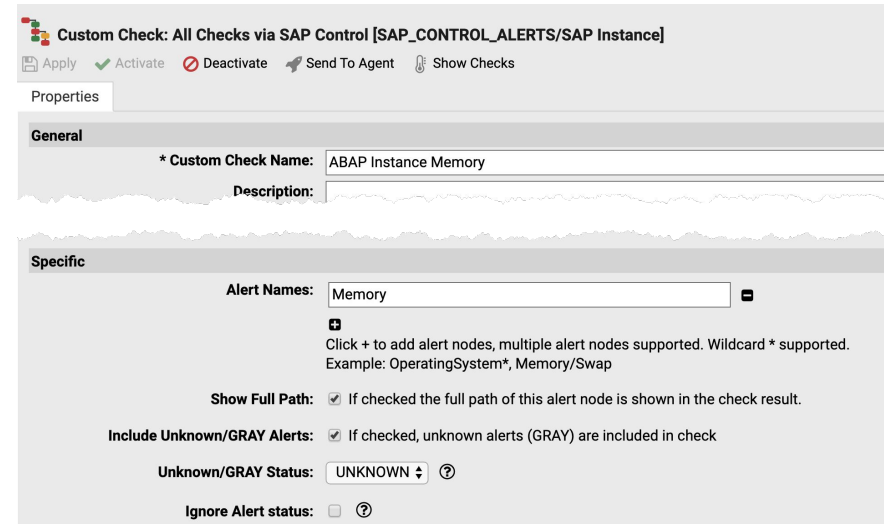
Create Custom Check

sap_

Categories

SAP Instances
Custom checks available for SAP Instances 4

SAP_CONTROL_ALERTS
Shows alerts listed from Sap Control function GetAlertTree



Custom Check: All Checks via SAP Control [SAP_CONTROL_ALERTS/SAP Instance]

Apply Activate Deactivate Send To Agent Show Checks

Properties

General

* Custom Check Name: ABAP Instance Memory

Description:

Specific

Alert Names: Memory

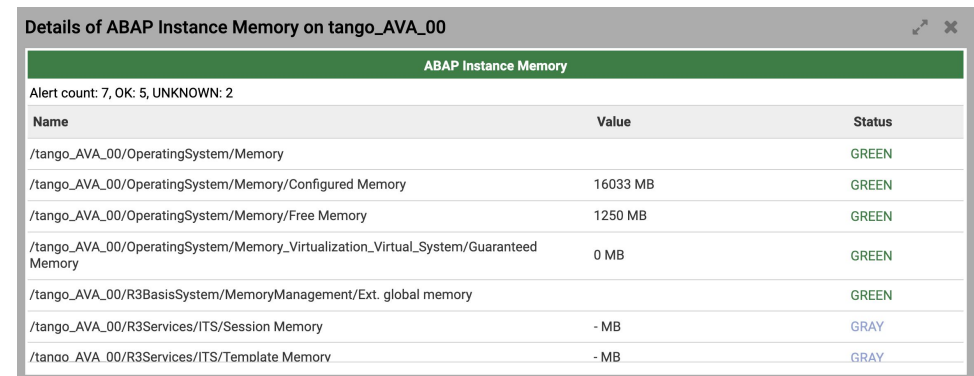
Click + to add alert nodes, multiple alert nodes supported. Wildcard * supported. Example: OperatingSystem*, Memory/Swap

Show Full Path: ☒ If checked the full path of this alert node is shown in the check result.

Include Unknown/GRAY Alerts: ☒ If checked, unknown alerts (GRAY) are included in check

Unknown/GRAY Status: UNKNOWN ?

Ignore Alert status: ☐ ?



Details of ABAP Instance Memory on tango_AVA_00

ABAP Instance Memory

Alert count: 7, OK: 5, UNKNOWN: 2

Name	Value	Status
/tango_AVA_00/OperatingSystem/Memory		GREEN
/tango_AVA_00/OperatingSystem/Memory/Configured Memory	16033 MB	GREEN
/tango_AVA_00/OperatingSystem/Memory/Free Memory	1250 MB	GREEN
/tango_AVA_00/OperatingSystem/Memory_Virtualization_Virtual_System/Guaranteed Memory	0 MB	GREEN
/tango_AVA_00/R3BasisSystem/MemoryManagement/Ext. global memory		GREEN
/tango_AVA_00/R3Services/ITS/Session Memory	- MB	GRAY
/tango_AVA_00/R3Services/ITS/Template Memory	- MB	GRAY



SAP Enhancements (2)

- New out-of-the-box check *JavaLongRunningThreads* for SAP Netweaver Java
- New out-of-the-box check *DialogResponseTimes* for SAP Netweaver ABAP and S/4HANA
Check uses own thresholds, SAP status is for information only
- More details for SAP ABAP components
(description, latest patch and patch implementation date)

Details of JavaLongRunningThreads on sierra_MII_00

JavaLongRunningThreads	
'server0' reported 1 long running threads.	
Node	# Long Runners
server0	1
icm	-

Details of DialogResponseTimes on areaone_PI7_00

DialogResponseTimes			
Name	Value	SAP Status	Status
FrontendResponseTime	118 msec	GREEN	OK

SAP System: RIE_PRD

Properties SAP System Details

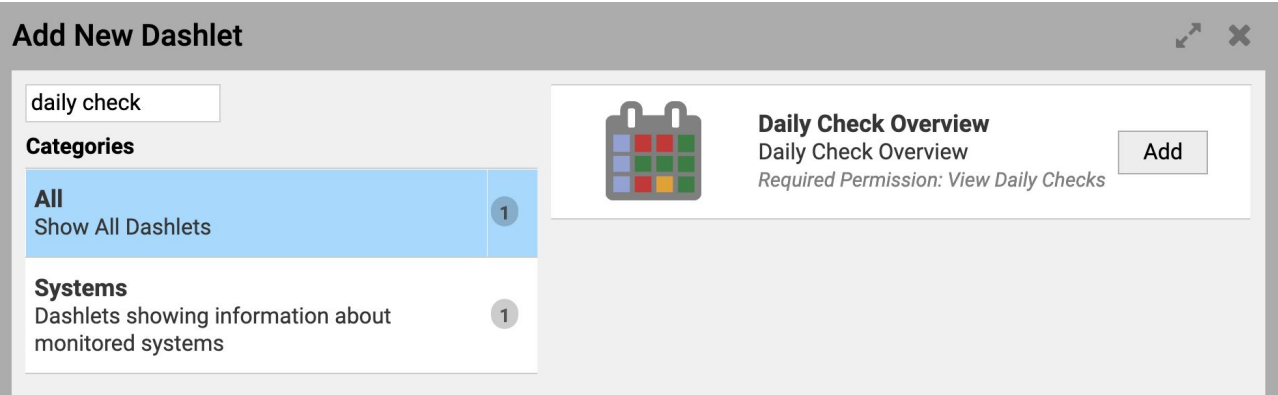
SAP Instances SAP Clients ABAP Software Components

[1 - 25 / 201]

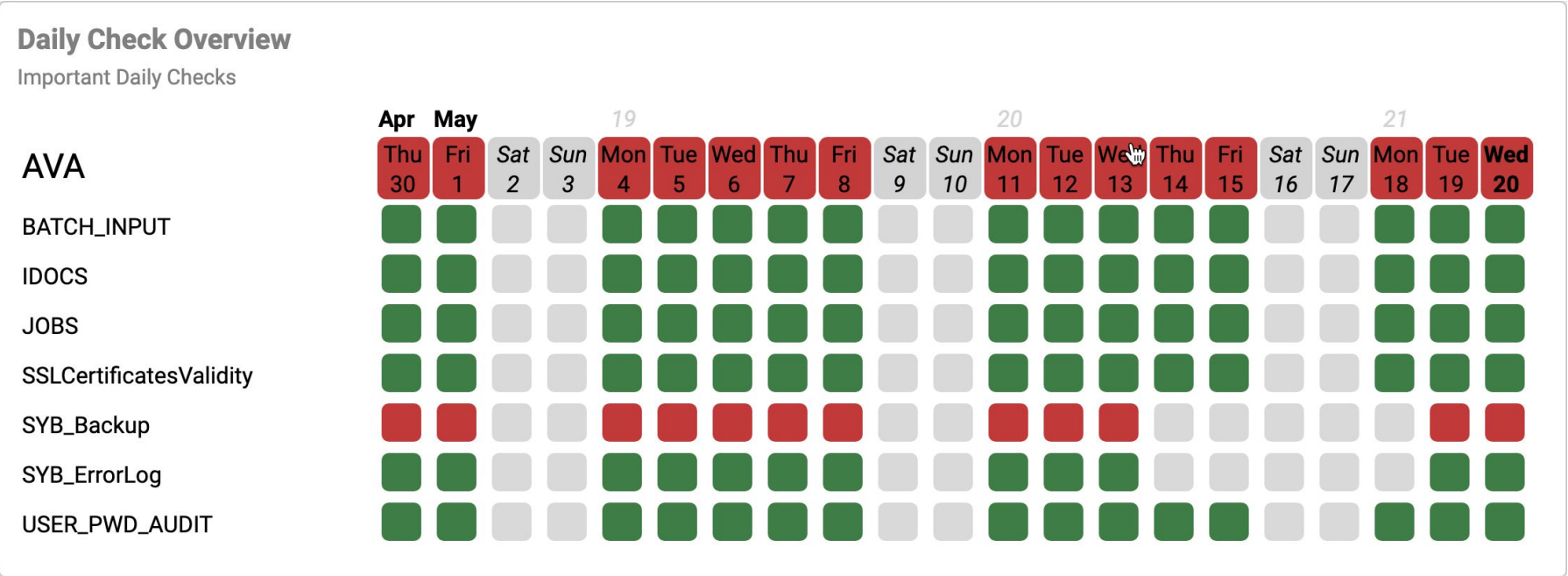
Name	Release	Patch Level	Type	Description	Latest Patch	Patch Impl. Date
AUDIC	501_700	4	C	AUDIC 501_700: Add-On Installation	AUDIC 501_700: SP 4	2018-11-14 10:33:05
BI_CONT	757	21	W	Business Intelligence Content	BI_CONT 757: Support Package 0021	2019-12-06 17:59:52
CPRXRPM	610_740	12	I	CPRXRPM 610_740: Add-On Upgrade	CPRXRPM 610_740: SP 0012	2019-12-06 17:58:14
CTE_FIN	100	12	H	SAP Concur FIN Integration	CTE_FIN 100: SP 0012	2019-12-06 17:58:29
CTE_FND	100	12	I	SAP Concur Generic Parts	CTE_FND 100: SP 0012	2019-12-06 17:58:15
CTE_HCM	100	12	H	SAP Concur HCM Integration	CTE_HCM 100: SP 0012	2019-12-06 17:58:30



New Dashlet Type »Daily Check Overview«

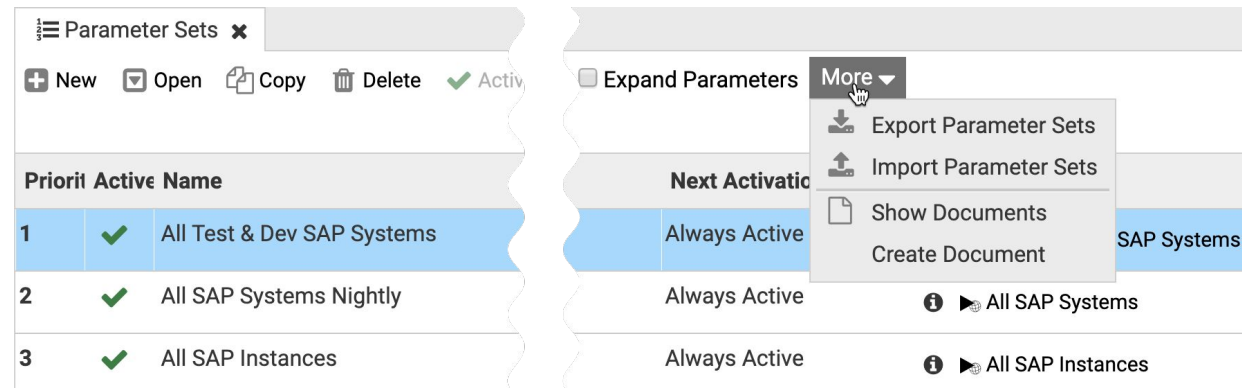


Share daily check “heatmap” view with customers or other users without giving full access to Daily Checks



Import / Export of Monitoring Parameter Sets

Useful to deploy settings to organisations with multiple Avantra servers
Similar to export/import of Custom Checks



The screenshot displays the 'Parameter Sets' management interface. At the top, there are tabs for 'Parameter Sets' and a close button. Below the tabs are action buttons: '+ New', 'Open', 'Copy', 'Delete', and 'Active'. The main area contains a table with three columns: 'Priorit', 'Active', and 'Name'. The table lists three parameter sets, all marked as active with green checkmarks. To the right of the table, there is a 'More' dropdown menu with options: 'Export Parameter Sets', 'Import Parameter Sets', 'Show Documents', and 'Create Document'. Below the table, there is a section for 'Next Activation' with a 'More' dropdown menu and a 'SAP Systems' button. The 'Next Activation' section shows three rows, all marked as 'Always Active'.

Priorit	Active	Name
1	✓	All Test & Dev SAP Systems
2	✓	All SAP Systems Nightly
3	✓	All SAP Instances

More

- Export Parameter Sets
- Import Parameter Sets
- Show Documents
- Create Document

Expand Parameters

Next Activation

Always Active

Always Active

Always Active

SAP Systems

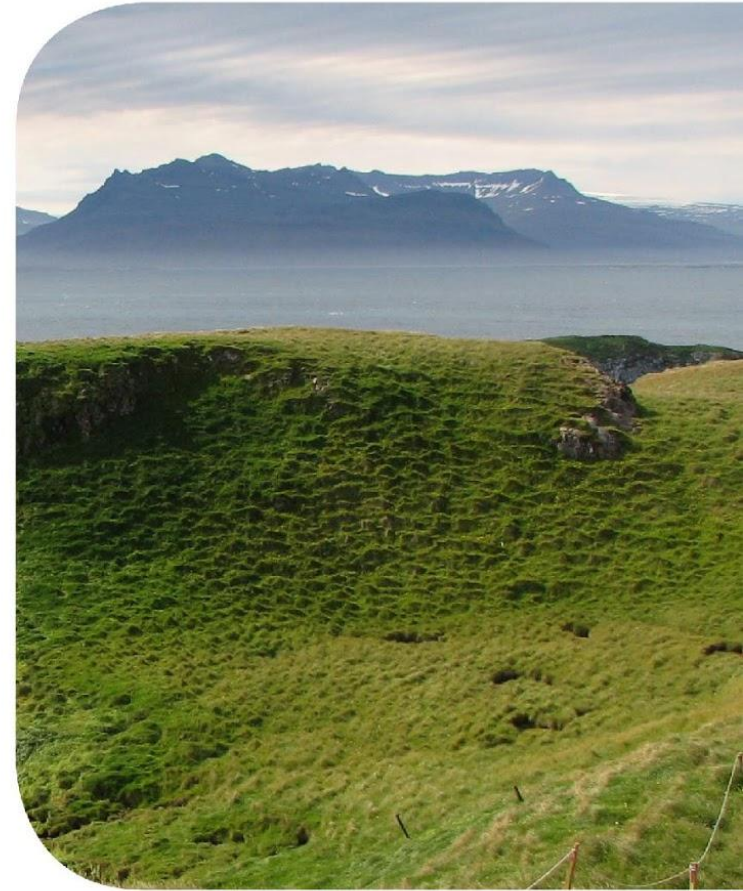
All SAP Systems

All SAP Instances

Other Improvements

As always, we have improved a lot of stuff and fixed issues.

Please checkout the detailed [release notes](#).



Upgrade Notes

- Release 20.5 replaces 20.2 → 20.5.0 is the patch following 20.2.3
- Upgrade like applying a patch: seamlessly, easy and quick as before
- As always, previous Agent releases (20.2 and 7.3) are compatible with Avantra server 20.5
- New transports AVAK900018–20 must not be imported before Agents 20.2.x are upgraded to 20.5.0 or above

Note: the new transports fix minor issues. Only a small subset of users are affected. You are not required to import them, in case you are not affected.

- Agent 20.5.0 is compatible with previous versions of the transports

Note: however, we recommend users still on the old ABAP interface of version 7.3 and before to upgrade due to improved security



Attention: due to the new security features, a 20.5 Agent cannot be easily downgraded to 20.2. Please upgrade the 20.2 Agents in a step by step manner.

Attention: the user and password for accessing the Avantra database is encrypted during the upgrade in the config file.



Our Vision

To be the industry leader in fully automated operations for businesses running SAP & facilitating the journey to a self-healing enterprise





Our Goal

To use intelligent technology to automate SAP build and run operations and to facilitate our customers journey transforming reactive IT Operations to proactive.

Technology partners:



SAP[®] Certified
Integration with SAP NetWeaver[®]

SAP[®] Certified
Integration with SAP[®] S/4HANA

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