

How to Set Up Email Alerts in the Process Chains



Applies to:

SAP BI/BW 3.5 and above.

Summary

The document will demonstrate step by step solution to set up alerts in a process chain by creating emails that would trigger post a process is executed within the chain.

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Author Bio



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Overview

Purpose of this document is to demonstrate a step by step solution that will help understand the mechanism involved in creating alerts within a process chain that would keep the recipients informed about the status of the chains. Worrying about critical process chains is no longer a nightmare!!!

The alerts prove to be very useful in the event of monitoring critical process chain/s which could be executing jobs that are in the critical path of a data load or generating a business report.

The entire set of activities involved is performed on the BW system.

Assumptions

The document assumes that the target audience is aware of the processes that involve

- Creating Process Chains

SMTP services have to be setup within the organization that help send and receive emails. Associated references to the above have been provided in the 'Related Content' section of this document.

Business Scenario

You have a set of process chains which are critical to the business and needs chains need to be monitored. However, you do not wish to log on to the systems as times when these chains are executed are beyond your control. It would be easy for you to know the status of each of the chains, even when you are on the move and probably nowhere near the BW system. Timely alerts about the process chains status would help you take a proactive action and thus meet the committed SLAs.

Step by Step Solution

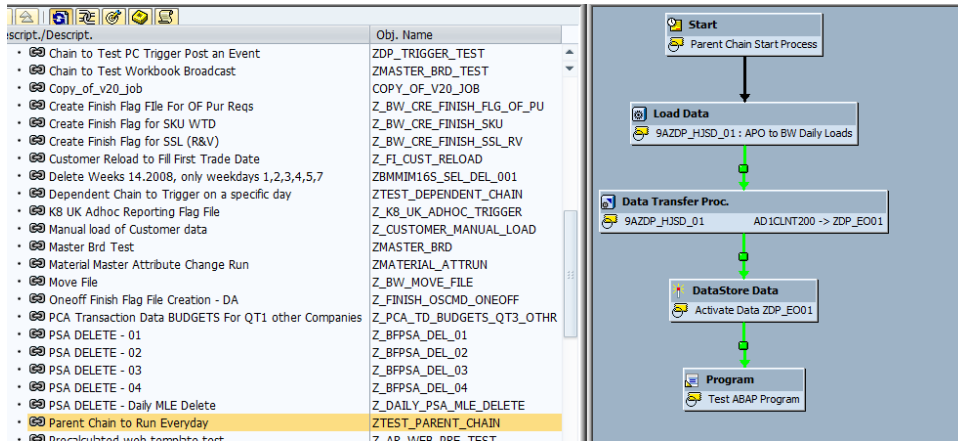
The steps involved in the Event based triggering of a Process Chain are

1. Identifying the process chain that needs to be monitored or needs to be acted upon in the event of failure.
2. Creating Message/Alert within the process chain.
 - a. Variant for the message / alert
 - b. Selection of recipient emails
 - c. Defining the alert text
3. Process chains execution

Identifying the process chain that needs to be monitored or needs to be acted upon in the event of failure

Let's assume that we have chain that executes data loading process from the source system. Post successful loading of data the chain triggers an ABAP program which might lead to trigger of an event.

For this requirement we identify the data load completion – from the source system , data activation and program execution as three critical processes. We could either add an alert at the end of the chain – post the completion of ABAP program run – or we could add alerts at the end of every critical process.

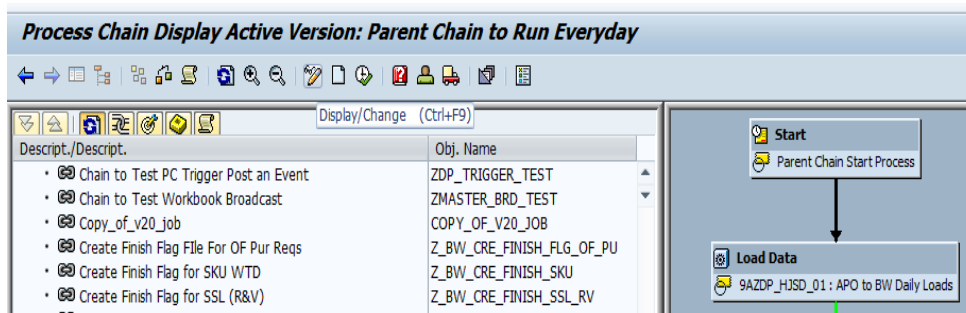


For the purpose of this document – I will be adding alerts at the end of a single process i.e.
 - Completion of the load from the source system (i.e. post execution of the Info package) .

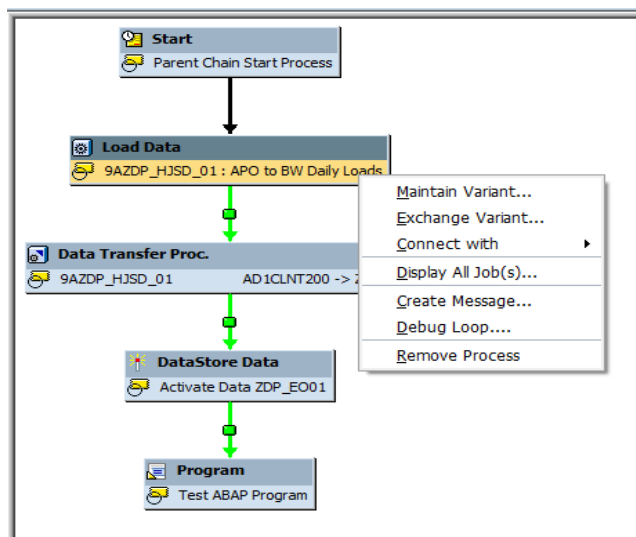
However, I will show the end result within the chain with Alerts/messages created for both ‘Success’ and ‘Failure’ of this process.

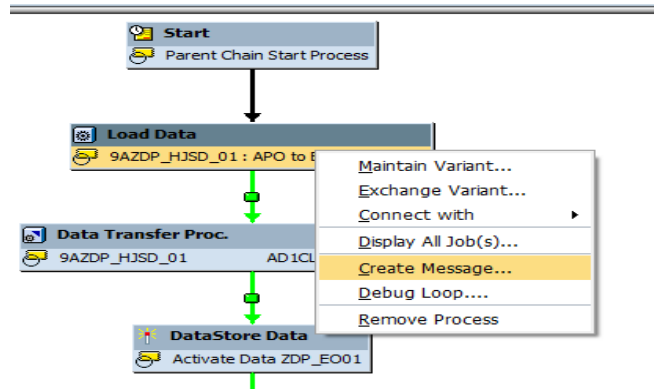
Creating Messages/Alerts within the process chain

Using transaction RSPC, access the relevant chain and open it in ‘Change’ mode.



Take the cursor onto the process post completion of which you need to add the alert and right click.

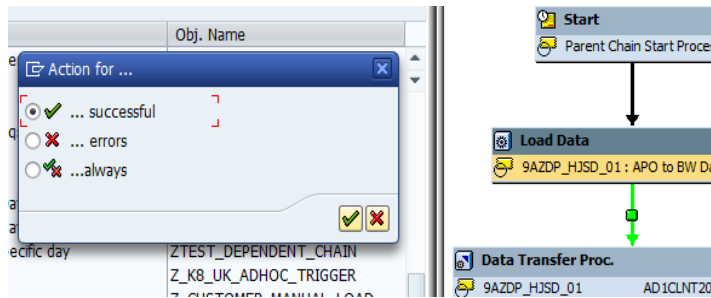




Select 'Create Message'

You are now prompted on the next screen to choose the status at the end of the process post which you wish to generate the alert. You can send an alert in 3 ways :

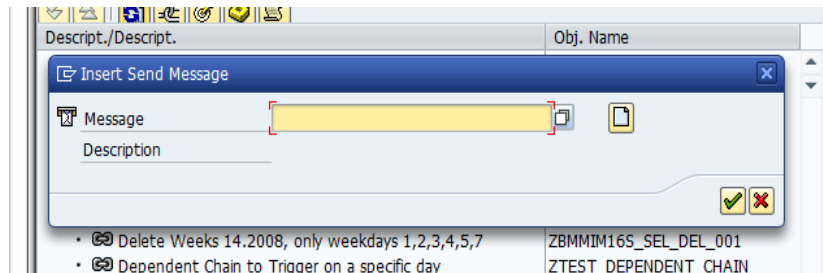
- When the process is successfully executed and can move on to the next process in the chain sequence
- When the process has failed and the chain execution would terminate.
- Always – irrespective of the status of the process.



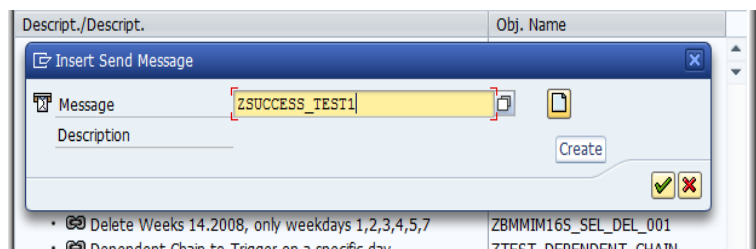
For purpose of this document, I will be creating alerts for both 'Successful' as well as 'Error' status of the process.

For Alerts at the end of 'Successful' status of the process select radio button 'Successful' and then 'Transfer' your selection.

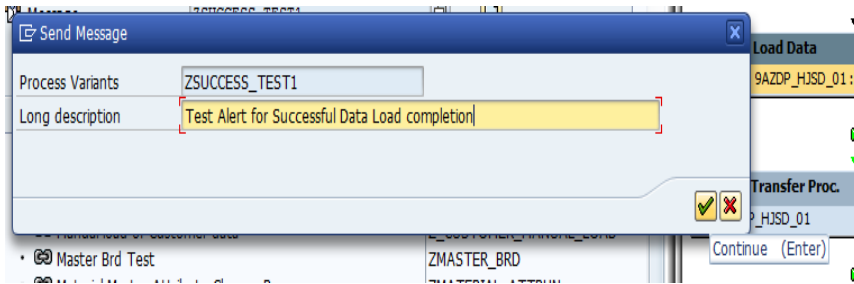
We will be asked to create a variant for the alert.



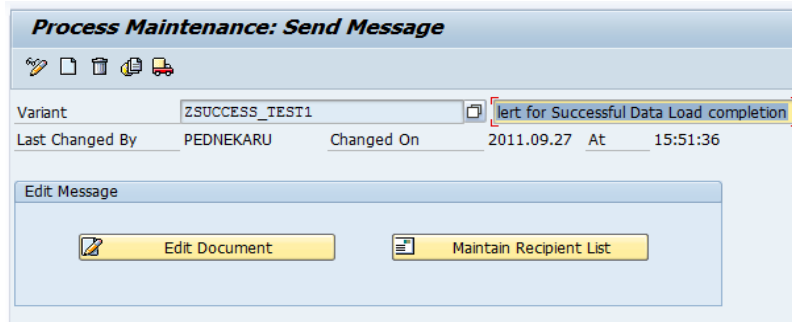
Chose appropriate technical name for the variant and 'create'.



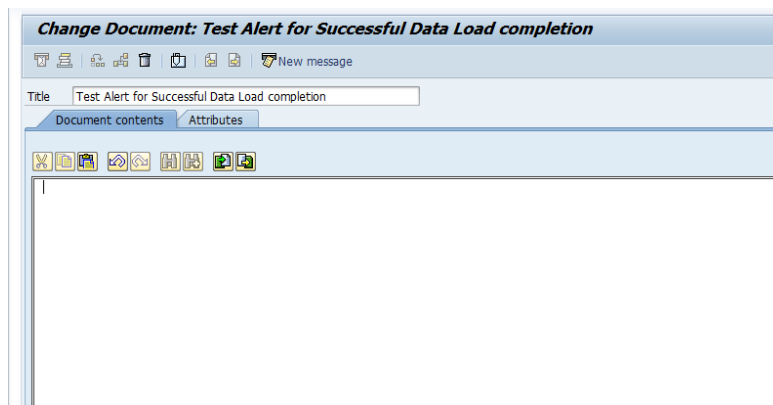
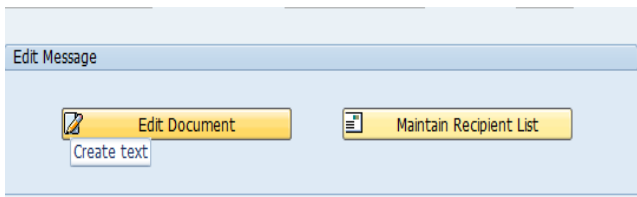
Enter description and 'continue'



We are now at the prompt which would help us describe the alert message as well as add the list of recipients of the message.

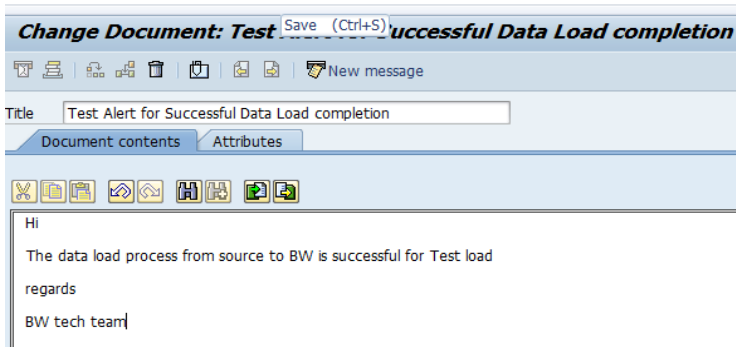


Select 'Edit Document' tab to go to the text screen.

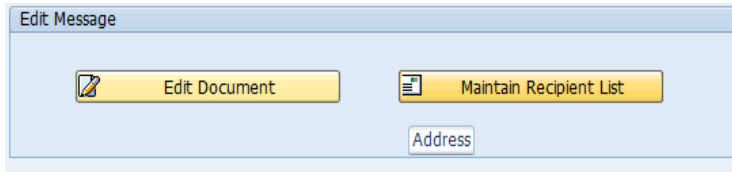


Text screen

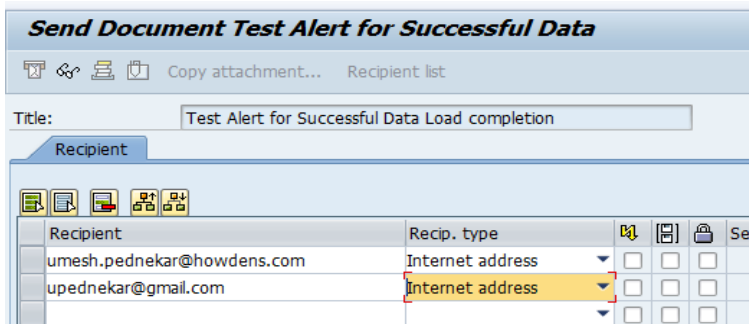
On the text screen type the desired message and 'Save'.



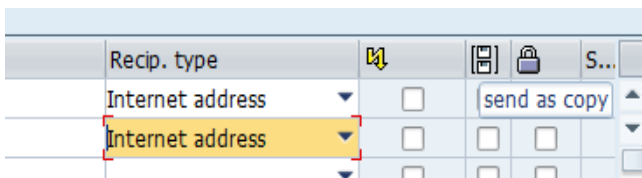
Go back and select the 'Maintain Recipient list' tab .



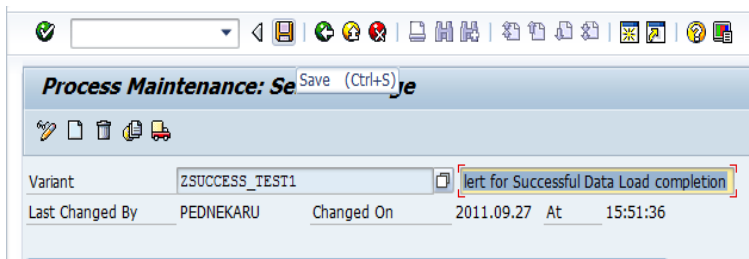
At the 'Address' screen, enter the details of the email id's of the recipients.



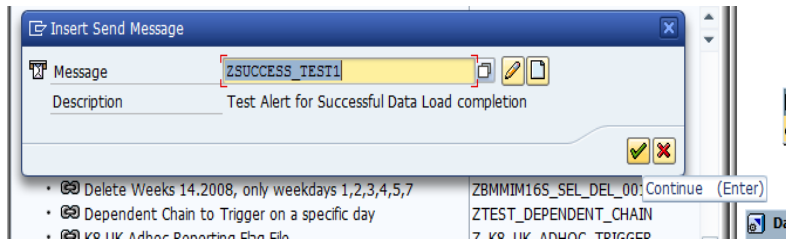
You can send CC , BCC – if you wish – as there is provision to do so.



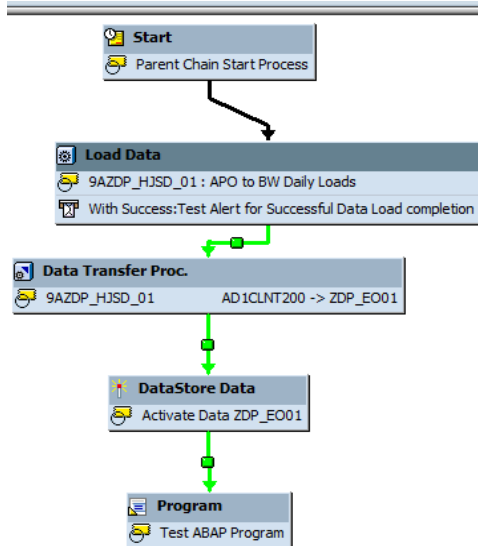
Go Back and 'Save' all the details.



As the variant is saved, Go back and complete the variant creation process by selecting 'continue'.



You can now see the Message being tagged to the process .

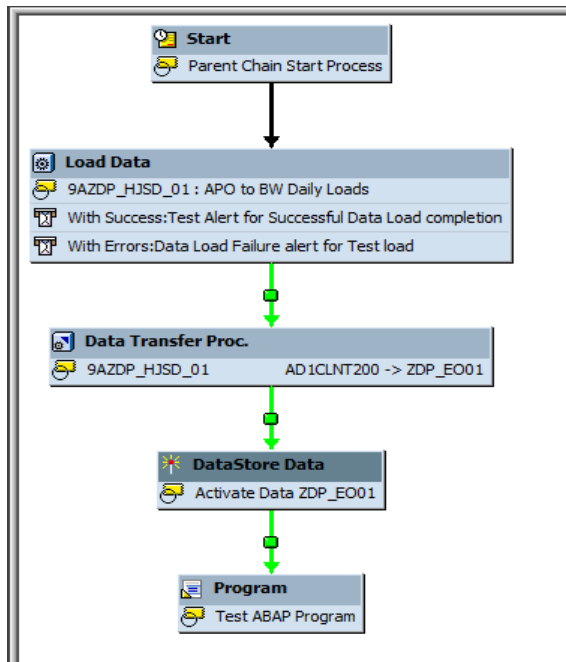


Using all the steps mentioned above i.e. in the 'Create Messages/Alerts in the Process chain' , create an alert for the same process , however, this time for the 'Error' status.

Please remember that this time, as you have already created an alert for the process, you will be prompted to 'Maintain the message'. Choosing 'Successful' option would allow you to edit the alert that is already created – as stated above.

Choosing 'Errors..' option would allow create a new message/alert for the erroneous / failure status of the process.

Post completion of the second alert , the process chain would look like as follows



Using the above steps we can create alerts at every process (not recommended as it increases overheads) and/or at critical processes within a process chain thus help us monitor them even remotely and take appropriate actions.

Related Content

SCN Article : Automatic Notification for Process Chain Status

<http://www.sdn.sap.com/irj/scn/index?rid=/library/uuid/304c3146-8eb9-2d10-d787-b6dc2d368cb2>

SCN Article : Process Chain Monitoring RSPCM Overview and Steps to add Notification Mail –

<http://www.sdn.sap.com/irj/scn/index?rid=/library/uuid/80ffbc22-8c91-2d10-ed84-e246b29e7be5>

Thread: RSPC_MONITOR_MAIL (Automatic Notification) -

<http://forums.sdn.sap.com/thread.jspa?threadID=1337728>

For more information, visit the EDW homepage.

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