

Different Types of Alerts for Process Chains



Applies to:

This article applies to BW 3.x and SAP Business Intelligence (BI 7.0) with highest support package. For more information, visit the [EDW homepage](#).

Summary

This document explains about the different ways to send the alerts to the recipients (email distribution list or pager) to inform about the incorrect process chain runs or jobs.

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Introduction

An alert is a notification informing its recipients that a critical or very important situation has arisen. The situation is as rigorous that an action must be taken right away in order to resolve the situation. The system identifies the situation and sends the alert. Alerts can be used to avoid delays in the processing of critical situations, because the time between discovering and responding to such situations is reduced considerably.

Types of Process Chain Alerts

1. Process Chains in CCMS
2. By creating message and add distribution list to each process types
3. Central Alert Server
4. RSPCM

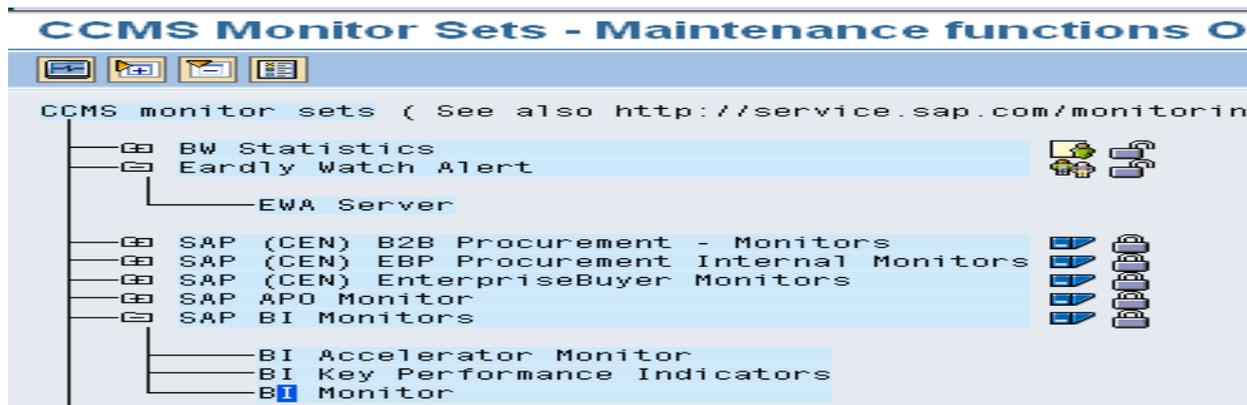
Process Chains in CCMS

The Computing Center Management System (CCMS) has an alert monitor that supports you in monitoring and operating your SAP systems. The CCMS monitor sets of the alert monitor, together with the BW monitor, contain a selection of BI-relevant standard SAP monitoring trees and monitoring trees for process chains

Go to RSMON -> Monitors -> BI CCMS

Or

Transaction RZ20 -> SAP BI Monitors -> BI Monitor.



SAP BI Monitor is divided into three main categories: BI Accelerator Monitor, BI KPI's and BI Monitor. Here, we are discussing about BI Monitor.

The Process Chains monitoring tree contains all of the process chains that have run since the BI system was last started.

By setting the transfer parameter for method execution `DAYS_TO_KEEP_LOGS` in the method definition `RSPC_CCMS_MA_UPDATE`, you can specify the process chain runs that you want to display from those that ended before the BI system was last started. By default, this parameter is set at seven days. This means that the process chain runs from the last seven days are displayed. You get the method definition through transaction **RZ21 -> Methods -> Definitions**.

Monitoring: Methods

Method definition

Name: RSPC_CCMS_AGENT

Description: Monitor Mon. Attributes Process Chains (Language: EN)

Execution Control Parameters Release Addnl info

To be executed

Type of call

Report URL

Function module Logical command

Transaction

Call: RSPC_CCMS_MA_UPDATE

Execute method on

Any server

The local server of the MTE to be processed

Specified RFC destination

CCMS provides a combined log view of all the process chains in the system. It gives a clear image of whether the process chains are successful, in progress or failed by indicating the chain in Green, Yellow and Red colors respectively. By default CCMS agent for process chain is scheduled to run after every 1 hour. It uses job SAP_CCMS_MONI_BATCH_DP to collect all the logs from the system. We can easily change the scheduling in transaction SM37.

SAP BI Monitors (BI Monitor) - Maintenance functions Of

Open alerts Properties

View: Current system status (03/15/2011 , 06:29:06)

Process chains are displayed in a tree view with color-coded status bars: Red (Failed), Yellow (In Progress), Green (Successful).

Expand each process chains; you will get all the details like description of each process, date and time. Select the process chain and click on display alerts button, we can see the alert display, where all the errors in the process chain displayed in details.

Alert Display								
Date	Time	System	Context	Object name	Short name	Status	Alert text	
03/14/2011	18:05:06	BWD	Process Chains	0TCT_C2_DELTA_P01	4L5UJDT0QAKBMLSDJX2CU7PLB 03/14 17:46:48	ACTIVE	Entire chain now has status 'F'	
03/14/2011	18:05:06	BWD	Process Chains	0TCT_C2_DELTA_P01	4L5UJDT0QAKBMLSDJX2CU7PLB 03/14 17:46:48	ACTIVE	Process Execute InfoPackage	
03/14/2011	18:05:06	BWD	Process Chains	0TCT_C2_DELTA_P01	4L5UJDT0QAKBMLSDJX2CU7PLB 03/14 17:46:48	ACTIVE	Process Execute InfoPackage	
03/14/2011	18:05:06	BWD	Process Chains	0TCT_C2_DELTA_P01	4L5UJDT0QAKBMLSDJX2CU7PLB 03/14 17:46:48	ACTIVE	Process Execute InfoPackage	
03/13/2011	18:05:03	BWD	Process Chains	0TCT_C2_DELTA_P01	4L5GBSRF4CL07S0JN3AHM62BZ 03/13 17:46:34	ACTIVE	Entire chain now has status 'F'	
03/13/2011	18:05:03	BWD	Process Chains	0TCT_C2_DELTA_P01	4L5GBSRF4CL07S0JN3AHM62BZ 03/13 17:46:34	ACTIVE	Process Execute InfoPackage	
03/13/2011	18:05:03	BWD	Process Chains	0TCT_C2_DELTA_P01	4L5GBSRF4CL07S0JN3AHM62BZ 03/13 17:46:34	ACTIVE	Process Execute InfoPackage	
03/13/2011	18:05:03	BWD	Process Chains	0TCT_C2_DELTA_P01	4L5GBSRF4CL07S0JN3AHM62BZ 03/13 17:46:34	ACTIVE	Process Execute InfoPackage	
03/12/2011	18:06:02	BWD	Process Chains	0TCT_C2_DELTA_P01	4L529XTXZ7BTJUYZK7TXSNKF 03/12 17:47:21	ACTIVE	Entire chain now has status 'F'	
03/12/2011	18:06:02	BWD	Process Chains	0TCT_C2_DELTA_P01	4L529XTXZ7BTJUYZK7TXSNKF 03/12 17:47:21	ACTIVE	Process Execute InfoPackage	
03/12/2011	18:06:02	BWD	Process Chains	0TCT_C2_DELTA_P01	4L529XTXZ7BTJUYZK7TXSNKF 03/12 17:47:21	ACTIVE	Process Execute InfoPackage	
03/12/2011	18:06:02	BWD	Process Chains	0TCT_C2_DELTA_P01	4L529XTXZ7BTJUYZK7TXSNKF 03/12 17:47:21	ACTIVE	Process Execute InfoPackage	
03/11/2011	18:05:27	BWD	Process Chains	0TCT_C2_DELTA_P01	4L40GVZA6YEU9VENS4KTL5MRZ 03/11 17:47:08	ACTIVE	Entire chain now has status 'F'	
03/11/2011	18:05:27	BWD	Process Chains	0TCT_C2_DELTA_P01	4L40GVZA6YEU9VENS4KTL5MRZ 03/11 17:47:08	ACTIVE	Process Execute InfoPackage	
03/11/2011	18:05:27	BWD	Process Chains	0TCT_C2_DELTA_P01	4L40GVZA6YEU9VENS4KTL5MRZ 03/11 17:47:08	ACTIVE	Process Execute InfoPackage	
03/11/2011	18:05:27	BWD	Process Chains	0TCT_C2_DELTA_P01	4L40GVZA6YEU9VENS4KTL5MRZ 03/11 17:47:08	ACTIVE	Process Execute InfoPackage	
03/10/2011	18:05:24	BWD	Process Chains	0TCT_C2_DELTA_P01	4L4982FYWV0VDSXBQ5SOL6SLR 03/10 17:46:53	ACTIVE	Process Execute InfoPackage	
03/10/2011	18:05:24	BWD	Process Chains	0TCT_C2_DELTA_P01	4L4982FYWV0VDSXBQ5SOL6SLR 03/10 17:46:53	ACTIVE	Process Execute InfoPackage	
03/10/2011	18:05:24	BWD	Process Chains	0TCT_C2_DELTA_P01	4L4982FYWV0VDSXBQ5SOL6SLR 03/10 17:46:53	ACTIVE	Process Execute InfoPackage	
03/10/2011	18:05:24	BWD	Process Chains	0TCT_C2_DELTA_P01	4L4982FYWV0VDSXBQ5SOL6SLR 03/10 17:46:53	ACTIVE	Entire chain now has status 'F'	
03/09/2011	23:05:03	BWD	Process Chains	0TCT_MD_C_FULL_P01	4L3TA92F9VYVWYGKWRKHUXTR 03/09 14:08:39	ACTIVE	Entire chain now has status 'F'	
03/09/2011	23:05:03	BWD	Process Chains	0TCT_MD_C_FULL_P01	4L3TA92F9VYVWYGKWRKHUXTR 03/09 14:08:39	ACTIVE	Process Execute InfoPackage	
03/09/2011	18:04:46	BWD	Process Chains	0TCT_C2_DELTA_P01	4L3V6QSR9T9K8303XC8NDCCF 03/09 17:46:39	ACTIVE	Process Execute InfoPackage	
03/09/2011	18:04:46	BWD	Process Chains	0TCT_C2_DELTA_P01	4L3V6QSR9T9K8303XC8NDCCF 03/09 17:46:39	ACTIVE	Process Execute InfoPackage	

Click on Start Analysis method to go to the process chain to solve the issue. The method used for analysis is RSPC_CCMS_ANALYZE.

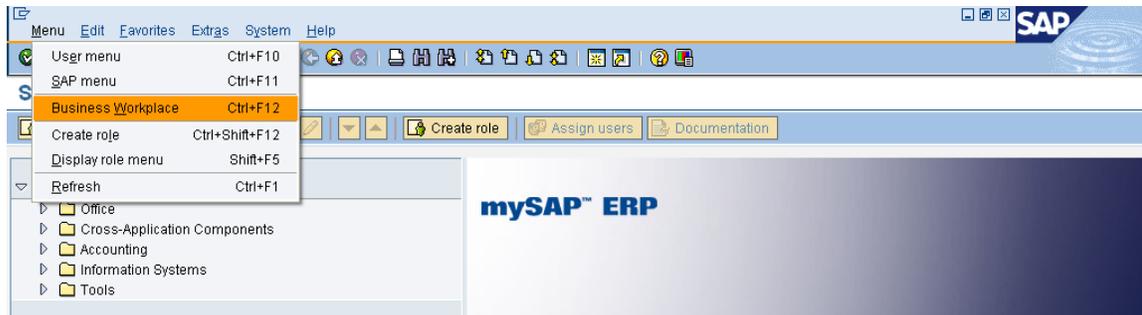
Create Distribution Lists and add in Process types

The steps below are using for sending process chain alerts as an SMS or pager or to email.

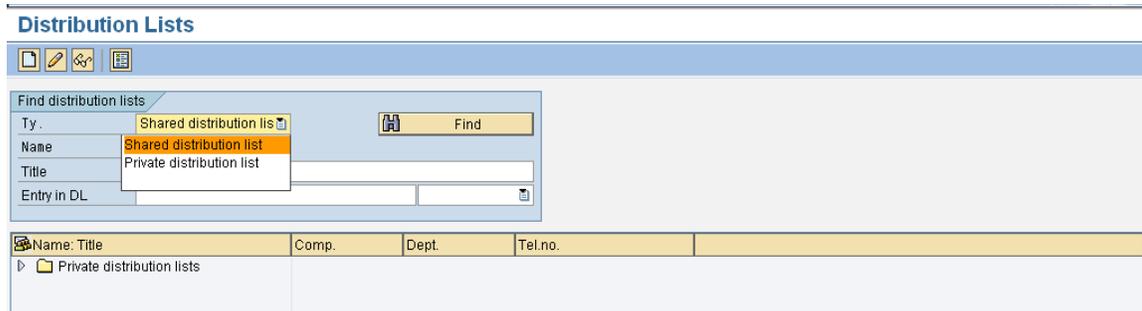
1. Run transaction RSPC, right click on the step and select Create Message.
2. Give a meaningful description (like Process Start)
3. Click on Edit document. Enter Title and Document content. Title would be the subject line of email alert Document content will be the content of the message
4. Save. Go back. Click on recipient. Enter Email address or Pager or mobile number.
5. Save. Now the Process step will have an attachment displayed which ensures a message is created.
6. Run transaction SCOT. On the SMTP node, give the email address.
7. Note: Unless the recipients are maintained in SCOT, the process chain messages cannot be sent.
SCOT settings will be done by BASIS.
8. You can schedule a job from SCOT to ensure the messages are delivered to the recipients at regular intervals.
9. A similar message can be created for Failure/Completion of a process chain step.

We know about these steps which we are using for the process chain errors. Here, we are talking about how we will create a shared distribution list for the same.

- Go to Business Workplace or TCode SO04.

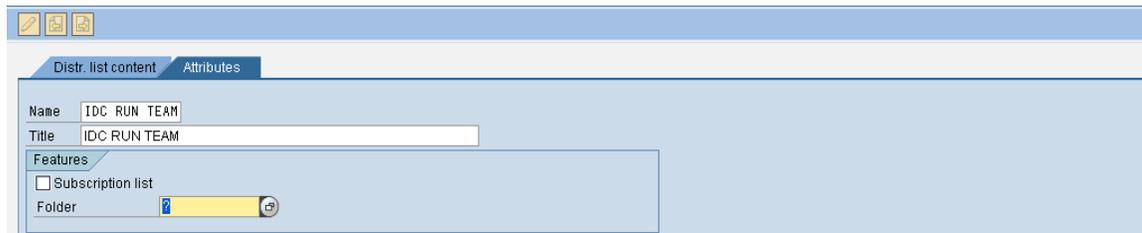


- In the Business Workplace, choose  *Distribution lists*.
- The distribution list search screen is displayed.
- In the frame *find distribution lists*; select whether you want to create a private or a shared distribution list. Click on Create button.



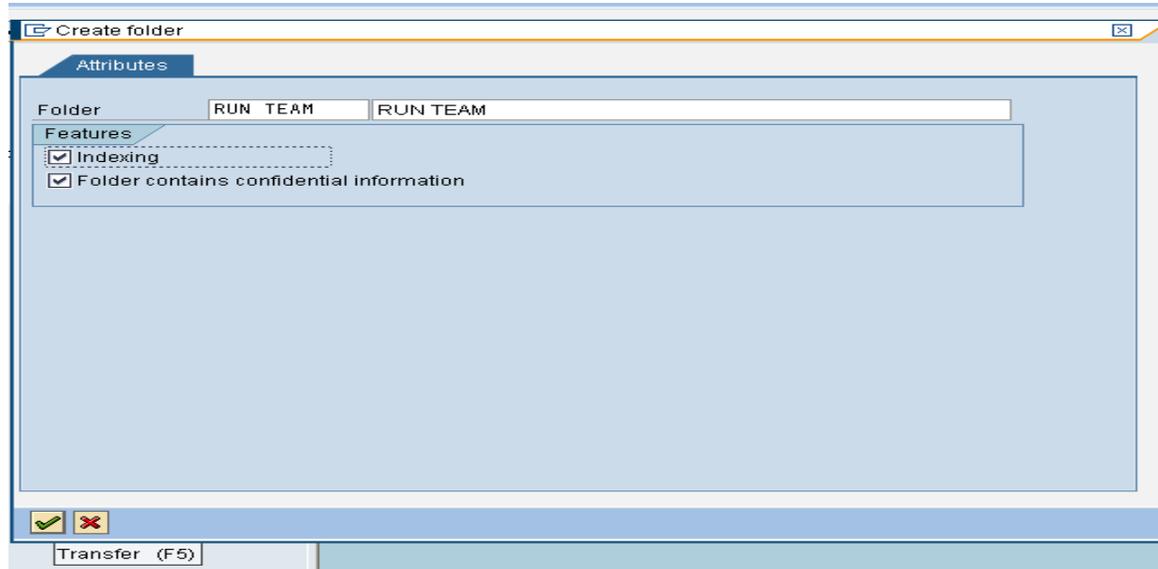
- Specify the attributes of the distribution list.
- You can create folder if it not created or you can give your folder name.

Create Shared Distribution List

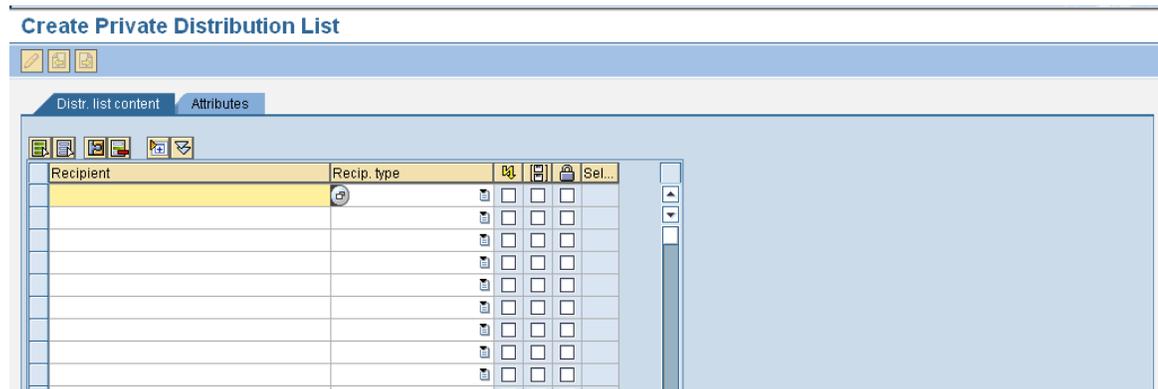


- Specify whether the folder is to be indexed for faster searches.
- Specify whether the folder contains confidential information. If this is the case, your substitute cannot access the folder.

- Choose .

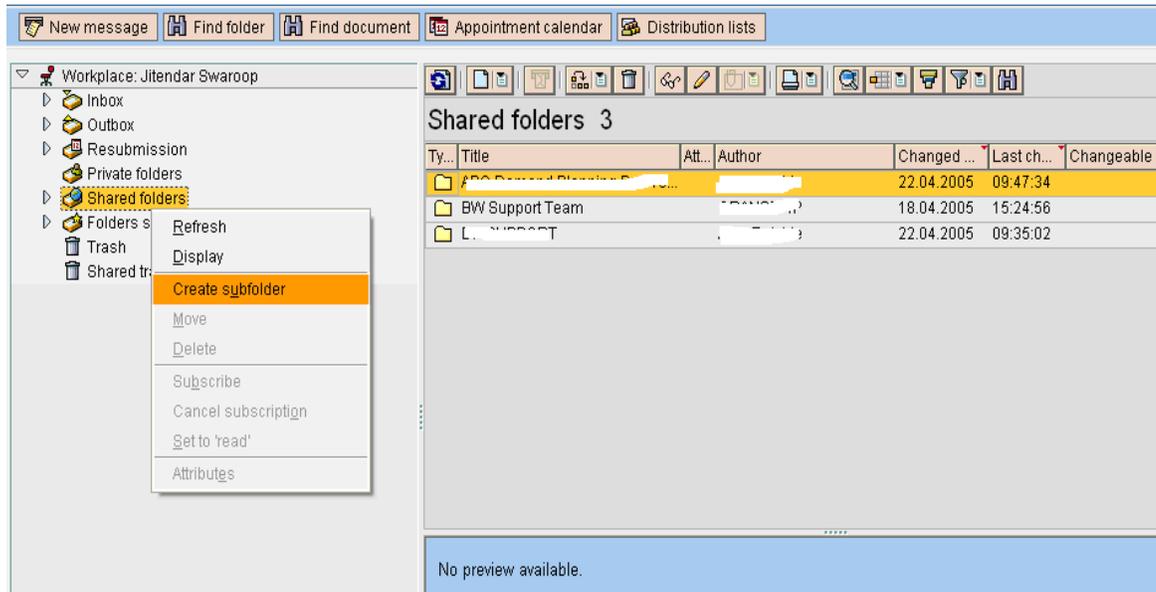


- Switch to the tab page *Distribution list content*.
- Specify the recipient addresses and for each one the corresponding recipient type.

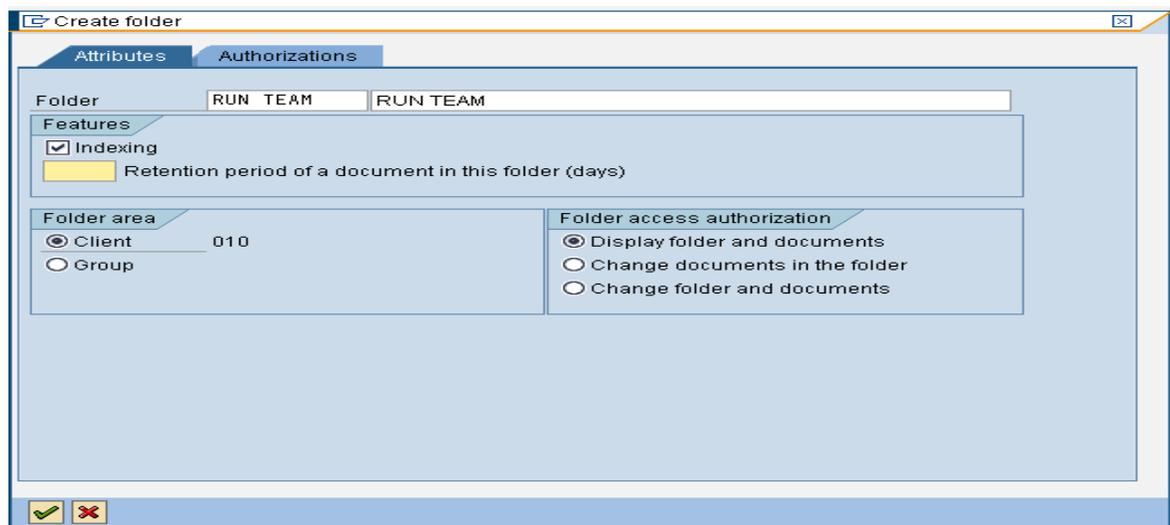


- In addition, you can assign the send attributes Express, Copy and Blind copy to each recipient. When sending to an external address, you can also specify that documents are to be sent to another address from the address management rather than to the standard address.
- Choose .

For creating a subfolder, Choose *Create subfolder* in the context menu of the Share folder that you want to store the new folder in.



- Enter a name and a short description in the Folder fields. Specify whether the folder is to be indexed for faster searches.
- Specify the number of days after which objects are automatically deleted from the folder. If you leave this field blank, objects are only deleted automatically if an expiry date is assigned to them individually.



- Specify whether the folder can be accessed by all users (*client folder*) or only by the users that you list on the tab page (*group folder*).
- Specify an access authorization. In the case of client folders, this access authorization applies to all users, except those that you list on the tab page *Authorizations* with a different access authorization. In the case of group folders, this access authorization is automatically assigned to all the users who you list on the tab page *Authorizations*, as long as you do not explicitly specify a different access authorization.

Central Alert Server

You can send alerts if errors occur while processing processes or in the background processing for a process chain. Process chain maintenance uses alert management for this purpose.

The alert is sent to the user who scheduled the process chain. You can assign additional recipients by assigning roles or specifying individual users in alert category maintenance (transaction ALRTCATDEF).

The recipient's display program displays the alerts. The display program can be the Universal Worklist (UWL) in the portal, the alert inbox (transaction ALRTINBOX) or an application that calls alerts using API. You can also send alerts by E-Mail, fax or SMS. This is dependent on the configuration.

Steps:

- Go to T.Code ALRTCATDEF
- Select Classification "Process Chains"

Alert Categories Display (Central Alert Server)

Display/Change | Fixed Recipients | Recipients Via User Roles | Subscription Authorization

Alert Category | Description of Alert Category

Properties | Container | Long and Short Text | Optional Subseq.Activities

Alert Definition

Description:

Alias:

Classification:

Priority: Very High

Max. No. of Dels: 0

Expiry Time in Min.: 0

Dynamic Text

Rule-Based Recipients

Rule: 0

Escalation

Escalation Active

Escalation Recipient:

Tolerance Time(Min.): 0

Administration Data

Application Pac:

Original Language:

- Click on Display/Change
- Double click on "Error in a process of a process chain"

Alert Categories Change (Central Alert Server)

Display/Change | Fixed Recipients | Recipients Via User Roles | Subscription Authorization

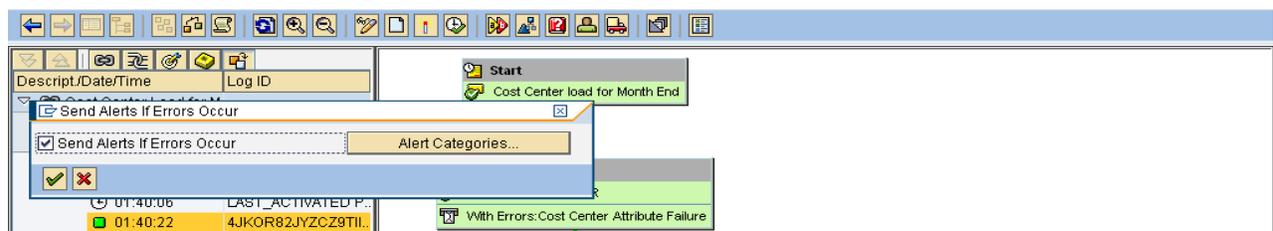
Alert Category | Description of Alert Category

Alert Category	Description of Alert Category
BWAC_PROCE...	Error in a Process of Process Chain

- Click on “Fixed Recipients” to assign the user
- Write the user name (e-mail address) by add the new entries and save.



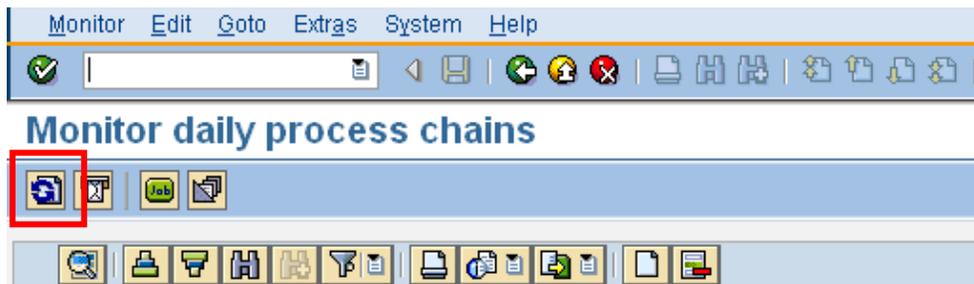
- Go to RSPC and select the process chain.
- In the Edit mode, from the menu, select Process Chain→Attributes→Alerting
- Check “Send alerts if errors occur”.



RSPCM

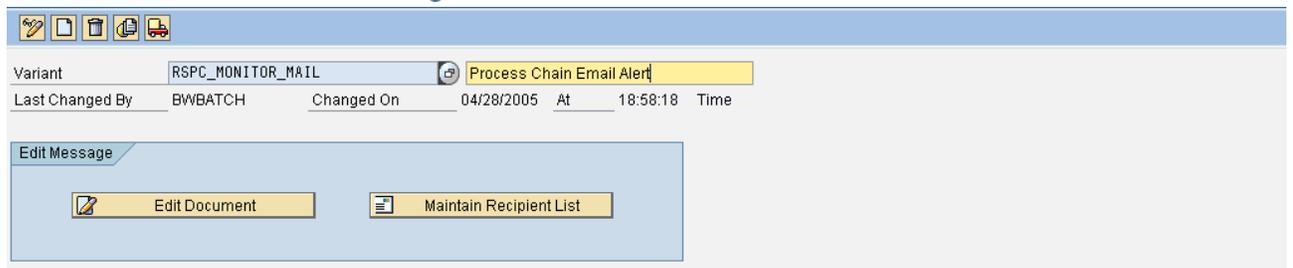
We can use the Automatic Notification to send the failed and unknown status of the process chains to the required E-mail ID’s or Pager, where the team can take the necessary action based on that.

- Click on Automatic Notification button in RSPCM



- Enter the variant RSPC_MONITOR_MAIL and short description. Add the message by clicking on the “Edit Document” and provide e-mail ID’s by clicking on “Maintain Recipient List” and Save.

Process Maintenance: Send Message



- Schedule the Job to send mail by clicking on the Job Button in RSPCM
- We can execute immediately or schedule as per our requirement. Provide Job Name and give the Period Interval.

The screenshot displays the 'Schedule Report' interface in SAP. The main window has tabs for 'Variants', 'Job overview', and 'Spool'. Under 'Job overview', the 'Report Name' is 'RSPC_MONITOR' and the 'Job' is 'MAIL_ALERT'. The 'Start date' is '03/16/2011 00:00:00'. There are two buttons: 'Schedule once' and 'Schedule periodically'. A modal dialog titled 'Schedule Report' is open, showing 'Period interval' options: Months (1), Weeks (1), Days (1, selected), Hours (1), and Minutes (1). The dialog has a green checkmark and a red X button at the bottom.

The purpose of this job is to trigger program RSPC_MONITOR which will send mail. Program RSPC_MONITOR send mail for failed and unknown status only.

Conclusion

We can use all these methods to ready to act when any errors occur. To get the log for each and every process, we need to maintain the message and recipient in every process types of the process chains.

Related Content

[Send Alerts for Process Chains](#)

<http://help.sap.com/>

For more information, visit the [EDW homepage](#).

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