A Day in the Life of an SAP NetWeaver Business Process Management Administrator

Applies to:

This article applies to SAP NetWeaver Business Process Management in SAP NetWeaver 7.3 and SAP NetWeaver 7.3 EHP1.

Summary

This article describes the daily work of a BPM administrator such as monitoring processes and tasks, checking connections, and troubleshooting in case of errors. It also explains how to access and use the provided applications for monitoring and troubleshooting processes and tasks.

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Main Questions to Be Answered by BPM Administrators

The four main questions BPM administrators receive:

- Where is my process instance stuck?
- Where has my task instance gone?
- Why did my process/task fail?
- What to do to fix the problem?

To answer these questions the BPM administrator performs the following steps:

1. Search for process instances.
2. Check the status of the process instances and of the associated task instances.
3. Check the process context.
4. Edit the process context for erroneous process instances.
5. Search for task instances.
6. Check the BPM actions queue.

BPM Process Instance Manager (Manage Processes)

The central tool to analyze and solve problems is the BPM process instance manager (Manage Processes application) that is integrated in the SAP NetWeaver Administrator.

To access the BPM process instance monitor, perform one of the following steps:

- Log on to the SAP NetWeaver Administrator application (http://<host>:<port>/nwa) and choose Operations → Processes and Tasks → Manage Processes.
- You can directly open the Manage Processes application using the quick link, http://<host>:<port>/nwa/bpm-processes.
The BPM Process Instance Manager provides default views for

- All Running Processes
- Error and Failed Processes

It also shows sub-processes started from a parent process.

Business process administrators can access the process instance manager and have access to the processes they are assigned to as business process administrator.

**Note:** The technical administrator, who is assigned to the role SAP_BPM_SuperAdmin can also access the process instance manager and the processes.

For more information, see Monitoring and Managing the Processes and Authorizations and Roles in the SAP Help Portal (http://help.sap.com).

**Search for Process Instances**

In the Manage Processes application, you can search for a process instance with the following search possibilities:

1. Enter the process instance ID in the Find Process Instance field.
2. Use the *Advanced* search option:

The *Advanced* search provides a lot of search criteria, for example, process definition, start time of the process, user and user role.

3. After the search, use the filter criteria.

The process subject contains business relevant information that can help identifying the respective process instance. You can filter by the process subject though you cannot search based on the process subject.
Check the Status of the Process Instances

In the Manage Processes application, you can investigate more into the problem causes. Check the following:

- What is the status of the process instance?
- What is the life cycle status?
- Are the sub-processes ok (if any)?
- Check the process flow to see the process execution token (with the Show Process Flow pushbutton).
- Check the related tasks if applicable (with the Show Related Tasks pushbutton).
- Check the history of the process execution (on the History tab).
- Check the error log in case the process instance failed (on the Error Log tab).

The following screenshot shows where and how to check the above listed attributes.
Check the Process Context

To check the process context for data, perform the following steps:

1. In the *Manage Processes* application, mark the failed process instance and in the process instance details, go to the *Context Data* tab.
2. In the *Show* field, select the entry for the data objects.
3. Browse in the data object attributes to see what went wrong.
4. Check whether the expected data is available.
**Edit the Process Context**

Edit the process context for erroneous and suspended process instances so that the process instance is resumed.

To edit the process context, the SAP_BPM_EDIT_CONTEXT action must be assigned to your role. As default, this action is assigned to the SAP_BPM_SuperAdmin role, only.

*Note:* The SAP_BPM_EDIT_CONTEXT action is available with Composition Environment 7.2 SP05 and higher.

For more information about BPM-relevant roles and actions, see [Authorizations and Roles](http://help.sap.com) on the SAP Help Portal. 

![Manage Processes: Process Instances](image-url)
Search for Task Instances

In the Manage Tasks application that is integrated in the SAP NetWeaver Administrator, you can search for task instances.

1. To access the Manage Tasks application, perform one of the following steps:
   - Log on to the SAP NetWeaver Administrator application (http://<host>:<port>/nwa) and choose Operations → Processes and Tasks → Manage Tasks.
   - You can directly open the Manage Tasks application using the quick link, http://<host>:<port>/nwa/bpm-tasks.

By default, the system displays the task instances in error status for the last 24 hours.

4. After the search, use the filter criteria.
   - You can now view the details of the task instances and the corresponding process for each task instance.
5. Analyze the task instance details and take an appropriate action, for example, suspend, resume, or cancel a task instance.
   - You can also nominate a processor for task instances and resend an offline task, if required.
   - SAP NetWeaver 7.3 EHP 1 SP05 or higher provides a download of the task instances into an Excel file.
Check the BPM Action Queue

BPM actions related to tasks (complete and cancel) and correlation messages (messages coming from intermediate message events) are cluster-wide queued. With the BPM Actions application that is integrated in the SAP NetWeaver Administrator you can view these actions, the queued, failed, and disabled BPM actions.

1. Log on to the SAP NetWeaver Administrator application (http://<host>:<port>/nwa) and choose Troubleshooting → Processes and Tasks → BPM Actions.

As default, the disabled BPM actions are displayed with their details. In the BPM Queue Summary, the number of queued, failed, disabled actions and the total of all actions are listed. You can quickly display these actions with their details in the BPM Queue Content area by clicking the link in the summary.

2. To get a reduced set of actions from the queue, you can filter actions based on their action type, their status, and their process instance. Enter the appropriate values in the corresponding fields and choose the Search button.

3. To get more information about an action, mark the action in the result list. The action's details and the related error message, if applicable, are displayed.

4. If a disabled action is to be executed again, choose Reset to reset the number of failed attempts of this action to 0. All information about previous exceptions is deleted.
Note: In the *Permission* column, you can see whether you are authorized to reset the action. You can reset the number of attempts of an action only if the NWA_SUPERADMIN or SAP_BPM_SuperAdmin role is assigned to your user or you are the business process administrator of the process instance the action belongs to.

For more information about checking the BPM actions queue, see [Monitoring and Managing BPM Actions](http://help.sap.com) on the SAP Help Portal ([http://help.sap.com](http://help.sap.com)).
Related Content

BPM Troubleshooting Guide on SCN


Business Process Management and Composition homepage on SCN

Business Process Modeling homepage on SCN

Process Orchestration Troubleshooting Guide

Process Orchestration homepage on SCN
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