Forwarding Alerts to Alert Management (ALM)

SAP NetWeaver 04
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Icons in Body Text

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚨</td>
<td>Caution</td>
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<tr>
<td>📝</td>
<td>Example</td>
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<tr>
<td>📝</td>
<td>Note</td>
</tr>
<tr>
<td>📝</td>
<td>Recommendation</td>
</tr>
<tr>
<td>🔨</td>
<td>Syntax</td>
</tr>
</tbody>
</table>

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Typographic Conventions

<table>
<thead>
<tr>
<th>Type Style</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Example text</em></td>
<td>Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Cross-references to other documentation.</td>
</tr>
<tr>
<td><em>Example text</em></td>
<td>Emphasized words or phrases in body text, graphic titles, and table titles.</td>
</tr>
<tr>
<td>EXAMPLE TEXT</td>
<td>Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.</td>
</tr>
<tr>
<td><em>Example text</em></td>
<td>Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.</td>
</tr>
<tr>
<td><em>Example text</em></td>
<td>Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.</td>
</tr>
<tr>
<td>&lt;Example text&gt;</td>
<td>Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.</td>
</tr>
<tr>
<td>EXAMPLE TEXT</td>
<td>Keys on the keyboard, for example, F2 or ENTER.</td>
</tr>
</tbody>
</table>
Forwarding Alerts to Alert Management (ALM)

Purpose
Alert Management (ALM) provides numerous functions for handling alerts, such as representation rules, escalation, or notification using external communication methods.

Conditions for critical situations are predefined in Alert Management [external]. If an alert is triggered in ALM that meets these conditions, those responsible or interested are identified and are informed about the situation by the immediate sending of alerts. The alerts are displayed to the recipient in one of the following programs:

- In the Universal Work List (UWL of the Enterprise Portal) as of SAP NetWeaver '04
- In an application that accesses the alerts using an API
- In the Alert Inbox. The Alert Inbox is an application based on Business Server Pages (BSP), which can be called using the transaction ALRTINBOX or the corresponding URL (http://<host>:<port>/sap/bc/bsp/sap/alertinbox).

There are also a number of external communication methods available. You can configure these in SAPconnect (transaction SCOT) and use them in addition to inform the recipient of an alert about the problem: Internet mail, SMS, and fax.

The auto-reaction method CCMS_Send_Alert_to_ALM, which forwards alerts for assigned monitoring architecture nodes to the ALM, is available in the alert monitor. This method is therefore used in a similar way to the auto-reaction method CCMS_OnAlert_Email, with which you can define an automatic alert notification [external]. A difference is that when you are forwarding alerts to the ALM, you no longer need to specify the sender and recipient in the method definition, and recipients can also be defined using authorizations and roles. More communication methods and additional Alert Management functions, such as escalations or confirming the alert, are also available.

Prerequisites

- Central system dispatching must be activated in the central monitoring system (CEN). To activate central system dispatching, call transaction RZ21 in client 0 and choose Technical Infrastructure → Configure Central System → Activate Central System Dispatching.
- Background dispatching must be activated for all monitored systems and in CEN. To activate background system dispatching, call transaction RZ21 in client 0 and choose Technical Infrastructure → Configure Local Method Execution → Activate Background Dispatching.
- To be able to display alerts in the Alert Inbox (transaction ALRTINBOX or URL), which is based on BSPs, you must activate the corresponding BSP service. To do this choose Default_host → sap → bc → bsp → sap → alert inbox in transaction SICF. Open the context menu for alert inbox and choose Activate.

Process Flow
The figure below represents the route of the CCMS alerts from the system that triggers the alert through the central monitoring system (CEN) and RFC to the central ALM system. The ALM system forwards the alerts in every case to the relevant display program of the recipients (Alert Inbox, UWL) and as an e-mail, fax, or SMS, if these external communication methods are configured in SAPconnect.
Note in the following description that settings in ALM and in SAPconnect are client-dependent.

To configure the forwarding of CCMS alerts to the ALM, proceed as follows:

**Setting Up a Connection Between the Central Monitoring System and the Alert Management Framework**

You require an RFC connection to transfer alerts between the central monitoring system (CEN) and the central alert management system. This RFC connection points from client 0 of CEN to the work client of the central AML system and must have the necessary authorizations to log on to the ALM system. Perform the following steps:

* If no suitable user exists yet, create a user for the RFC connection in the work client of the ALM system (transaction SU01, see [User Maintenance](#)).
* In CEN, create an RFC destination to the work client of the ALM system with a fixed user/password combination (transaction SM59, see [Displaying, Maintaining, and Testing Destinations](#)).
* Specify this RFC destination in transaction SALRT1 in client 0 of CEN, to make the destination for the ALM system known to the monitoring architecture.

You require this RFC destination even if CEN and ALM are in the same system.

**Configuring Alert Management**

Alerts from the CCMS have the alert classification **CCMS ALERTS** in Alert Management (ALM). You can specify different alert categories within this classification. These categories can have different properties. The name of the category corresponds to the parameter CATEGORY of the auto-reaction method **CCMS_Send_Alert_to_ALM**.

Ensure that the **Dynamic Text** indicator is activated in the Properties of the alert categories, since the text for the alert is determined not in the ALM, but rather in the CCMS.
You can set separate properties for each alert category; these include, for example, the priority of the alert, escalation settings, or the recipients in each case. You can define the recipients in the following ways:

- Using the name (Fixed Recipients button)
- Using the user role (Recipients Via User Roles button)
- Using the authorizations (Subscription Authorization button)

For information about recipient determination in ALM, see [Recipient Determination](https://external).

**Configuring SAPconnect**

The alerts are displayed in the UWL, application or in the Alert Inbox in each case. If alerts are also to be delivered using the external communication methods e-mail, SMS, or FAX, these communication methods must be configured in SAPconnect of the ALM work client; see [SAPconnect (BC-SRV-COM)](https://external).

Note that the recipients and the users for the RFC connection between the central monitoring system (CEN) and the ALM system must be assigned the desired communication method in User Maintenance (transaction SU01).

**Adjusting and Assigning the Method**

Adjust the auto-reaction method `CCMS_Send_Alert_to_ALM` to your requirements in the work client of CEN, and assign the method to the desired nodes as a local or as a central auto-reaction method (see [Configuring the Method for Forwarding Alerts to the ALM](#)). Specify a valid ALM alert category in the `CATEGORY` parameter in the method definition. If you want to use different alert categories, use different copies of the method definition accordingly.

**Result**

You have set up the forwarding of selected alerts to Alert Management. If an alert occurs in one of the assigned nodes of the alert monitor, the specified recipients are immediately informed using ALM.

**Example**

For an example for the configuration, see [Example Configuration: Forwarding Alerts to the ALM](#).
Configuring a Method for Forwarding Alerts to the ALM

Use

You can forward alerts to the Alert Management (ALM) to be informed about monitoring architecture alerts quickly and individually. You do this by assigning an auto-reaction method to the desired nodes in the alert monitoring tree. You adjust the template CCMS_Send_Alert_to_ALM to your requirements and then assign the method definition to the desired nodes.

This method is therefore used in a similar way to the auto-reaction method CCMS_OnAlert_Email, with which you can define an automatic alert notification [external]. A difference is that when you are forwarding alerts to the ALM, you no longer need to specify the sender and recipient in the method definition, and recipients can also be defined using authorizations and roles. Instead, more communication methods and additional Alert Management [external] functions, such as escalations or confirming the alert, are also available.

Procedure

Copying the Method Definition

2. In the Methods group box, select Method Definitions and choose Display Overview.
3. Select the method CCMS_Send_Alert_to_ALM and choose Copy ( ).
4. Enter a name for the copy, and choose Continue ( ).

Tailoring the Auto-Reaction Method

1. Select the method that you have just created and choose Edit Data ( ).
2. Switch to change mode with the Display ↔ Change ( ) pushbutton, and choose the Execution tab page.
3. Ensure that the Any Server radio button is selected in the group box Execute Method; do not change the settings on the Control tab page.
4. Switch to the Parameters tab page and fill out the fields as follows:

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CATEGORY</td>
<td>Alert category in Alert Management; ensure that this parameter value exists in the ALM (transaction ALRTCATDEF) as an alert category, as it is otherwise not possible to send the alert messages</td>
</tr>
<tr>
<td>TIME_ZONE</td>
<td>Time zone in which the alert occurred</td>
</tr>
</tbody>
</table>

If the auto-reaction method CCMS_Send_Alert_to_ALM has multiple alerts for different MTE classes to process during a run, the short text contains only the category and the sentence “There are new CCMS alerts”. If you are receiving notification by SMS, this then means that you can then only obtain additional information about the alert using the category. You should therefore use different copies of the method for different topic areas of the alert monitor, differentiated by different values of the CATEGORY parameter. Assign as descriptive a name as possible for this parameter.
5. All releases were reset by copying the method. Release the method as an auto-reaction method by activating the Auto-Reaction Method indicator in the Execute Method as group box on the Release tab page.

6. Save your entries.

Assigning the Method to the Desired Node

7. You can assign the method definition both as a local and as a central auto-reaction method. For information about this, see the following sections:

<table>
<thead>
<tr>
<th>Type of Auto-Reaction Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>local</td>
<td>Assigning Methods to MTE Classes or Individual MTEs [external]</td>
</tr>
<tr>
<td>central</td>
<td>Setting Up Central Auto-Reaction Methods [external]</td>
</tr>
</tbody>
</table>

Result

If an alert now occurs in the selected nodes, it will be forwarded to Alert Management. In each case, the selected employees are informed about the alert using the display program configured for them (UWL, application, Alert Inbox). If the corresponding external communication methods (e-mail, SMS, fax) have been defined in SAPconnect, employees can also have alerts sent to them using these methods of communication.
Example Configuration: Forwarding Alerts to the ALM

Use
This procedure shows as an example the configuration steps that you must perform to forward alerts to Alert Management. In this example, you want to assign different alert categories to two monitoring areas:

- An alert category **CCMS CPU** is to be created in the ALM for alerts in nodes that belong to the monitoring object **CPU**.
- An alert category **CCMS DIALOG** is to be created in the ALM for alerts of the MTE class **R3DialogResponseTime** (average response time of the dialog service).

Since the alert category is transferred as a parameter of the method definition for the auto-reaction method **CCMS_Send_Alert_to_ALM**, you must therefore create two different method definitions from the template, which you can then assign to the relevant nodes.

Procedure
Proceed as follows to display CCMS alerts using ALM. CEN stands for the central monitoring system.

Creating an RFC Connection Between the CCMS and the ALM

1. You require a user for the RFC connection between client 0 of the central monitoring system (CEN) and the work client of the ALM system. To provide this, start user maintenance in the work client of the ALM system by calling transaction **SU01**.

2. Create the communication user **ALERT**, and enter the following parameters:

<table>
<thead>
<tr>
<th>Tab Page</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>Enter any last name.</td>
</tr>
<tr>
<td><strong>E-Mail/ Other communication</strong></td>
<td>Specify an e-mail address. This is to be the sender’s address of the e-mails with which you are informed of inbound alerts by the ALM. You can also use Other Communication to specify the addresses of other types of communication (fax, SMS).</td>
</tr>
<tr>
<td><strong>Logon Data</strong></td>
<td>Enter any initial password, and repeat your entry.</td>
</tr>
<tr>
<td><strong>Roles/Profiles</strong></td>
<td>Assign the role <strong>SAP_BC_ALM_ALERT_USER</strong> to the user. You can also create the corresponding role. The authorization objects for sending alerts are <strong>S_OC_SEND</strong> and <strong>S_RFC</strong>.</td>
</tr>
</tbody>
</table>

3. Save your entries.

4. In client 0 of the central monitoring system (CEN), create an RFC connection to the work client of the ALM system. To do this, start **Display and Maintain RFC Destinations** by calling transaction **SM59**.

5. Choose the Create button, and enter the following parameters:

<table>
<thead>
<tr>
<th>Input Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RFC Destination</strong></td>
<td>Enter any name for the RFC destination.</td>
</tr>
<tr>
<td><strong>Connection Type</strong></td>
<td>Enter 3 for Connection to SAP R/3 System.</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>Enter any description for the RFC destination; confirm your entries up to now by choosing Enter (✔).</td>
</tr>
</tbody>
</table>
### Input Field Entry

<table>
<thead>
<tr>
<th>Input Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Settings</td>
<td>Specify the desired server or the desired logon group of the ALM system.</td>
</tr>
<tr>
<td>Logon/Security</td>
<td>Specify the logon data of the <strong>ALERT</strong> user created above. Ensure that you specify the client in which you created the user.</td>
</tr>
</tbody>
</table>

6. Save your entries.

7. Make this RFC destination known as the RFC destination of the Alert Management Systems in client 0 of CEN. To do this, start transaction **SALRT1**, and enter the destination created above in the input field **RFC Dest.of Alert Server**.

### Configuring Alert Management

You want to forward alerts from the areas **Dialog** and **CPU** to the ALM in the context of monitoring. Since each area is overseen by different employees, you require two different alert categories in the ALM. You want to specify a fixed user as the recipient for both categories. In addition, an escalation user is to be informed after 120 minutes.

1. Change the alert categories, by calling transaction **ALRTCATDEF** in the work client of the ALM system.

2. Switch to change mode by choosing the Display/Change button 🔄.

3. You are on the Change Alert Categories screen. Since all alerts from the monitoring infrastructure have the alert classification **CCMS ALERTS** in the ALM, choose the classification by double-clicking it.

4. To create a new alert category, select the existing category **CCMS TEMPLATE** as a template in the table in the upper right, and choose Copy Alert Category ( ]. Enter **CCMS CPU** as the name of the new category. Create the category **CCMS DIALOG** in the same way.

5. Both new alert categories are now displayed in the list of existing categories. To start the method, choose the node by double clicking it. Activate the indicator **Escalation Active** in the Properties group box and enter any **Escalation Recipient** and a **Tolerance Time in Minutes**.

6. To set fixed recipients for the selected category, choose the Fixed Recipients ( ] button, and then choose New Entries on the screen that appears after this, Change “Fixed Alert Recipients”: Overview. Specify fixed recipients for both new categories.

The report **RSALERTPROC** must be scheduled as a job for the relevant classifications and categories so that escalation can be performed. The Escalate option must be selected in the report for this. If the report is not executed as an escalation job, the escalation option is available for selection on the Properties tab page in the configuration transaction **ALRTCATDEF**, but the alert is not escalated.

The report is also used for the reorganization and multiple sending of unconfirmed alerts. It may, therefore, be useful to schedule multiple jobs with different variants of the report **RSALERTPROC**, depending on their function. For example, you could schedule a job for the escalation every five minutes, and another for the reorganization every weekend.

6. To set fixed recipients for the selected category, choose the Fixed Recipients ( ] button, and then choose New Entries on the screen that appears after this, Change “Fixed Alert Recipients”: Overview. Specify fixed recipients for both new categories.

Note that if you are using the external communication methods e-mail, SMS, and fax, all recipients and the RFC user must have a valid communication method, which is maintained in SAPconnect, in user maintenance (transaction **SU01**).
7. Ensure that the Dynamic Text indicator is activated in the Properties of the alert categories, since the text for the alert is determined not in the ALM, but rather in the CCMS.

8. If alerts are to be confirmed using the external communication methods e-mail and SMS, you must set the sender for the alert information. To do this, choose Settings → Configuration in the menu of the transaction ALRTCATDEF. The system displays the View: Change “Alerts Configuration”: Detail screen. Enter the user ALERT in the Inbound Processing group box. This means that ALERT is the sender of the alert information.

9. Save your entries.

10. In Alert Management, you can determine the times at which you want to be informed about an alert, and whether external communication methods (mail, SMS, fax) are also to be used. This is done in a BSP Application, which you can call using transaction ALRTINBOX → Personalization or with the following URL:

   `<Prot>://<Hostname>:<Port>/sap/bc/bsp/sap/alertinbox`

   The protocol Prot is either http or https. The Hostname is the name of the application server on which the BSP application is to be executed, including the domain and extension.

   Example: http://myServer.sap-ag.de:1080/sap/bc/bsp/sap/alertinbox

11. A screen on which you can specify the desired delivery method depending on the time appears. By default, alerts that occur are sent to the recipient, irrespective of time, in the UWL, application, or Alert Inbox and are also sent by e-mail, if this external communication method is configured. You also have the following options:

   - Choose the time-independent delivery radio button and, if applicable, the additional external delivery types (Mail, SMS, Fax).

     ![External communication methods must be configured in SAPconnect. The communication data, such as e-mail addresses, must also be maintained in the user settings for the recipient and the RFC user in transaction SU01.]

   - Choose the time-dependent delivery radio button and, if applicable, the additional external delivery types (Mail, SMS, Fax). You can specify a factory calendar and the type of delivery with the corresponding time periods.

12. You can also specify a substitute.

13. Save your entries.

### Configuring SAPconnect

If alerts are to be sent to users using the external communication methods e-mail, SMS, and fax, these must be configured in SAPconnect (transaction SCOT). The communication data, such as e-mail addresses, must also be maintained in the user settings for the recipient and the RFC user in transaction SU01.

This configuration is performed in the work client of the ALM system.

For detailed documentation about SAPconnect, see:

- [Quick Guide to SMTP Configuration](#)
- [Quick Guide to HTTP Configuration](#)

### Tailoring the Auto-Reaction Method

Since you want to assign two different alert categories to different nodes, first copy the original method `CCMS_Send_Alert_to_ALM` twice, so that you can then set the CATEGORY parameter of the two copies to the value `CCMS CPU` or `CCMS DIALOG`.

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*Forwarding Alerts to Alert Management (ALM)*
1. In the work client of CEN, start the Customizing transaction for the monitoring architecture by starting transaction RZ21.

2. In the Methods group box, select Method Definitions and choose Display Overview.

3. Select the method CCMS_Send_Alert_to_ALM and choose Copy (_Copy_). Specify ZCCMS_Send_Alert_to_ALM_CPU as the name. Create a second copy with the name ZCCMS_Send_Alert_to_ALM_DIALOG in the same way.

4. In the list, select the new method definition ZCCMS_Send_Alert_to_ALM_CPU, and choose the Edit Data button (Edit). Switch to change mode by choosing the Display ↔ Change (Change) pushbutton.

5. Switch to the Execution tab page. Ensure that the Any Server radio button is activated in the Execute Method group box for nodes that are supplied with values by the CCMS agent [external] SAPCCMSR.

6. Switch to the Parameters tab page. Specify the parameter value CCMS_CPU for the parameter CATEGORY.

7. Switch to the Release tab page, and release the method as an auto-reaction method. Save your entries.

8. Adjust the method definition ZCCMS_Send_Alert_to_ALM_DIALOG in the same way; choose the parameter value CCMS_Dialog for the CATEGORY parameter here. Save your entries.

**Assigning the Method as a Local Auto-Reaction Method**

In this example, you want to assign the created method definitions to the monitoring object CPU and the MTE class R3DialogResponseTime (see Assigning Methods to MTE Classes or Individual MTEs [external]).

1. In the work client of CEN, start the Alert Monitor by calling transaction RZ20.

2. In the monitor list, expand the SAP CCMS Monitor Templates monitor set, and start the Entire System monitor by double-clicking it.

3. Expand the subtree of any application server and select the subtree Operating System → CPU there. Choose Properties. In this way, you set properties for the monitoring object CPU, which are inherited by all monitoring attributes of this object that do not have their own method assignment.

4. The Monitoring: Properties and Methods screen appears. Select the name of the MTE Class (CPU) in the header data of the screen by double-clicking it. In this way, you change the properties of the MTE class CPU, not just the properties of the subtree of the selected server.

5. The Monitoring: Methods screen appears. Switch to change mode by choosing the Display ↔ Change (Change) pushbutton.

6. In the Auto-Reaction Method group box, choose the Method Name radio button and enter ZCCMS_Send_Alert_to_ALM_CPU in the associated field. Save your entries.

7. Set the method assignment for the MTE class R3DialogResponseTime, to which you assign the auto-reaction method ZCCMS_Send_Alert_to_ALM_DIALOG, in the same way. There are nodes of this MTE class in every subtree of an application server under R3Services → Dialog → Response Time.

**Result**

You have set up the forwarding of selected alerts (CPU, dialog response time) to Alert Management. If an alert occurs in one of the assigned nodes of the alert monitor, the specified recipients are immediately informed in the Alert Inbox (transaction ALRTINBOX) using the ALM. If escalation is activated and the alerts are not confirmed within a defined period of time, the escalation users receive the alerts.
Additional Information

SAP Library
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Links
There are two types of link in this document:

- **Links with page numbers** (such as Example Configuration: Forwarding Alerts to the ALM [page 10]) refer to a section of this document. If you want to jump to this section, click on the page number.

- **Links without page numbers** (such as Guidelines for HTTP Configuration [external]) always refer to an object from the SAP Library (SAP NetWeaver 04). The link is always the same as the title of the object.

These objects contain additional information that goes beyond the immediate topic of this document. If you require this additional information, start the SAP Library, choose Find, and enter the text of the link as the search term. Among the search results, you will find only one object whose title matches the search term. Open this object.