Guided Procedure Authoring

How to add a link to a Guided Procedure to an alert in Technical Monitoring

Introduction: As of SAP Solution Manager 7.1 SP 05 it is possible for customers to create own guided procedures comparable to the guided procedure SOLMAN_SETUP. With SP 05 the custom guided procedures are only integrated with Technical Administration, Exception Management and Cross Database Comparison. A full integration with Technical Monitoring and Alerting is planned with SP 09/10 (aka Feature Pack 2). Nevertheless you might want to connect guided procedures with alerts showing up in your alert inbox with SP 05 – 08.

This guide describes how you can create a link to a guided procedure in the custom description section of an alert for the Technical Monitoring. When clicking this link the guided procedure will open for the monitored object the alert was created for.

This guide is only applicable for Solution Manager 7.1 SP 08. If you run Solution Manager SP 05 – 07 you can only create a jump in into the Guided Procedures Browser.

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PREREQUISITES

You have created a custom guided procedure to address the alert for which you want to create a link in the alert details. You have to create the guided procedure first, as you need the Guided Procedure ID later on, when you create the custom alert text.

To find out the Guided Procedure ID open the Guided Procedures Browser. Click the “Settings” link to adjust the displayed columns.

Add the column “Guided Procedure ID” by selecting it, click the “Add” button to transfer it to the displayed columns and click the OK button to apply your changes.
The Guided Procedure ID in now displayed in the last column of the table.

To be able to create a custom description for an alert, you have to create a custom template for Technical Monitoring in which you want to integrate the custom alert description.
CREATE AN URL APPLICATION IN THE URL GENERATION FRAMEWORK

You can either create your own URL application or use the existing AGS_GP_EXECUTE. The existing one, doesn't have the parameter INSTANCE, but this is the only difference.

At first you have to create a dynamic URL application in the URL Generation Framework. This is a onetime task. We will create an URL application that is so generic that you can use it with hosts, databases, technical systems and technical instances. You can use this URL application for every guided procedure.

To open the URL Generation Framework call the WebDynpro application urlapi_app_manager:
http://<solman-host>:<solman-port>/sap/bc/webdynpro.sap/urlapi_app_manager

Create a new URL application.

Enter the following values in your URL application:

- URL Type: WD_ABAP_SM
- URL Path: sap/wd_sise_wizard_app

<table>
<thead>
<tr>
<th>URL Type</th>
<th>WD_ABAP_SM</th>
</tr>
</thead>
<tbody>
<tr>
<td>URL Path</td>
<td>sap/wd_sise_wizard_app</td>
</tr>
<tr>
<td>Filter Name</td>
<td></td>
</tr>
<tr>
<td>Filter Input</td>
<td></td>
</tr>
<tr>
<td>Cardinality</td>
<td>0..N</td>
</tr>
</tbody>
</table>
To make the URL application as flexible as possible we have to add several parameters:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Static Value</th>
<th>Dynamic Value</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPLICATION_ID</td>
<td>&lt;blank&gt;</td>
<td>&lt;blank&gt;</td>
<td>The Guided Procedure ID, will be provided later when we create the link in the custom alert text</td>
</tr>
<tr>
<td>RUN_STANDALONE</td>
<td>X</td>
<td>&lt;blank&gt;</td>
<td></td>
</tr>
<tr>
<td>IS_IN_CUSTOMER_NMS</td>
<td>X</td>
<td>&lt;blank&gt;</td>
<td></td>
</tr>
<tr>
<td>GPINSTID</td>
<td>123456789</td>
<td>&lt;blank&gt;</td>
<td>You can enter whatever number you want here.</td>
</tr>
<tr>
<td>T_SYSTEM</td>
<td>&lt;blank&gt;</td>
<td>T_SYSTEM_ID</td>
<td>Will be filled dynamically from the managed system context of the alert</td>
</tr>
<tr>
<td>INSTANCE</td>
<td>&lt;blank&gt;</td>
<td>INSTANCE_ID</td>
<td>Will be filled dynamically from the managed system context of the alert</td>
</tr>
<tr>
<td>DBMS</td>
<td>&lt;blank&gt;</td>
<td>DBMS_ID</td>
<td>Will be filled dynamically from the managed system context of the alert</td>
</tr>
<tr>
<td>HOST</td>
<td>&lt;blank&gt;</td>
<td>HOST_ID</td>
<td>Will be filled dynamically from the managed system context of the alert</td>
</tr>
</tbody>
</table>

Save your URL application.
CREATE A CUSTOM DESCRIPTION FOR YOUR ALERT

The next step is to add this URL to your custom alert description in your template. Open the custom template in the Template Management and select the alert for which you want to open the guided procedure. Click on “Change Settings” to be able to create a custom alert description.

Click on “Create custom description”
Enter your custom description in the text field. To add the URL to the guided procedure, click the “Insert URL” button to add your dynamic URL.

Select the URL you created in the step before, enter the Guided Procedure ID of your Guided Procedure in the field APPLICATION_ID:
Add a text to your URL.

Save your custom template and apply it to the technical system you want to monitor.
RESULT

When the alert occurs for the technical system, you can find the link to the Guided Procedure in the alert details. Go to the Alert Inbox in the Technical Monitoring Workcenter and select your alert.

Depending on the settings in your workcenter, the alert details are displayed below or you see the alert list.

If you see the alert list, select an alert group and click “Show Details”
Your custom alert text can be found in the “Alert Description and Analysis” tray.

Click on the link to open the guided procedure for the managed system.

Further Information on Guided Procedures can be found here