Interface Monitoring in Solution Documentation
SAP Solution Manager 7.2, SP05
SAP DBS
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Agenda

Introduction

Configure Interface & Connection Monitoring from Solution Documentation

Consume Monitoring & Alerting

Migration to Interface & Connection Monitoring
Introduction
Main Solution Manager functions to handle interface operations:

- Interface Documentation
- Interface & Connection Monitoring

Guideline on how Interface Management can be realized in SAP Solution Manager:

1. **Document**
   - Document the technical data of all interfaces within your solution landscape in the solution directory
   - Put the technical interfaces in context of a business process

2. **Configure**
   - Configure Interface Monitoring in Interface & Connection Monitoring for the most business-critical interfaces
   - Reuse of documented interface data for monitoring configuration

3. **Monitor**
   - Monitor the interfaces continuously
   - Interface failures can be detected immediately

4. **Analyze & Correct**
   - If any incidents occur use the Alert Inbox and Detail Info functionality in BPO work center to find the root cause for the failure
   - Correct the issue
Unified Interface Monitoring – Motivation

As of Solution Manager 7.1, SP12, BPMon-driven Interface Monitoring, Interface Channel Monitoring and Connection Monitoring were unified to a commonly used Interface & Connection Monitoring (ICMon):

- Unified monitoring configuration / setup tool
- Unified monitoring configuration store
- Unified data collectors / BW data persistency
- All BPMon driven Interface Monitoring Metrics were integrated into ICMon
- All Connection Monitoring Metrics were integrated into ICMon
Unified Interface Monitoring: Two Entry Points – One UI

Interface & Connection Monitoring setup can be accessed from two different contexts:

**Technical Scenario**

**Business Process in Solution Documentation**
Interface & Connection Monitoring: Basic Idea

- **Interface Channel** is defined to abstract from a concrete technical implementation of a certain amount of interfaces.

- All **interfaces** in an Interface Channel behave identically regarding monitoring and alerting. Alerting is done on Interface Channel level.

- **Thresholds and scheduling** can be provided per metric individually. Alert ratings of the individual metrics are propagated to the Interface Channel.

- Existing Interface Channels can be re-used in a different context via assignment.
Available Monitoring Templates in ICMon

The following monitoring templates can be configured in SAP Solution Manager 7.2:

- SAP AIF (Application Interface Framework)
- Batch Input
- BDoc (Analysis), BDoc (Real-time Monitoring)
- CRM Middleware
- File (Remote), File (ABAP), File (Diagnostic Agent)
- SAP Gateway
- HTTP Client (from ABAP), HTTP Client (from Introscope), HTTP Server ABAP
- IDoc (Analysis), IDoc (Real-time Monitoring)
- SAP MII (Manufacturing Integration and Intelligence)
- Process Integration (PI), Process Integration (ABAP-only), Process Integration (PI Channels)
- Web Service (from Introscope), Web Service ABAP
- SAP Workflow
- RFC (synchron)
- qRFC (Real-time Monitoring), qRFC Reporting
- Transactional RFC (tRFC)
- Background RFC (bgRFC)
Configure Interface & Connection Monitoring from Solution Documentation
Solution Documentation

- In SAP Solution Manager 7.2, Solution Documentation replaces project and solution maintenance as available before.
- Data can be maintained in the Business Process section and in Libraries.
- Interface Monitoring is configured in the Business Processes section.
Choose Business Context

• In general, Interface Monitoring can be assigned to any business context in the solution (business process, step, or interface)

• Configuration of interface monitoring can be started from the ‘Elements’ box using context menu New → Operations → Alerting
Monitoring Object Creation Window

- In the monitoring object creation window either choose to assign or copy an existing monitoring object.
- Only if no suitable monitoring object exists start configuring a new one.
- Select the relevant area ‘Interface Channels’ and the appropriate Logical Component Group the monitoring object shall be assigned to.
Select Monitoring Template

- Interface Channels area is sorted by available Interface Types and corresponding monitoring templates
- Select the appropriate monitoring template and press ‘Create’ button
Create Interface Channel

- To finalize the Interface Channel provide missing header data like
  - Channel name
  - Measuring point
  - Source and target system data
  - And others*

- All header data which is known from the business process context and the configuration steps before is already prefilled and can’t be changed anymore

* Depends on the selected monitoring template and the business process context
Configure Interface Channel

- When started from Solution Documentation the ICMon setup UI is only available in ‘Single Mode’: only the current Interface Channel can be changed and saved.

- Assignment and Copy of existing Interfaces Channels is done in Solution Documentation.

- (When called from Technical Monitoring ICMon still offers all features.)
Configure Threshold Values and Monitoring Schedule

- The Monitoring Schedule and the Threshold Values for alerting can be set in the activation screen.

- Switch to the metric level and provide the scheduling in tab “Data Collection”. Per metric an independent scheduling can be provided.

- The rating strategy and the threshold values can be maintained in tab “Thresholds”.

[Image of Interface Channel Activation with details on monitoring and threshold settings]
Configure Notifications and Activate Monitoring

- Notification settings can be maintained in the activation screen at alert level of the Interface Channel.

- To activate the monitoring mark the line of the Interface Channel and select one of the options from the “Apply and Activate” button.

- Check the traffic lights if activation was successful.
Consume Monitoring & Alerting
Business Process Monitoring Application

• Business Process Monitoring in Business Process Operations work center shows the current status of the metrics

• Interface Channel metrics can be found in the respective monitoring area
View Details on Interface Channel Metrics

- By clicking on a business context (business process, step, or interface) the Metric Details screen is opened.
- There, you can view the results of the last measurement. A context-sensitive jump-in to the ICMon application is available.
  - In ICMon application, you can view further details on the corresponding metrics.
Call Alert Inbox from BPMon Application

From BPMon application you can call Alert Inbox either for selected alerts from the Alert Ticker on the right-hand side, or by clicking on the alert number of the relevant business context.

In Alert Inbox, as before, you can view open alerts, access the alert details and start the Detail Info if available.

Alert Inbox can also be started directly from Solution Manager Launchpad.
Migration to Interface & Connection Monitoring
Classic (CCMS based) Business Process Monitoring is not available in SAP Solution Manager 7.2. As of 7.2, only Business Process Monitoring based on the Monitoring and Alerting Infrastructure (MAI) is available. There is an automatic migration as part of the Solution Content Activation.
Migration to Interface & Connection Monitoring

As part of BPMon migration during Content Activation all Interface Monitoring objects in BPMon are transferred to Interface & Connection Monitoring from Application Operations. Advantages:

- One tool for interface monitoring in SAP Solution Manager! (No ambiguities for customers which tool to use in which use case)

- Monitoring capabilities are enhanced

- Redundancies in data collection are reduced

- Standardized infrastructure for monitoring and alerting

Further information on BPMon migration can be found in SAP note 2010999. In addition, refer to the ICMon migration guide which describes specifics of the migration from classical BPMon to ICMon.
Resource Material

You can find further resources here:

- [Data Consistency Management Wiki](#)
- [Interface & Connection Monitoring Wiki](#)
- [Business Process Monitoring Wiki](#)