

PUBLIC

# **Business Process and Integration Monitoring with SAP Cloud ALM for Operation Hands-On Part 1: Integration Monitoring**

IIS265

Exercises / Solutions

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Reliable integration plays a central role, especially in hybrid landscapes that contain software-as-a-service (SaaS) cloud services, managed cloud components, and on-premise components. To maintain reliable operations at the application level, the different integration fragments of the components involved must be monitored. Integration Monitoring as part of SAP Cloud ALM provides an End-to-End monitoring by correlating single integration artefacts to end-to-end message flows cross components and cross technology.

## **BEFORE YOU START**

### **Overview**

**Estimated time:** 30 min

### **Objective**

In this session you will get a detailed overview on the capabilities of **Integration Monitoring** in SAP Cloud ALM. You will learn how to navigate through the application in order to monitor and analyze integration related issues and complete end-to-end message flows, how to search specific messages via application context information, how to configure scenarios and alerts and how to use the alert inbox.

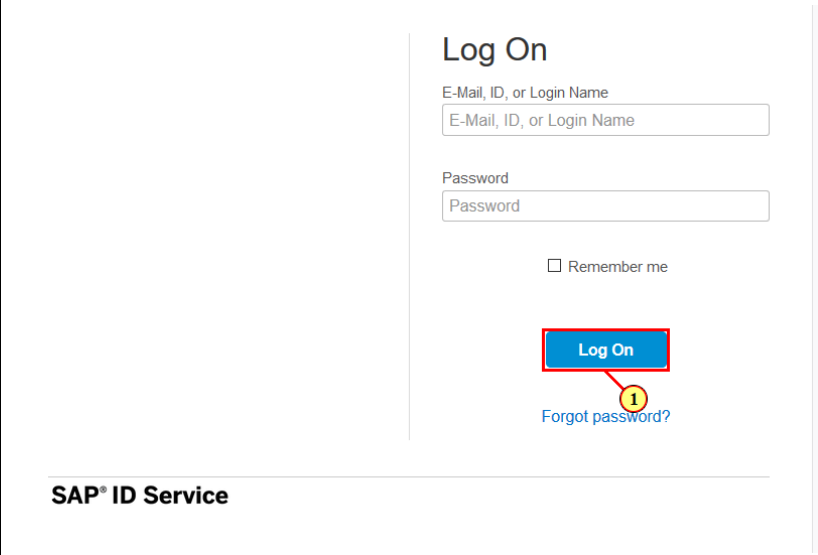
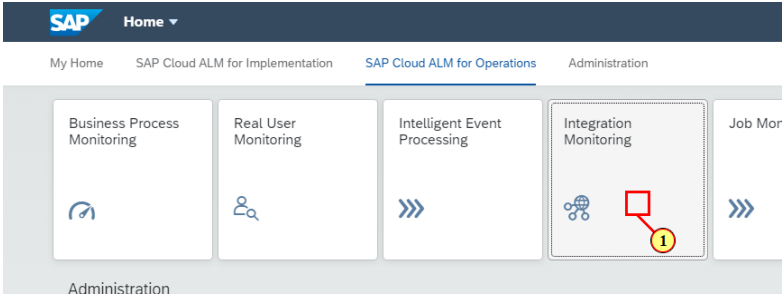
### **Exercise Description**

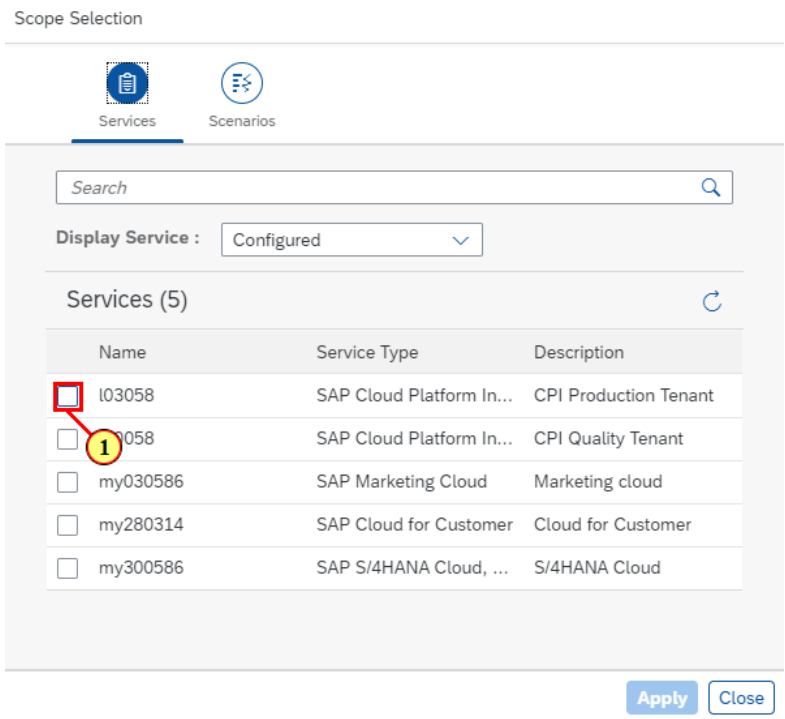
The exercise for part 1 consists of four parts:

- Monitor and Analyze Integration related issues
- Search for a specific message via application/business context information
- Configure and monitor a specific Scenario in Integration Monitoring
- Analyze Alerts

**Note: Please do not Edit or Delete the preconfigured Cloud Service Configuration!**

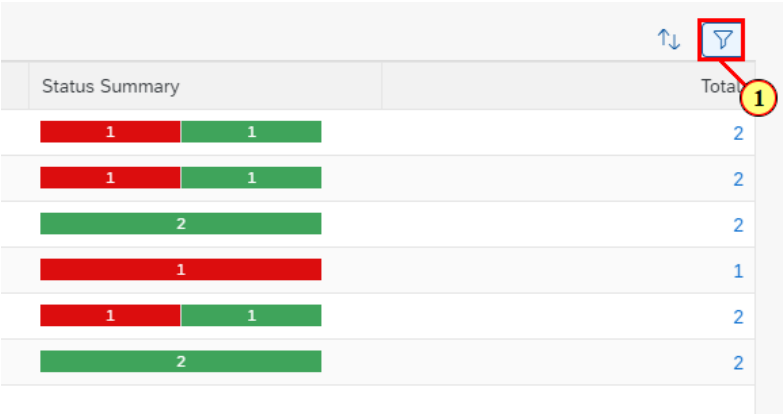
Monitor and Analyze Integration related issues

Explanation	Screenshot
<p>Your trainer will provide:</p> <ul style="list-style-type: none"><li>• SAP Cloud ALM URL</li><li>• User</li><li>• Password</li></ul> <p>Please connect via browser to the provided URL and use your credentials to log in.</p>	
<p>After login, you see the SAP Cloud ALM launchpad.</p> <p>1. Please navigate to section “SAP Cloud ALM for Operations” and click on “Integration Monitoring” tile.</p>	

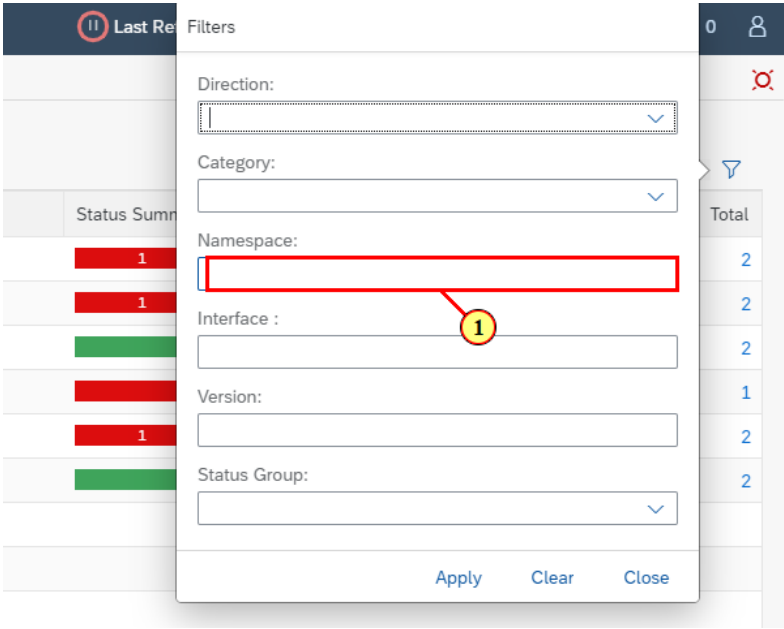
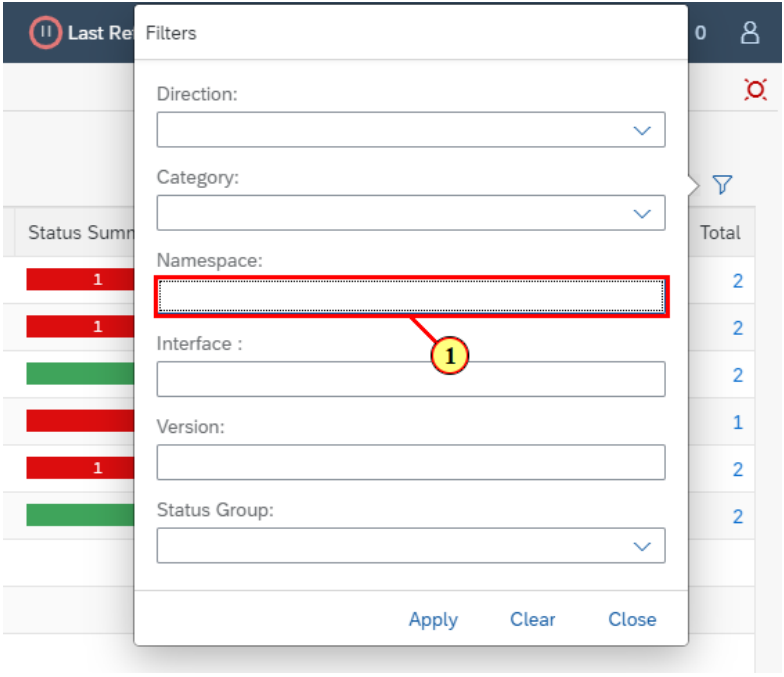
Explanation	Screenshot																		
<p>The integration monitoring application starts with selection of services in scope.</p> <p>This service or component-based entry is used for getting a general overview on message processing on the selected component.</p> <p>2. Start with selecting <b>I03058</b> (CPI Production Tenant).</p>	 <p>Scope Selection</p> <p>Services Scenarios</p> <p>Search</p> <p>Display Service : Configured</p> <p>Services (5)</p> <table><tr><th>Name</th><th>Service Type</th><th>Description</th></tr><tr><td><input checked="" type="checkbox"/> I03058</td><td>SAP Cloud Platform In...</td><td>CPI Production Tenant</td></tr><tr><td><input type="checkbox"/> I0058</td><td>SAP Cloud Platform In...</td><td>CPI Quality Tenant</td></tr><tr><td><input type="checkbox"/> my030586</td><td>SAP Marketing Cloud</td><td>Marketing cloud</td></tr><tr><td><input type="checkbox"/> my280314</td><td>SAP Cloud for Customer</td><td>Cloud for Customer</td></tr><tr><td><input type="checkbox"/> my300586</td><td>SAP S/4HANA Cloud, ...</td><td>S/4HANA Cloud</td></tr></table> <p>Apply Close</p>	Name	Service Type	Description	<input checked="" type="checkbox"/> I03058	SAP Cloud Platform In...	CPI Production Tenant	<input type="checkbox"/> I0058	SAP Cloud Platform In...	CPI Quality Tenant	<input type="checkbox"/> my030586	SAP Marketing Cloud	Marketing cloud	<input type="checkbox"/> my280314	SAP Cloud for Customer	Cloud for Customer	<input type="checkbox"/> my300586	SAP S/4HANA Cloud, ...	S/4HANA Cloud
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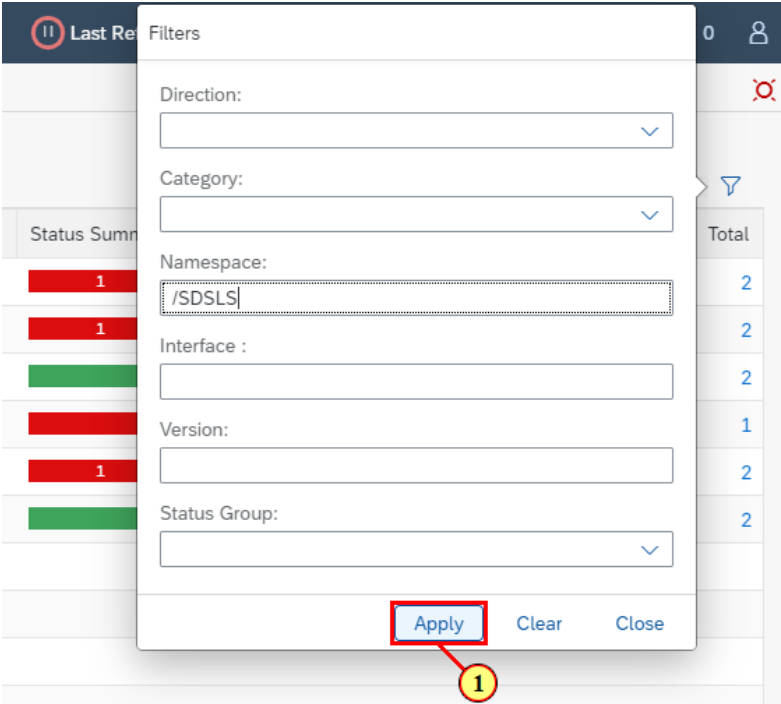
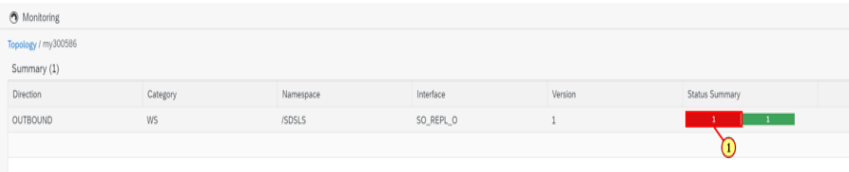
Explanation	Screenshot																		
3. Add <b>I30058</b> (CPI Quality Tenant)	<div><p>Scope Selection</p><div><div>Services</div><div>Scenarios</div></div><div><div>Search</div><div>Display Service : Configured</div><div>Services (5)</div><table><tr><th>Name</th><th>Service Type</th><th>Description</th></tr><tr><td><input checked="" type="checkbox"/> I03058</td><td>SAP Cloud Platform In...</td><td>CPI Production Tenant</td></tr><tr><td><input type="checkbox"/> I30058</td><td>SAP Cloud Platform In...</td><td>CPI Quality Tenant</td></tr><tr><td><input type="checkbox"/> my030586</td><td>SAP Marketing Cloud</td><td>Marketing cloud</td></tr><tr><td><input type="checkbox"/> my280314</td><td>SAP Cloud for Customer</td><td>Cloud for Customer</td></tr><tr><td><input type="checkbox"/> my300586</td><td>SAP S/4HANA Cloud, ...</td><td>S/4HANA Cloud</td></tr></table><div>ApplyClose</div></div></div>	Name	Service Type	Description	<input checked="" type="checkbox"/> I03058	SAP Cloud Platform In...	CPI Production Tenant	<input type="checkbox"/> I30058	SAP Cloud Platform In...	CPI Quality Tenant	<input type="checkbox"/> my030586	SAP Marketing Cloud	Marketing cloud	<input type="checkbox"/> my280314	SAP Cloud for Customer	Cloud for Customer	<input type="checkbox"/> my300586	SAP S/4HANA Cloud, ...	S/4HANA Cloud
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4. And you are also interested in <b>my300586</b> (S/4HANA Cloud).	<div><p>Scope Selection</p><div><div>Services</div><div>Scenarios</div></div><div><div>Search</div><div>Display Service : Configured</div><div>Services (5)</div><table><tr><th>Name</th><th>Service Type</th><th>Description</th></tr><tr><td><input checked="" type="checkbox"/> I03058</td><td>SAP Cloud Platform In...</td><td>CPI Production Tenant</td></tr><tr><td><input checked="" type="checkbox"/> I30058</td><td>SAP Cloud Platform In...</td><td>CPI Quality Tenant</td></tr><tr><td><input type="checkbox"/> my030586</td><td>SAP Marketing Cloud</td><td>Marketing cloud</td></tr><tr><td><input type="checkbox"/> my280314</td><td>SAP Cloud for Customer</td><td>Cloud for Customer</td></tr><tr><td><input type="checkbox"/> my300586</td><td>SAP S/4HANA Cloud, ...</td><td>S/4HANA Cloud</td></tr></table><div>ApplyClose</div></div></div>	Name	Service Type	Description	<input checked="" type="checkbox"/> I03058	SAP Cloud Platform In...	CPI Production Tenant	<input checked="" type="checkbox"/> I30058	SAP Cloud Platform In...	CPI Quality Tenant	<input type="checkbox"/> my030586	SAP Marketing Cloud	Marketing cloud	<input type="checkbox"/> my280314	SAP Cloud for Customer	Cloud for Customer	<input type="checkbox"/> my300586	SAP S/4HANA Cloud, ...	S/4HANA Cloud
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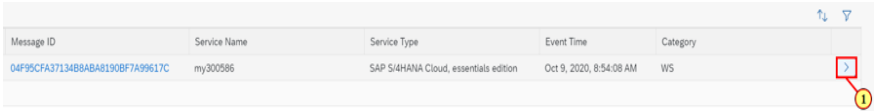
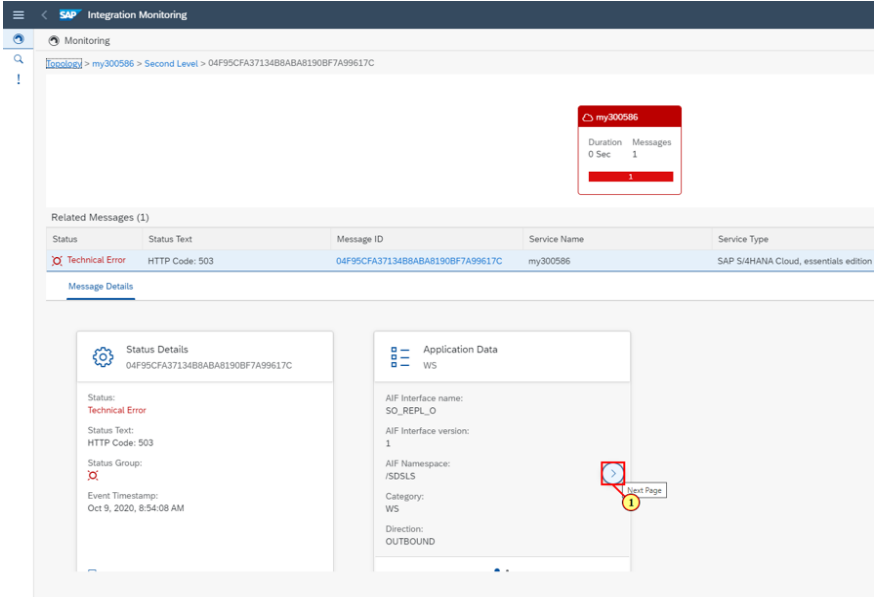
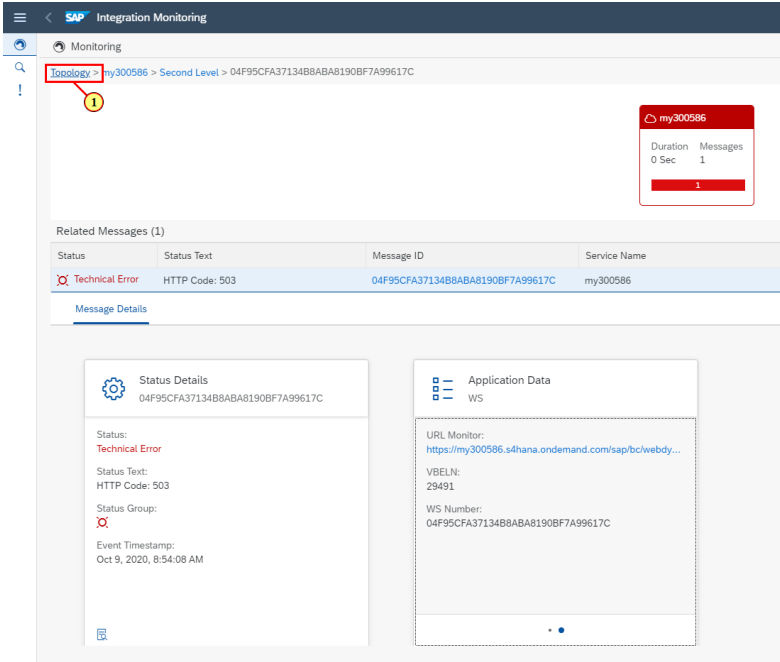
Explanation	Screenshot																		
5. Confirm your selection by clicking <b>Apply</b>	<div><div>Scope Selection</div><div><div>Services</div><div>Scenarios</div></div><div><div>Search</div><div>Display Service : Configured</div></div><div><div>Services (5)</div><table><tr><th>Name</th><th>Service Type</th><th>Description</th></tr><tr><td><input checked="" type="checkbox"/> I03058</td><td>SAP Cloud Platform In...</td><td>CPI Production Tenant</td></tr><tr><td><input checked="" type="checkbox"/> I30058</td><td>SAP Cloud Platform In...</td><td>CPI Quality Tenant</td></tr><tr><td><input type="checkbox"/> my030586</td><td>SAP Marketing Cloud</td><td>Marketing cloud</td></tr><tr><td><input type="checkbox"/> my280314</td><td>SAP Cloud for Customer</td><td>Cloud for Customer</td></tr><tr><td><input checked="" type="checkbox"/> my300586</td><td>SAP S/4HANA Cloud, ...</td><td>S/4HANA Cloud</td></tr></table></div><div><div>Apply</div><div>1</div></div></div>	Name	Service Type	Description	<input checked="" type="checkbox"/> I03058	SAP Cloud Platform In...	CPI Production Tenant	<input checked="" type="checkbox"/> I30058	SAP Cloud Platform In...	CPI Quality Tenant	<input type="checkbox"/> my030586	SAP Marketing Cloud	Marketing cloud	<input type="checkbox"/> my280314	SAP Cloud for Customer	Cloud for Customer	<input checked="" type="checkbox"/> my300586	SAP S/4HANA Cloud, ...	S/4HANA Cloud
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The selected services with their corresponding ratings are displayed now.	<div><div>I03058</div><div>SAP Cloud Platform Integration Suite</div><div>I30058</div><div>SAP Cloud Platform Integration Suite</div><div>my300586</div><div>SAP S/4HANA Cloud, essentials edition</div></div>																		
6. Please click on <b>my300586</b> (S/4HANA Cloud).																			
Now you can see the different categories and the related number of messages with the actual rating in a pop-up view.	<div><div>I03058</div><div>SAP Cloud Platform Integration Suite</div><div>I30058</div><div>SAP Cloud Platform Integration Suite</div><div>my300586</div><div>SAP S/4HANA Cloud, essentials edition</div><div><div>my300586 (SAP S/4HANA Cloud, essentials edition)</div><div>Message Overview (60)</div><table><tr><th>Category</th><th>Status</th><th>To...</th></tr><tr><td>AIF Messages</td><td><div><div>4</div><div>7</div></div></td><td>11</td></tr><tr><td>Concur</td><td><div><div>15</div><div>34</div></div></td><td>49</td></tr></table></div></div>	Category	Status	To...	AIF Messages	<div><div>4</div><div>7</div></div>	11	Concur	<div><div>15</div><div>34</div></div>	49									
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7. Please select “AIF Messages” to check further details.																			

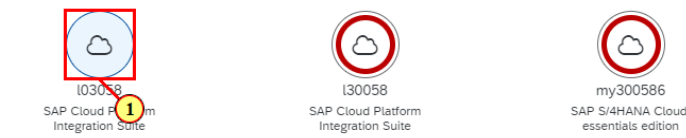
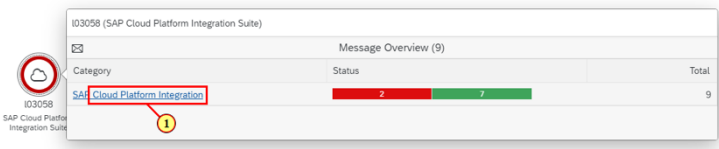
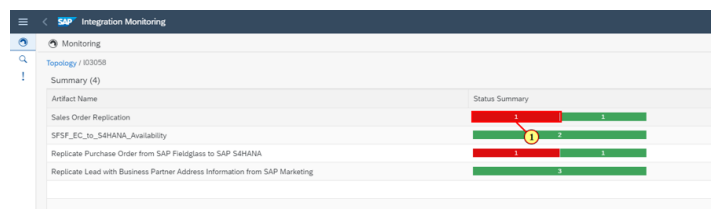
Explanation	Screenshot														
<p>All messages of the selected type are listed now and summarized per interface.</p> <p>8. Please use the filter option to set your scope</p>	 <p>The screenshot shows a table with a 'Status Summary' header and a 'Total' column. The table contains six rows of data, each with a red bar representing '1' and a green bar representing '1' or '2'. A filter icon (a funnel) is highlighted with a red box and a yellow circle with the number '1' next to it. The filter icon is located in the top right corner of the table area.</p> <table><thead><tr><th>Status Summary</th><th>Total</th></tr></thead><tbody><tr><td>1 1</td><td>2</td></tr><tr><td>1 1</td><td>2</td></tr><tr><td>2</td><td>2</td></tr><tr><td>1</td><td>1</td></tr><tr><td>1 1</td><td>2</td></tr><tr><td>2</td><td>2</td></tr></tbody></table>	Status Summary	Total	1 1	2	1 1	2	2	2	1	1	1 1	2	2	2
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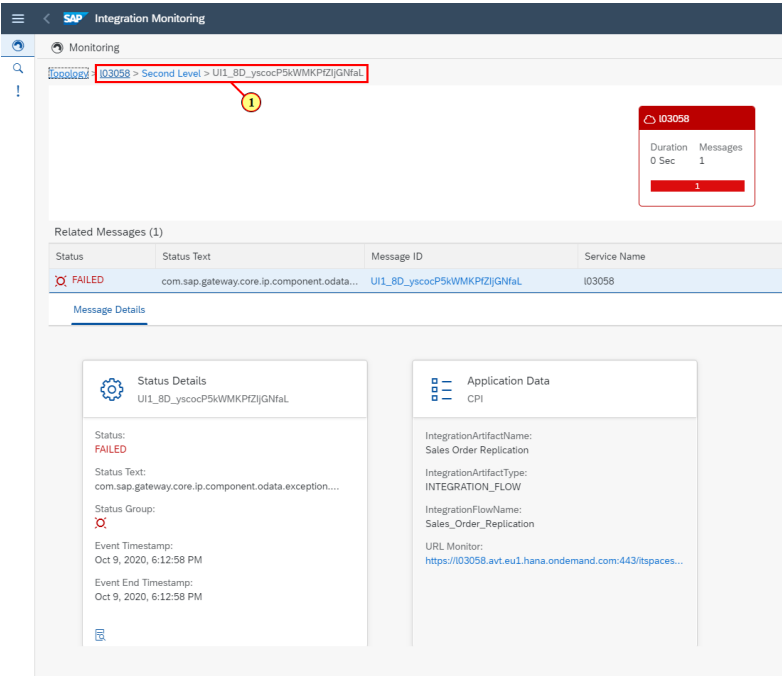


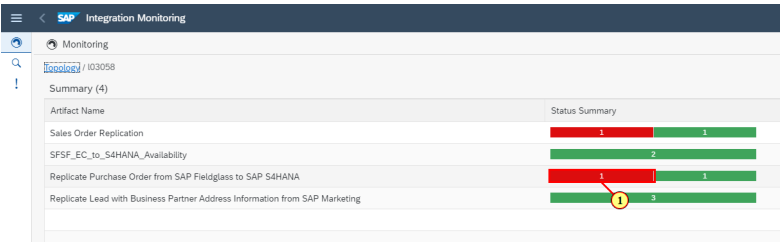

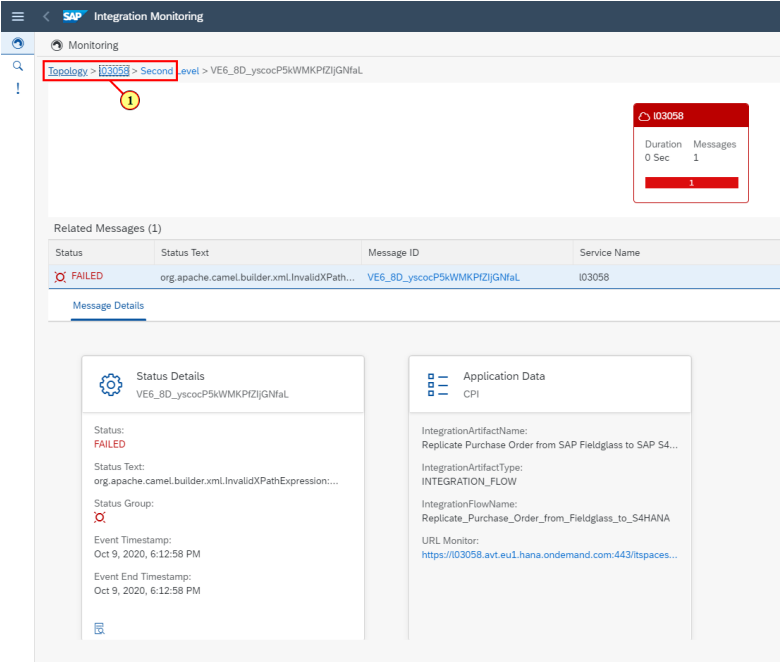
Explanation	Screenshot
9. As an example, you can filter for namespace.	
10. Please enter /SDSLS in the text field.	

Explanation	Screenshot
11. Now click on <b>Apply</b>	
Now you see the messages corresponding to the filter criteria.  12. Please investigate the red rated messages.	

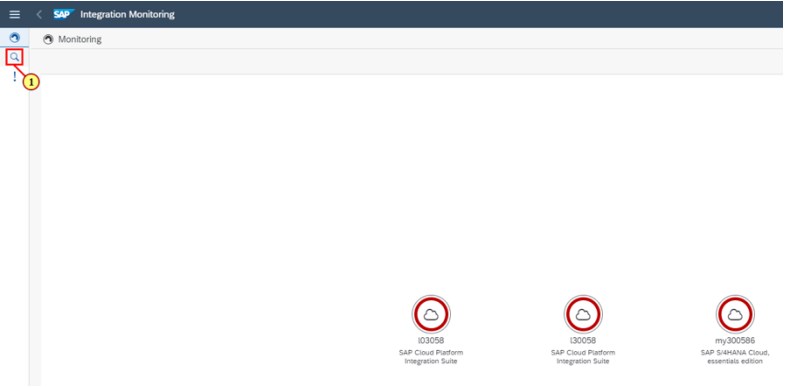
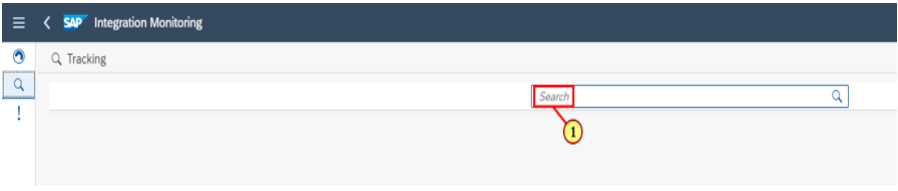
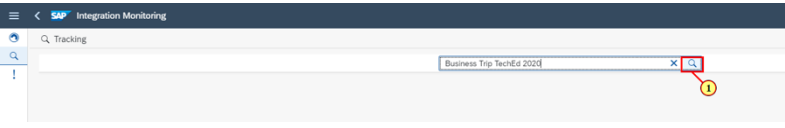

Explanation	Screenshot
13. You get further message information and can navigate to the detail view by clicking the arrow icon on the right side.	
<p>Here you can see the details on the collected message.</p> <p>You can identify the error reason by checking the status text in the status details page.</p> <p>14. In addition, you can scroll through the collected Application Data by using the arrow icon to check for application context related to the message.</p>	
<p>Also jump-in capabilities to local monitoring applications are provided and can be used for further root cause analysis (jump-in is not possible in this demo).</p> <p>15. Please navigate back to the topology view by using the navigation path on top.</p>	

Explanation	Screenshot
16. Please click on <b>I03058</b> (SAP CPI).	
<p>You see a summary of the processed messages on CPI for the selected time period (default is today).</p> <p>17. Select the message category for SAP CPI</p>	
<p>You can see the different Artifacts (iFlows) processed today on the selected CPI tenant. For each iFlow you see a status overview.</p> <p>18. Please click on the number of erroneous executions of iFlow <b>Sales Order Replication</b>.</p>	

Explanation	Screenshot
<p>You get a list of single iFlow messages for the selected iFlow, i.e. single executions of an iFlow</p> <p>19. Click on the arrow to drilldown into the details.</p>	
<p>Check the error details for the selected iFlow by checking the Status Text in the Status Details section.</p> <p><i>Hint: Complete Status Text is visible via Mouse-Over.</i></p> <p>20. Navigate back to the summary page by using the navigation path on top.</p>	

Explanation	Screenshot
21. Please click on the number of erroneous executions of iFlow <b>Replicate Purchase Order from SAP Fieldglass to SAP S4HANA</b> .	
22. Drilldown into the message details.	
<p>Check the error details for the selected iFlow by checking the Status Text in the Status Details section.</p> <p><i>Hint: Complete Status Text is visible via Mouse-Over.</i></p>	
23. Navigate back to the topology view by using the navigation path on top.	

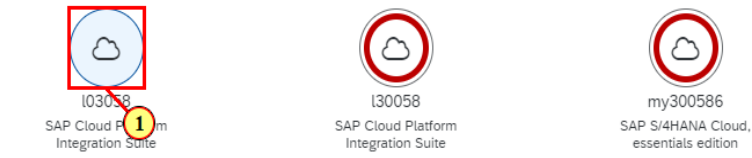
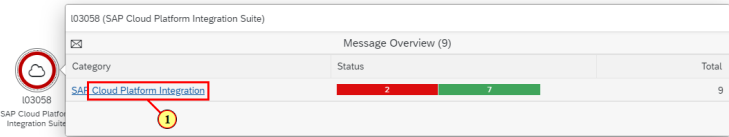
Search for a specific message via application/business context information

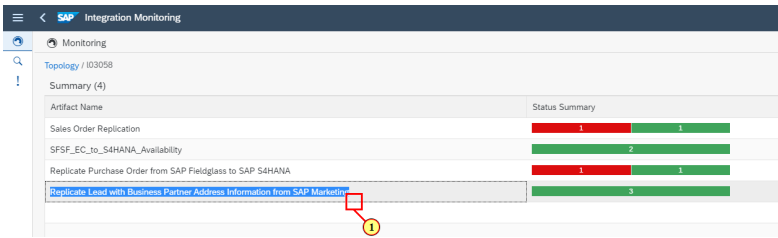


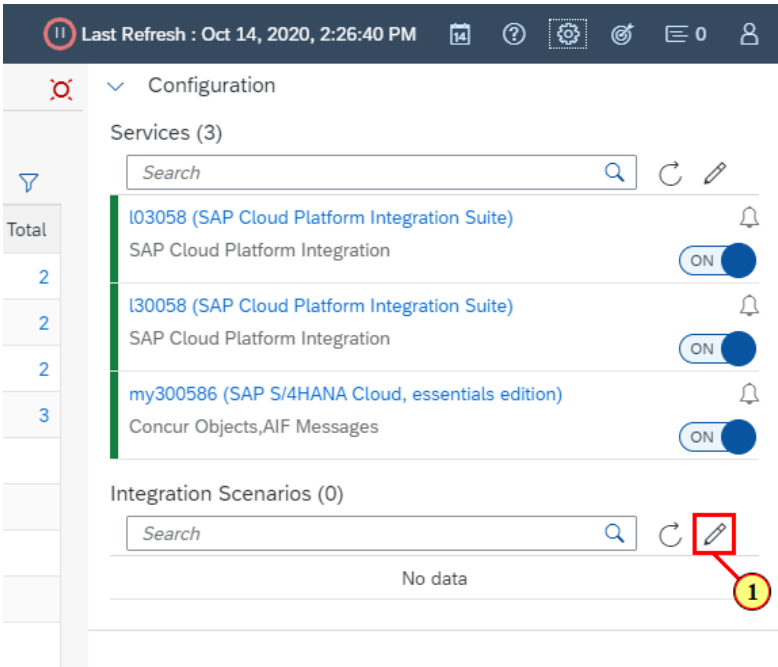
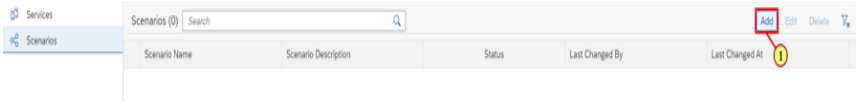
Explanation	Screenshot
24. Click on the lens icon to switch to the Search and Track page.	
<p>Here you can search for specific messages by using technical ids or context attributes.</p> <p>You are now checking if a certain expense report was processed successfully.</p> <p>25. Enter the name of the expense report <b>Business Trip TechEd 2020</b> in the text field.</p>	
26. Click the lens icon.	
<p>Messages which match the search criteria are displayed.</p> <p>Via the status (first column in the table) you can already see that the processing of the related message went wrong.</p> <p>27. Click on the arrow to drilldown into details.</p>	

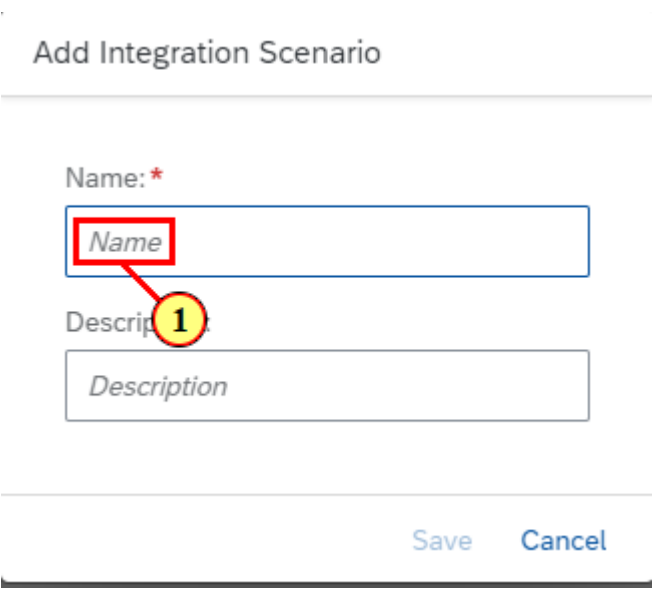
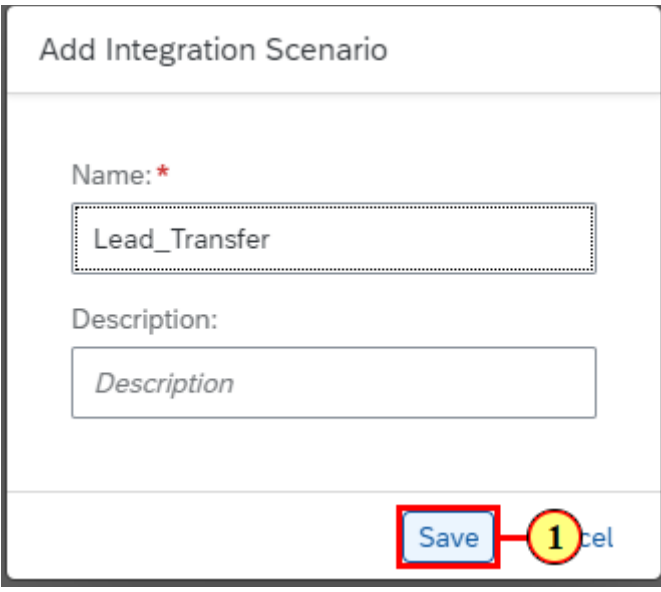
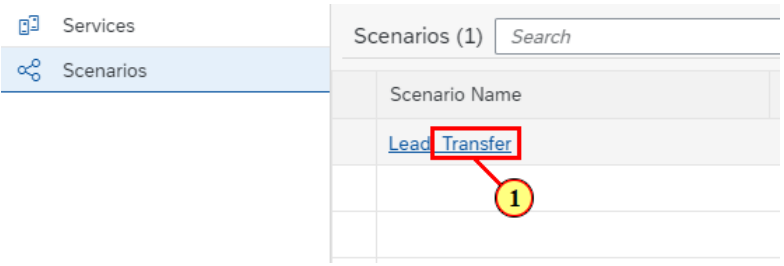
Explanation	Screenshot
<p>You can see the details of a message which contains the search criteria as context attribute (scroll through the application data section to see that the message contains <b>Business Trip TechEd 2020</b> as name of the failed expense report).</p> <p>Check the error details for the selected message by checking the Status Text in the Status Details section.</p> <p>28. Navigate back to the topology page by clicking the icon in the upper left.</p>	<p>The screenshot displays the SAP Integration Monitoring interface. At the top, there's a navigation bar with a menu icon, a back arrow, and the text 'SAP Integration Monitoring'. Below this is a search bar labeled 'Tracking'. A red circle highlights a message icon in the top left corner. The main area shows a list of 'Related Messages (1)' with columns for Status, Status Text, Message ID, Concur Company ID, SAP Logical System ID, and SAP System Type. The first entry is 'Failed' with status text 'Expense Report 3856 / 1 of system KingstonProdUSM...', message ID '3212244C2DA04E01A132/1', company ID '222048', logical system ID 'OLOI36K', and system type 'S/4 Hana Cloud'. Below the list, the 'Message Details' section is expanded, showing 'Status Details' and 'Application Data'. The 'Status Details' section includes fields for Status (Failed), Status Text (Expense Report 3856 / 1 of system KingstonProdUSM...), Status Group (with a red 'X' icon), Event Timestamp (Oct 9, 2020, 1:50:42 PM), and Event End Timestamp (Oct 9, 2020, 1:50:42 PM). The 'Application Data' section includes fields for Action (Create), Concur Company ID (222048), Connection Name (KingstonProdUSMiddleware), Monitoring URL (https://my303028.s4hana.ondemand.com:443#ConcurC...), and Object ID (3212244C2DA04E01A132/1).</p>

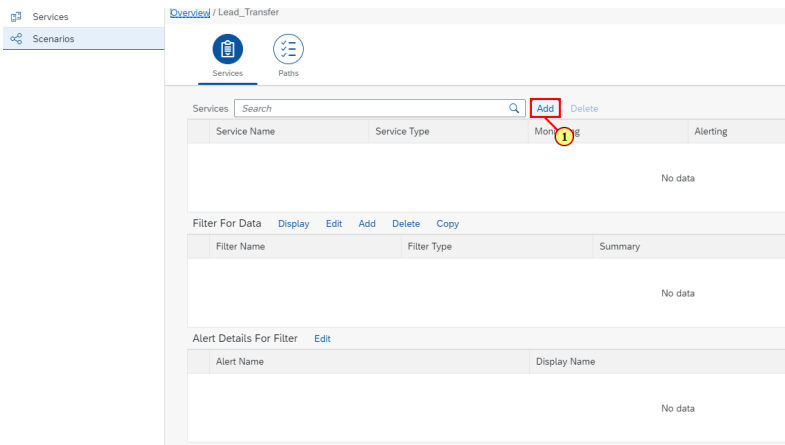
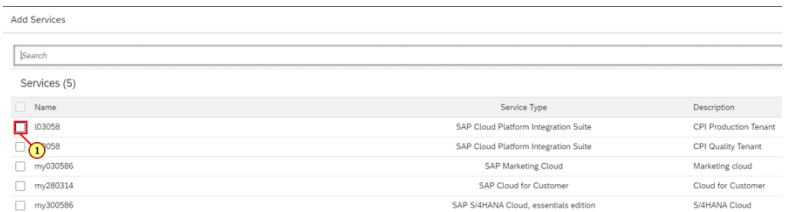


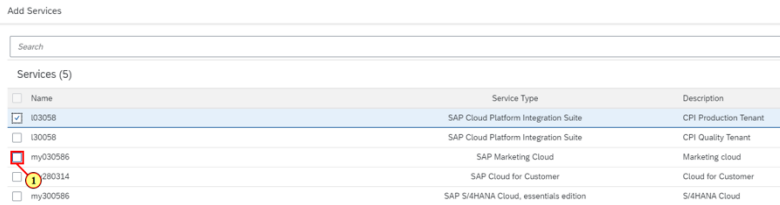
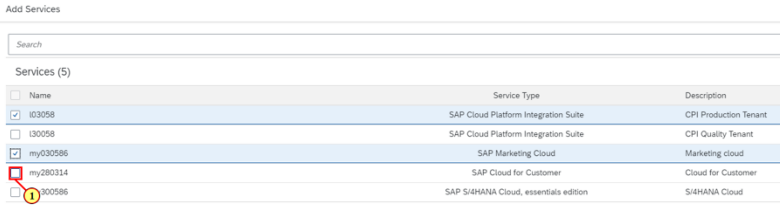
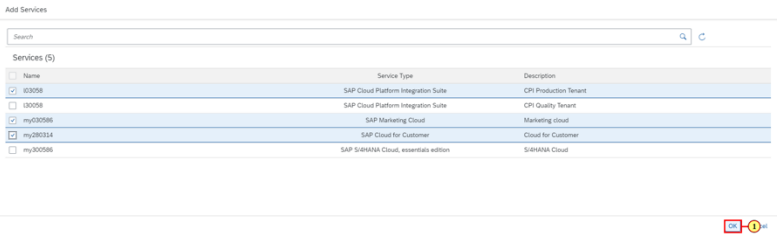
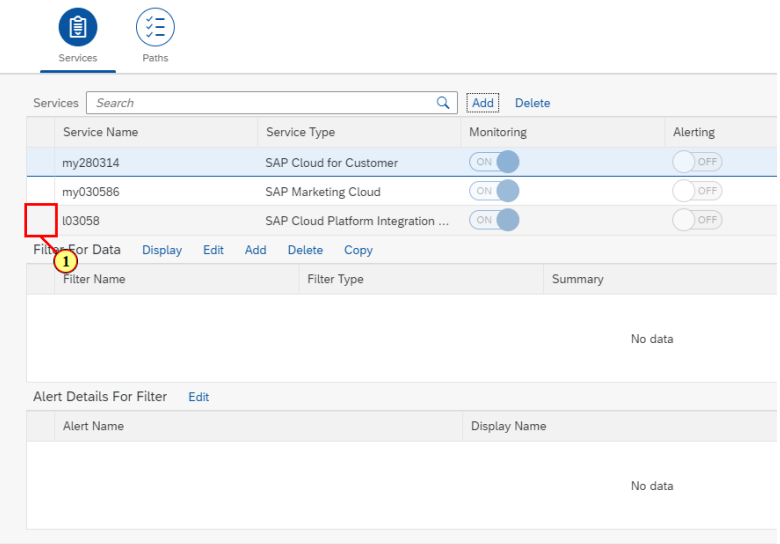
Configure and Monitor a specific Scenario in Integration Monitoring

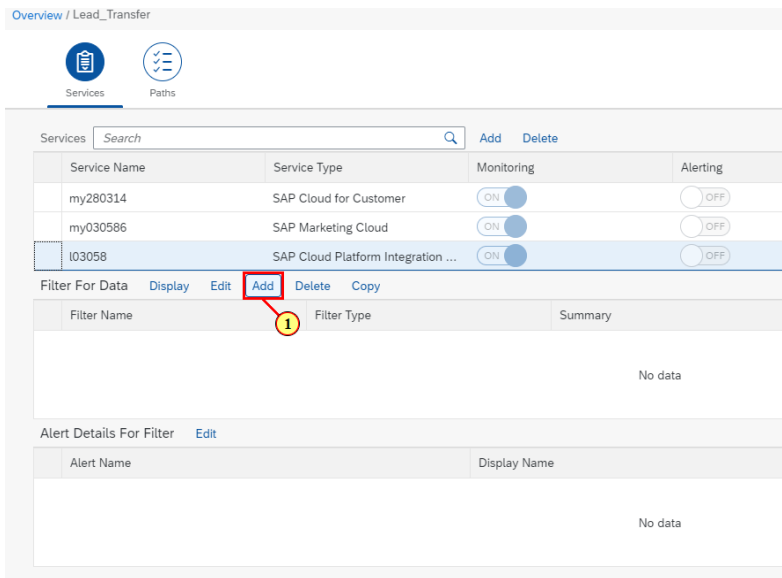
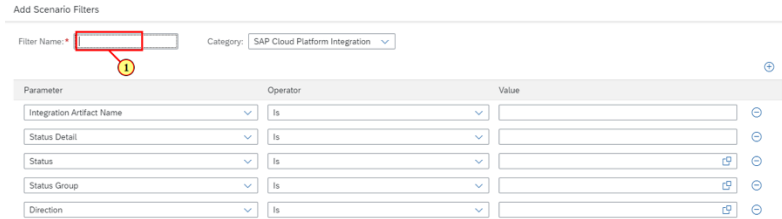
Explanation	Screenshot
<p>Next step is to select a specific iFlow which shall be part of the scenario we will create later.</p> <p>29. In order to select the specific iFlow, please click on <b>I03058</b> (SAP CPI).</p>	
<p>30. ... and drilldown into the SAP CPI category.</p>	

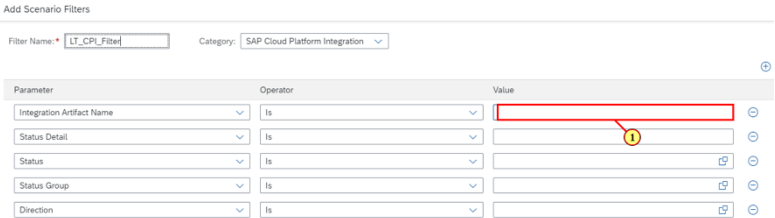
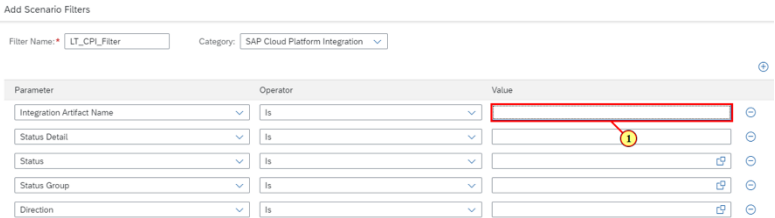
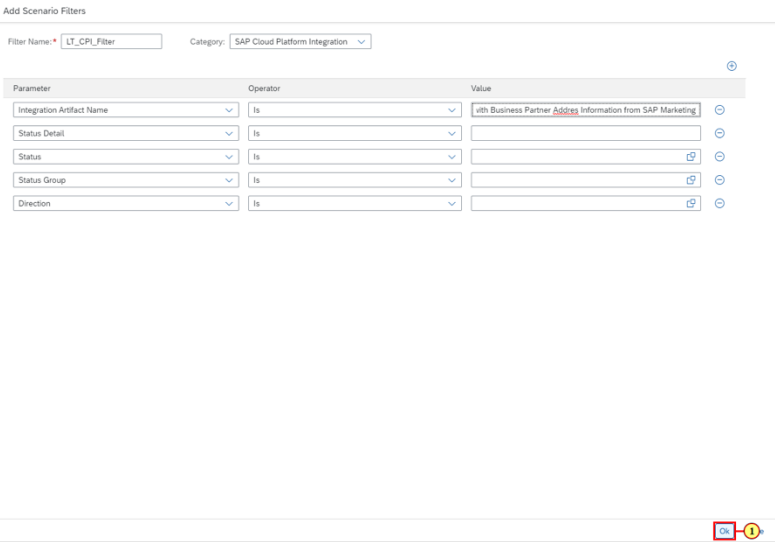
Explanation	Screenshot
31. Copy the name of the iFlow <b>Replicate Lead with Business Partner Address Information from SAP Marketing</b> by marking the name with the mouse and press CTRL+C.	
32. Click on the Configuration icon on top to open the configuration.	
33. Next to section <b>Integration Scenarios</b> Click  to open the scenario configuration.	
34. Click <b>Add</b> to create a new scenario.	

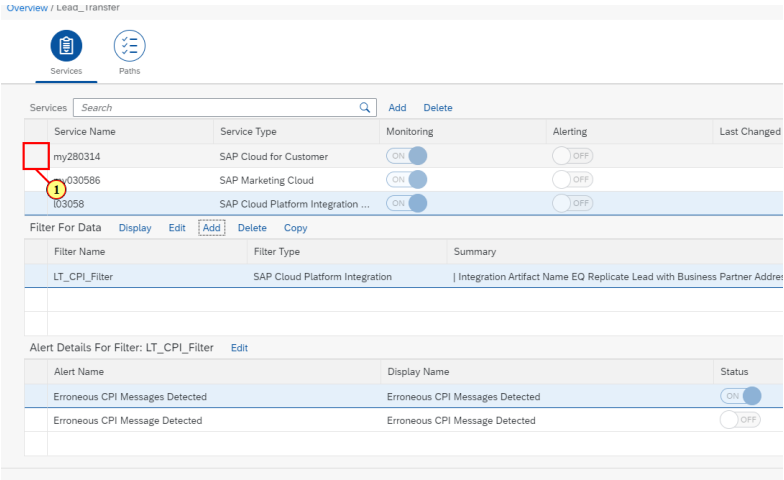
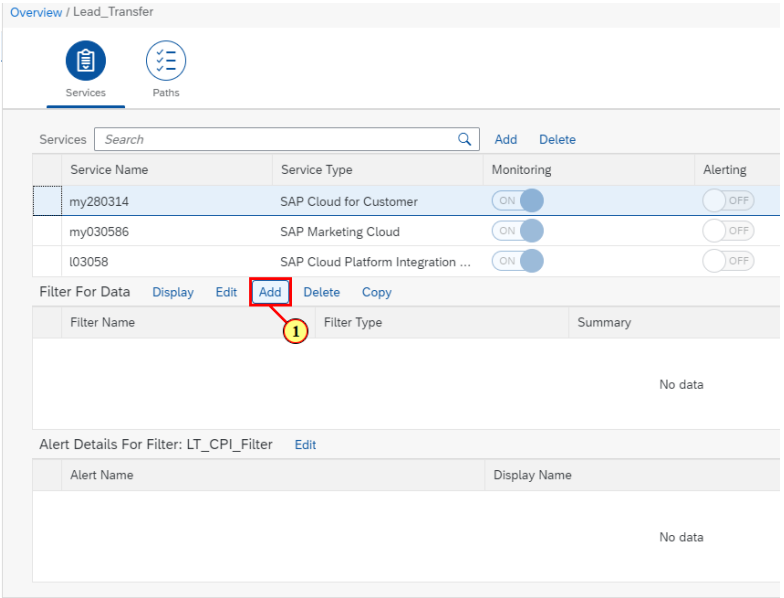
Explanation	Screenshot
35. Provide a scenario name by entering <b>Lead_Transfer</b> in the text field. In addition, you can optionally also specify a description.	 <p>The screenshot shows the 'Add Integration Scenario' form. The 'Name' field is highlighted with a red box and a yellow circle with the number 1. The 'Description' field is also visible.</p>
36. Click <b>Save</b> .	 <p>The screenshot shows the 'Add Integration Scenario' form. The 'Save' button is highlighted with a red box and a yellow circle with the number 1.</p>
37. Click on the scenario <b>Lead_Transfer</b> to drilldown into the configuration for this specific scenario.	 <p>The screenshot shows the 'Scenarios' list. The 'Lead_Transfer' scenario is highlighted with a red box and a yellow circle with the number 1.</p>

Explanation	Screenshot																		
<p>First you need to select which components shall belong to the scenario.</p> <p>38. Click <b>Add</b>.</p>	 <p>The screenshot shows the SAP Fiori 'Services' application. The left sidebar has 'Services' and 'Scenarios' tabs. The main area is titled 'Overview / Lead_Transfer' and has 'Services' and 'Paths' sub-tabs. Under 'Services', there is a search bar and 'Add' and 'Delete' buttons. The 'Add' button is highlighted with a red box and a yellow circle with the number 1. Below the buttons is a table with columns 'Service Name', 'Service Type', 'Monitoring', and 'Alerting'. The table is empty with 'No data' below it. There are also sections for 'Filter For Data' and 'Alert Details For Filter', both of which are also empty with 'No data' below them.</p>																		
<p>Select the relevant services for this scenario.</p> <p>39. Select <b>I03058</b> (SAP CPI) by clicking the selection box in front of the name.</p>	 <p>The screenshot shows the 'Add Services' dialog. It has a search bar and a list of services. The list has columns 'Name', 'Service Type', and 'Description'. The service 'I03058' is selected, indicated by a red square next to its name. A yellow circle with the number 1 is also next to the name. The other services in the list are 'my030586', 'my280314', and 'my300586'.</p> <table><tr><th>Name</th><th>Service Type</th><th>Description</th></tr><tr><td><input checked="" type="checkbox"/> I03058</td><td>SAP Cloud Platform Integration Suite</td><td>CPI Production Tenant</td></tr><tr><td><input type="checkbox"/> my030586</td><td>SAP Cloud Platform Integration Suite</td><td>CPI Quality Tenant</td></tr><tr><td><input type="checkbox"/> my280314</td><td>SAP Marketing Cloud</td><td>Marketing cloud</td></tr><tr><td><input type="checkbox"/> my300586</td><td>SAP Cloud for Customer</td><td>Cloud for Customer</td></tr><tr><td><input type="checkbox"/> my300586</td><td>SAP S/4HANA Cloud, essentials edition</td><td>S/4HANA Cloud</td></tr></table>	Name	Service Type	Description	<input checked="" type="checkbox"/> I03058	SAP Cloud Platform Integration Suite	CPI Production Tenant	<input type="checkbox"/> my030586	SAP Cloud Platform Integration Suite	CPI Quality Tenant	<input type="checkbox"/> my280314	SAP Marketing Cloud	Marketing cloud	<input type="checkbox"/> my300586	SAP Cloud for Customer	Cloud for Customer	<input type="checkbox"/> my300586	SAP S/4HANA Cloud, essentials edition	S/4HANA Cloud
Name	Service Type	Description																	
<input checked="" type="checkbox"/> I03058	SAP Cloud Platform Integration Suite	CPI Production Tenant																	
<input type="checkbox"/> my030586	SAP Cloud Platform Integration Suite	CPI Quality Tenant																	
<input type="checkbox"/> my280314	SAP Marketing Cloud	Marketing cloud																	
<input type="checkbox"/> my300586	SAP Cloud for Customer	Cloud for Customer																	
<input type="checkbox"/> my300586	SAP S/4HANA Cloud, essentials edition	S/4HANA Cloud																	

Explanation	Screenshot
40. Select <b>my030586</b> (SAP Marketing Cloud) by clicking the selection box in front of the name.	
41. Select <b>my280314</b> (SAP Cloud for Customer) by clicking the selection box in front of the name.	
42. Click <b>OK</b> to confirm the selection.	
Next step is to add filter criteria for the selected components in order to restrict the interfaces to the ones relevant for the scenario.	
43. Select service SAP CPI <b>i03058</b> .	

Explanation	Screenshot																		
44. Click <b>Add</b>	 <p>The screenshot shows the 'Overview / Lead_Transfer' page. At the top, there are tabs for 'Services' and 'Paths'. Below them is a search bar and 'Add' and 'Delete' buttons. A table lists services with columns for 'Service Name', 'Service Type', 'Monitoring', and 'Alerting'. The service 'I03058' is selected. Below the table, there are buttons for 'Filter For Data', 'Display', 'Edit', 'Add', 'Delete', and 'Copy'. The 'Add' button is highlighted with a red box and a yellow circle with the number 1. Below this, there is a section for 'Alert Details For Filter' with a table for 'Alert Name' and 'Display Name'.</p>																		
For each filter a Filter name needs to be provided.  45. Enter <b>LT_CPI_Filter</b> in the text field.	 <p>The screenshot shows the 'Add Scenario Filters' dialog. At the top, there is a 'Filter Name' text field and a 'Category' dropdown menu. The 'Filter Name' field is highlighted with a red box and a yellow circle with the number 1. Below this, there is a table with columns for 'Parameter', 'Operator', and 'Value'. The table contains five rows of filters.</p> <table><tr><th>Parameter</th><th>Operator</th><th>Value</th></tr><tr><td>Integration Artifact Name</td><td>Is</td><td></td></tr><tr><td>Status Detail</td><td>Is</td><td></td></tr><tr><td>Status</td><td>Is</td><td></td></tr><tr><td>Status Group</td><td>Is</td><td></td></tr><tr><td>Direction</td><td>Is</td><td></td></tr></table>	Parameter	Operator	Value	Integration Artifact Name	Is		Status Detail	Is		Status	Is		Status Group	Is		Direction	Is	
Parameter	Operator	Value																	
Integration Artifact Name	Is																		
Status Detail	Is																		
Status	Is																		
Status Group	Is																		
Direction	Is																		

Explanation	Screenshot
46. Click on the text field for Value of the <b>Integration Artifact Name</b> to restrict the scenario to specific Interfaces only.	
47. Enter <b>Replicate Lead with Business Partner Address Information from SAP Marketing</b> in the text field.  <i>Hint: Since you previously copied this name you can use CTRL+V to paste in the name</i>	
48. Click on <b>OK</b> to confirm your selection.	

Explanation	Screenshot
49. Select service SAP C4C my280314.	
50. Click <b>Add</b> .	
51. Enter <b>LT_C4C_All</b> in the text field and make sure that category <b>SAP C4C Messages</b> is selected.	



## Explanation

In this example we include all C4C messages into the scenario. Therefore, here no further selection criteria are relevant.

52. Click **OK** to confirm the selection.

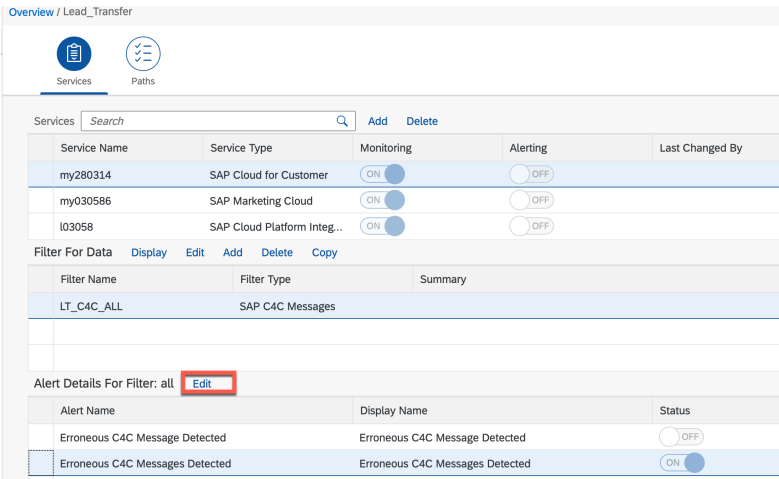
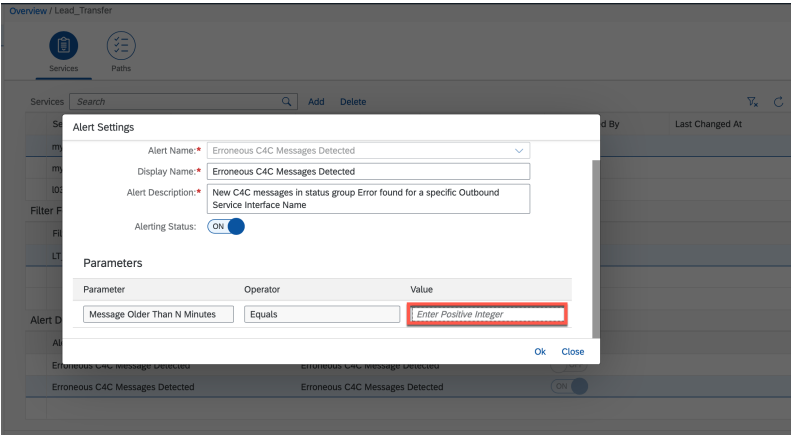
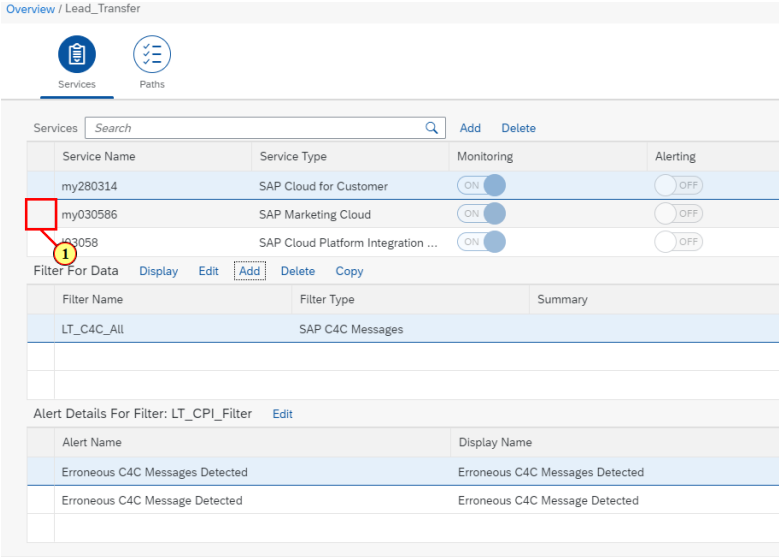
## Screenshot

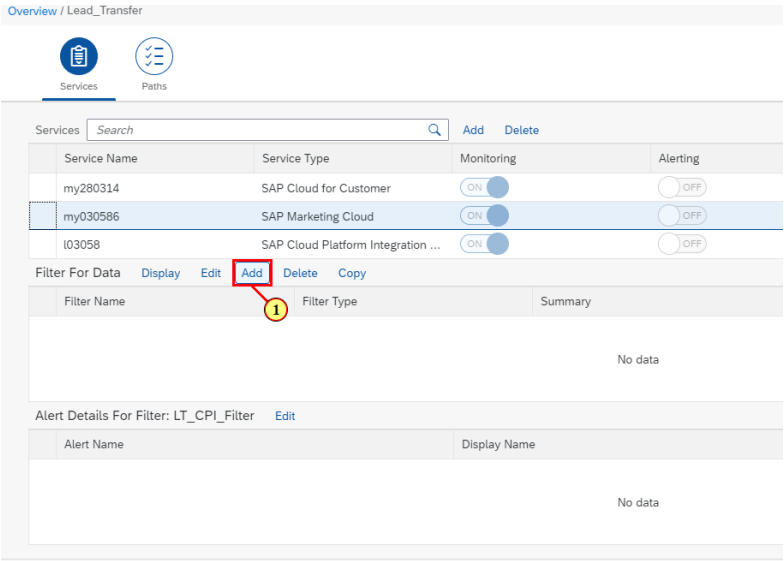
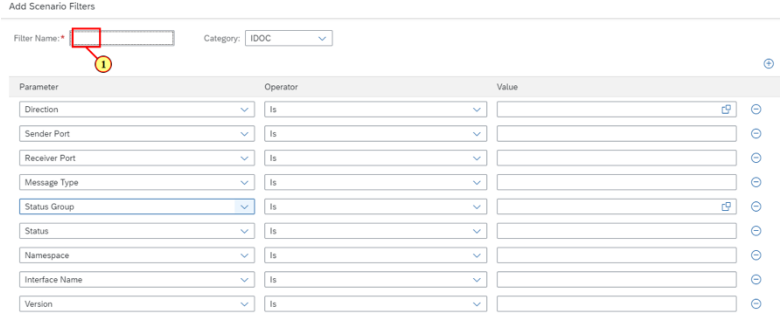
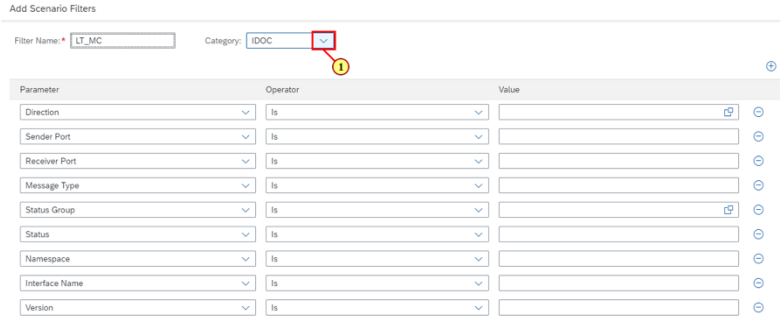
Add Scenario Filters

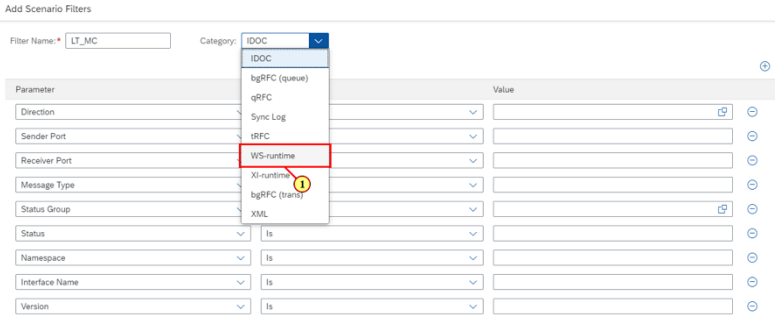
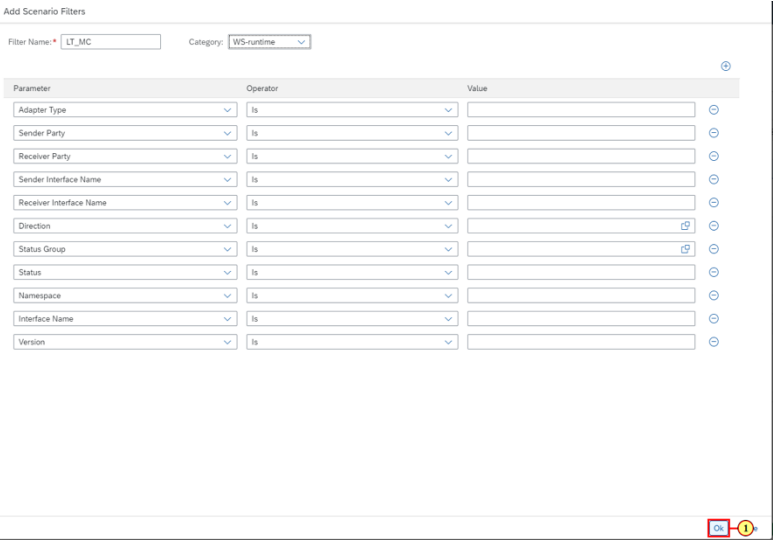

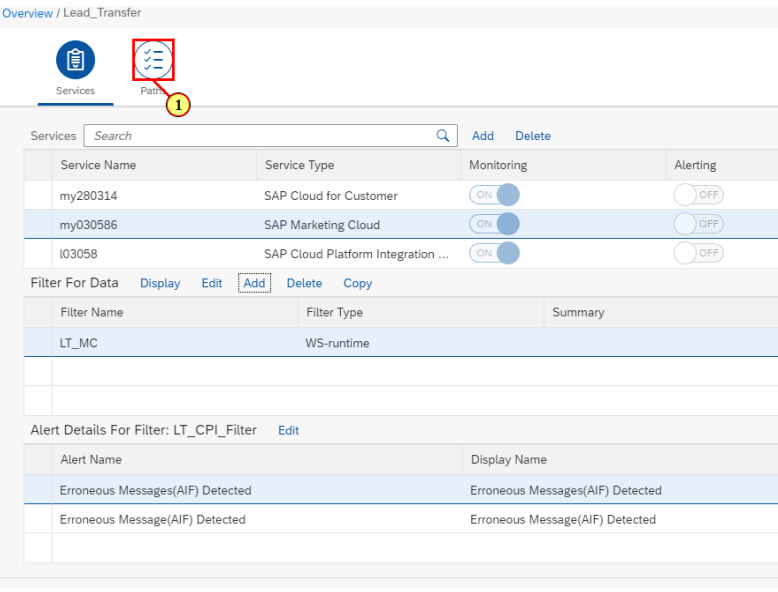
Filter Name:  Category: SAP C4C Messages

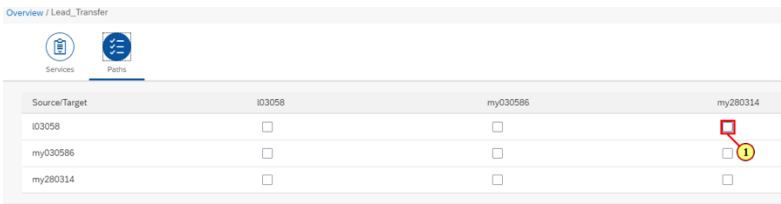
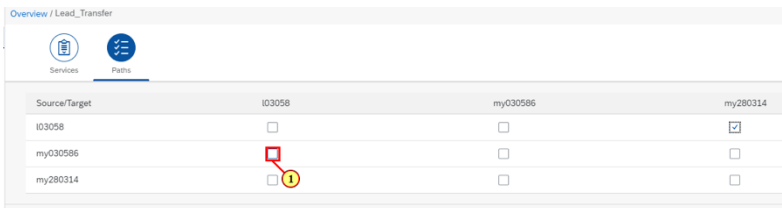
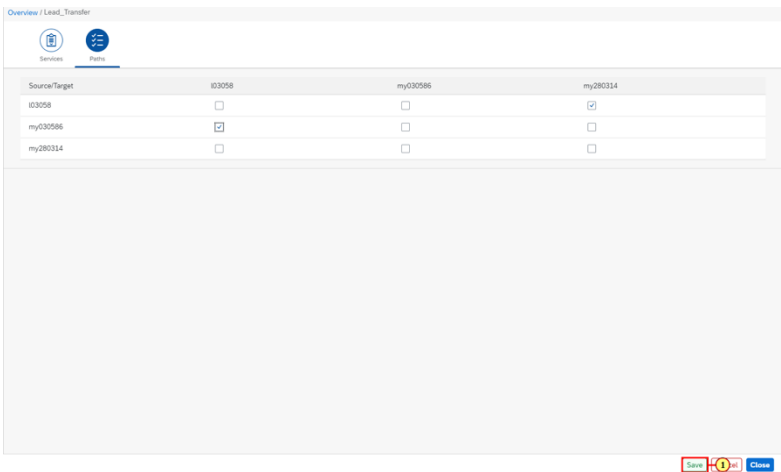
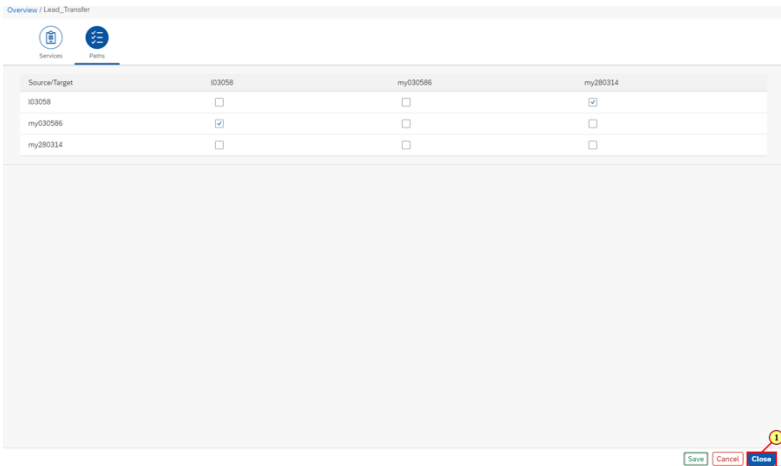
Parameter	Operator	Value
Status Label	Is	<input type="text"/>
Sender Party	Is	<input type="text"/>
Inbound Service Interface Name	Is	<input type="text"/>
Message Direction	Is	<input type="text"/>
Status	Is	<input type="text"/>
Receiver Party	Is	<input type="text"/>
Outbound Service Interface Name	Is	<input type="text"/>
Status Group	Is	<input type="text"/>
Creation UserID	Is	<input type="text"/>
Execution UserID	Is	<input type="text"/>

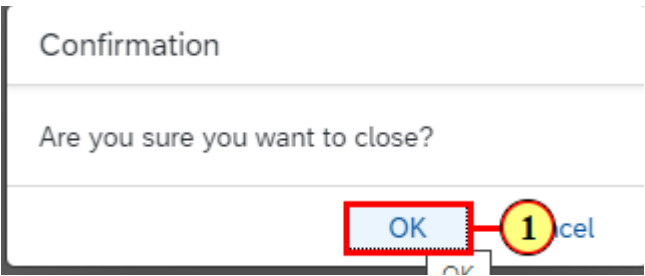

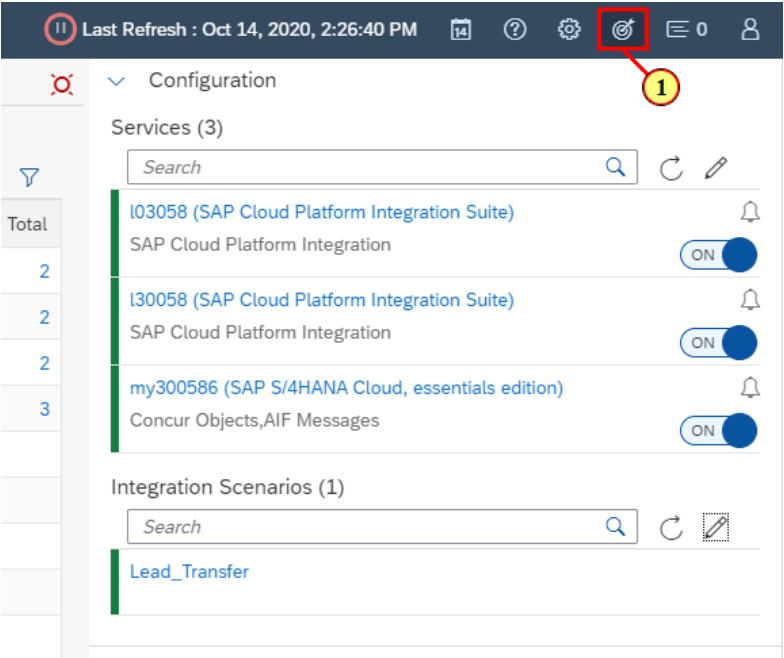
OK Cancel

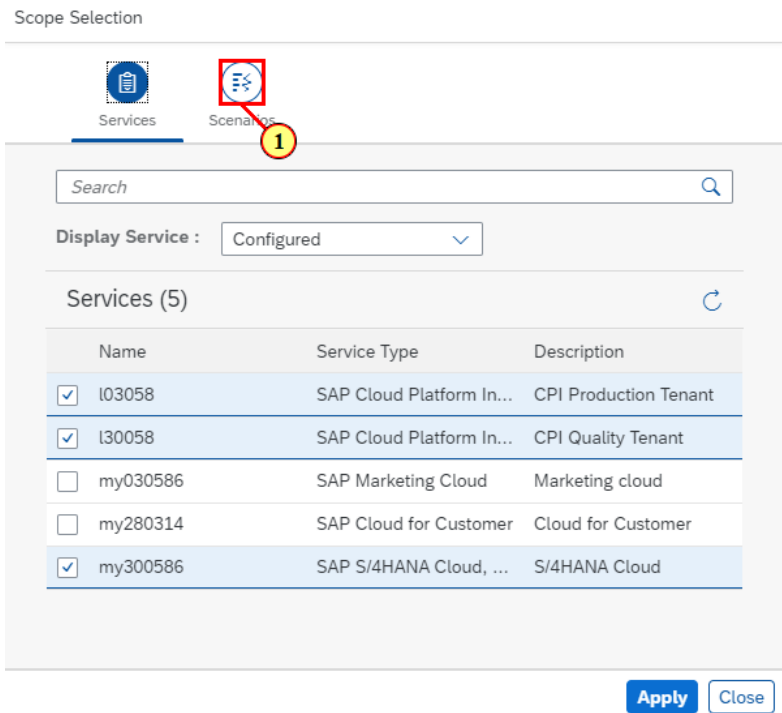
Explanation	Screenshot
<p>Make sure that Alert <b>Erroneous C4C Messages Detected</b> is switched on.</p> <p>53. Select this Alert and Press <b>Edit</b></p>	 <p>The screenshot shows the 'Overview / Lead_Transfer' page with the 'Services' tab selected. A table lists services: my280314 (SAP Cloud for Customer), my030586 (SAP Marketing Cloud), and i03058 (SAP Cloud Platform Integ...). Below this, the 'Filter For Data' section shows a filter named 'LT_C4C_ALL' of type 'SAP C4C Messages'. The 'Alert Details For Filter: all' section shows two alerts: 'Erroneous C4C Message Detected' (Status: OFF) and 'Erroneous C4C Messages Detected' (Status: ON). The 'Edit' button for the 'Erroneous C4C Messages Detected' alert is highlighted with a red box.</p>
<p>Customers can define a delay in alert generation, i.e., an alert will be raised for an error message only after the defined delay. This might be relevant e.g., in cases where auto-retry of message processing is in place.</p> <p>Per default alerts are delayed by 10 min.</p> <p>54. Remove the Default value and leave the field empty. Afterwards please press <b>Ok</b>.</p>	 <p>The screenshot shows the 'Alert Settings' dialog box for the 'Erroneous C4C Messages Detected' alert. The 'Alert Name' and 'Display Name' are both 'Erroneous C4C Messages Detected'. The 'Alert Description' is 'New C4C messages in status group Error found for a specific Outbound Service Interface Name'. The 'Alerting Status' is 'ON'. The 'Parameters' section shows a table with one row: 'Message Older Than N Minutes' (Operator: 'Equals', Value: 'Enter Positive Integer'). The 'Value' field is highlighted with a red box.</p>
<p>55. Select service SAP Marketing Cloud <b>my030586</b>.</p>	 <p>The screenshot shows the 'Overview / Lead_Transfer' page with the 'Services' tab selected. A table lists services: my280314 (SAP Cloud for Customer), my030586 (SAP Marketing Cloud), and i03058 (SAP Cloud Platform Integration ...). The service 'my030586' is highlighted with a red box and a yellow circle with the number '1' next to it. Below this, the 'Filter For Data' section shows a filter named 'LT_C4C_All' of type 'SAP C4C Messages'. The 'Alert Details For Filter: LT_CPI_Filter' section shows two alerts: 'Erroneous C4C Messages Detected' (Status: OFF) and 'Erroneous C4C Message Detected' (Status: OFF).</p>

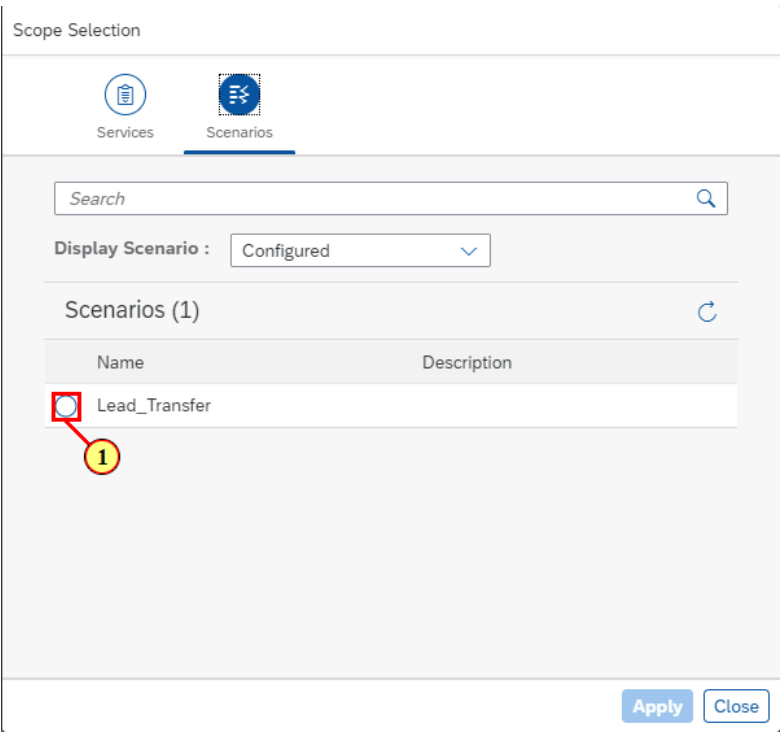
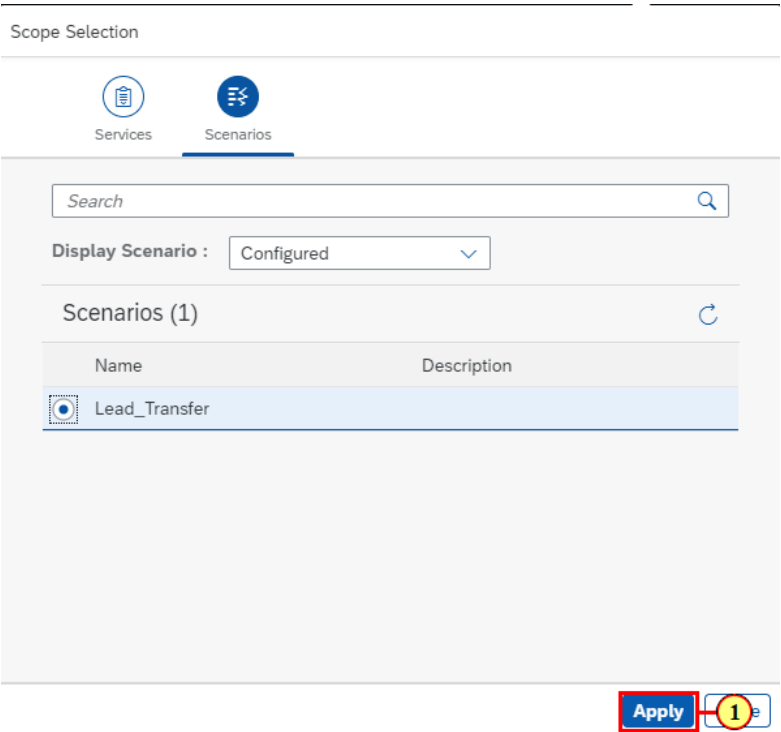
Explanation	Screenshot
56. Click <b>Add</b> .	
57. Enter <b>LT_MCLT_MC</b> in the text field.	
58. ... and click on the dropdown box of <b>Category</b> .	

Explanation	Screenshot
<p>59. Select <b>WS-runtime</b> to restrict to Web Service based messages only.</p>	
<p>In this example we include all Web Service messages from SAP Marketing Cloud into the scenario. Therefore, here no further selection criteria are relevant.</p> <p>60. Click <b>OK</b> to confirm the selection.</p>	
<p>Finally, we need to define the communication path of the scenario.</p> <p>61. Click .</p>	

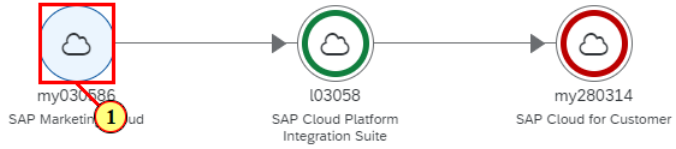
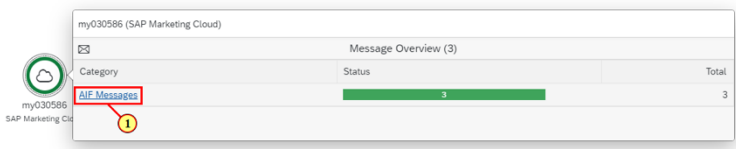
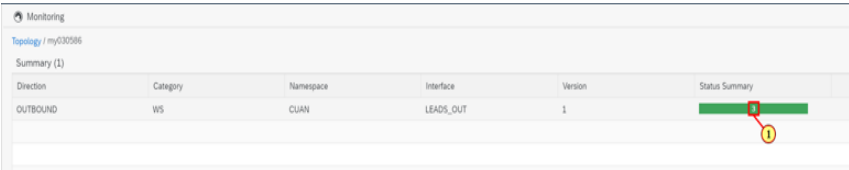
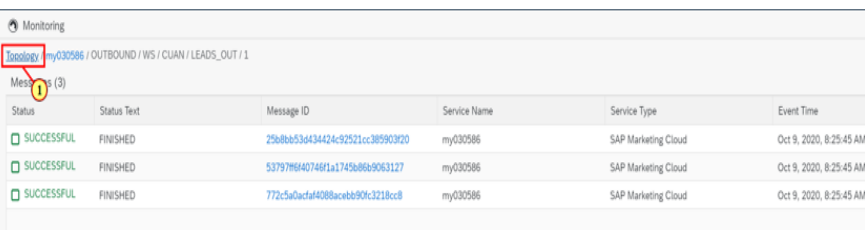
Explanation	Screenshot																
62. Click on the box in field <b>I03058</b> / <b>my280314</b> to define that communication is going from I03058 (SAP CPI) to my280314 (SAP C4C).	 <p>Overview / Lead_Transfer</p> <p>Services Paths</p> <table><tr><th>Source/Target</th><th>I03058</th><th>my030586</th><th>my280314</th></tr><tr><td>I03058</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr><tr><td>my030586</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>my280314</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	Source/Target	I03058	my030586	my280314	I03058	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	my030586	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	my280314	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Source/Target	I03058	my030586	my280314														
I03058	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>														
my030586	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
my280314	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
63. Click on the box in field <b>my030586</b> / <b>I03058</b> to define that communication is going from my280314 (SAP Marketing Cloud) to I03058 (SAP CPI).	 <p>Overview / Lead_Transfer</p> <p>Services Paths</p> <table><tr><th>Source/Target</th><th>I03058</th><th>my030586</th><th>my280314</th></tr><tr><td>I03058</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr><tr><td>my030586</td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>my280314</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	Source/Target	I03058	my030586	my280314	I03058	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	my030586	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	my280314	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Source/Target	I03058	my030586	my280314														
I03058	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>														
my030586	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
my280314	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
64. Click <b>Save</b> to confirm the selection.	 <p>Overview / Lead_Transfer</p> <p>Services Paths</p> <table><tr><th>Source/Target</th><th>I03058</th><th>my030586</th><th>my280314</th></tr><tr><td>I03058</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr><tr><td>my030586</td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>my280314</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table> <p>Save Cancel Close</p>	Source/Target	I03058	my030586	my280314	I03058	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	my030586	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	my280314	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Source/Target	I03058	my030586	my280314														
I03058	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>														
my030586	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
my280314	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
65. Click <b>Close</b> to exit the scenario configuration.	 <p>Overview / Lead_Transfer</p> <p>Services Paths</p> <table><tr><th>Source/Target</th><th>I03058</th><th>my030586</th><th>my280314</th></tr><tr><td>I03058</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr><tr><td>my030586</td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>my280314</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table> <p>Save Cancel Close</p>	Source/Target	I03058	my030586	my280314	I03058	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	my030586	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	my280314	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Source/Target	I03058	my030586	my280314														
I03058	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>														
my030586	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
my280314	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														

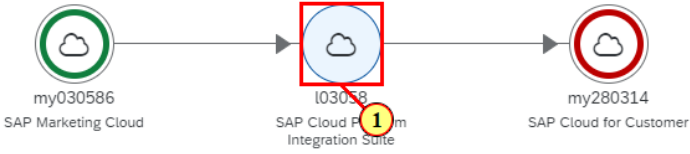
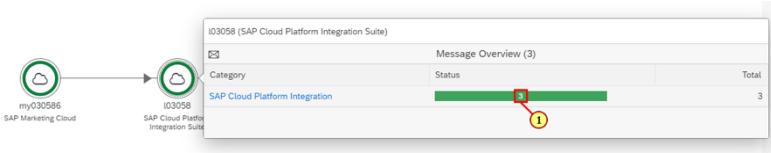

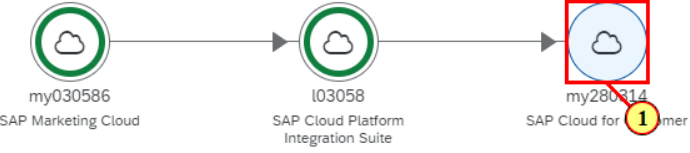
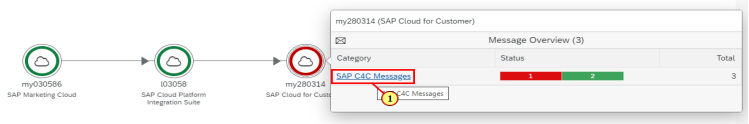
Explanation	Screenshot
66. ... and Click <b>OK</b> to confirm the action.	 A confirmation dialog box titled "Confirmation" with the text "Are you sure you want to close?". At the bottom, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangle, and a red circle with the number "1" points to it.
67. Click  to close the configuration.	 A screenshot of the "Configuration" page. The top navigation bar shows "Last Refresh : Oct 14, 2020, 2:26:40 PM" and several icons. A red circle with the number "1" points to the "Close" icon (a target symbol) in the top right corner. The main content area shows a list of services and integration scenarios. The "Services (3)" section includes "I03058 (SAP Cloud Platform Integration Suite)", "I30058 (SAP Cloud Platform Integration Suite)", and "my300586 (SAP S/4HANA Cloud, essentials edition)". The "Integration Scenarios (1)" section includes "Lead_Transfer".


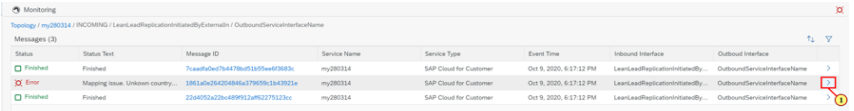
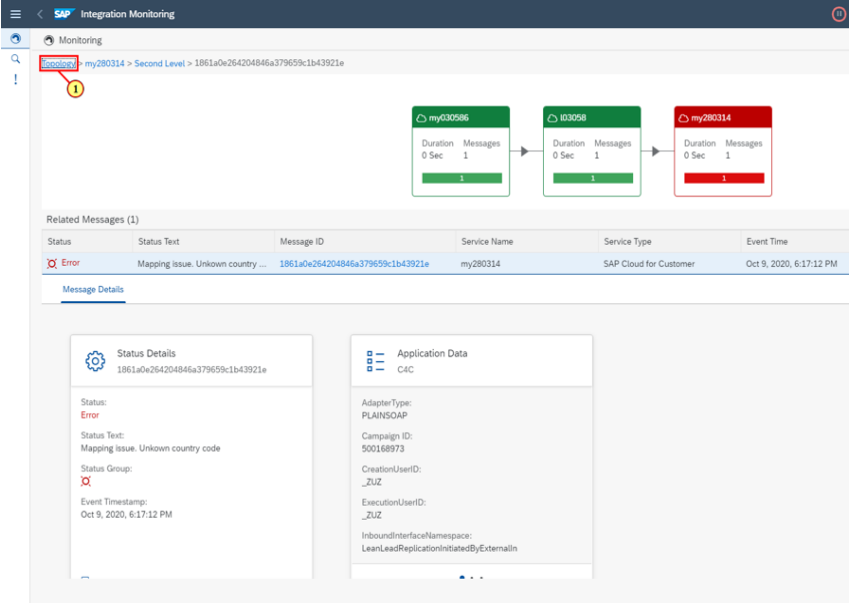
Explanation	Screenshot																								
<p>Now that you have created a new scenario you can enter the Integration Monitoring application by selecting the scenario in scope.</p> <p>68. Click on <b>Scenarios</b></p>	 <p>Scope Selection</p> <p>Services Scenarios <b>1</b></p> <p>Search</p> <p>Display Service : Configured</p> <p>Services (5)</p> <table><tr><th></th><th>Name</th><th>Service Type</th><th>Description</th></tr><tr><td><input checked="" type="checkbox"/></td><td>I03058</td><td>SAP Cloud Platform In...</td><td>CPI Production Tenant</td></tr><tr><td><input checked="" type="checkbox"/></td><td>I30058</td><td>SAP Cloud Platform In...</td><td>CPI Quality Tenant</td></tr><tr><td><input type="checkbox"/></td><td>my030586</td><td>SAP Marketing Cloud</td><td>Marketing cloud</td></tr><tr><td><input type="checkbox"/></td><td>my280314</td><td>SAP Cloud for Customer</td><td>Cloud for Customer</td></tr><tr><td><input checked="" type="checkbox"/></td><td>my300586</td><td>SAP S/4HANA Cloud, ...</td><td>S/4HANA Cloud</td></tr></table> <p>Apply Close</p>		Name	Service Type	Description	<input checked="" type="checkbox"/>	I03058	SAP Cloud Platform In...	CPI Production Tenant	<input checked="" type="checkbox"/>	I30058	SAP Cloud Platform In...	CPI Quality Tenant	<input type="checkbox"/>	my030586	SAP Marketing Cloud	Marketing cloud	<input type="checkbox"/>	my280314	SAP Cloud for Customer	Cloud for Customer	<input checked="" type="checkbox"/>	my300586	SAP S/4HANA Cloud, ...	S/4HANA Cloud
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<input type="checkbox"/>	my280314	SAP Cloud for Customer	Cloud for Customer																						
<input checked="" type="checkbox"/>	my300586	SAP S/4HANA Cloud, ...	S/4HANA Cloud																						

Explanation	Screenshot
69. Here you see the list of created scenarios. Select the scenario <b>Lead_Transfer</b> which you just created.	
70. Click <b>Apply</b> to confirm your selection.	



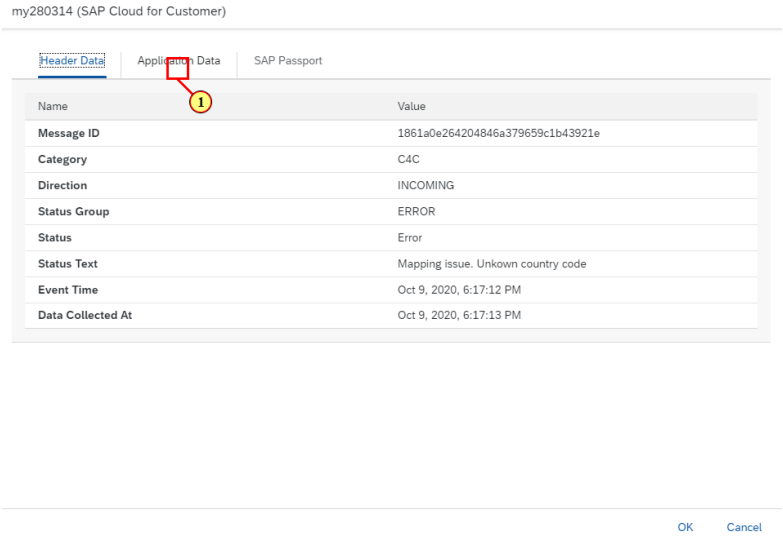
Explanation	Screenshot
<p>You now see the <b>Lead_Transfer</b> scenario you just created. And you already get an impression on how the overall status of the message processing in your scenario is based on the color rating for the components included in the scenario.</p> <p>71. Click on <b>my030586</b> (SAP Marketing Cloud) to drilldown into the relevant details on SAP Marketing Cloud</p>	
<p>72. Click category <b>AIF_Messages</b>.</p>	
<p>You can see that via <b>LEADS_OUT</b> interface 3 messages were processed successfully.</p> <p>73. Click on the number of successfully processed messages to drilldown into the details.</p>	
<p>In the drilldown you see the single messages processed successfully for the selected interface.</p> <p>74. Click <b>Topology</b> in the navigation path on top</p>	

Explanation	Screenshot
75. Click on <b>I03058</b> (SAP CPI) to drilldown into the relevant details on SAP CPI.	
76. Click category <b>SAP Cloud Platform Integration</b> .	
In the drilldown you see that 3 out of 3 messages were processed successfully for the scenario relevant iFlow (Artifact).  77. Click <b>Topology</b> in the navigation path on top.	
78. Click on <b>my280314</b> (SAP C4C) to drilldown into the relevant details on SAP C4C.	
Already here you can see that 1 out of 3 messages failed.  79. Click category <b>SAP C4C Messages</b> .	

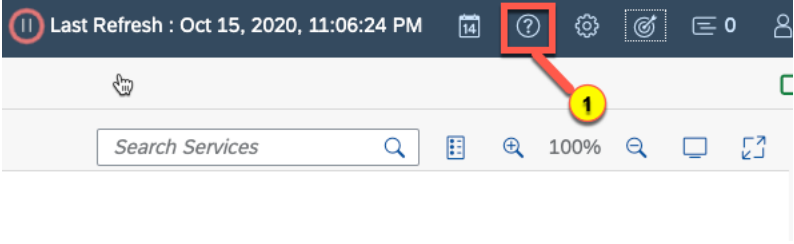
Explanation	Screenshot
<p>You can see that message processing took place for inbound interface <b>LeanLeadReplicationInitiatedByExternalIn</b></p> <p>80. Click the arrow to drilldown into the single messages for the relevant interface.</p>	
<p>81. For the failed message, please drilldown into the details via the <b>arrow icon</b>.</p>	
<p>You can now see the complete message flow of the selected message. By clicking on the different components shown, you can see the processing information of this message on the different component.</p> <p><i>Optional: Try to find the attribute <b>Campaign ID</b> in the application context of the message when processed on Marketing Cloud. You can use the value of the Campaign ID as search criteria on the search and track page (lens icon on the upper left).</i></p> <p>82. Click <b>Topology</b> in the navigation path.</p>	

Analyze Alerts

Explanation	Screenshot
<p>83. Click the <b>exclamation mark icon</b> on the upper right to switch to the Alerting page.</p>	
<p>The alert <b>Erroneous C4C Messages Detected</b> should be visible.</p> <p><i>Hint: After you have done the scenario configuration it can take some time (initially up to 10min) until the alert is generated.</i></p> <p>84. Click on the alert <b>C4C Messages Detected</b></p>	
<p>You see the details of the alert including the erroneous messages which triggered the alert.</p> <p>85. Click on the <b>Message ID</b> to see the details of the message.</p>	

Explanation	Screenshot																		
<p>First you see the Header data for the selected message including status and processing information.</p> <p>86. Click <b>Application Data</b> to see the relevant context information for the selected message.</p>	 <p>my280314 (SAP Cloud for Customer)</p> <p>Header Data   <b>Application Data</b>   SAP Passport</p> <table><thead><tr><th>Name</th><th>Value</th></tr></thead><tbody><tr><td>Message ID</td><td>1861a0e264204846a379659c1b43921e</td></tr><tr><td>Category</td><td>C4C</td></tr><tr><td>Direction</td><td>INCOMING</td></tr><tr><td>Status Group</td><td>ERROR</td></tr><tr><td>Status</td><td>Error</td></tr><tr><td>Status Text</td><td>Mapping issue. Unkown country code</td></tr><tr><td>Event Time</td><td>Oct 9, 2020, 6:17:12 PM</td></tr><tr><td>Data Collected At</td><td>Oct 9, 2020, 6:17:13 PM</td></tr></tbody></table> <p>OK Cancel</p>	Name	Value	Message ID	1861a0e264204846a379659c1b43921e	Category	C4C	Direction	INCOMING	Status Group	ERROR	Status	Error	Status Text	Mapping issue. Unkown country code	Event Time	Oct 9, 2020, 6:17:12 PM	Data Collected At	Oct 9, 2020, 6:17:13 PM
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Explanation	Screenshot																										
87. Click <b>OK</b> to leave the details view.	<div>my280314 (SAP Cloud for Customer)</div> <div><div>Header Data</div><div><u>Application Data</u></div><div>SAP Passport</div></div> <div><table><thead><tr><th>Name</th><th>Value</th></tr></thead><tbody><tr><td>AdapterType</td><td>PLAINSOAP</td></tr><tr><td>Campaign ID</td><td>500168973</td></tr><tr><td>CreationUserID</td><td>_ZUZ</td></tr><tr><td>ExecutionUserID</td><td>_ZUZ</td></tr><tr><td>InboundInterfaceNamespace</td><td>LeanLeadReplicationInitiatedByExternalIn</td></tr><tr><td>InboundServiceInterfaceName</td><td>LeanLeadReplicationInitiatedByExternalIn</td></tr><tr><td>MessageDirection</td><td>INCOMING</td></tr><tr><td>MessageSize</td><td>2556</td></tr><tr><td>OutboundInterfaceNamespace</td><td>OutboundServiceInterfaceName</td></tr><tr><td>OutboundServiceInterfaceName</td><td>OutboundServiceInterfaceName</td></tr><tr><td>OutboundServiceInterfaceOperation</td><td>OutboundServiceInterfaceOperation</td></tr><tr><td>ProcessingSOAPTImInMillSecs</td><td>12</td></tr></tbody></table></div> <div><div>OK</div><div>1cel</div></div>	Name	Value	AdapterType	PLAINSOAP	Campaign ID	500168973	CreationUserID	_ZUZ	ExecutionUserID	_ZUZ	InboundInterfaceNamespace	LeanLeadReplicationInitiatedByExternalIn	InboundServiceInterfaceName	LeanLeadReplicationInitiatedByExternalIn	MessageDirection	INCOMING	MessageSize	2556	OutboundInterfaceNamespace	OutboundServiceInterfaceName	OutboundServiceInterfaceName	OutboundServiceInterfaceName	OutboundServiceInterfaceOperation	OutboundServiceInterfaceOperation	ProcessingSOAPTImInMillSecs	12
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ProcessingSOAPTImInMillSecs	12																										
88. Click <b>Actions</b> to see which follow up activities can be triggered for a specific alert. From here you can manually trigger those activities (notifications and workflows only if configured – not part of this hands-on session).	<div>Alert Details</div> <div>Erroneous C4C Messages Detected my280314 [Lead_Transfer]</div> <div><div>Object Details: Status=Error,Inbound Interface=LeanLeadReplicationInitiatedByExternalIn,Outbound Interface=OutboundServiceInterfaceName</div><div>Status: Open Priority: High Rating: </div><div>Last Updated: Oct 9, 2020, 6:21:21 PM Created At: Oct 9, 2020, 6:16:21 PM Processor:</div></div> <div><div>MESSAGE</div><div>WORKFLOW LOGS</div></div> <div><table><thead><tr><th>Status ...</th><th>Status Details</th><th>ID</th><th>Service Name</th><th>Service Type</th><th>Update Time</th></tr></thead><tbody><tr><td></td><td>Mapping issue. Unknown cou...</td><td>5861a0c35420c18d6c3796d...</td><td>my280314</td><td>SAP Cloud for Customer</td><td>Oct 9, 2020, 6:17:13 PM</td></tr></tbody></table></div>	Status ...	Status Details	ID	Service Name	Service Type	Update Time		Mapping issue. Unknown cou...	5861a0c35420c18d6c3796d...	my280314	SAP Cloud for Customer	Oct 9, 2020, 6:17:13 PM														
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89. Navigate back to the topology page by clicking the icon in the upper left.	<div><div></div><div></div><div></div></div> <div><div>! Alerting</div><div>Alerts (1)</div><div><table><thead><tr><th>Alert Name and Message</th><th>Alert Context</th></tr></thead><tbody><tr><td>Erroneous C4C Messages Detected my280314</td><td>Lead_Transfer</td></tr></tbody></table><div>Object Details: Status=Error,Inbound Interface=LeanLeadReplicationInitiatedByExternalIn,Outbound Interface=OutboundServiceInterfaceName</div></div></div>	Alert Name and Message	Alert Context	Erroneous C4C Messages Detected my280314	Lead_Transfer																						
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Erroneous C4C Messages Detected my280314	Lead_Transfer																										

Explanation	Screenshot
<p>This is the end of Hands-On Session 1.</p> <p>Please feel free to navigate through the application on your own.</p> <p>90. You can open the embedded Web-Assistant by pressing the <b>question mark icon</b> on top (left hand side)</p>	 The screenshot shows the top navigation bar of an application. It includes a status bar with a red circle containing a white question mark icon, followed by the text 'Last Refresh : Oct 15, 2020, 11:06:24 PM'. To the right of the status bar are several icons: a calendar, a settings gear, a target, a list, and a user profile. Below the status bar is a search bar with the placeholder text 'Search Services'. A red box highlights the question mark icon in the status bar, and a yellow circle with the number '1' is placed next to it.

## SUMMARY

You have completed the exercise!

You are now able to:

- Monitor and Analyze Integration related issues
- Search for a specific message via application/business context information
- Configure and monitor a specific Scenario in Integration Monitoring
- Analyze Alerts

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