



Configuration Guide

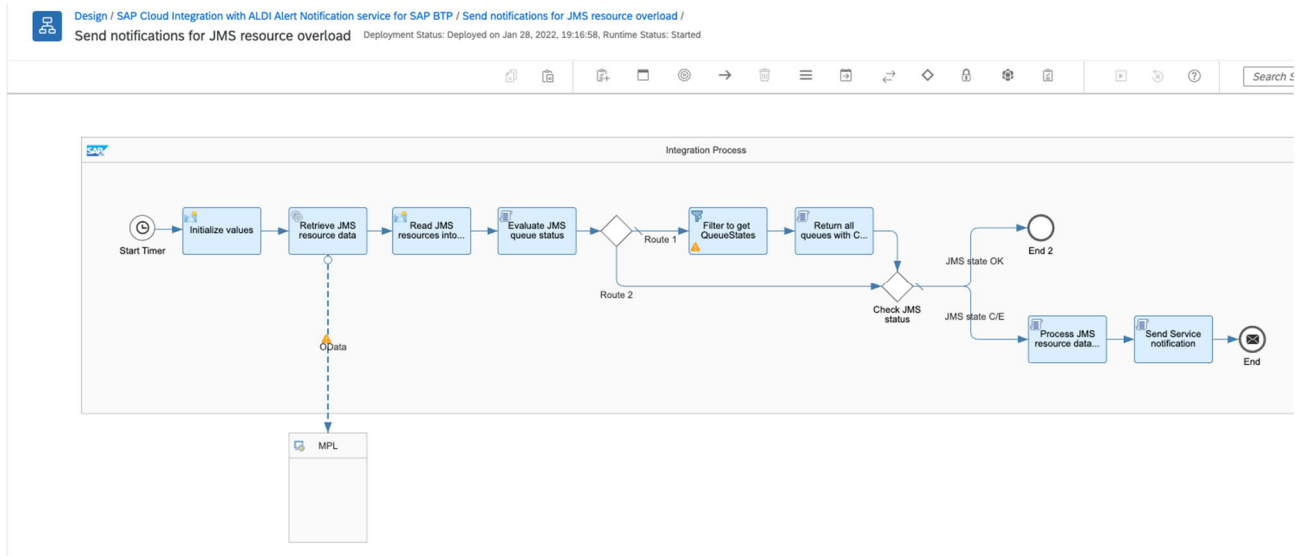
Send notifications for JMS resource overload with Alert Notification service

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1 OVERVIEW OF IFLOW

The iflow "Send notifications for JMS resource overload with Alert Notification service" pulls JMS resource capacity of a CPI tenant and sends automated notifications to SAP Alert Notification service for SAP BTP in case the JMS resources are critical or exhausted. If all JMS resources are "OK" no notification is sent.



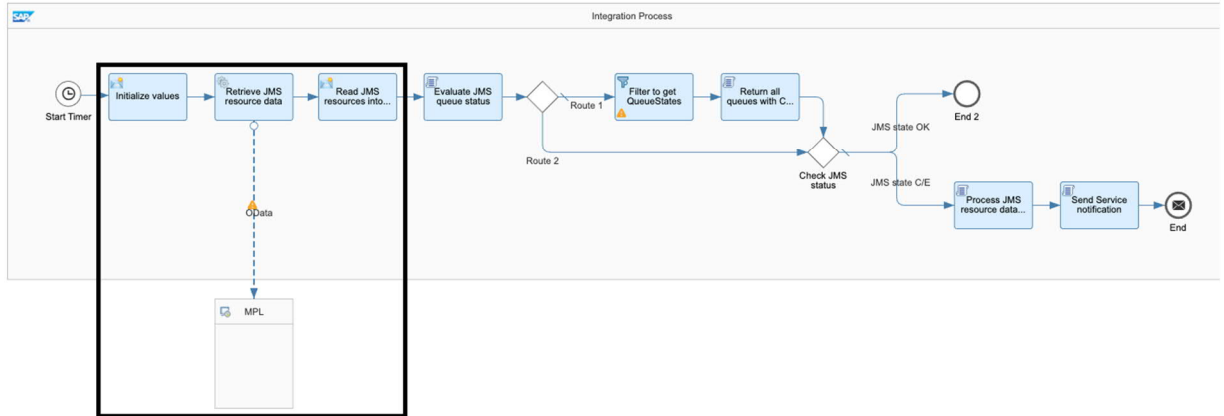
1.1 Explanation of process steps

In the following you will find a short description of the purpose of each iflow component. For more details you can also have a look at this [blog](#).

1.1.1 Get JMS resource information

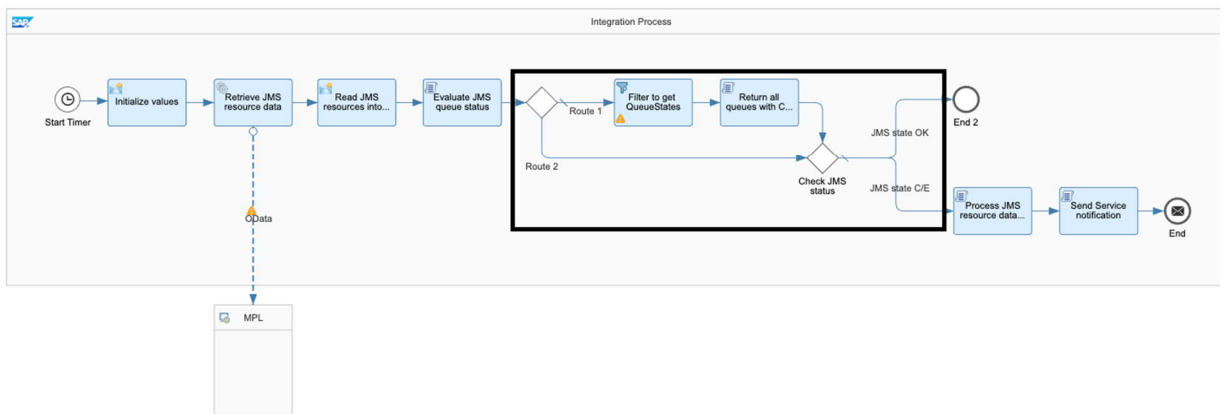
The iflow is set to run every 15 min. First, needed properties for the Alert Service are set. These are configured as externalized parameters so the iflow will not have to be altered, e.g. if credential names change. Next, the JMS resource capacity data is pulled via OData adapter. The following information is kept as property:

- MaxCapacity
- Capacity
- Consumers
- Providers
- Transactions
- Queues
- MaxQueues
- QueueCapacityWarning,
- QueueCapacityError
- QueueCapacityOK



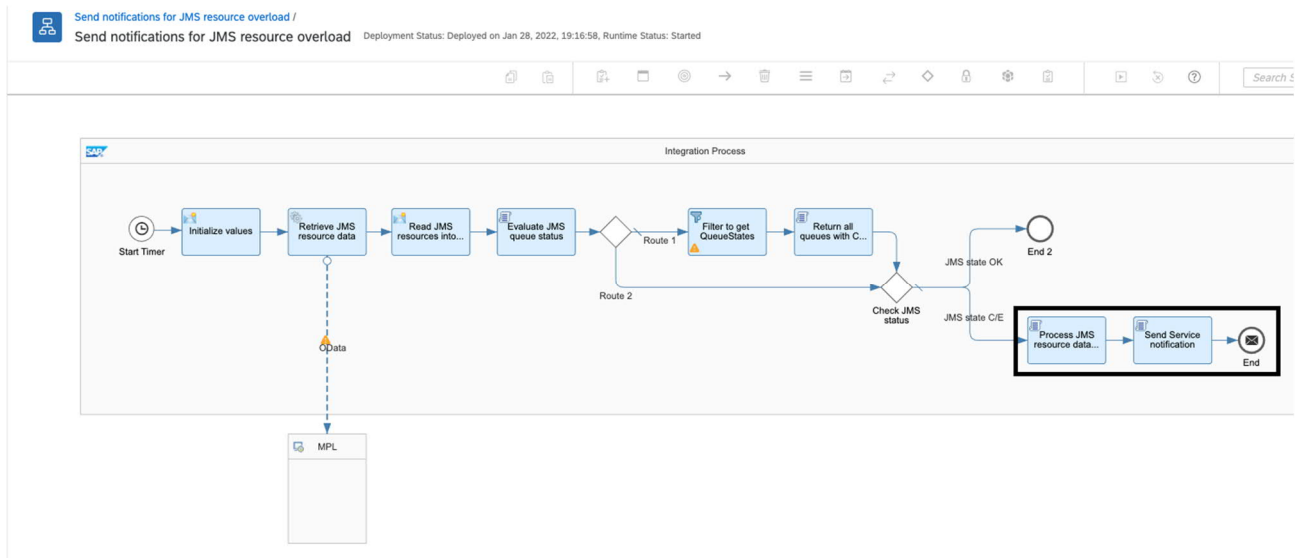
1.1.2 Prepare JMS resource information

If the overall JMS status is Ok, the path route 2 → JMS state OK is followed and the iflow is finished. No notification is sent in this case. If the overall JMS status is not Ok route 1 → JMS state C/E is followed. In this case the payload is filtered by queue states and all critical or exhausted queues are returned.



1.1.3 Prepare and send notification

Finally, the message is prepared and sent to the Alert Service based on the conditions configured via the BTP cockpit that were shown above. If all JMS resources are "OK" no notification is sent. The iflow finishes.



An exemplary email notification can be viewed below.

Fehler Achtung



○ SAP Alert Notification service for SAP BTP <noreply+sap_cp_cf_eu20_ans@sap.com>

An: ● Degutis, Desiree

Landscape Details:

region:
region:

Resource Details:

global account:
subaccount: 197
resource group:
resource type: JMSQueue
resource name: CPIJMSQueue

Resource Tags:

resourceLandscape: (

Event Details:

event type: JMSQueueDepletion
event subject: JMS resource depletion: Exhausted
event timestamp: 1643392948 [2022-01-28T18:02:28Z]
category: ALERT
severity: WARNING

Event Tags:

ans:detailsLink:

Event Body:

The JMS Resources on the Cloud Integration tenant are Exhausted.
Overall Queue Capacity Status: OK (0 percent)

Capacity Status for Queues:

OK: 11 Queues
Warning: 0 Queues
Names of queues with warnings:
Error: 0 Queues
Names of queues with errors:

Queue Status: OK 11 / 30
Transactions Status: OK
Consumer Connections Status: OK
Provider Connections Status: OK

Kind Regards,
Yours SAP Alert Notification service for SAP BTP

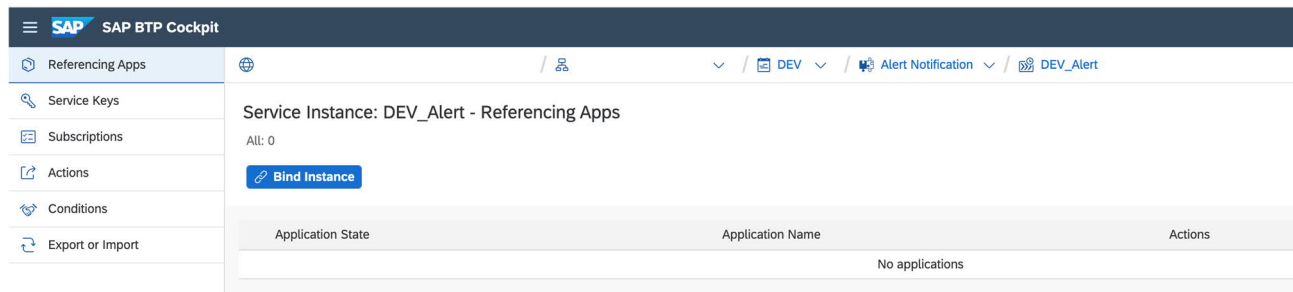
P.S. This is an automated email sent by the SAP Alert Notification service for SAP BTP using the SAP infrastructure. You receive this on behalf of a service user, who has configured this email address as an alert recipient.

2 CONFIGURATION DETAILS

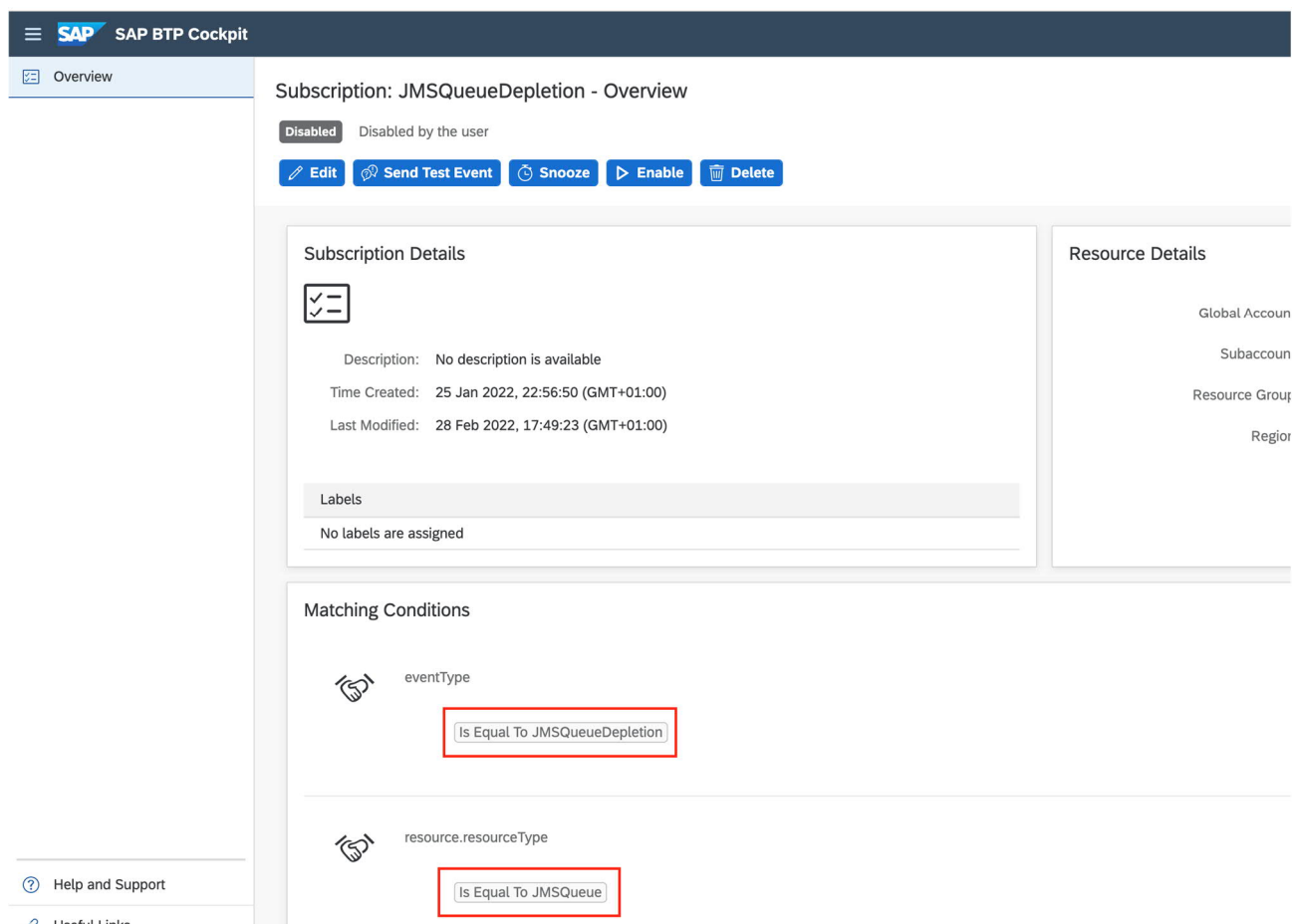
This guide assumes that the CPI and BTP Alert Notification service are both available on the tenant and can be accessed without issue.

2.1 SAP Alert Notification service for SAP BTP

You can configure the Alert Notification service via your instance on the subaccount.



Navigate to *Subscriptions* → *Create* to add a new Alert Notification service subscription that can be used by the iflow. Set the *eventType* equal to “JMSQueueDepletion” and the *resourceType* equal to “JMSQueue”. As action you can enter the necessary email information. To verify the service is working as expected you can send a test event. You can also enable or disable the subscription here as required.



You are now ready to configure the iflow.

2.2 Iflow **Send notifications for JMS resource overload with Alert Notification service**

The following information has to be configured for the iflow. No changes to the iflow itself have to be made.

Configure "Send notifications for JMS resource overload with Alert Notification service"

Receiver

More

Type:

All Parameters

SERVICE_CREDENTIALS_NAME:

xxx

SERVICE_REQUEST_TIMEOUT_MINUTES:

1

SERVICE_RESOURCE_EVENTS_URL:

xxx

Configure "Send notifications for JMS resource overload with Alert Notification service"

Receiver

More

Connection

Receiver:

MPL

Adapter Type:

HCIOData

Address:

{{CI Tenant Base URL}}/api/v1

CI Tenant Base URL:

xxx

Authentication:

OAuth2 Client Credentials

Credential Name:

xxx

Processing

Timeout (in min):

1

2.3 Changes

The iflow can be adapted to specific needs. However, please be aware that if you make changes it can also be needed to change the Alert Service configuration and vice versa. For example, if you wish to change the alert service event name this will have to be changed in the script of the iflow as well as the alert service.