

Configuring Precise for BW

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About Configuring SLA and Email Alert settings

SLA and Email Alert settings are configured in the Precise AdminPoint screen.

Setting SLA defaults

To configure your SLA settings follow these steps:

1. On the Precise AdminPoint screen, click **Settings > SLAs**.
2. In the SLA Settings dialog box, select the Service Time tab and in the Technology field, select **SAP**.
3. In the SLA Name column, you can either select an existing SLA definition or create a new one.
 - a. **If you are using an existing SLA definition:**
 - i. Select the SLA definition and click the **Edit** button.
 - ii. At the bottom of the displayed dialog, enter the new Near-breach and Breach thresholds (in minutes), and then click **OK**.
 - b. **If you are creating a new SLA definition:**
 - i. Click the **Add** button.
 - ii. In the SLA name field, enter a name for the new SLA definition.
 - iii. In the Free text field, enter the name of the SAP BI Process Chain, and then click the right-arrow.
 - iv. Enter the new Near-breach and Breach thresholds (in minutes), and then click **OK**.

Setting general alert defaults

To configure your general email alert settings follow these steps:

1. On the Precise AdminPoint screen, click **Settings > Alerts General Settings**. The Alerts General Settings dialog box is displayed.
2. In the Email tab, select the **Integrate Alerts with an email server** check box and enter the email server name or IP address.
3. Set the address you want to appear in the sent by field in email actions.
4. Click **OK**.

For further information refer to the About configuring Alert general settings section on page in the [Precise Administration Guide](#).

Activating the email action alerts

To activate your email action alerts follow these steps:

1. On the Precise AdminPoint screen, click **Settings > Alerts Metric Settings**. The Alerts Metric Settings dialog box is displayed.
2. In the Settings tab, select the required environment and the SAP AppTier.
3. Select Failed Process Chains and click the **Edit** button.
4. In the Metric Properties - Edit dialog, select the Actions tab and select the email option on the Action Type list box.
5. Click the **Add** button. The Add Email Action dialog box is displayed.
6. In the When list box, select the minimum alert severity level that will cause this action to run.
7. If you want to alert higher management only after several sequential triggers, enter a value into the 'for at least <...> times' text box.
8. Set a valid email address.
9. Click **OK**.
10. Select SLA Breaching Process Chains and click the **Edit** button.
11. Repeat steps 4 through 9.

For further information refer to the About configuring Alerts metric settings section on page in the [Precise Administration Guide](#).

About Configuring the CCMS Alerts display

This section describes the CCMS Alerts display configuration.

How to specify additional monitors to be displayed

By default, three monitors are shown in the user interface. You can add more monitors if you like.

To add CCMS Alerts monitors:

1. Specify the monitor set and its name in the following XML file:
<i3_root>\products\i3fp\registry\products\indepth-sap\ccmsConfigFile.xml.
2. Save the file.

How to specify that the Alerts will come from a Central Monitoring instance

The CCMS alerts in your organization may be concentrated in a Central Monitoring instance. You can configure Precise to pull the alerts from there instead of from the BI instance itself.

To specify the Central Monitoring instance the alerts will come from:

1. Add the following tag to the `products\i3fp\registry\products\indepth-sap\ccmsConfigFile.xml` file:
`<ccmsSourceSystem><SID></ccmsSourceSystem>`
2. Replace `<SID>` by the System ID of the Central Monitoring instance.



The Central Monitoring instance must be an instance which is sampled by Precise for SAP.

3. Restart the Precise for SAP FocalPoint.

About Configuring Performance settings

If the `High data-transfer volume` message is shown, it means that the system is processing too many Process Chain executions.

In this case, three options are available:

- Choosing a smaller 'Overall time range' setting will cause less rows to be returned, so it's possible that the message will no longer appear.
- Allow more rows to be returned by raising the `perfMaxRows` threshold (See [How to modify the performance thresholds.](#)). Using this option means that more rows will be processed by Precise for BW, and the user experience might be degraded.
- Filter out short-running Process Chains by raising the `perfFilter` threshold. Using this option guarantees that less rows will be processed by Precise for BW resulting in a faster user experience, but shorter Process Chains will not be shown.

Specifying the maximum amount of rows

About the `perfMaxRows` threshold – This value determines the number of rows that the system will return for the selected time frame before the `High data-transfer volume` message is shown.

To determine the number of Process Chain executions in your system, run the following SQL statement in your BW database:

```
select count(distinct LOG_ID) PERFMAXROWS from RSPCPROCESSLOG
```

Specifying the process duration threshold

About the `perfFilter` threshold – Processes with a run-time (in seconds) lower than this value will not be returned. A value of zero for this value will cause all the Process executions to be returned.

A higher value will cause less runs to be returned and improve the user-experience.

We recommend that you tune this value to find a balance between a smooth user-experience and a rich set of data. The following SQL statement is an example of how to determine the value in a way that will cause 20,000 rows to be returned.

Oracle:

```
select min(DUR) as PERFILTERVALUE from (select max(ENTIMESTAMP) - min(STARTTIMESTAMP) DUR, row_number()  
over(order by max(ENTIMESTAMP) - min(STARTTIMESTAMP) - min(STARTTIMESTAMP) desc) mk from RSPCPROCESSLOG  
group by LOG_ID) where mk <=20000;
```

MS-SQL:

```
select min(DUR) as PERFILTERVALUE from (select top 20000 max(ENTIMESTAMP) - min(STARTTIMESTAMP) DUR from  
[schema]. RSPCPROCESSLOG group by LOG_ID order by 1 desc)
```

How to modify the performance thresholds

To modify the above performance thresholds, do the following:

1. Open the file:
`<i3_root>\products\sap\focalpoint\bi\resources\SAPAdapterConfig.xml`.
2. Modify the respective settings.
3. Save the file.