



SAP Community Call

For SAP Cloud ALM Experts

SAP SE
June 2022

PUBLIC

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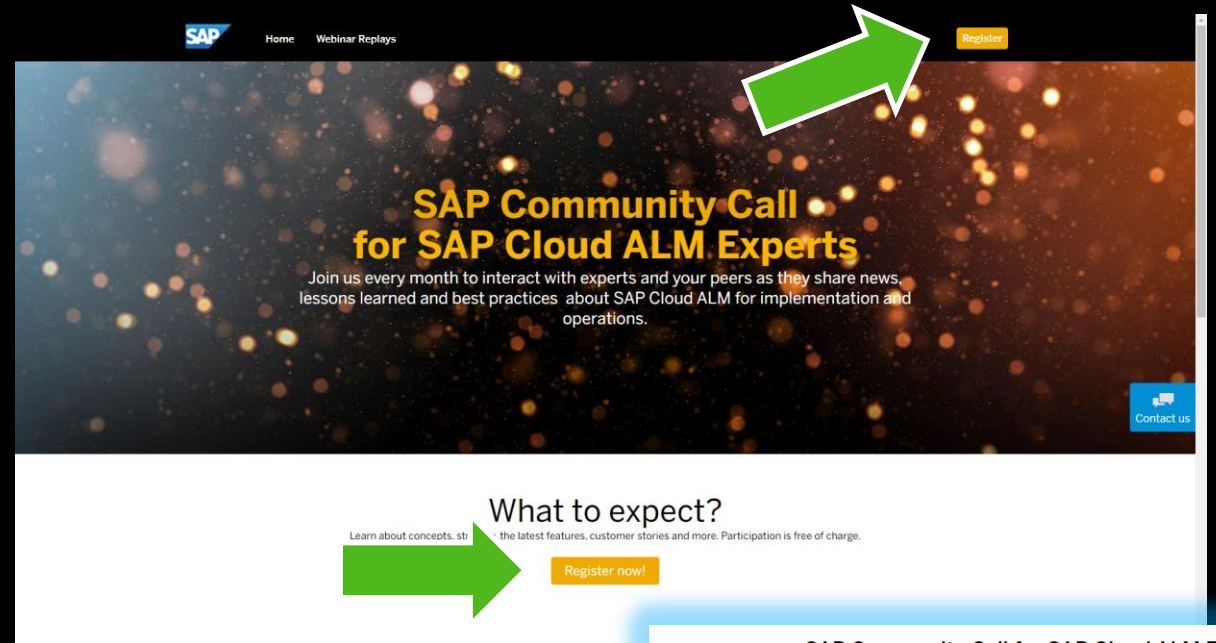
Important: Registration change for this call!

To further receive e-mail invitations to future SAP Community Call for SAP Cloud ALM Experts, we need to ask you to register again.

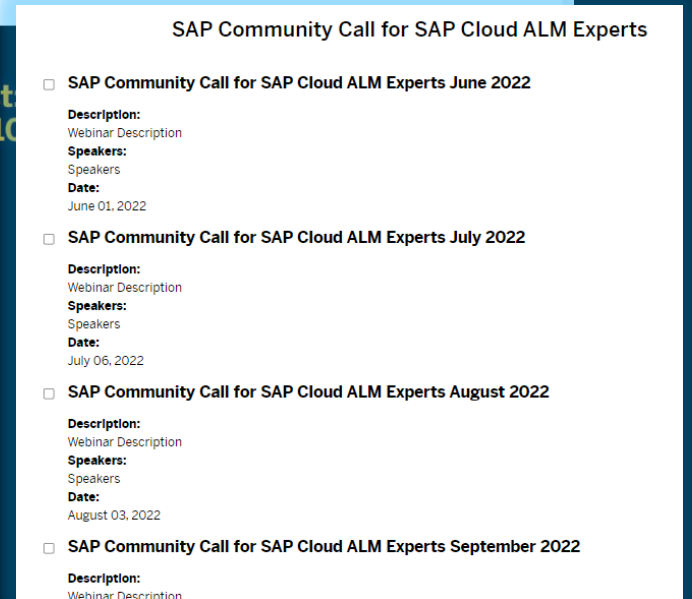
Please go to the [landing page](#) and click on “Register Now”. On the following page, please select all calls you want to get invited to.

You will only get invitations to the selected calls!

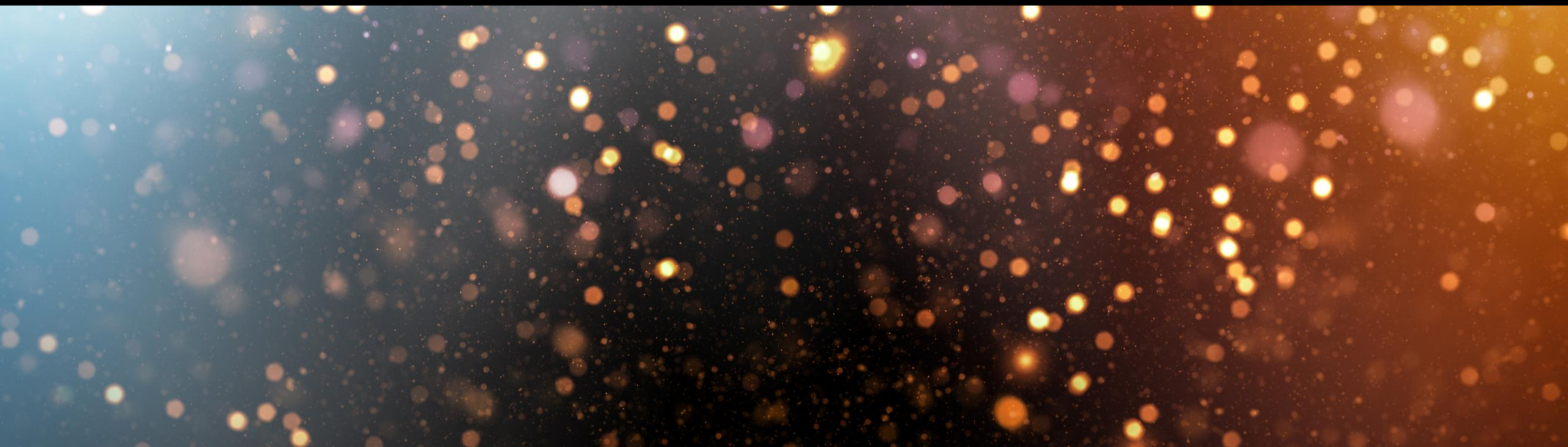
[Re-Register now!](#)



Upcoming webcast
4pm CEST | 10



Welcome



SAP Community Call for SAP Cloud ALM Experts | Agenda for **June 1, 2022**

Focus topic: SAP Cloud ALM for Operations

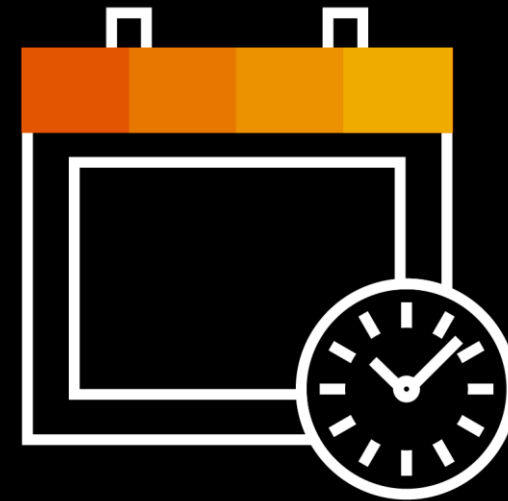
Welcome & about this call

Health Monitoring

We ask, you answer | Menti poll

Additional Information

You ask, we answer | Q&A



Speakers



Tonja Kehrer



Mathias Bley



Tim Steuer



Stefan Lahr

About this Call

WHY Build up expert knowledge, share experiences, ask questions

WHEN Monthly webinar series about SAP Cloud ALM

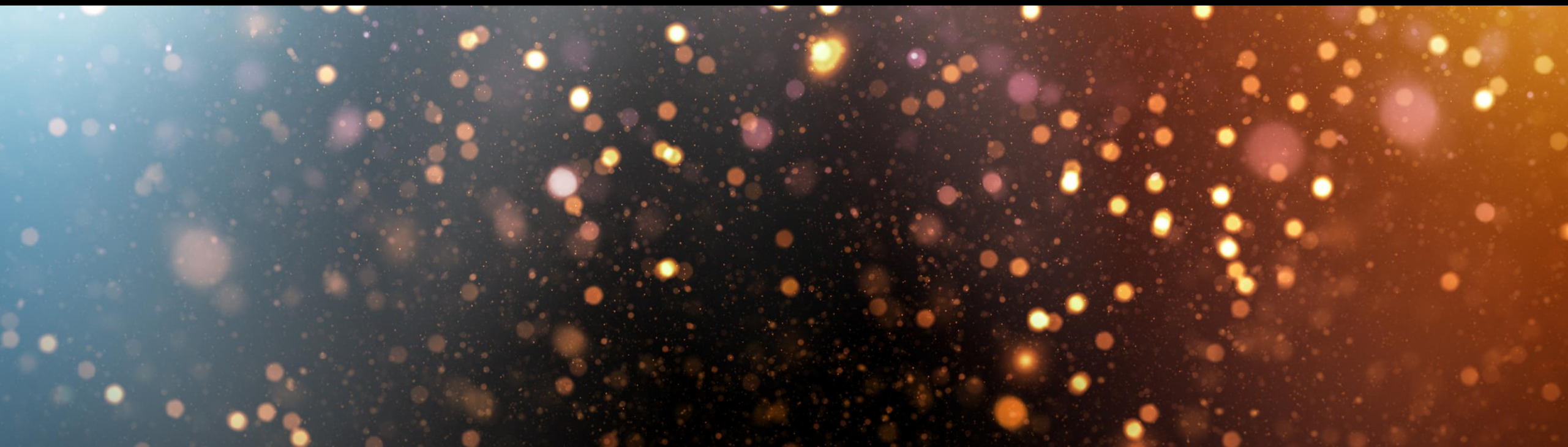
WHAT Concepts, live demos, alternating focus on implementation and operations

WHO Beginners, Experts and anyone interested in SAP Cloud ALM



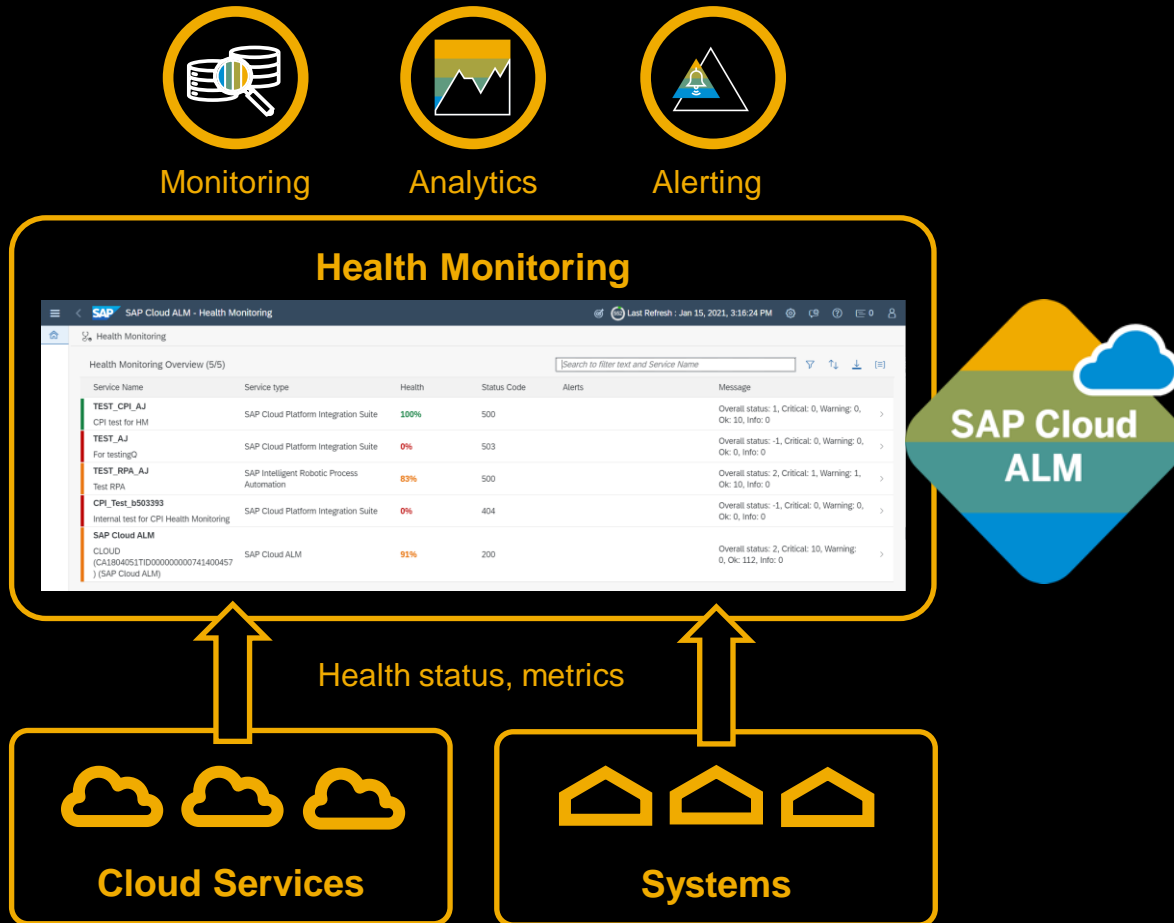
Health Monitoring

Introduction



Health Monitoring

Check Application Health of Cloud Services and Systems



- **Monitoring of technical metrics and events** for cloud services and systems:
 - By executing **application health checks** for **SAP built cloud services**
 - By delivering **technical metrics and events** for **customer applications** built at SAP Business Technology Platform
 - By providing metrics for **light-weight system monitoring** for **SAP ABAP** based systems
- Provides **embedded alerting** including the capability to **trigger notifications and corrective actions**
- Allows **embedded analytics** to analyze **trends and root causes** for discovered problems

Which capabilities are covered by Health Monitoring?



Monitoring

Get informed about the healthiness of cloud services from an application perspective



Analytics

Identify trends and usage of services and resources



Alerting

Identify critical situations and notify the relevant users



Resolution

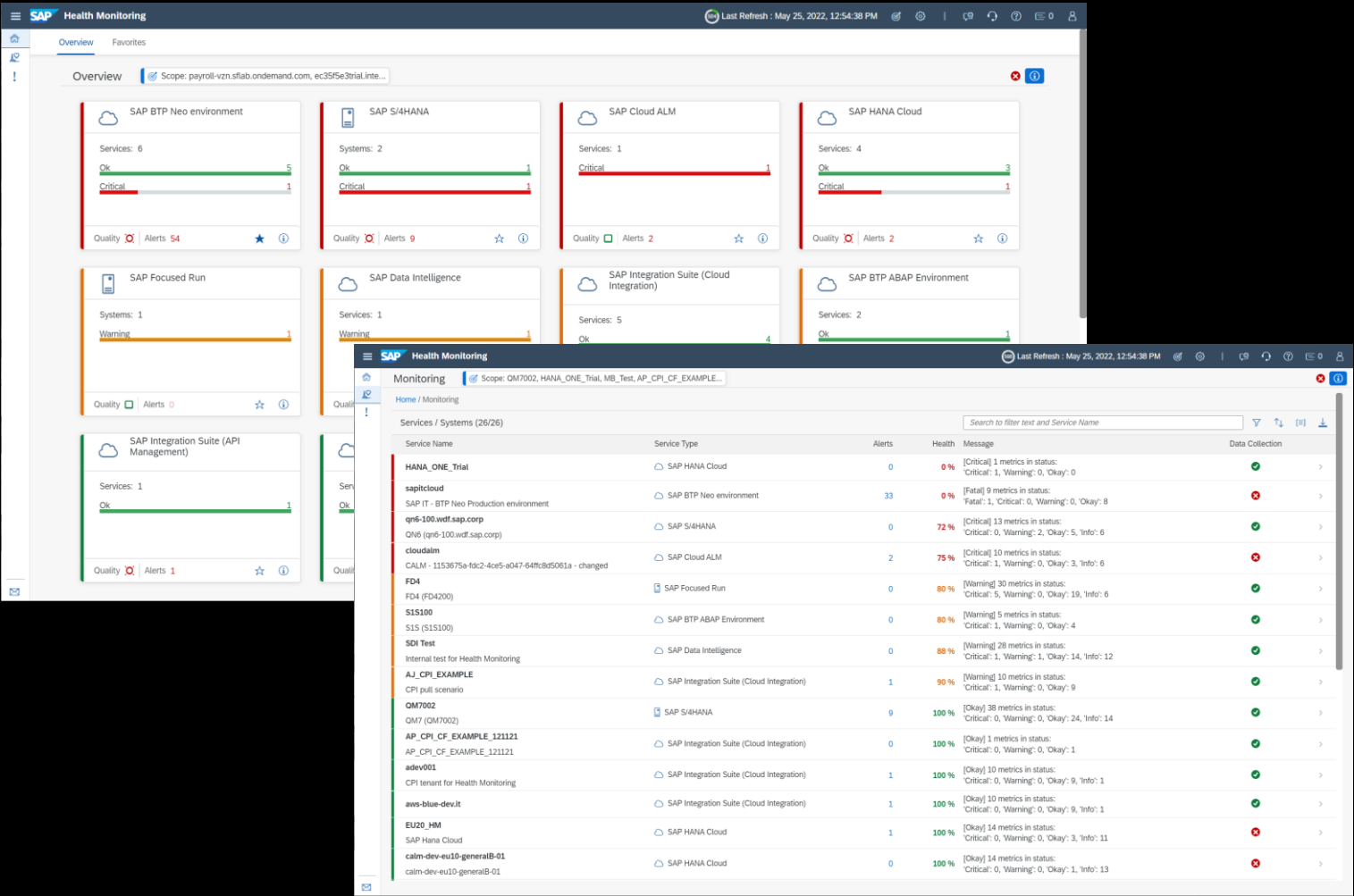
Analyze the root cause of an issue and trigger operation automation procedures

Monitoring



What is the current health of my services?

Were there any issues detected and how many?

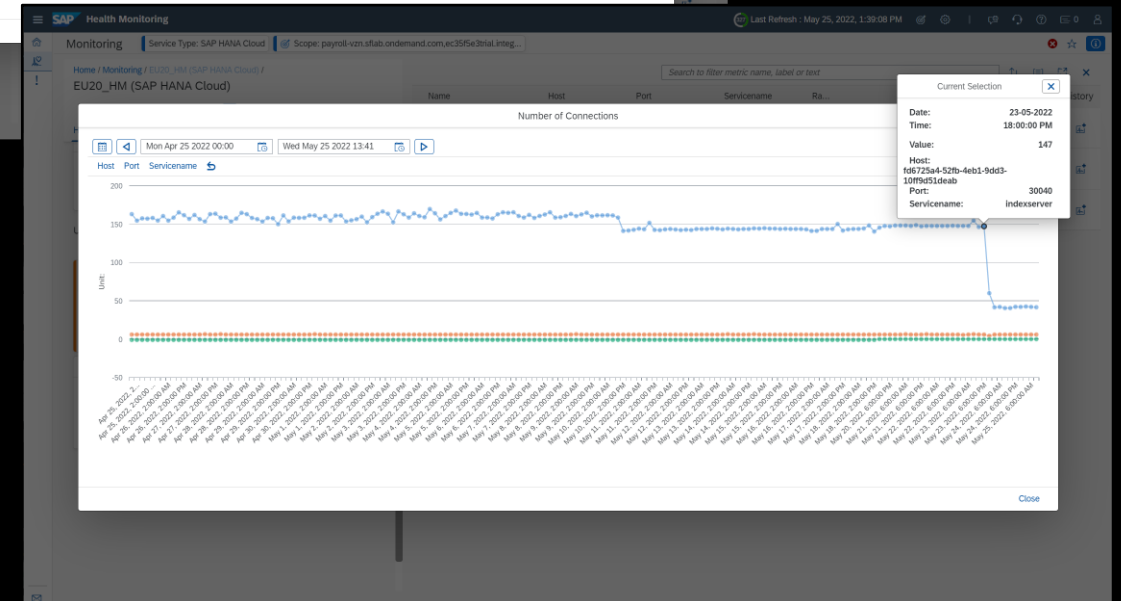
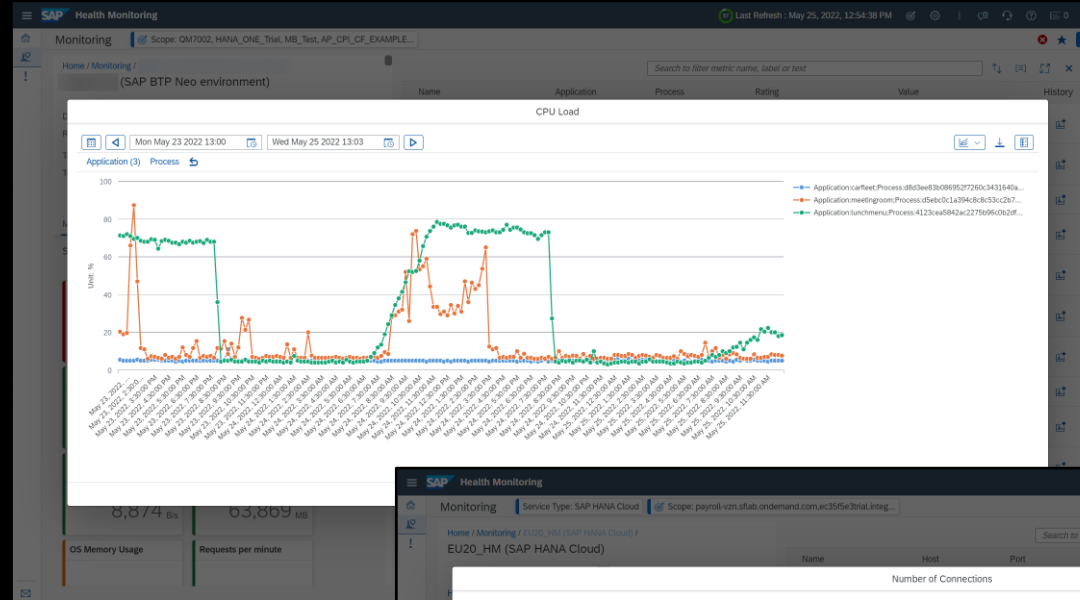


Analytics



When was an error status reported by a service component?


Are there any trends in resource usage?



The logo of the Center for the Study of Language Acquisition (CSLA) is a circular emblem. It features a large white outline of a circle on a black background. Inside this circle is a white outline of a triangle. Within the white triangle is a smaller, filled triangle with a vertical color gradient from yellow at the top to blue at the bottom. Centered within this colored triangle is a white bell icon with three curved lines below it, representing sound waves.

Create alerts for red metrics

Let's Run Better Together!
Your SAP Cloud ALM Team

THE BEST RUN 

SAP Cloud ALM Notification

Health Monitoring Event

Java Application Status

Service Name	AP_SAP_BTP_NEO_sapitcloud
Service Type	SAP BTP Neo environment
Object Details	Application = contactmerge
Reported at	07-May-2022 15:37:21
Rating	Critical

Additional Information


Name	Application	Timestamp	Rating	Value
Application Status	contactmerge	07-May-2022 15:35:00	Critical	Application is stopped. Please contact technical support.

[Click here to view this alert in health monitoring](#)

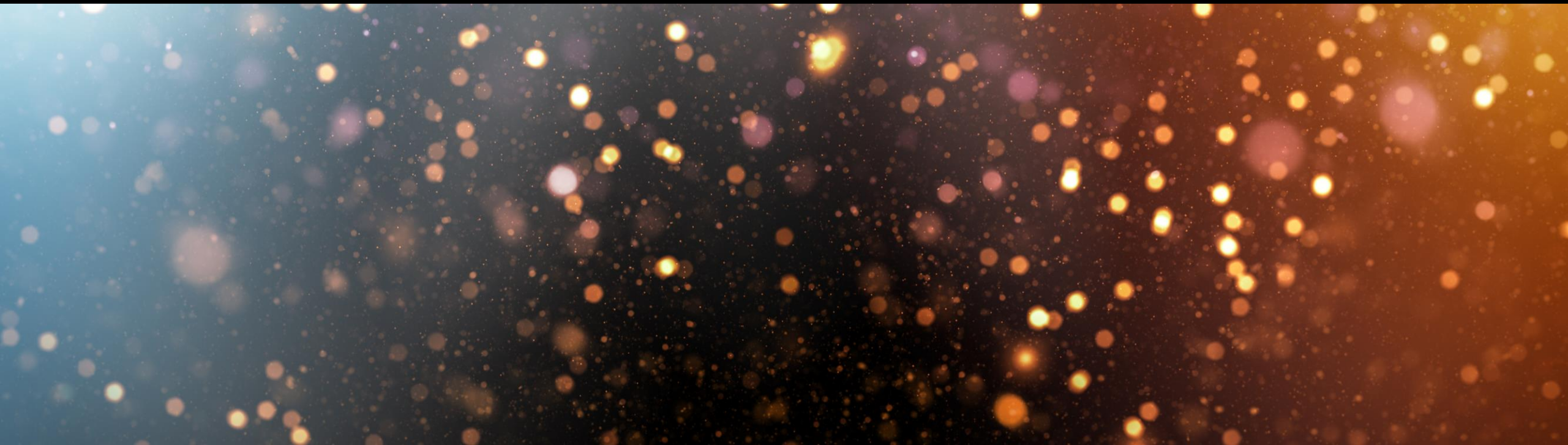
This is an automated email, please do not reply.

If you do not want to receive further notifications from SAP Cloud ALM, you can click to [unsubscribe](#)

Let's Run Better Together!
Your SAP Cloud ALM Team



Health Monitoring Scope



Scope

The following services and system types can be monitored:

- SAP BTP, ABAP Environment
- SAP BTP, Cloud Foundry environment
- SAP BTP, Neo environment
- SAP Cloud ALM
- SAP HANA Cloud
- SAP Integration Suite – API Management
- SAP Integration Suite – Cloud Integration
- SAP Intelligent Robotic Process Automation
- SAP Business Suite
- SAP S/4HANA
- SAP S/4HANA private cloud edition
- SAP SuccessFactors Employee Central Payroll

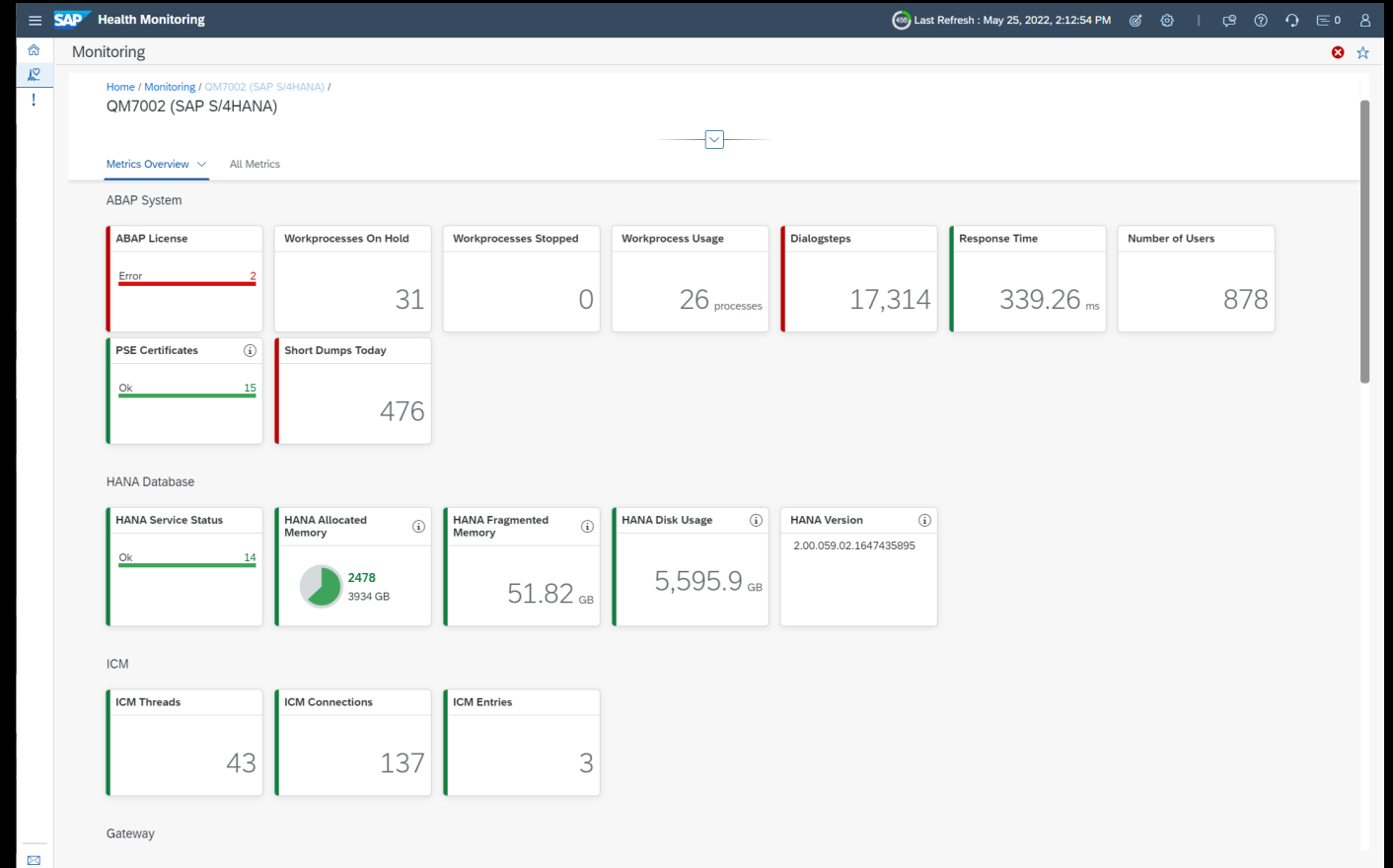
Scope

SAP S/4HANA, SAP Business Suite

SAP S/4HANA or SAP Business Suite systems can be configured to regularly push metrics to Health Monitoring.

This will provide metrics for

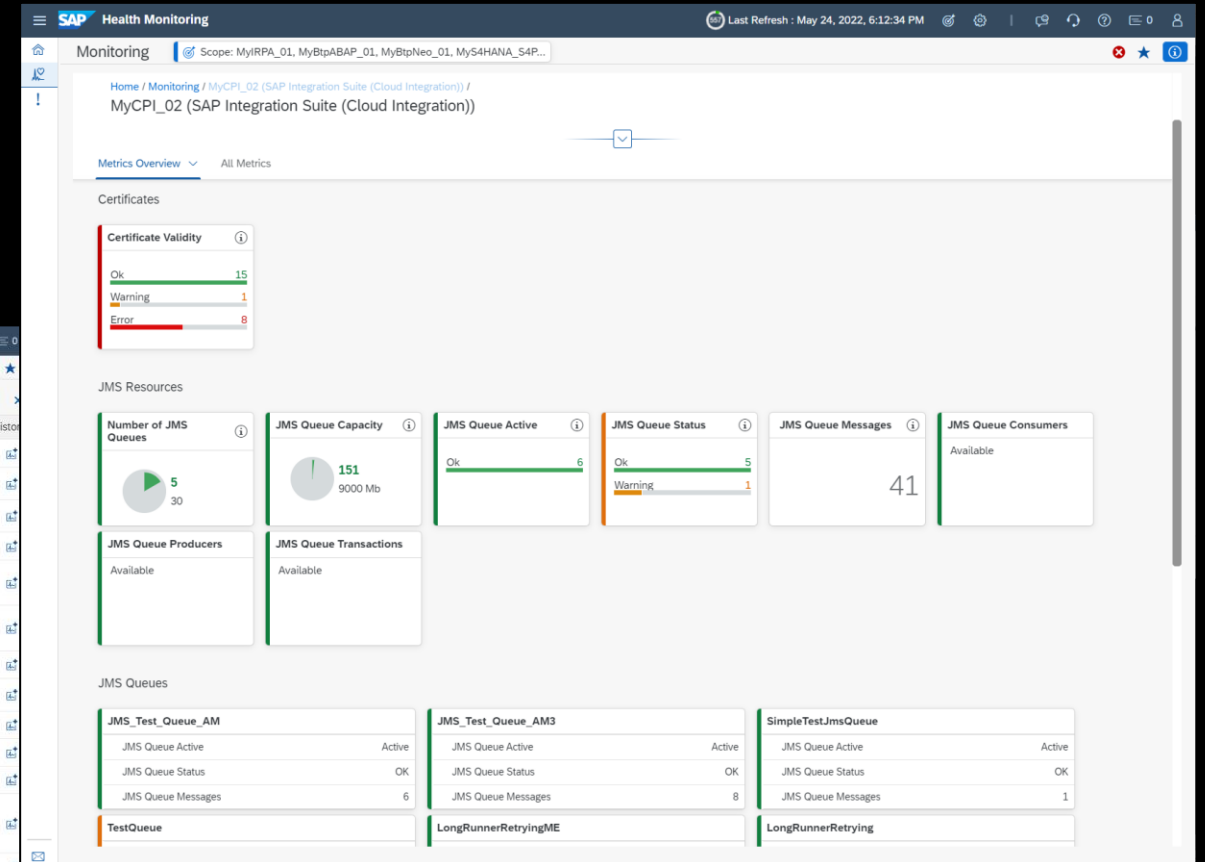
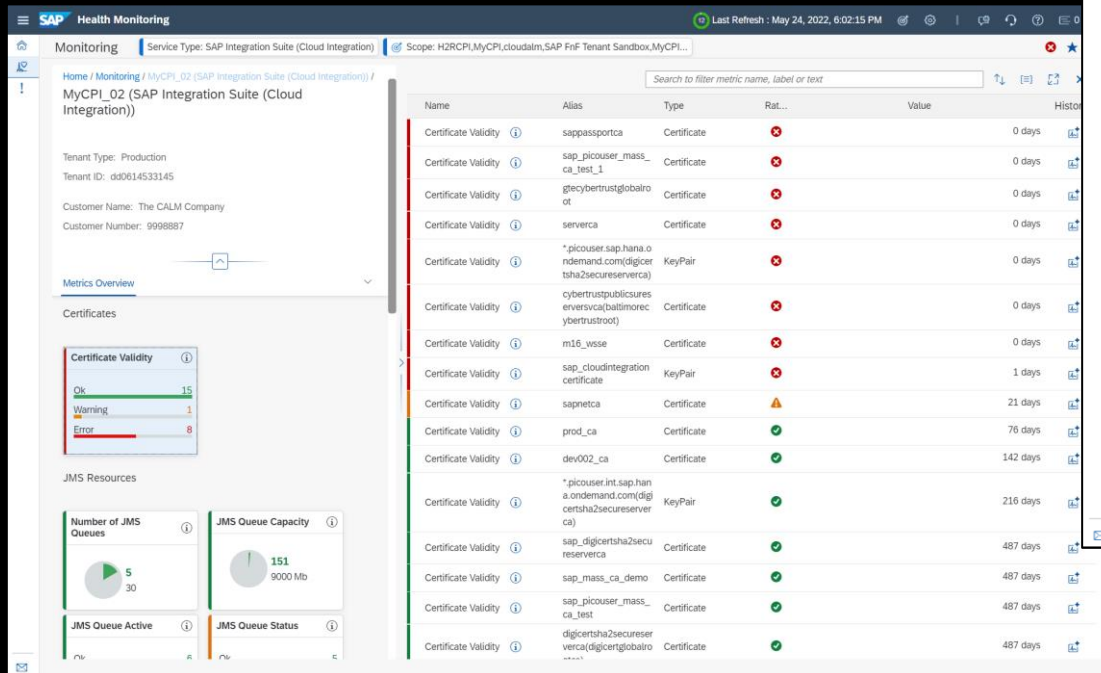
- ABAP system (e.g. work process utilization, short dumps, heap memory, ICM and gateway resources)
- HANA database (e.g. service status and memory utilization)
- Hosts (CPU, memory and disk utilization)



Scope

SAP Integration Suite – Cloud Integration

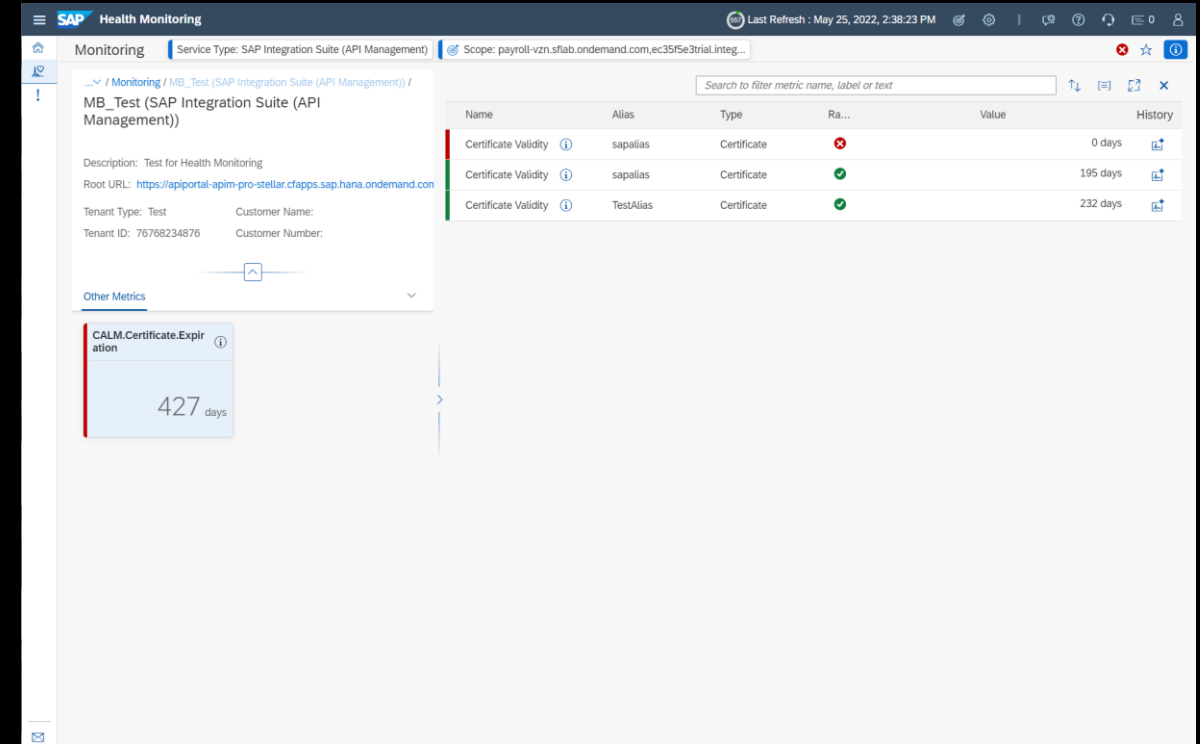
You can monitor the status of your JMS queues and the validity of your certificates in SAP Integration Suite - Cloud Integration.



Scope

SAP Integration Suite – API Management

You can monitor the validity of your certificates in SAP Integration Suite – API Management.



Scope

SAP BTP Cloud Foundry: Alert Notification Events

You can register on events from the SAP Alert Notification service (ANS) for SAP BTP Cloud Foundry. When an event is detected, a corresponding alert will be created in the Alert Inbox in Health Monitoring.

Supported ANS Events are:

- Application Crash
- Application Process Crash
- HANA Service Restarted

The screenshot displays the SAP Health Monitoring interface. The top section shows a list of alerts under the 'Alerting' tab. The selected alert is 'SAP BTP: Application Crash' with the message 'Application has crashed - CRASHED' and context 'Treasury-TPI-Prod'. The alert details panel on the right shows the object details, status (Open), priority (High), and current rating (Worst Rating: 3). The event body section shows the alert notification received from the audit event.

The bottom section shows the 'Events' tab in the 'Cloud Services Overview / CoPIN /' view. It contains a table with event registration settings:

Name	Description	Alert Active
SAP BTP: Application Crash	An audit application crash event is triggered when an application has crashed.	ON
SAP BTP: Application Process Crash	An audit application process crash event is triggered when an internal process of the application has crashed.	OFF
SAP BTP: HANA Service Restarted	A HANA service was restarted.	ON

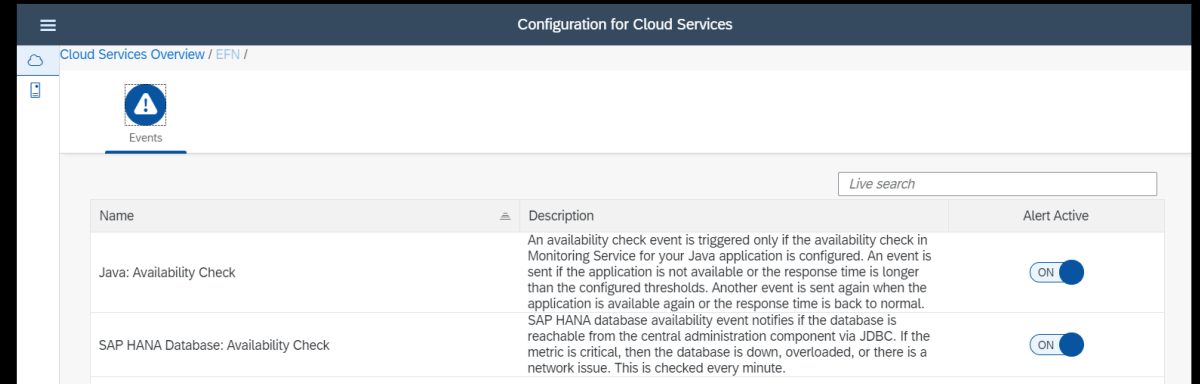
Scope

SAP BTP Neo Environment: Alert Notification Events

You can register on events from the SAP Alert Notification service (ANS) for SAP BTP Neo. When an event is detected, a corresponding alert will be created in the Alert Inbox in Health Monitoring.

Supported ANS Events are:

- Availability Check
- SAP HANA Database Availability



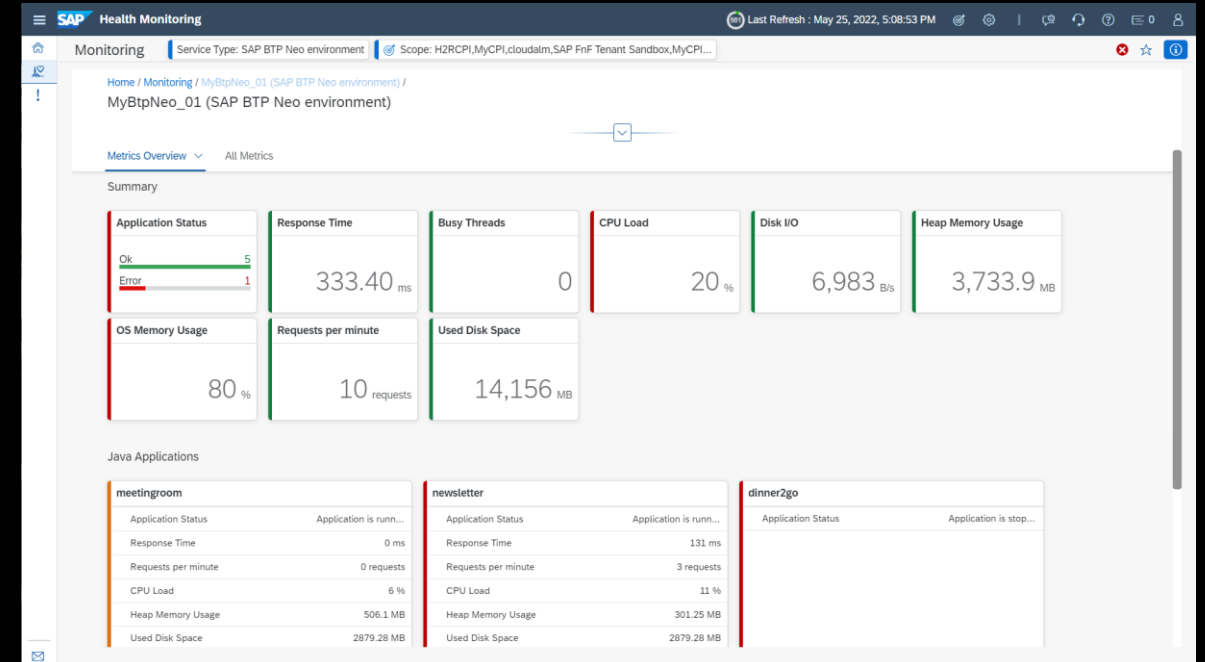
Scope

SAP BTP Neo Environment: Java Applications

For service type SAP BTP, Neo environment, you can monitor performance and usage metrics for your selected Java applications.

Supported metrics are:

- Application status
- Response time
- Requests per minute
- CPU load
- Heap and OS memory
- Disk space and I/O

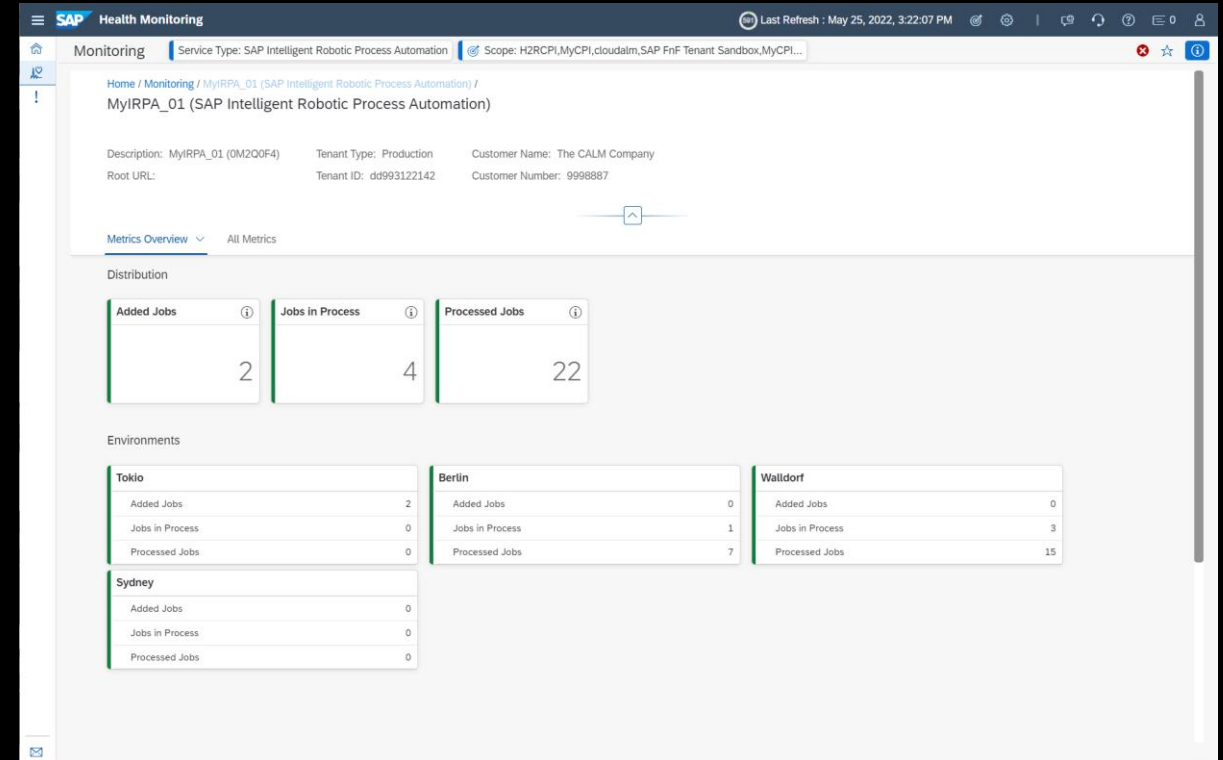


Scope

SAP Intelligent Robotic Process Automation

You can monitor the job distributions of SAP Intelligent Robotic Process Automation.

Allows you to understand the overall status of your environments in the SAP Intelligent Robotic Process Automation service.



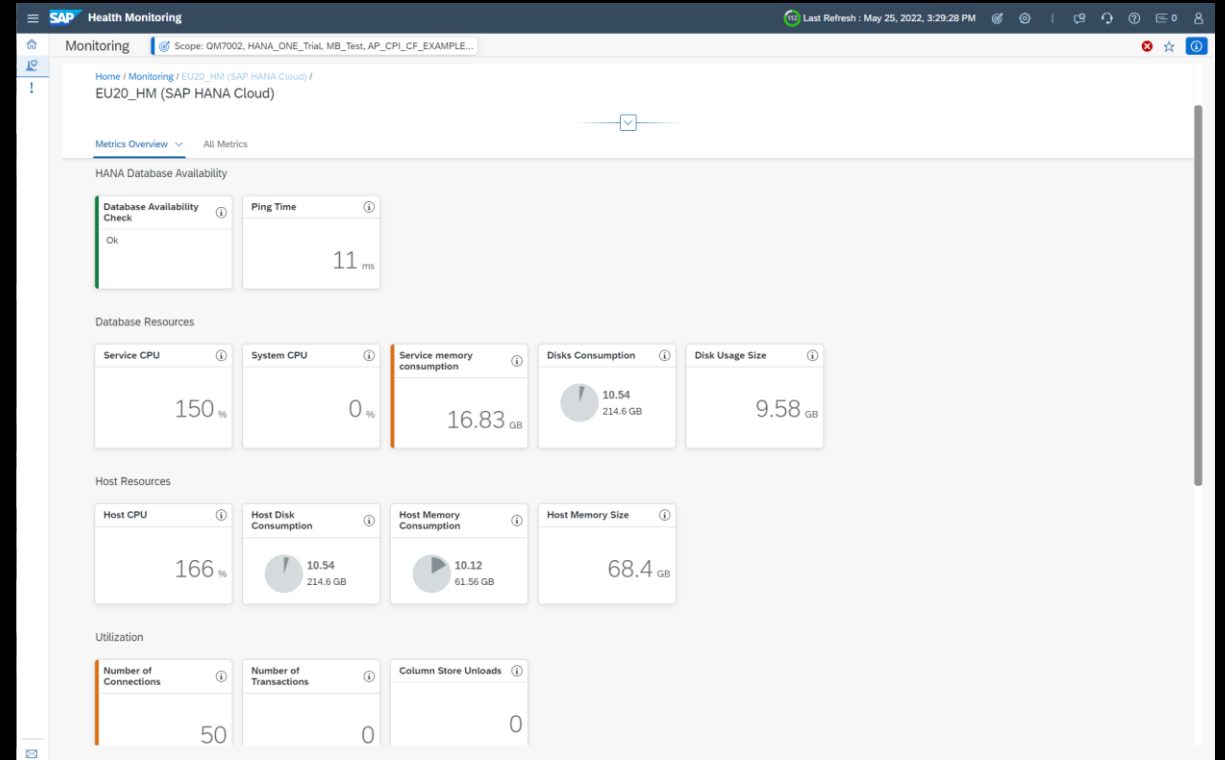
Scope

SAP HANA Cloud

For SAP HANA Cloud instances you can monitor the availability and resource consumption.

Supported metrics are:

- Database availability and ping time
- Service, system and host CPU
- Service and host memory usage
- Database and host disk usage
- Number of connections and transactions

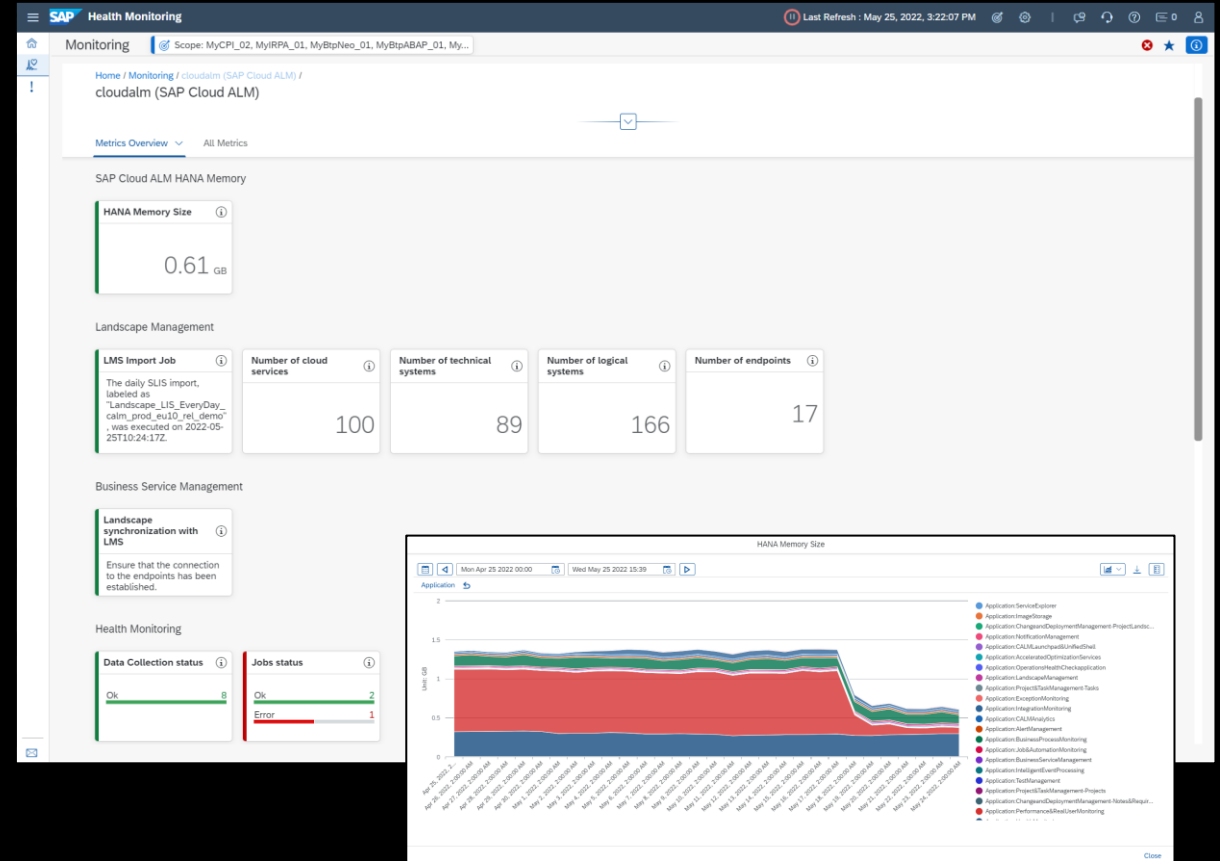


Scope

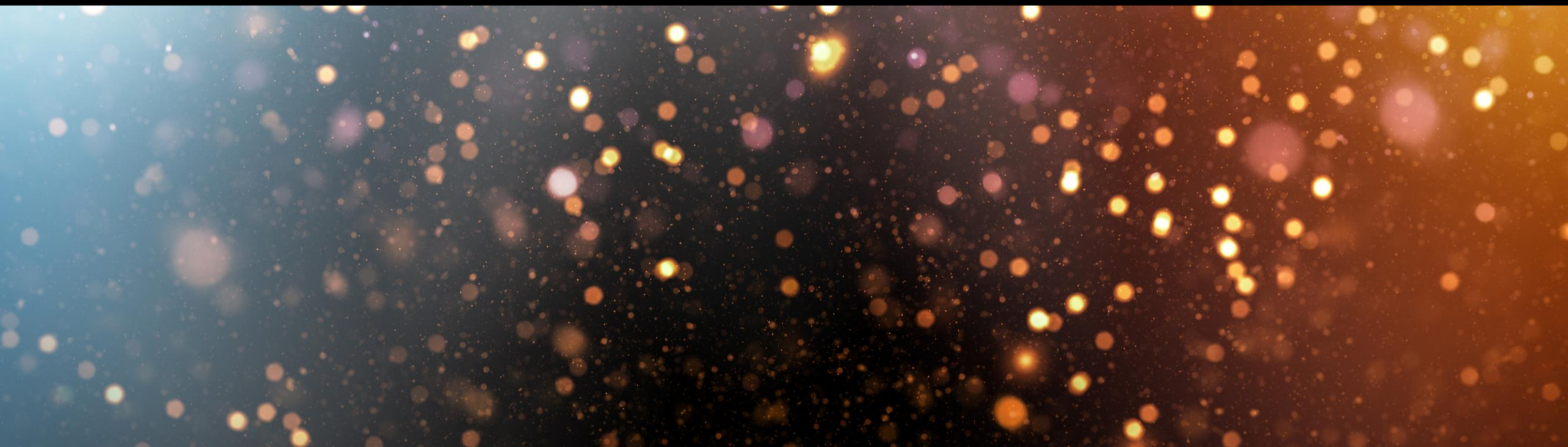
SAP Cloud ALM

Health Monitoring can also be used to perform a self-monitoring of the SAP Cloud ALM applications. Each application can provide information about its internal health (e.g. if all necessary jobs are running), as well as about issues during data collection (e.g. failed collectors).

Additionally you can see information about the HANA memory size of your SAP Cloud ALM tenant and the memory usage per application.



Health Monitoring Configuration



Configuration

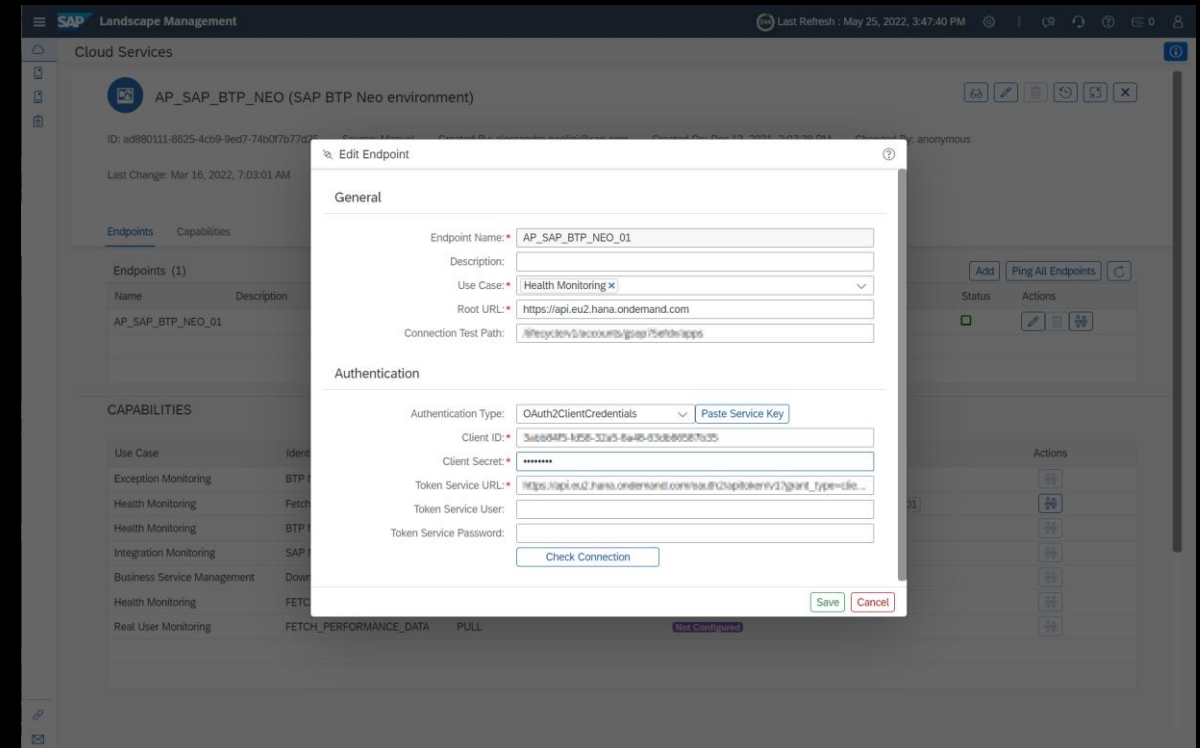
How to setup a new service / system

To enable the data collection for pull data collectors (e.g. SAP HANA Cloud, SAP BTP Neo) , you will need to setup an endpoint in the Landscape Management service.

For push data collectors (e.g. SAP S/4HANA) you will need to enter the SAP Cloud ALM URL and credentials in your monitored service or system.

Detailed information on how to connect a specific service or system can be found on the SAP Cloud ALM Expert Portal:

<https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal/health-monitoring/health-monitoring-setup-configuration.html>



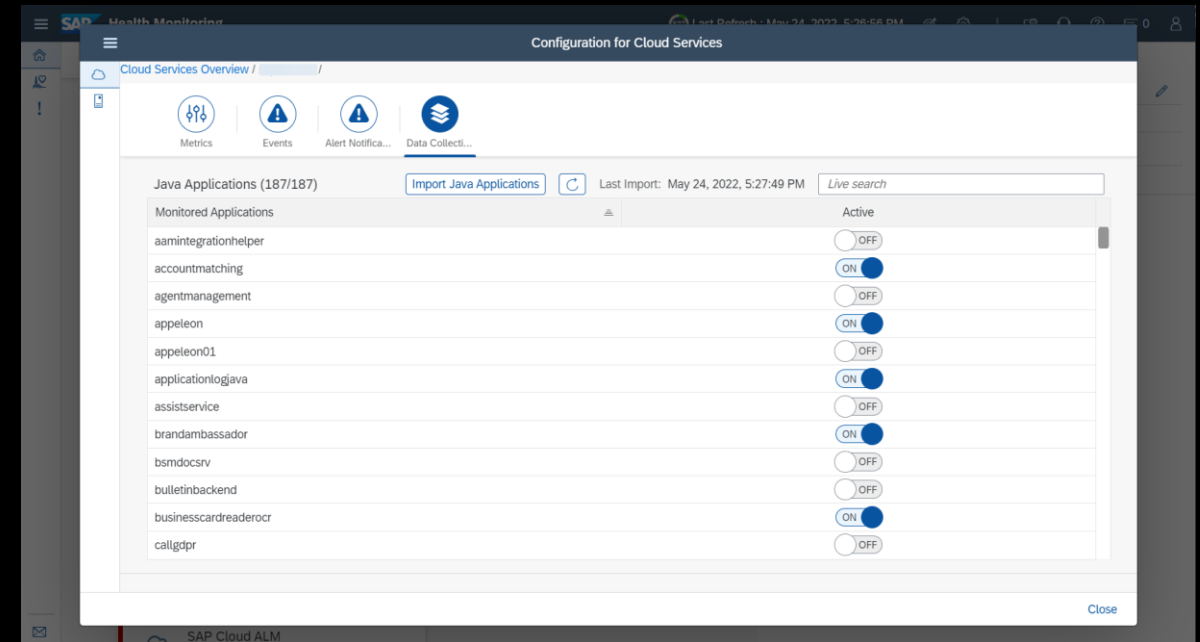
Configuration

Choose Java Applications on SAP BTP Neo

On SAP BTP Neo subaccounts you need to additionally configure which Java applications should be monitored.

This can be easily done by activating them on the tab "Data Collection" in the configuration pane.

In case new Java applications have been added to the SAP BTP sub account, you can click the button "Import Java Applications". As a result, the application list will be updated.



Configuration

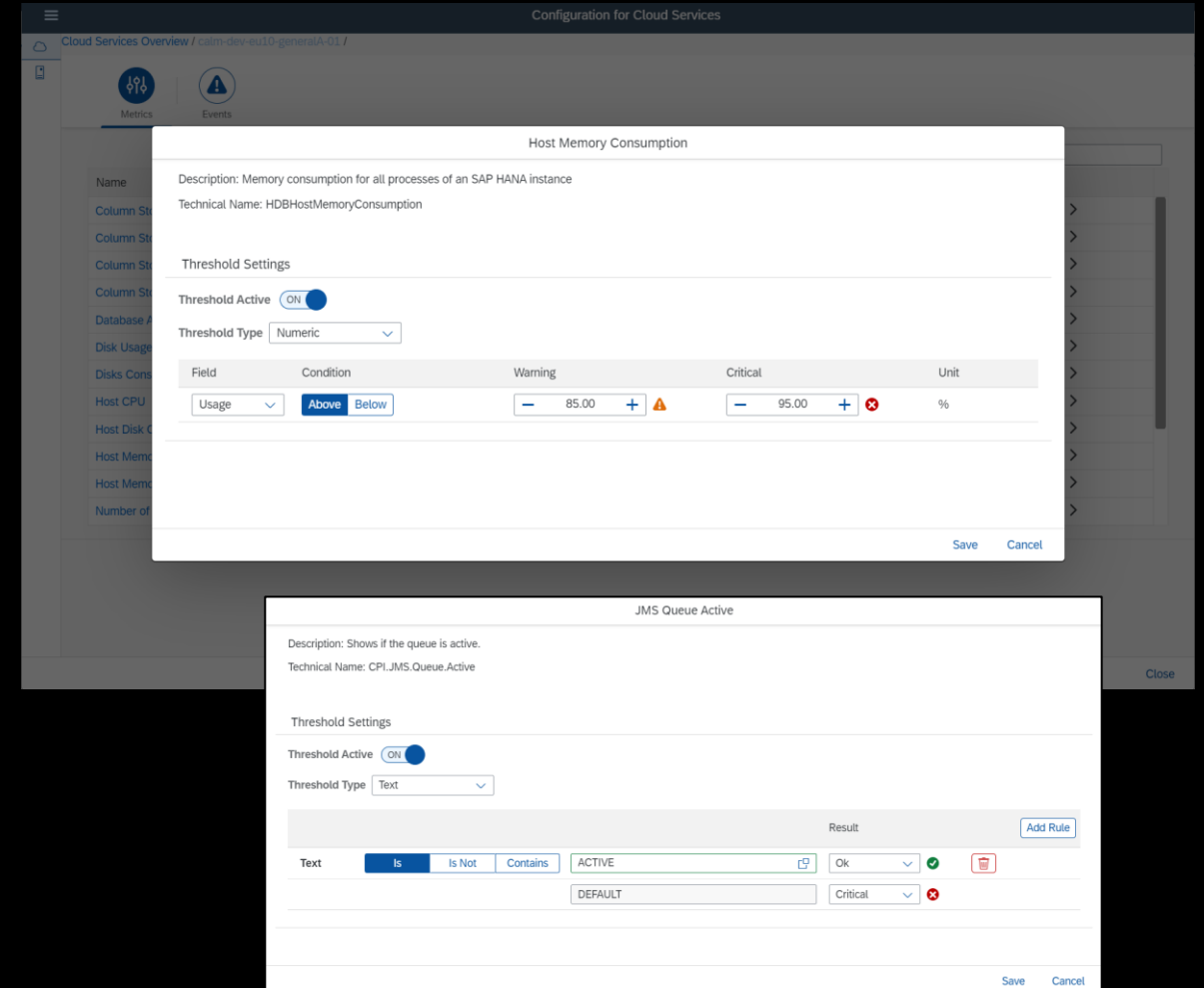
Thresholds

It is possible to set custom thresholds on each metric.

The thresholds will define in which cases a metric rating is calculated as warning or critical.

Thresholds can be defined on:

- The metric **status** (e.g. to ignore a warning)
- The metric **value** (if the metric exceeds or falls below a specific value)
- The metric **usage** (if a quota metric exceeds a specific percentage)
- The metric **text** (e.g. if specific text patterns are contained or missing in the metric text)

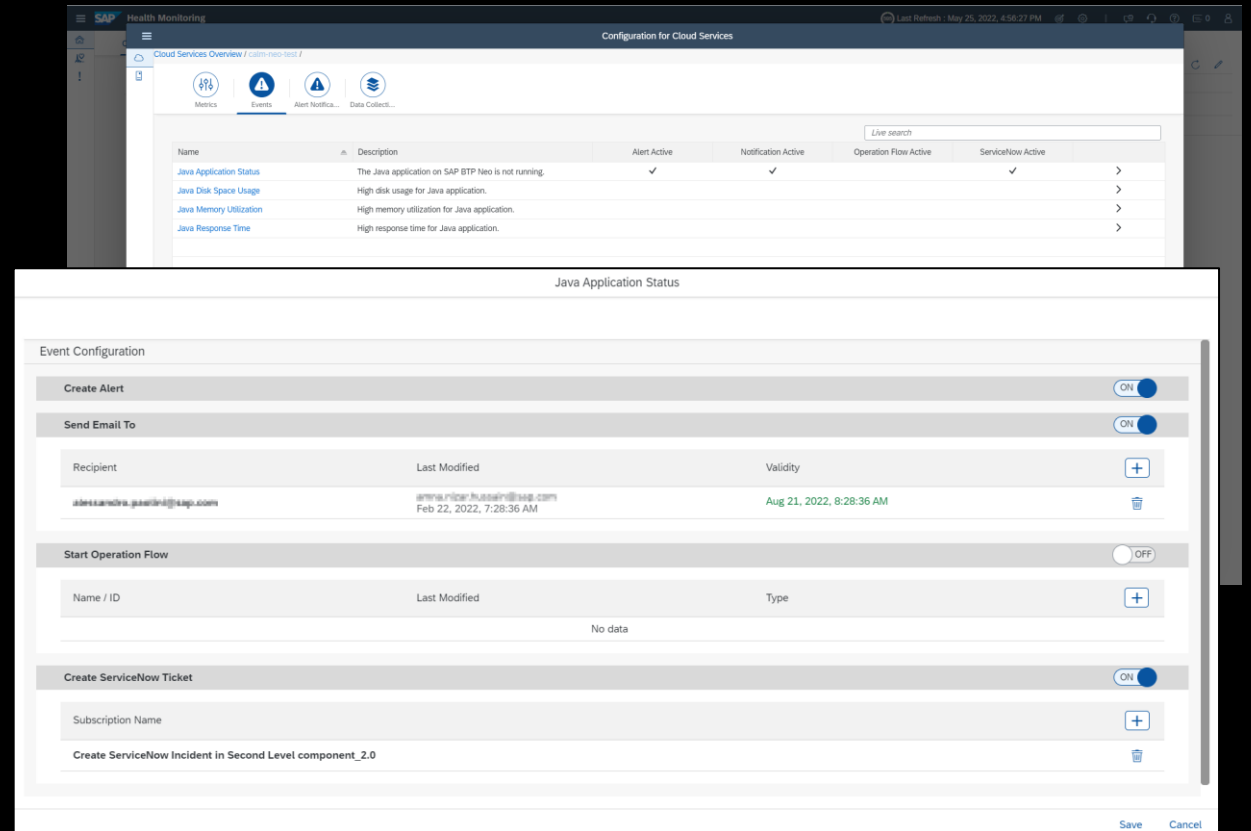


Configuration

Events

If a critical event is detected (e.g. because a custom threshold is reached), the following event reactions can be configured:

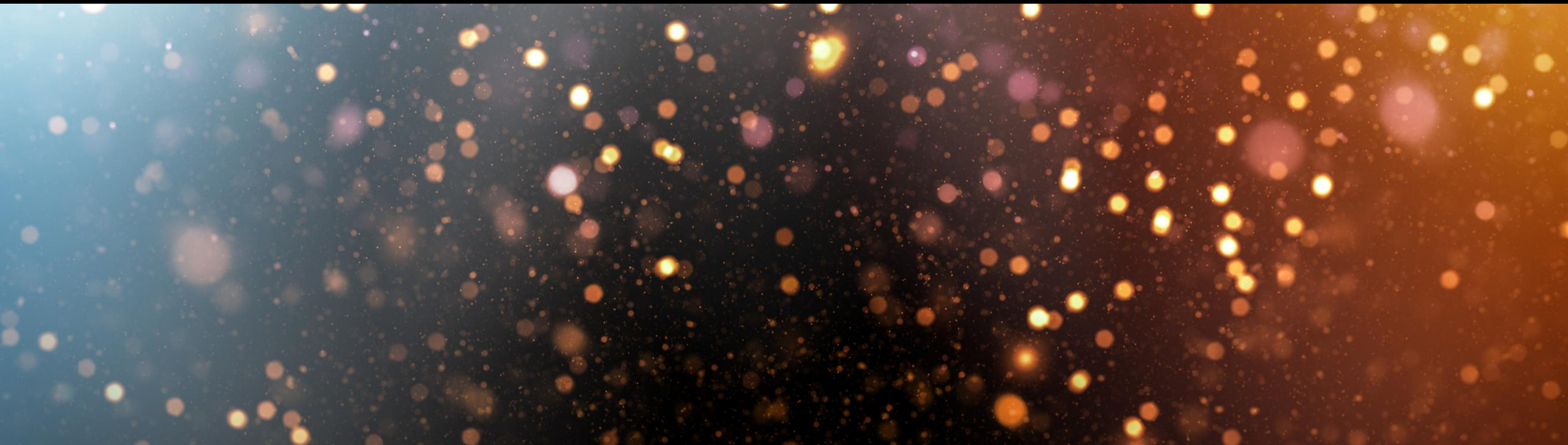
- **Create Alert:** This will create an alert which is then visible on the Alerting page
- **Send Email:** One or multiple email recipients can be configured. They will receive a notification email when this event occurs.
- **Start Operation Flow:** An operation flow will be triggered automatically when the event is detected.
- **Create ServiceNow Ticket:** A ServiceNow ticket is created automatically when the event is detected.



Health Monitoring Demo



Poll



We ask, you answer!

Go to www.menti.com

Enter code **1098 1442**

or use the QR code

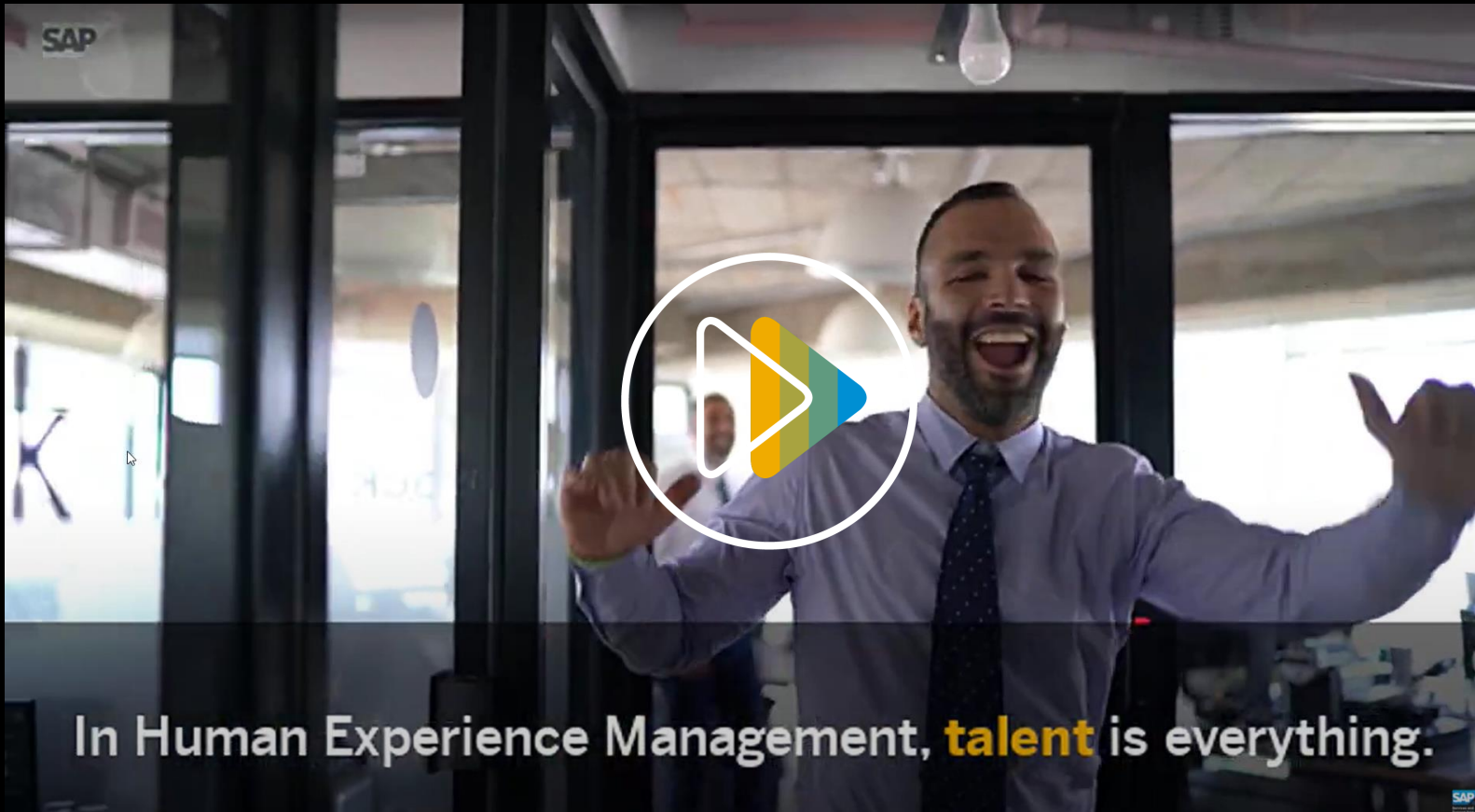
<https://www.menti.com/xqa7dxf5qx>



Additional Information



SAP Cloud ALM for SAP SuccessFactors



<https://youtu.be/3gafZFRvnXc>

Upcoming Events: Save the date!

SAP ALM Summits 2022:

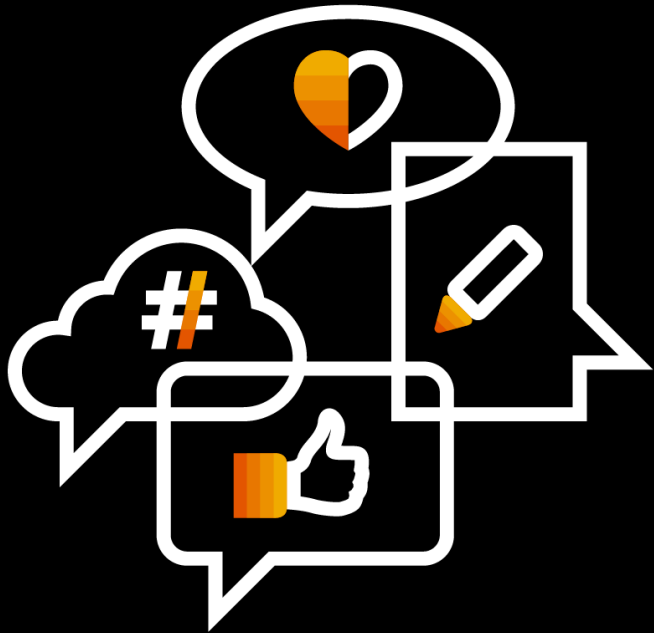
- **July 26 - 29:** APJ (virtual) ([register](#))
- **October 18 - 21:** EMEA (in-person)
- **November 15-17:** NA (in-person)



Find all ALM Events here:

<https://support.sap.com/alm-events>

Join us on SAP Community!



Follow the tag [SAP Cloud ALM](#) on SAP Community

Engage with the best and brightest of the software industry

Learn from **blog posts** and **questions and answers**

We will be back!

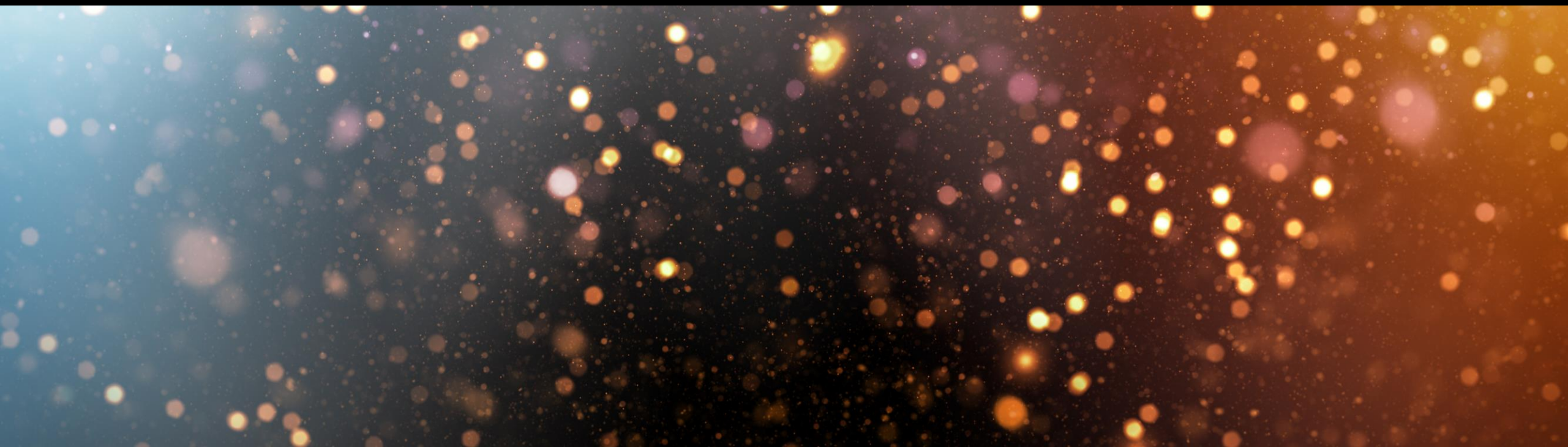
The next SAP Community Call for SAP Cloud ALM Experts will take place on

July 6th, 4pm CEST | 10am EST

The focus topic of this call will be: **Implementation**

All registered participants will receive an e-mail invite for this call.

Q&A



Thank you.

Contact information:

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