The data driven collaboration platform
SAP EarlyWatch Alert Workspace

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Agenda

- SAP EarlyWatch Alert in SAP HANA Cockpit
- Personalization in SAP EarlyWatch Alert Workspace – Demo
- SAP EarlyWatch Alert Status UI in SAP Focused Run
- SAP EarlyWatch Alert for Java transmitted by Focused Run - Demo
- Service Messages App – Demo
- Notifications in SAP EarlyWatch Alert
- Questions & Answers
SAP EarlyWatch Alert with SAP HANA Cockpit

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CoE Technology
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- Setting up the EarlyWatch Alert in SAP Hana Cockpit
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SAP EarlyWatch Alert – New Option via SAP HANA Cockpit
SAP EarlyWatch Alert – New Option via SAP HANA Cockpit

SAP Cloud Platform

- SAP One Support Launchpad account
- SAP EarlyWatch Alert workspace
- SAP Netweaver

SAP HANA

2 year history

Collaboration

Customer landscape on-premise and private cloud

- SAP Solution Manager 7.1 / 7.2
- SAP BW/4HANA
- SAP S/4HANA
- SAP NetWeaver

Weekly transmission

New

SAP HANA Cockpit
How does it work: Overview
How does it work: Overview

SAP

Predictive Analytics

SAP – CTP / CBP

Alerts and Recommendations

SAP Parcelbox

1. Receive Service Download
2. Provide EWA Alerts / Critical Info

Customer

HANA Cockpit

1. Receive Service Download
2. Provide EWA Alerts / Critical Info
3. Alerts and Recommendations
4. Predictive Analytics
Setting up the EarlyWatch Alert in SAP Hana Cockpit
Setting up the EarlyWatch Alert in SAP Hana Cockpit

SAP EarlyWatch Alert

SAP EarlyWatch Alert is an automatic service that can monitor the essential administrative areas of registered HANA resources, indicative of critical situations, and suggest solutions. The service requires an S-user account.

Global S-user

A global S-user ID is required for the SAP EarlyWatch Alert service.

- S-user ID: S99960000010

Transmission Schedule

SAP EarlyWatch Alert Service

- Receive SAP EarlyWatch Alerts and send any gathered data to SAP EarlyWatch Alert service
- Transmit daily: 12:15 PM
- Gather data to send to SAP EarlyWatch Alert service for analysis
- Gather data weekly: Monday 12:15 AM

Transmission Location

SAP EarlyWatch Alert service and SAP HANA cockpit monitor this location for transmissions of data or alerts.

- Service URL: https://documents.support.sap.com

SAP Routers (Optional)
Setting up the EarlyWatch Alert in SAP Hana Cockpit
Setting up the EarlyWatch Alert in SAP Hana Cockpit
Setting up the EarlyWatch Alert in SAP Hana Cockpit
Working with the SAP EarlyWatch Alert Results
Working with the SAP EarlyWatch Alert Results – Tile Level Integration

1. There is important SAP HANA HotNews.

   SAP Hana HotNews is relevant for your currently used SAP HANA revision. These high-priority SAP Notes explain how to resolve or avoid problems that may cause the SAP system or SAP HANA DB to shut down or lose data.

   **SAP HANA HotNews**
   - **2577796**
     - Unexpected Results When Executing Query From XS Classic Engine

   **Recommendation:** Refer to the related SAP HotNews and follow the instructions given by the HotNews.

2. SAP HANA database: A critical SAP Note (HotNews) exists for your current HANA revision.

   - **1 System:** SOP
     - **Recommendation:** (1)
Working with the SAP EarlyWatch Alert Results

- **Monitoring**
  - Database Status: Running with issues
  - Host: iddb12ha
  - Instance: 40

- **Services**
  - Status: Running with issues
  - Service: iddb12ha, indexeserver

- **CPU Usage**
  - 2 Hosts

- **Alerts**
  - 3 High
  - 3 Medium

- **Memory Usage**
  - Used Memory
  - Resident Memory

- **Disk Usage**
  - Total: 157.18 GB / 675 GB
  - 3 Most Critical Devices

- **SQL Statements**
  - select HOST, CPU, "TIME" from ( select HOST, CPU, "TIME"... 580 msec
  - select TABLE_NAME from "SYS"."M_TABLES" where TABLE... 443 msec
## Working with the SAP EarlyWatch Alert Results

### Alerts (6)

<table>
<thead>
<tr>
<th>Priority</th>
<th>Alert</th>
<th>Time</th>
<th>Alerting Host &amp; Port</th>
<th>Source</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>The last data backup is 790 days old. This will increase downtime in a recovery situation.</td>
<td>7/20/20, 9:32 AM</td>
<td>liddlhnha:34003</td>
<td>SAP HANA</td>
<td>Backup</td>
</tr>
<tr>
<td>High</td>
<td>Internal communication is configured too openly</td>
<td>7/20/20, 9:32 AM</td>
<td>liddlhnha:34003</td>
<td>SAP HANA</td>
<td>Security</td>
</tr>
<tr>
<td>High</td>
<td>Severe issues for operating or administration in terms of log backup/recovery have been detected.</td>
<td>6/17/19, 4:27 PM</td>
<td>liddlhnha:34003</td>
<td>SAP EarlyWatch</td>
<td>Backup</td>
</tr>
<tr>
<td>Medium</td>
<td>There are diagnosis files of size greater than or equal to 2596.18000000000 MB. This can indicate a problem with the database.</td>
<td>7/20/20, 1:54 AM</td>
<td>liddlhnha:34003</td>
<td>SAP HANA</td>
<td>Diagnosis Files</td>
</tr>
<tr>
<td>Medium</td>
<td>Some issues for operating or administration in terms of data backup/recovery have been detected.</td>
<td>6/17/19, 4:27 PM</td>
<td>liddlhnha:34003</td>
<td>SAP EarlyWatch</td>
<td>Backup</td>
</tr>
<tr>
<td>Medium</td>
<td>SAP HANA database parameters are not set in accordance with the recommendation.</td>
<td>6/17/19, 4:27 PM</td>
<td>liddlhnha:34003</td>
<td>SAP EarlyWatch</td>
<td>Configuration</td>
</tr>
</tbody>
</table>
Working with the SAP EarlyWatch Alert Results

Some issues for operating or administration in terms of data backup/recovery have been detected.

Priority: Medium
Alerting Host & Port: iddb1hza.34015
Category: Backup

Full Alert Text:
Some issues for operating or administration in terms of data backup/recovery have been detected.

Time:
6/17/19, 4:27 PM

Source:
SAP EarlyWatch

Alert Definitions:
Data Backup (ID 21418)
Alert: Unsuccessful data backups or insufficient scheduled data backups have been detected. We have detected erroneous data backups - or data backups that are performed too infrequently. Check your backups or your backup strategy.

Next Scheduled Run:
7/24/20, 2:30 PM

Interval:
168 hours

Proposed Solution
Working with the SAP EarlyWatch Alert Results

Some issues for operating or administration in terms of data backup/recovery have been detected.

Alert Definition Details

- Alert Definitions:
  - Data Backup (ID 21418)
- Alert: Unsuccessful data backups or insufficient scheduled data backups have been detected. We have detected erroneous data backups – or data backups that are performed too infrequently. Check your backups or your backup strategy.
- Next Scheduled Run: 7/24/20, 2:30 PM
- Interval: 168 hours

Proposed Solution

- By SAP:
  - A successful data backup should be performed after each working day. For more information, see SAP Note 1642148 (FAQ: SAP HANA Database Backup & Recovery).

Occurrences

- Past Occurrences of Alert
Working with the SAP EarlyWatch Alert Results
Further Info
Further Info

Prerequisites:

- SAP HANA Cockpit 2.0 SP11.
- Monitored system at least SAP HANA 1.0 SPS12

Links:

- SAP Hana Academy – SAP HANA Cockpit 2.0 and EarlyWatch Alert (HANA Cockpit 2.0 SP7): https://www.youtube.com/watch?v=x-aahVgdVDk
- Docu Pages for SAP HANA Cockpit SP11: https://help.sap.com/viewer/afa922439b204e9caf22c78b6b69e4f2/2.11.0.0/en-US/7baf3c9648e54191951cfd08692507af.html
Personalization in SAP EarlyWatch Alert Workspace Demo
SAP EarlyWatch Alert Status UI in SAP Focused Run
New EWA Status UI in FRUN – how to use

The UI shows per system static information like its status and if the system has been activated for EWA processing.

Using the "Active"/"Inactive" Filter on the top to choose a focus with a single click

It shows the EWA processing information per system on weekly basis. But it does not reflect the EWA report rating.

The overall processing rating per system is indicated via color code on the very left side

- Blue – in process
- Green OK
- Red – processing affected by issue
The main source of information is the status indication for 3 steps each week for **ABAP** based systems.

The UI shows the last week and the current week to understand the nature of an issue.

Each status can have 1 out of 3 states:
- Neutral (no color indication like above)
- Red (negative status for step)
- Green (positive status step)

After all steps successfully executed (green) turns the overall rating for a system to green.
For ABAP systems the UI reflect the past and current processing state.

You can click on the status indicator to see the reason for indication.

As FRUN is not storing the original metric data the indication gives an inside in the process status sending data from managed system to FRUN.

Finally FRUN is only sending a data container to the SAP backend.
SAP EarlyWatch Alert for Java transmitted by Focused Run
Service Messages App Demo
Notifications in SAP EarlyWatch Alert
# Manage Notifications

## Notification Settings

<table>
<thead>
<tr>
<th>Application</th>
<th>Launchpad</th>
<th>E-Mail</th>
<th>SMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announcement of Legal Change</td>
<td>ON</td>
<td>ON</td>
<td>OFF</td>
</tr>
<tr>
<td>Confirm Hosted Installations</td>
<td>ON</td>
<td>ON</td>
<td>OFF</td>
</tr>
<tr>
<td>Customer Remote Logon Depot</td>
<td>ON</td>
<td>ON</td>
<td>OFF</td>
</tr>
<tr>
<td>Guided Worklist</td>
<td>ON</td>
<td>OFF</td>
<td>OFF</td>
</tr>
<tr>
<td>Incidents</td>
<td>ON</td>
<td>ON</td>
<td>OFF</td>
</tr>
<tr>
<td>Installation Management</td>
<td>ON</td>
<td>ON</td>
<td>OFF</td>
</tr>
</tbody>
</table>
Notification Maintenance
Notification Example

2 Billion Record Limit Forecast (View SAP IT Business Systems)

Critical object in system I3P detected.

The forecast detected an issue with priority 2: SAPI3P.EDID4 might reach the maximum number of entries. The calculated worst-case date is 24.08.2020. For details, see App URL.

Definition of priority:
The worst-case date is the result of an unfavorable, yet possible forecast - with a probability of 80% the limit is reached later. The priority depends on the period until this worst-case date is reached:

**Priority Period**

1  less than 30 days
2  for the first time less than 60 days
3  for the first time less than 90 days
Thank you!

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Blogs:
https://community.sap.com/search/?ct=blog&q=earlywatch

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