The data driven collaboration platform
Overview and Update Session
SAP EarlyWatch Alert Workspace

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Agenda - SAP EarlyWatch Alert Workspace

- New features and content introduced in the last 12 month
  - Number range prediction
  - SAP HANA CPU consumption by application source
  - EWM and TM checks
  - Notifications on SAP HANA Memory Forecast
- SAP Integrated Business Planning for Supply Chain
SAP EarlyWatch Alert Workspace
Accelerate collaboration at any time based on ONE common data insight
Polls

Do you have regular SAP EarlyWatch Alert Meetings to discuss the alerts?

What is the frequency of the meeting?
SAP EarlyWatch Alert Workspace
The Center of Data-Driven Collaboration

Customer landscape on-premise
- SAP S/4HANA
- SAP BW/4HANA
- SAP NetWeaver
- SAP HANA

SAP Solution Manager 7.1 / 7.2 & SAP Focused Run

Weekly transmission

SAP HANA Cockpit

SAP Business Technology Platform

SAP EarlyWatch Alert workspace

SAP Cloud Solutions
- SAP HANA Enterprise Cloud
- SAP Focused Run
- SAP Netweaver SAP HANA

SAP Public Cloud
- SAP S/4HANA Cloud
- HANA Cloud
- SAP IBP

SAP Service Engine running on SAP NetWeaver Conversational AI, PAL, ML

Collaboration

SAP One Support Launchpad account

Analytics Cloud

Service Development & Data Science

SAP HANA

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6
Polls

Did you know about the notification feature for SAP EarlyWatch Alert Predictions?
Configure My Home

My Home

- **System Data**
  - Favorite systems

- **Support Dashboard**
  - On Premise
  - Access dashboard

- **Service Messages**
  - On Premise
  - Service summaries

- **System Overview**
  - Productive systems

- **Dashboard**
  - SAP EarlyWatch Alert
  - Inspect a system

- **Solution Finder**
  - SAP EarlyWatch Alert
  - Find Alerts

- **Reports**
  - SAP EarlyWatch Alert
  - Very critical systems
  - 3 alerts

- **Workspace**
  - SAP EarlyWatch Alert
  - New decisive red alerts

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SAP EarlyWatch Alert goes Cloud:
EWA Workspace App advantages compared to classical EWA Report

https://video.sap.com/media/t/1_q01f4lpg/188204803

**Landscape summary**
- Find top risks for business continuity
- Easily identify top improvement actions

**Alert list per landscape**
- Aggregated and prioritized alert view
- All report details with time travel
- Export excel with all alerts

**Dashboard per system**
- Identify serious bottlenecks
- Find critical trends in KPIs
- 3 years of history

**Predictive alerts**
- Timely forecasts of critical situations
- Avoid business downtimes well in advance

- 2 Billion Limit SAP HANA, Memory Forecast, Number Range Prediction

**Security risks per landscape**
- Get secure and stay secure
- Hardening of security settings
- Perform easy security scans

**Active collaboration at all times**
- Get informed about alerts
- Subscribe to new red alerts and predictive alerts

- Powered by HANA Predictive Analytics Library (PAL)
- Hardening of security settings
- Perform easy security scans

- Fiori Overview Page
- Get informed about alerts
- Subscribe to new red alerts and predictive alerts

- Powered by email notifications
Service Automation for SAP EarlyWatch Alert Workspace

SAP Backend on SAP HANA 2.0

1. Customer System
   - Data Download

2. Rule Engine

3. Text Parser + Text ML

4. Time Series Extraction

5. Anomalies-Seasonality-Outlier-Detection, Forecast Calculation Runs

6. Classification of forecast results

SAP ONE Support Launchpad

- Recommendations
- Classified Texts & Search
- KPI Dashboard
- Forecasts
- Classified by Urgency

Landing Page

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Reports in e-Reader Format

CBQ Topics


- **Service Summary**
  - Topic Rating: Critical
- **Landscape**
  - Subtopic: Performance Indicators for CBQ
  - Subtopic: Products and Components in current Landscape
- **Servers in current Landscape**
- **Hardware Configuration**
Report Charts as SAP Fiori Diagrams

SAP HANA Resource Consumption

Status: Ok  System ID: CBQ  Installation: 20983005  Customer: 873861  Date: 13.07.2020

INTRODUCTION  MEMORY UTILIZATION OVERVIEW FOR SAP HANA INSTANCES  SAP HANA INSTANCE LS6395_CBQ_02

Average CPU Usage (Hourly Aggregates)

- Avg. CPU Usage User
- Avg. CPU Usage System
- Avg. CPU Usage WO
Average Response Time – Long-term

System Response Time
System CBO

Time Frame Period:
07.07.2019 - 14.07.2020

System Response Time and Activity
Task Type: RFC

Average Component Response Time in ms
Analysis Timeframe: 06.07.2020 - 12.07.2020

<table>
<thead>
<tr>
<th>Task Type</th>
<th>Dialog Steps</th>
<th>Response Time</th>
<th>CPU Time</th>
<th>Wait Time</th>
<th>Load Time</th>
<th>DB Time</th>
<th>GUI Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>BATCH</td>
<td>1,551.967</td>
<td>310</td>
<td>46.5</td>
<td>0</td>
<td>1.1</td>
<td>92.9</td>
<td>0</td>
</tr>
<tr>
<td>DIALOG</td>
<td>16.286</td>
<td>1,589.7</td>
<td>116.5</td>
<td>0.2</td>
<td>4</td>
<td>104.7</td>
<td>135.1</td>
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<tr>
<td>HTTP</td>
<td>2.383</td>
<td>3,270.9</td>
<td>157.9</td>
<td>1.5</td>
<td>9.8</td>
<td>185.8</td>
<td>0</td>
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<tr>
<td>HTTPS</td>
<td>181.036</td>
<td>640.3</td>
<td>28.2</td>
<td>7.8</td>
<td>2.3</td>
<td>43</td>
<td>0</td>
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<tr>
<td>RFC</td>
<td>1,566.575</td>
<td>933.1</td>
<td>186.1</td>
<td>24.2</td>
<td>1.8</td>
<td>164</td>
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<td>SPOOL</td>
<td>10.078</td>
<td>10.2</td>
<td>0.1</td>
<td>0.2</td>
<td>0.1</td>
<td>1.4</td>
<td>0</td>
</tr>
</tbody>
</table>
Solution Finder

Performance Evaluation (Performance Overview)
Based on response times in your ABAP system performance problems may occur.

2 Systems: CBD, CBQ

SAP Application Release - Maintenance Phases (Software Configuration)
Mainstream maintenance for your SAP product version has ended or will end in the near future.

1 System: AAS
  ➔ Recommendation (1)

Program Errors (ABAP Dumps) (SAP System Operating)
We found more than 30 ABAP dumps in your system.

1 System: AAS

Known Issue (Statement)
Check the mentioned SAP Note(s) for the recommendation concerning the statement and apply the recommendation if applicable.

3 Systems: AAS, CBD, CBQ(2)
Navigate from the OVP card to the *Details View*
Predictions
## Use Cases Using SAP HANA Predictive Analytics Library (PAL)

<table>
<thead>
<tr>
<th>Motivation</th>
<th>Indexserver Memory Consumption</th>
<th>Data Footprint</th>
<th>Critical Number Ranges in ABAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention of downtime of business processes caused by SAP HANA database</td>
<td>Prevention of out-of-memory-dumps caused by reaching a system’s Effective Allocation Limit (EAL)</td>
<td>Support the customer in his IT budget planning by estimating the size of his database</td>
<td>Prevent business downtime due to number range interval exhaustion</td>
</tr>
<tr>
<td>tables that exceed the maximum of about 2 billion records</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prevention of out-of-memory-dumps caused by reaching a system’s</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Effective Allocation Limit (EAL)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support the customer in his IT budget planning by estimating the size of</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>his database</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Predict when interval will be 100% used</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Goal

<table>
<thead>
<tr>
<th>Prediction of date when 2 billion limit is reached</th>
<th>Prediction of date when EAL is reached</th>
<th>Prediction of database growth (row store and column store) within 12-48 months</th>
<th>Predict when interval will be 100% used</th>
</tr>
</thead>
</table>

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First Predictive Use Case: SAP HANA 2 Billion Record Limit

- New card on SAP EarlyWatch Alert Workspace
- Historic and predicted growth in one chart
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
SAP HANA Memory Analysis
SAP HANA Scale-out: View all nodes in one chart

Memory Utilization - SAP HANA Database
System ISP

Memory Usage of the Index Server
Index Server

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Indexserver Memory Consumption Use Case

- **Results:**

- Forecast Mean
- 80% Prediction Interval
- Date on which limit is reached
- Forecast Adjusted (consideration of past highest peaks)
Data Footprint Use Case
Number Range Prediction
New OVP card “Number Range Limit”

### 2 Billion Record Limit:
- **Critical Tables - Forecast**
  - **Time to Reach Limit**
    - **Up to 1 Week**: 74 Objects
    - **1 - 2 Weeks**: 29 Objects
    - **2 Weeks - 1 Month**: 87 Objects
    - **1 - 3 Months**: 541 Objects
    - **More Than 3 Months**: 1,958 Objects

### What’s New?
- News about SAP EarlyWatch Alert
- **Expensive SAP HANA SQL Statements**
  - Troubleshooting with SAP EarlyWatch Alert

### Number Range Limit
- **Critical Number Ranges - Forecast**
  - **Time to Reach Limit**
    - **Up to 10 days**: 88 Objects
    - **10 Days - 1 Month**: 325 Objects
    - **1 Month - 6 Months**: 1,081 Objects
    - **6 Months - 1 Year**: 1,488 Objects
    - **More Than 1 Year**: 2,123 Objects
# Critical Number Range Intervals

<table>
<thead>
<tr>
<th>Customer</th>
<th>System ID</th>
<th>Object</th>
<th>Prediction</th>
<th>Remaining Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company One (00000000001)</td>
<td>AB1</td>
<td>Asset Number</td>
<td>04.10.2019</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Installation Number: 0012345678 System Number: 0000000000123456789</td>
<td>Rolling Object: ANLAGENNR Subobject: 0001 Interval: 01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enterprise Two (00000000002)</td>
<td>B01</td>
<td>CMF MSG Log</td>
<td>04.10.2019</td>
<td>266</td>
</tr>
<tr>
<td></td>
<td>Installation Number: 0012345678 System Number: 0000000000123456789</td>
<td>Rolling Object: CMF_PROTOK Subobject KKT Interval: 01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Venture Three (00000000003)</td>
<td>BHP</td>
<td>Sub-number COKEY</td>
<td>05.10.2019</td>
<td>76</td>
</tr>
<tr>
<td></td>
<td>Installation Number: 0012345678 System Number: 0000000000123456789</td>
<td>Non-rolling Object: COKEY Interval: 01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Successful Org Four (00000000004)</td>
<td>XV2</td>
<td>Asset Accounting</td>
<td>07.10.2019</td>
<td>15.592</td>
</tr>
<tr>
<td></td>
<td>Installation Number: 0012345678 System Number: 0000000000123456789</td>
<td>Rolling Object: FIA-BELNR Subobject: 1718 Interval: 03 Year: 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firm Five (00000000005)</td>
<td>ABC</td>
<td>Official Documents</td>
<td>09.10.2019</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Installation Number: 0012345678 System Number: 0000000000123456789</td>
<td>Rolling Object: J_IAOFFDOC Subobject: TH0151 Interval: 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Six Limited (00000000006)</td>
<td>BCD</td>
<td>Material ledger doc</td>
<td>11.10.2019</td>
<td>6.844</td>
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<tr>
<td></td>
<td>Installation Number: 0012345678 System Number: 0000000000123456789</td>
<td>Rolling Object: ML_BLELEG Subobject: 08 Year: 9999</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seven Inc. (00000000007)</td>
<td>CDE</td>
<td>SAPOffice: object</td>
<td>11.10.2019</td>
<td>1.233</td>
</tr>
<tr>
<td></td>
<td>Installation Number: 0012345678 System Number: 0000000000123456789</td>
<td>Rolling Object: SO_OBJ_USR Subobject: 01 Year: 2019</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Details with Line Chart
SAP Integrated Business Planning for Supply Chain
Agenda

Concept, Benefits and Availability

Apps to read and work with the findings

How to download the service report

Checks and Topics covered by the service

- Application and Model Configuration
- Data Volume Limit
- Excel Add-in Versions and Parameters
- Purge Jobs
SAP EarlyWatch Alert Workspace

New Service Content for SAP Integrated Business Planning for Supply Chain (IBP)

This service helps you to get the most important recommendations for SAP IBP tailored to your system usage, data growth and settings.

Business needs to

- Understand impact of critical technical findings and boundary conditions
- Take advantage of early notification and issue prediction
- Evaluate and implement recommendation to avoid critical situations

How it works

- Enable and take advantage of SAP EarlyWatch Alert notification send-out from the workspace
- Evaluate SAP EarlyWatch alerts and recommendation tailored for SAP Integrated Business Planning

Application Specifics

- Global IBP Configuration Parameters
- Planning with Microsoft Excel: Warning on outdated versions from end-users
- Excel Add-in Parameters
- Data growth of IBP and schedule of purge operators

Target audience:

- System Administrators, SAP Basis Teams, IBP Application Owners, IT Managers

Links

- S-User authorization “Service Reports and Feedback”
- Blog with Introduction to Workspace
- SAP EarlyWatch Alert Workspace
- Blog with IBP check details
- List of Alerts filtered for IBP
How to read and work with the service findings

1. Requires an S-User in SAP ONE Support Launchpad or SAP for Me
2. Super admin of your company has to assign “Service Reports and Feedback” to S-User for respective customer number(s)
3. New report is available every Monday
4. Download report or use online Reports app
5. Use Solution Finder to work with alerts
6. Subscribe to email notifications
How to download the Service Report

First option:

• **Reports App**

• Select your system using filters and then:

<table>
<thead>
<tr>
<th>Rating</th>
<th>Date</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>21.02.2022</td>
<td></td>
</tr>
</tbody>
</table>

Second option:

• **Solution Finder App**

• Click on a System ID link first and then:
Filter Options

Alert List

Global Configuration Parameters (SAP Integrated Business Planning Checks)
Global configuration parameters for SAP IBP deviate from recommended values.

- Recommendation (1)

- Parameter MASTER_DATA_OP_MAX_BATCH_SIZE: This controls the number of master data records that can be downloaded to the IBP Excel add-in. The default value is 10,000. A yellow rating is assigned for values between 10,000 - 100,000 because working with larger downloads can have a negative impact on performance. A red rating is assigned to values over 100,000. For more information about this parameter, please read SAP Knowledge Base Article 2457063 'IBP: Master Data Download Recommendations for Excel'.

- 3 Systems: [System1], [System2], [System3]

SAP IBP Excel Add-In Parameters (SAP Integrated Business Planning Checks — SAP IBP Microsoft Excel Add-In)
Parameters for Microsoft Excel Add-In for SAP IBP deviate from recommended values.

- 3 Systems: [System1], [System2], [System3]

Purge Operator (SAP Integrated Business Planning Checks — Data Lifecycle Management)
Purge job scheduling for SAP IBP does not conform to SAP recommendations.

- 3 Systems: [System1], [System2], [System3]

- Recommendation (1)

SAP IBP Excel Add-In Version (SAP Integrated Business Planning Checks — SAP IBP Microsoft Excel Add-In)
Outdated versions of Microsoft Excel Add-In for SAP IBP are in use.

- 2 Systems: [System1], [System2]
The check covers the following areas:

- Integration
- Sales & Operations (S&OP)
- Demand
- Supply

50 Parameters are checked in total

SAP Help on IBP Parameters
Time Series Entries Limit

SAP Note [2986360](#) is referenced which describes what happens when the limit is exceeded, how to configure time-dependent AAFKs to avoid the issue, and how to use master data uploads more efficiently.

3.2 Model Configuration
Since IBP is a highly configurable solution, this section reviews the most important topics regarding the model configuration of your IBP system. You can also refer to the configuration and performance recommendations described in SAP Note 2211255.

Based on checks regarding the model configuration of your IBP system, the configuration is as recommended by SAP.

3.2.1 Data Volume Limit on Time-Series Entries
To prevent the system from running out of memory, the number of time series entries that can be created or updated is limited to 10 million per Attribute as Key Figure (AAFK) once the system is normalized. If you have a special agreement with SAP, this limit can be exceeded; however, this is not recommended.

For more information on this topic, see the following SAP Notes:
- [2986360](#) Performance impact of creating planning data during master data change upload (Attribute as key figure)
- [2922453](#) Alternative Configurations for Attribute as Key Figure

- No uploads were found which reached 60% or more of the record limit.
Excel Add-in Parameters and Versions

3.3 SAP IBP Microsoft Excel Add-In

The time the user waits for the system to respond to their request (e.g., opening a planning view, saving data, creating a planning note, etc.) consists of both front-end time and back-end time. The performance of the planning views in the IBP Excel Add-in are therefore impacted by multiple different factors. Many of them can be influenced positively through the right usage/configuration.

Based on checks concerning the IBP Excel Add-in and the information you provided in the questionnaire, the setup is not as recommended by SAP. To ensure system stability, you should check these with the business and take corrective action.

3.3.1 SAP IBP Excel Add-In Parameters

The values of the parameters are as recommended by SAP.

3.3.2 SAP IBP Excel Add-In Version

Some users are still working with an add-in that is older than the most recent available version. It is recommended that you upgrade all users to the newest version - 2111.

<table>
<thead>
<tr>
<th>IBP Add-In Version</th>
<th>Number of Logins</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>2101</td>
<td>1</td>
<td>✔</td>
</tr>
<tr>
<td>2102</td>
<td>2</td>
<td>✔</td>
</tr>
<tr>
<td>2103</td>
<td>1</td>
<td>✔</td>
</tr>
</tbody>
</table>

We are continuously working on not only new features, but also on improving the performance of the IBP Excel Add-In. It is therefore highly recommended to bring the users to the latest IBP Excel Add-In so that all recent performance improvements can be leveraged. Information about the latest add-in version can be found in SAP Note 2304311.

**Notes:**

You can use the apps User Login Statistics for Excel Add-In and Session Statistics for IBP Excel Add-In to check how many users are still running on older versions and send out e-mails to these users.
Data Growth

3.4 Data Lifecycle Management

Data in your system grows over time, and you may find that you have unused data occupying valuable memory space. This data isn’t used in any business planning functions, but its presence may impact performance or cause other issues. It is therefore vital that you delete unused data regularly. Consider Data Lifecycle Management options mentioned in SAP Help - Data Lifecycle Management and KB 2726496 during the implementation phase.

Based on checks regarding Data Lifecycle Management in your IBP system, the setup is not as recommended by SAP. To ensure system stability, you should check these with the business and take corrective action.

3.4.1 Purge Operator

To avoid reaching the limit of available memory space and help prevent undesired performance degradation or operational issues, you need to control the volume of data that accumulates in the system. IBP offers different application jobs that you can run to delete different kinds of data. Some of these jobs should be scheduled to run regularly, others can be run on an ad hoc basis.

**Note:**
The period analyzed for daily jobs is 17.01.2022 - 23.01.2022.
The period analyzed for ad-hoc jobs is 25.12.2021 - 23.01.2022.

<table>
<thead>
<tr>
<th>Purge Application Template</th>
<th>Recommended Scheduling</th>
<th>Reason for Rating</th>
<th>Runs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Purge Key Figure Data Outside Planning Area Horizon</td>
<td>Daily</td>
<td>Job was not scheduled during period analyzed</td>
<td>0</td>
</tr>
<tr>
<td>1 Purge Change History Data</td>
<td>Daily</td>
<td>Job was not scheduled during period analyzed</td>
<td>0</td>
</tr>
<tr>
<td>1 Purge Data Import Batches</td>
<td>Daily</td>
<td>Job was not scheduled during period analyzed</td>
<td>0</td>
</tr>
<tr>
<td>1 Purge Processes</td>
<td>Daily</td>
<td>Job was not scheduled during period analyzed</td>
<td>0</td>
</tr>
<tr>
<td>1 Purge Non-Conforming Data</td>
<td>Ad Hoc</td>
<td>Job was not scheduled during period analyzed</td>
<td>0</td>
</tr>
<tr>
<td>1 Purge Key Figure Data</td>
<td>Ad Hoc</td>
<td>Job was not scheduled during period analyzed</td>
<td>0</td>
</tr>
<tr>
<td>1 Purge Scenarios</td>
<td>Ad Hoc</td>
<td>Job was not scheduled during period analyzed</td>
<td>0</td>
</tr>
</tbody>
</table>

Several purge jobs are not scheduled to run regularly as recommended by SAP. This can lead to performance issues or memory allocation issues.

**Recommendation:** Consider the available options for Data Lifecycle Management. Information on these options along with purge job templates can be found on the Data Lifecycle Management page on SAP Help Portal.
How to get support – Please open an incident on these components

Issues with the Fiori apps in SAP ONE Support Launchpad:

- **SV-SCS-EWA** General issues and missing systems
- **SV-SCS-EWA-SF** Solution Finder

Questions regarding the recommendations and report content:

- **SV-SMG-SER-EWA**

Contact your company’s Super Admin to get authorization “Service Reports & Feedback” for your S-User and customer number(s).
How to read and work with the service findings

1. Requires an S-User in **SAP ONE Support Launchpad** or **SAP for Me**

2. Super admin of your company has to assign “Service Reports and Feedback” to S-User for respective customer number(s)

3. New report is available every Monday automatically

4. Download report or use online **Reports** app

5. Use **Solution Finder** to work with alerts

6. **Subscribe** to email notifications
Polls

Which cloud product would you like to be covered by SAP EarlyWatch Alert next?
Polls

Would you like to consume SAP EarlyWatch Alert Statistics in SAP Analytics Cloud Dashboards developed and run by SAP?
SAP EarlyWatch Alert Workspace

The SAP EarlyWatch Alert Workspace in SAP ONE Support Launchpad offers the new possibility to get informed automatically by email on critical findings in your SAP system landscape.

It offers personalized alerts which will inform you about new very critical findings in general and predictive alerts for the SAP HANA which provides an early warning on important optimization potential.

You can specify all systems or only a selection of systems of your choice.

There are additional checks available in the SAP EarlyWatch Alert Workspace compared to the classical EarlyWatch Alert report.

- Forecast for SAP HANA 2 Billion Limit
- Forecast for SAP HANA Memory Consumption
- Forecast for SAP HANA Memory Footprint of Column and Row Store
- Forecast for Number Ranges
- Notifications on Prediction Results and new very critical alerts by email
- Time travel on chapter level in eReader
- Aggregation per system landscape for topic alerts

Inform your basis and database team and encourage them to subscribe today.

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Thank you!

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