E2E120
System and Application Monitoring in SAP Solution Manager 7.2

COURSE OUTLINE
Course Version: 19
Course Duration:
American English is the standard used in this handbook. The following typographic conventions are also used.

<table>
<thead>
<tr>
<th>Typographic Convention</th>
<th>Example text</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Demonstration</td>
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<tr>
<td>Procedure</td>
<td></td>
</tr>
<tr>
<td>Warning or Caution</td>
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<td>Hint</td>
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<td>Related or Additional Information</td>
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<tr>
<td>Facilitated Discussion</td>
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</tr>
<tr>
<td>User interface control</td>
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</tr>
<tr>
<td>Window title</td>
<td></td>
</tr>
</tbody>
</table>
# Contents

<table>
<thead>
<tr>
<th>Unit</th>
<th>Course Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Unit 1:</strong> Overview of System and Application Monitoring in SAP Solution Manager</td>
</tr>
<tr>
<td>1</td>
<td>Lesson: Introducing the Monitoring and Alerting Infrastructure (MAI)</td>
</tr>
<tr>
<td>1</td>
<td>Lesson: Describing the Available User Interfaces</td>
</tr>
<tr>
<td>3</td>
<td><strong>Unit 2:</strong> Use of the Alert Inbox</td>
</tr>
<tr>
<td>3</td>
<td>Lesson: Using the Alert Inbox</td>
</tr>
<tr>
<td>3</td>
<td>Lesson: Explaining Incident and Auto Notification</td>
</tr>
<tr>
<td>5</td>
<td><strong>Unit 3:</strong> Monitoring and Alerting Infrastructure (MAI)</td>
</tr>
<tr>
<td>5</td>
<td>Lesson: Describing the Technical Architecture of the MAI</td>
</tr>
<tr>
<td>5</td>
<td>Lesson: Describing the Internal Structure of the MAI</td>
</tr>
<tr>
<td>7</td>
<td><strong>Unit 4:</strong> Prerequisites for System and Application Monitoring Configuration</td>
</tr>
<tr>
<td>7</td>
<td>Lesson: Describing Prerequisites for System and Application Monitoring Configuration</td>
</tr>
<tr>
<td>9</td>
<td><strong>Unit 5:</strong> Administration Settings for System and Application Monitoring: Work Modes and Notification</td>
</tr>
<tr>
<td>9</td>
<td>Lesson: Describing Central Notification Management</td>
</tr>
<tr>
<td>9</td>
<td>Lesson: Describing Work Mode Management</td>
</tr>
<tr>
<td>11</td>
<td><strong>Unit 6:</strong> Monitoring Template Concept</td>
</tr>
<tr>
<td>11</td>
<td>Lesson: Describing the Monitoring Template Concept</td>
</tr>
<tr>
<td>11</td>
<td>Lesson: Describing the Template Configuration</td>
</tr>
<tr>
<td>13</td>
<td><strong>Unit 7:</strong> Setup and Use of System Monitoring, DB, and Host Monitoring (SysMon)</td>
</tr>
<tr>
<td>13</td>
<td>Lesson: Describing the Complete Flow of System Monitoring</td>
</tr>
<tr>
<td>13</td>
<td>Lesson: Managing Custom Templates</td>
</tr>
<tr>
<td>13</td>
<td>Lesson: Using the System Monitoring Application</td>
</tr>
<tr>
<td>13</td>
<td>Lesson: Using the CA Introscope Monitoring Application</td>
</tr>
<tr>
<td>15</td>
<td><strong>Unit 8:</strong> User Experience Monitoring (UXMon)</td>
</tr>
<tr>
<td>15</td>
<td>Lesson: Describing an Overview of UXMon</td>
</tr>
<tr>
<td>15</td>
<td>Lesson: Describing the Setup of UXMon</td>
</tr>
<tr>
<td>15</td>
<td>Lesson: Using User Experience Monitoring (UXMon)</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Unit</th>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Unit 9:</td>
<td>Interface Channel Monitoring (ICMon)</td>
</tr>
<tr>
<td></td>
<td>Lesson: Setting Up ICMon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Using ICMon</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Unit 10:</td>
<td>Integration Monitoring</td>
</tr>
<tr>
<td></td>
<td>Lesson: Understanding Process Integration Monitoring (PI Mon)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Setting Up PI Mon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Using PI Mon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Using MF Mon</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Unit 11:</td>
<td>Job Monitoring (Job Mon)</td>
</tr>
<tr>
<td></td>
<td>Lesson: Understanding System and Application Monitoring: Job Mon Architecture and Configuration</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Understanding System and Application Monitoring: Job Mon Use</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Monitoring Background Jobs with SAP Solution Manager (Appendix)</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Unit 12:</td>
<td>Business Intelligence Monitoring (BI Mon)</td>
</tr>
<tr>
<td></td>
<td>Lesson: Describing the Overview and Scope of BI Mon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Setting Up BI Mon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Working with BI Mon</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Unit 13:</td>
<td>Automated Reporting and Dashboards</td>
</tr>
<tr>
<td></td>
<td>Lesson: Understanding Automated Reporting (EWA and SLR)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Understanding Dashboards and Dashboard Builder</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Unit 14:</td>
<td>SAP Mobile Application for SAP Solution Manager</td>
</tr>
<tr>
<td></td>
<td>Lesson: Understanding SAP Mobile Apps</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Unit 15:</td>
<td>Solution Manager Self Monitoring &amp; Error Handling</td>
</tr>
<tr>
<td></td>
<td>Lesson: Understanding Self-Monitoring of the Monitoring and Alerting Infrastructure (MAI)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Monitoring the Alerting Infrastructure using the SAP Solution Manager Administration functions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lesson: Understanding Monitoring and Alerting Infrastructure Analysis Tools (MAI_TOOLS)</td>
<td></td>
</tr>
</tbody>
</table>
Course Overview

TARGET AUDIENCE
This course is intended for the following audiences:
Lesson 1: Introducing the Monitoring and Alerting Infrastructure (MAI)

Lesson Objectives
After completing this lesson, you will be able to:

- Understand the central changes in SAP system monitoring with SAP Solution Manager

Lesson 2: Describing the Available User Interfaces

Lesson Objectives
After completing this lesson, you will be able to:

- Get an overview of the available user interfaces in SAP Solution Manager
Lesson 1: Using the Alert Inbox

Lesson Objectives
After completing this lesson, you will be able to:

- Learn how to navigate the Alert Inbox and use the Alert Type table, the Alert Group table, and the Alert Details

Lesson 2: Explaining Incident and Auto Notification

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the available notification options
Lesson 1: Describing the Technical Architecture of the MAI

Lesson Objectives
After completing this lesson, you will be able to:

- Describe all technical components needed for the MAI

Lesson 2: Describing the Internal Structure of the MAI

Lesson Objectives
After completing this lesson, you will be able to:

- Understand how the data provider, data provider connector, event calculation engine, and alert consumer connector work
Lesson 1: Describing Prerequisites for System and Application Monitoring Configuration

Lesson Objectives
After completing this lesson, you will be able to:

- Get an overview of the SLD, LMDB, and prerequisite configuration steps for the MAI
Lesson 1: Describing Central Notification Management

Lesson Objectives
After completing this lesson, you will be able to:

- Administrate the global recipient pool and your own notification settings

Lesson 2: Describing Work Mode Management

Lesson Objectives
After completing this lesson, you will be able to:

- Deal with work mode management
Lesson 1: Describing the Monitoring Template Concept

Lesson Objectives
After completing this lesson, you will be able to:

● Describe the features of the SAP monitoring templates

Lesson 2: Describing the Template Configuration

Lesson Objectives
After completing this lesson, you will be able to:

● Get a basic understanding of how the SAP technical templates work
Lesson 1: Describing the Complete Flow of System Monitoring

Lesson Objectives
After completing this lesson, you will be able to:

- Explain all necessary configuration steps required to use system monitoring function

Lesson 2: Managing Custom Templates

Lesson Objectives
After completing this lesson, you will be able to:

- Maintain the monitoring settings in your custom template

Lesson 3: Using the System Monitoring Application

Lesson Objectives
After completing this lesson, you will be able to:

- Use the System Monitoring application

Lesson 4: Using the CA Introscope Monitoring Application

Lesson Objectives
After completing this lesson, you will be able to:

- Navigate the CA Introscope
Lesson 1: Describing an Overview of UXMon

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the UXMon architecture, the script recorder, and the editor

Lesson 2: Describing the Setup of UXMon

Lesson Objectives
After completing this lesson, you will be able to:

- Execute the setup of UXMon

Lesson 3: Using User Experience Monitoring (UXMon)

Lesson Objectives
After completing this lesson, you will be able to:

- Use the UXMon for monitoring and alerting
Lesson 1: Setting Up ICMon

Lesson Objectives
After completing this lesson, you will be able to:

• Perform the ICMon configuration

Lesson 2: Using ICMon

Lesson Objectives
After completing this lesson, you will be able to:

• Use the Interface Channel Monitoring application
Lesson 1: Understanding Process Integration Monitoring (PI Mon)

Lesson Objectives
After completing this lesson, you will be able to:

- Understand the scope of central PI Mon and get an overview of the PI architecture

Lesson 2: Setting Up PI Mon

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the prerequisites and execute the relevant setup steps for PI Mon

Lesson 3: Using PI Mon

Lesson Objectives
After completing this lesson, you will be able to:

- Access the monitoring UI and select relevant monitor

Lesson 4: Understanding Message Flow Monitoring (MF Mon):
Overview, Architecture and Configuration

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the MF Mon architecture, understand the prerequisites, and describe the configuration steps

Lesson 5: Using MF Mon

Lesson Objectives
After completing this lesson, you will be able to:

- Using MF Mon
Lesson 1: Understanding System and Application Monitoring: Job Mon Architecture and Configuration

Lesson Objectives
After completing this lesson, you will be able to:

- Understand and configure the Job Mon architecture in SAP Solution Manager within system and application monitoring

Lesson 2: Understanding System and Application Monitoring: Job Mon Use

Lesson Objectives
After completing this lesson, you will be able to:

- Work with system and application monitoring and Job Mon

Lesson 3: Monitoring Background Jobs with SAP Solution Manager (Appendix)

Lesson Objectives
After completing this lesson, you will be able to:

- Describe Job Mon included in the Business Process Monitoring application and Job Documentation scenario
UNIT 12

Business Intelligence Monitoring (BI Mon)

Lesson 1: Describing the Overview and Scope of BI Mon

Lesson Objectives
After completing this lesson, you will be able to:

• Explain the scope of the BI Mon scenario

Lesson 2: Setting Up BI Mon

Lesson Objectives
After completing this lesson, you will be able to:

• Set up BI Mon with SOLMAN_SETUP

Lesson 3: Working with BI Mon

Lesson Objectives
After completing this lesson, you will be able to:

• Use BI Mon
Lesson 1: Understanding Automated Reporting (EWA and SLR)

Lesson Objectives
After completing this lesson, you will be able to:

• Get an overview of Early Watch Alert reports and Service Level reports

Lesson 2: Understanding Dashboards and Dashboard Builder

Lesson Objectives
After completing this lesson, you will be able to:

• Use the Dashboard Builder
Lesson 1: Understanding SAP Mobile Apps

Lesson Objectives
After completing this lesson, you will be able to:

- Get an overview of the SAP mobile apps infrastructure and the available apps for system and application monitoring
Lesson 1: Understanding Self-Monitoring of the Monitoring and Alerting Infrastructure (MAI)

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the self-monitoring function for the MAI

Lesson 2: Monitoring the Alerting Infrastructure using the SAP Solution Manager Administration functions

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the features of the SAP Solution Manager landscape, infrastructure, and self-diagnostics function

Lesson 3: Understanding Monitoring and Alerting Infrastructure Analysis Tools (MAI_TOOLS)

Lesson Objectives
After completing this lesson, you will be able to:

- Describe some expert tools for error handling