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You can read the recommendations in the user guide, the technical guide or the installation guide for BUSINESS OBJECTS SBOP EVENT INSIGHT 4.0. You'll find the answers to all your questions on the BUSINESS OBJECTS SBOP EVENT INSIGHT 4.0 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BUSINESS OBJECTS SBOP EVENT INSIGHT 4.0
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Instructions for use BUSINESS OBJECTS SBOP EVENT INSIGHT 4.0
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Application Operations Guide

**SBOP Event Insight
Operations Guide**

Release 4.0

Document Version 1.0 - September 1, 2010

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Manual abstract:

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Typographic Conventions Type Style Example Text Represents Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options. Cross-references to other documentation Example text Emphasized words or phrases in body text, titles of graphics and tables Names of elements in the system.

These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE. Screen output. This includes file and directory names and their paths, messages, names of variables and parameters, source code as well as names of installation, upgrade and database tools. Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries. Keys on the keyboard, for example, function keys (such as F2) or the ENTER key. Icons Icon Meaning Caution Example Note Recommendation Syntax EXAMPLE TEXT Example text Example text <Example text> EXAMPLE TEXT Application Operations Guide for SBOP Event Insight 4.0 Contents 1 Getting Started .

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26 4 September 2010 Application Operations Guide for SBOP Event Insight 4.0 1.1 Global Definitions 1 Getting Started This guide does not replace the daily operations handbook that we recommend customers create for their specific production operations. About this Guide Designing, implementing, and running your SAP applications at peak performance 24 hours a day has never been more vital for your business success than now. This guide provides a starting point for managing your SAP applications and maintaining and running them optimally. It contains specific information for various tasks and lists the tools that you can use to implement them. This guide also provides references to the documentation required for these tasks, so you will sometimes also need other Guides such as the Master Guide, Technical Infrastructure Guide, and SAP Library. Target Groups Technical Consultants System Administrators Solution Consultants Business Process Owner Support Specialist 1.1 Global Definitions SAP Application: A SAP application is an SAP software solution that serves a specific business area like ERP, CRM, PLM, SRM, SCM. Business Scenario: From a microeconomic perspective, a business scenario is a cycle, which consists of several different interconnected logical processes in time.

Typically, a business scenario includes several company departments and involves with other business partners. From a technical point of view, a business scenario needs at least one SAP application (SAP ERP, SAP SCM, or others) for each cycle and possibly other third-party systems. A business scenario is a unit which can be implemented separately and reflects the customer's prospective course of business. Component: A component is the smallest individual unit considered within the Solution Development Lifecycle; components are separately produced, delivered, installed and maintained. August 2010 5 Getting Started Important SAP Notes 1.2 Important SAP Notes Check regularly for updates available for the Application Operations Guide. Important SAP Notes SAP Note Number 1515769 Title CCMS-Based Monitoring for SBOP Event Insight 4.



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0 6 September 2010 Application Operations Guide for SBOP Event Insight 4.0 1.3 History of Changes 1.

3 History of Changes Make sure you use the current version of the Application Operations Guide. The current version of the Application Operations Guide is at service.sap.com/instguides on SAP Service Marketplace. The following table provides an overview of the most important changes in prior versions.

Version 1.0 Important Changes First version of the SBOP Event Insight Application Operations Guide August 2010 7 Technical System Landscape Scenario/Component Matrix 2 Technical System Landscape 2.1 Scenario/Component Matrix The system landscape describes both the technical infrastructure, and the system infrastructure. For detailed information about the system landscape, refer to the Event Insight 4.0: SAP Master Guide in SAP Service Marketplace at: service.sap.com/instguides

Applications Event Insight Event Insight 4.0 SAP Business Objects 2.2 Related Documentation The following table lists where you can find more information about the technical system landscape. Topic Guide/Tool Quick Link on SAP Service Marketplace (service.sap.com) instguides instguides instguides instguides security instguides Event Insight Components Technical Configuration Scalability High Availability Security Master Guide Installation Guide Master Guide Master Guide Security Guide 8 September 2010 Application Operations Guide for SBOP Event Insight 4.0 3.1 Alert Monitoring 3 Monitoring of SBOP Event Insight 4.0 3.

1 Alert Monitoring Proactive, automated monitoring is the basis for ensuring reliable operations for your SAP system environment. SAP provides you with the infrastructure and recommendations needed to set up your alert monitoring to recognize critical situations for SBOP Event Insight 4.0 as quickly as possible.

3.1.1 CCMS Monitoring Installation and Setup You can monitor Event Insight Routers and the Event Insight Bundle Manager, Metadata Service, and the Security Service with the Central Computing Management System (CCMS). For information on how monitoring installation and setup refer to SAP Note 1515769. In order to enable the auto-alert mechanism of CCMS, see SAP Note 617547. 3.1.

2 Component Specific Monitoring The CCMS Monitors for Event Insight display the following information: Event Insight Routers Name Router Bytes Bytes Total ClientsSubscription ConnectedClients DroppedPackets LastCPU Value Router Name Bytes delivered to clients by a router or bytes summary within the bounds of an area after the last particular technical event. Total bytes delivered to clients by a router or total bytes summary within the bounds of an area.

@ @ @ @ @ @ @ @ The time amount is count of 100 nanosecond time units. For example, if a process takes one second, its value is 10.000.

000, which is a number of 100 nanosecond units in one second that has been performed. @ @ @ @ @ @ @ @ @ @ @ @ Specifies the security mode in which Event Insight is operating. Port to which the Service Address Registry (SAR) binds. @ @ @ @ @ @ @ @ @ @ @ @ @ @ Specifies the security mode in which Event Insight is operating. @ @ @ @ @ @ @ @ corp.

sap.pal.le.framework.entry.port ccms.address ccms.enabled tracelog.name tracelog.logdir tracelog.

configfile 9478 localhost:8765 false security_service ../logs ../logs/tracelogconfig/ei_trace.ini Address of EI server on which the CCMS Integration component runs Enable CCMS monitoring for an Event Insight service Log file name Log file directory TraceLog logging configuration Wrapper.conf JVM parameters for each service can be maintained in the wrapper.conf file. Additional JVM parameters can be added here if necessary. The wrapper.conf files can be found using the path: <installation path>\EventInsight\{service_name}\wrapper.conf Note: You should only add or modify parameters in the Java application section of the wrapper.conf. All other parameters should not be modified from the default values. To modify the JVM parameters open the wrapper.

conf file with a text editor In the Java Additional Parameters section add new parameters as desired in the following format:

wrapper.java.additional.<n>=<parameter> For example wrapper.java.additional.2=-Xmx512m Note: The <n> part of the parameter name is an integer starting from 1. When adding the parameters make sure that you use the next number in the sequence and that there are no missing numbers or gaps in the sequence. 16 September 2010 Application Operations Guide for SBOP

Event Insight 4.0 4.1 Technical Configuration 4.1.2 Client Tools The technical configuration for the Event Insight Designer, Query Builder, and Unified Admin UI tools are maintained in the respective config.ini files. The properties files can be found using the path: <installation path>\EventInsight\{client_name}\Configuration\config.

ini Query Builder Config.ini Parameter corp.sap.pal.le.framework.entry.port init_le_platform_services Default Value 9273 true Initialize the Authorization and HandshakeGenerator service exposed by the platform services The location of the certificate (user) LEPlatform uses to connect to the Event Insight security service. Specifies the security mode in which Event Insight is operating. Port to which the Service Address Registry (SAR) binds.

IP address or hostname of the Business Objects Enterprise CMS server. Initialize the Service Address Registry (SAR) exposed by platform service. Address of the EI server running the security service Address of the EI server running the metadata service Log file name Log file directory TraceLog logging configuration The configuration location for this run of the platform. The configuration determines what plug-ins will run as well as various other system settings Instance location containing userdefined data artifacts such as Query Builder graphs. Description com.sap.dub.le.platform.service.

cert.location com.sap.dub.le.security_mode le.service.address.registry_port CMS_IP_ADDRESS com.sap.

dub.le.initialise.sar security_service_address metadata_service_address tracelog.name tracelog.logdir tracelog.configfile osgi.configuration.area default BOE_INTEGRATION 1970 localhost false localhost:9378 localhost:9478 querybuilder ..

../logs ../logs/tracelogconfig/ei_trace.ini @user.home/eventinsight/querybuilder/config osgi.

instance.area @user.home/eventinsight/querybuilder/works pace August 2010 17 Management of SBOP Event Insight 4.0 Technical Configuration Unified Admin UI Config.ini Parameter init_le_platform_services Default Value false Description Initialize the Authorization and HandshakeGenerator service exposed by the platform services The location of the certificate (user) LEPlatform uses to connect to the Event Insight security service.

Specifies the security mode in which Event Insight is operating. Port to which the Service Address Registry (SAR) binds. IP address or hostname of the Business Objects Enterprise CMS server. Initialize the Service Address Registry (SAR) exposed by platform service Address of the EI server running the security service com.



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sap.dub.le.platfrom.service.cert.

location com.sap.dub.le.security_mode le.service.address.registry_port CMS_IP_ADDRESS com.sap.dub.

le.initialise.sar security_service_address corp.sap.pal.

le.security_service_auto_discovery corp.sap.pal.le.

metadata_service_auto_discovery tracelog.name tracelog.logdir tracelog.configfile osgi.configuration.area default BOE_INTEGRATION 1969 localhost
false localhost:9378 false false querybuilder ../logs ../logs/tracelogconfig/ei_trace.

ini @user.home/eventinsi ght/unifiedadminui/config @user.home/eventinsi ght/unifiedadminui/wo rkspace Log file name Log file directory TraceLog
logging configuration The configuration location for this run of the platform. The configuration determines what plug-ins will run as well as various other
system settings Instance location containing userdefined data artifacts such as Query Buider graphs. osgi.instance.area 18 September 2010 Application
Operations Guide for SBOP Event Insight 4.0 4.1 Technical Configuration Event Insight Designer Config.ini Parameter init_le_platform_services Default
Value True Description Initialize the Authorization and HandshakeGenerator service exposed by the platform services The location of the certificate (user)
LEPlatform uses to connect to the Event Insight security service.

Port to which the Service Address Registry (SAR) binds. Initialize the Service Address Registry (SAR) exposed by platform service Address of the EI server
running the security service The configuration location for this run of the platform. The configuration determines what plug-ins will run as well as various
other system settings Instance location containing userdefined data artifacts such as Query Buider graphs. com.sap.

dub.le.platfrom.service.cert.

location le.service.address.registry_port com.sap.dub.le.initialise.sar security_service_address osgi.configuration.

area default 1976 false localhost:9378 @user.home/eventinsi ght/eid/config osgi.instance.area @user.home/eventinsi ght/eid/workspace August 2010 19

Management of SBOP Event Insight 4.0 Starting and Stopping 4.2 Starting and Stopping SBOP Event Insight 4.0 Server components can be started and
stopped using the Windows Services Management Console To start/stop a component: Select Start > Settings > Control Panel > Administrative Tools >
Services. In the right pane, right click the EventInsight<servicename> and select Start/Stop as required. The Stop Sequence is in reverse order to the Start
Sequence.

Start and Stop Sequences and Tools Software Component Event Insight MetaData Server Event Insight Router Event Insight Discovery Server Event Insight
Security Service Event Insight MetaData Service Event Insight Bundle Manager Sequence 1 2 3 4 5 6 Tool Windows Services Management Console Windows
Services Management Console Windows Services Management Console Windows Services Management Console Windows Services Management Console
Windows Services Management Console For the list of components required for each scenario please refer to the Scenario/Component Matrix chapter. 20
September 2010 Application Operations Guide for SBOP Event Insight 4.0 4.3 Software Configuration 4.3 Software Configuration This chapter explains
which components or scenarios used by this application are configurable and which tools are available for adjusting.

Component configuration tools Component All Event Insight Components Configuration Tool(s) Event Insight Unified Admin UI Detailed Description Event
Insight Unified Admin UI tool is used for instance, router, security, and producer configurations 4.4 Administration Tools Software Component All Event
Insight Components Transaction/Tool Event Insight Unified Admin UI Detailed Description Event Insight Unified Admin UI tool is used to monitor Event
Insight bundles, producers, consumers, routers, and schema mappings 4.5 Backup and Restore You need to back up your system landscape regularly to
ensure that you can restore and recover it in case of failure. The backup and restore strategy for Event Insight consists of two parts: Backup and restore
coverage for each component (see table below) Cross-system data dependencies and handling The backup and restore strategy for your system landscape
should not only consider SAP systems but should also be embedded in overall business requirements and incorporate your company's entire process flow. In
addition, the backup and restore strategy must cover disaster recovery processes, such as the loss of a data center through fire.

It is most important in this context that you ensure that backup devices are not lost together with normal data storage (separation of storage locations).

FileSystem Backup You need to back up your system landscape regularly to ensure that you can restore and recover it in case of failure. Event Insight
technical configuration files are stored on the filesystem in the directories for the various components. SAP recommends that you perform a full system
backup: After the initial installation and configuration of the SBOP Event Insight XI 4.0 landscape After specific changes, such as changes to the
configuration, software update of individual components, or replacement of components made to the system landscape. This of course depends on the
frequency of such changes. August 2010 21 Backup and Restore Database Backup The Metadata Server stores the metadata required for event processing in
the database. Backup: Backup the MetaData Server database using the normal database procedures provided by the RDBMS supplier. Refer to the database
documentation for details. Restore: The MetaData Server database can be restored using the normal database procedures provided by the RDBMS supplier.

Refer to the database documentation for details. 22 September 2010 Application Operations Guide for SBOP Event Insight 4.0 5.1 Transport and Change
Management 5 Software Change Management Software Change Management standardizes and automates software distribution, maintenance, and testing
procedures for complex software landscapes and multiple software development platforms. These functions support your project teams, development teams,
and application support teams. The goal of Software Change Management is to establish consistent, solution-wide change management that allows for
specific maintenance procedures, global rollouts (including localizations), and open integration with third-party products. This section provides additional
information about the most important software components. 5.1 Transport and Change Management Component change management tools Component
Solution Manager Maintenance Optimizer Integration No Transport Management Tool Bundle Repository All components The Bundle Repository is a way of
propagating OSGI bundles across the network to one or more Event Insight nodes using FTP. The user uploads the jar file to the repository and from there
chooses the nodes that they wish to install the bundle to.

5.2 Support Packages and Patch Implementation SPs and Patches Location You can find detailed information about the availability of Support Packages and
Patches for SBOP Event Insight 4.



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0 on SAP Service Market Place at <http://service.sap.com/patches> Read the corresponding Release and Information Notes (RIN) before you apply any support packages or patches.

For more information about the implementation of support packages as well as possible side effects, see <http://service.sap.com/patches> SAP Support Packages in Detail. August 2010 23 Troubleshooting Support Packages and Patch Implementation 6 Troubleshooting When issues do arise with SBOP Event Insight 4.0, there are certain areas you should always check: Are the Windows Event Insight services running on the host machine? In the Node Administration perspective of the Unified Admin UI tool are the common services such as CEP, metadata, and jetty service running? Log files should always be evaluated Log files are stored in the file path of the installation, for example: C:\Program Files\SAP\LiveEnterprise\Logs.

Start troubleshooting by looking in the Bundle Manager log file. This file has information on most errors. To debug a specific service you can increase the log level for the service in the log4j.properties file in <installation_path>\EventInsight\BundleManager\plugins\Log4jProperties Open the log4j.properties file Remove the comment marking ("#") from the relevant line. @@@@3. The user you created in BusinessObjects Enterprise should be visible in the subjects view. 4. Right-click on the user name and select 'Activate User'. This activates the user in Event Insight.

5. Click on the Add Permissions icon in the main menu. 6. Enter the permission name. 7. In the resource field, click Select, choose 'All Resources' and click OK. 8. In the action field, click Select, choose 'Read action' and click OK. 9. Save the user.

7.2 Problem Message Handover For sending problem messages to SAP, use component XAP-LE and provide a detailed problem description including the steps to reproduce the problem. August 2010 25 Appendix Related Guides 8 Appendix 8.1 Related Guides You can find more information about installation and configuration in the Master Guide. 8.

2 Related Information The following table contains links to information relating to the Application Operations Guide. Content Master Guide & Installation Guide Quick Link to the SAP Service Marketplace (service.sap.com) instguides Related SAP Notes Released Platforms Network Security notes platforms securityguide network Technical Infrastructure SAP Solution Manager ti solutionmanager 26 September 2010 .



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