Alert Inbox

Motivation

- Central access point to handle alerts for Systems, DBMS and Hosts
- Efficient alert handling based on consolidation of single alerts to alert groups
- Integration of most common alert handling mechanism as status tracking, incidents, notifications and 3rd party integration
- Drill down from alert type to alert groups and single metrics and events
- Integration of analysis capabilities as problem context and monitoring
Alert Inbox
Features of the alert type table

- Pre-defined POWL queries per category and managed object type
- Allows to confirm all alert groups belonging to one alert type and managed object
- Shows log of actions which happened per alert type and managed object
- Allows postponement of certain alert type so that it disappears from alert inbox
- Navigate to System Monitoring, Landscape Browser and System Login
- Several personalization capabilities for content and look-and-feel
- Number of status changes per alert type and managed object
- Configure and display problems context to identify root-cause of certain symptom

Table:
<table>
<thead>
<tr>
<th>Alert Name</th>
<th>Category</th>
<th>Managed Object</th>
<th>Type</th>
<th>Current</th>
<th>Priority</th>
<th>Worst</th>
<th>Total</th>
<th>Changes</th>
<th>Status</th>
<th>Problem Context</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABAP System log not available</td>
<td>Category</td>
<td>ABAP</td>
<td>Type</td>
<td>Current</td>
<td>Priority</td>
<td>Worst</td>
<td>Total</td>
<td>Changes</td>
<td>Status</td>
<td>Problem Context</td>
</tr>
<tr>
<td>J2EE GRM checks failed</td>
<td>Category</td>
<td>ABAP</td>
<td>Type</td>
<td>Current</td>
<td>Priority</td>
<td>Worst</td>
<td>Total</td>
<td>Changes</td>
<td>Status</td>
<td>Problem Context</td>
</tr>
<tr>
<td>J2EE GRM checks succeeded</td>
<td>Category</td>
<td>ABAP</td>
<td>Type</td>
<td>Current</td>
<td>Priority</td>
<td>Worst</td>
<td>Total</td>
<td>Changes</td>
<td>Status</td>
<td>Problem Context</td>
</tr>
<tr>
<td>High User Load on ABAP System</td>
<td>Category</td>
<td>ABAP</td>
<td>Type</td>
<td>Current</td>
<td>Priority</td>
<td>Worst</td>
<td>Total</td>
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Alert Inbox
Features of the alert group table

- Allows to confirm all selected alert groups belonging to one alert type and managed object
- Assign certain user for further follow-up of the symptom
- Create Alert Analysis Report which could be sent to persons w/o access to Alert Inbox
- Show alert details for deep dive analysis of certain symptom
- Create context sensitively an incident out of an alert group
- Create context sensitively a notification out of an alert group
Alert Inbox
Features in the alert details

- Confirm, Incident, Notification and Analysis Report as for alert group table
- Navigate to System Monitoring, Landscape browser, System Login and Problem Context as for alert type table
- Alert details including tracking status and assigned information
- Alert texts as defined by SAP and/or by customers
- Alert details including all assigned metrics and events
- Metric viewer to plot a certain metric over time
- Metric and events details including single values, thresholds and texts