



Proactive BI service Management Techniques

Raj Juttukonda
rjuttukonda@rightanglesol.com
www.rightanglesol.com

Content

Content is King

Increases Interaction

Provides new opportunities

Add Value to your services

Increases Traffic

Usage

Usability equates to ROI

Who is using your system?

What is being used?

Is your data secure?

Availability

Only as strong as your weakest link!

What do you need to monitor to keep your systems up and running?

Content Management

CMS

System Database

Set up during installation

Can be on the same server or database

Use best practice to set up appropriate size and settings

First line of entry into the BOBJ system

Query Builder

SQL queries on CMS data

Quick answers to almost any type of questions

ASK AN EXPERT

Universe on CMS Data

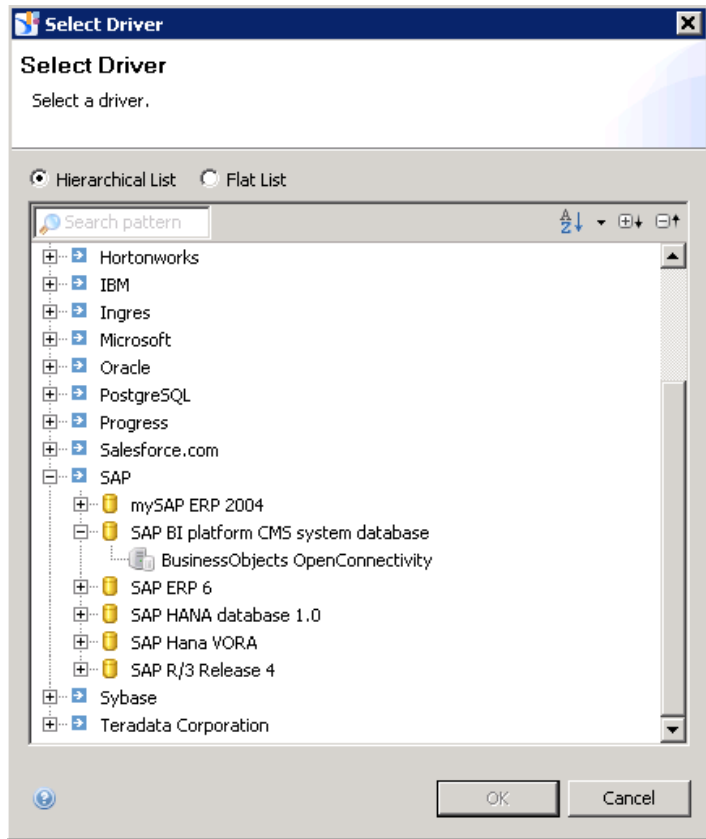
Easy interface

Most answers can be derived from here

AUTOMATION

CMS based Universe

With BI 4.2 SP2+ version SAP provided out of the box CMS Meta data universe.



CMS/Meta data Reports

Number Of objects in the system (Universes, Connections, Webi, Crystal, Publication, Dashboards, Excel ..)

Impact analysis – Reports that are using by the Universe

Users and Full details of users (User Name, Full name, Email, Last logged on, Created on, User Type)

User Groups and Users in the user groups

Total Reports extraction from Folders

Reports and instances of each report

Users with multiple Alias account (secEnterprise, WindowsAD, SAP, LDAP..)

Recurring schedules in the system with start date, next run date etc..

CMS based Query Builder

Welcome to the Query Builder. Please log on.

Please Log On

System:

User Name:

Password:

Authentication: Enterprise

Access Query Tool by using the URL: <http://MyServer:Port/AdminTools>

Description	SQL
Number of Webi documents (excluding instances)	select top 100000 si_id from ci_infoobjects where si_kind='Webi' and si_instance=0
Number of Webi instances only (not the master doc)	select top 100000 si_id from ci_infoobjects where si_kind='Webi' and si_instance=1
Number of Crystal Reports (excluding instances)	select top 100000 si_id from ci_infoobjects where si_kind='CrystalReports' and si_instance=0
Number of Deski documents (excluding instances)	select top 100000 si_id from ci_infoobjects where si_kind='FullClient' and si_instance=0

Open Query Builder output to Excel using this utility

<http://biclever.com/software/cms-query-builder/> <<http://biclever.com/software/cms-query-builder/>>

Audit

Audit Database

Data about Actions Performed.

Set up during installation

Can be on the same server or database

Use best practice to set up appropriate size and settings

Data is first on the file server and then inserted into the database.

Universe on Audit Data

Easy interface

Most answers can be derived from here

OOB Reports from SAP are good starting point

Answers most usage questions

AUTOMATION

Audit

Usage Analysis

Provides real insight into BI adoption through reports such as:

- Number of users logging in
- Number of jobs run

Helps system administrators to manage the environment through reports such as:

- Identify and delete unused content
- Define increased demand

Improve user experience through:

- Analyze success vs. error jobs
- Perform root cause analysis on common errors
- Identify and fix license issues

Audit Set up & Best Practices

Central Management Console

Welcome: **rasadmin** | Preferences | Help | Log Off

ADS Last Updated On: 10/4/17 11:50:35 PM GMT
Auditing Thread Utilization (%): 0
Last Polling Cycle Duration (Seconds): 180

Set Events
Off Minimal Default Complete Custom

Common Events
 View
 Refresh
 Prompt
 Create
 Delete
 Modify
 Save
 Search
 Edit
 Run
 Deliver
 Retrieve
 Logon
 Logout
 Trigger
 Hide

Set Event Details
 Query
 User Group Details
 Folder Path Details
 Rights Details
 Property Value Details

Configuration
ADS Database
Connection Name: BI4_Audit_DSN
Type: SQL Anywhere
Use Windows Authentication:
User Name: dba
Password: *****
Delete Events Older Than (Days): 36500
 ADS Auto Reconnect

- CMS – Audit Tab
- Set up a dedicated database for auditing.
- Set parameter to delete older audit events to keep the database from growing exponentially
- Audit logs directory should be zero bytes as an indication of database update

Manage Actions Find Title

Placeholders: RASV2

Hide Navigation

Properties
Placeholders

Name	Value
%BINDIR%	C:/Program Files (x86)/SAPBusinessObjects/SAP BusinessObjects Enterprise XI 4.0/win64_x64/
%BINDIR32%	C:/Program Files (x86)/SAPBusinessObjects/SAP BusinessObjects Enterprise XI 4.0/win32_x86/
%CommonJavaBundlesDir%	C:/Program Files (x86)/SAPBusinessObjects/SAP BusinessObjects Enterprise XI 4.0/java/lib/bur
%CommonJavaLibDir%	C:/Program Files (x86)/SAPBusinessObjects/SAP BusinessObjects Enterprise XI 4.0/java/lib/
%DefaultAuditingDir%	C:/Program Files (x86)/SAPBusinessObjects/SAP BusinessObjects Enterprise XI 4.0/Auditing/
%DefaultDataDir%	C:/Program Files (x86)/SAPBusinessObjects/SAP BusinessObjects Enterprise XI 4.0/Data/

More...

Did you know you can also find out pro-active information about:

- Users sharing ids and gaining access to content that may not be provisioned to them.
- New Users and Groups who have been added to the system
- Track when objects are created, deleted and modified
- Manage storage requirements by identifying documents using FRS space
- Jobs that run for more than a given duration.

Availability

Monitoring

Database

Default installation
used Derby Data

Installation can be
directed to Relational

Real Time

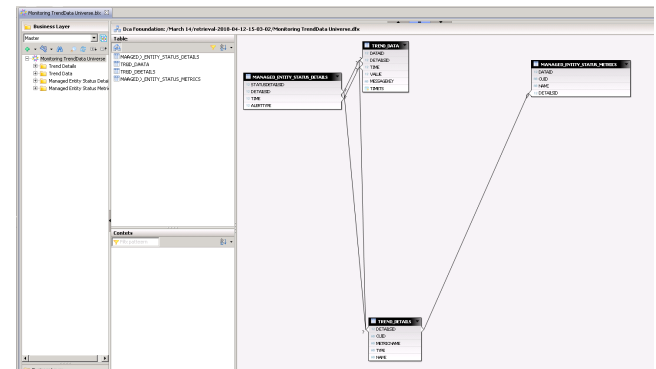
Admin Cockpit

CMS Admin Cockpit
provides a lot of this
information

AUTOMATION

Admin Trend Universe

Build reports on 4
System Tables



Monitoring & SDK

Monitoring

Monitor system and raise alerts in case of any issues. Probes for BI Launchpad, Webi, Crystal

Metrics monitoring and raising alerts – FRS Monitoring, Health check for every service in the system

Alert when there are delays in saving the data in Audit DB

Queries to CMS: Alert when there is a delay

SDK

Folders and Security applied on it by Group wise (SDK)

Crystal reports and Datasources information using by Crystals including Tables, Views and Stored procedures (SDK)

Purging data in Webi in a batch mode

Caution Rule:

```
DP_DC1BIR1.CentralManagementServer$  
Auditing Thread Last Polling Cycle Duration  
_seconds_ '>1800 ||  
(DP_DC1BIR1.CentralManagementServer$  
'Average Query Response Time Since  
Startup _msec_ '>750 &&  
DP_DC1BIR1.CentralManagementServer$'  
Average Commit Response Time Since  
Startup _msec_ '>750 )||  
DP_DC1BIR1.CentralManagementServer$'  
Number of Sessions Established by All  
Users '>400 ||  
DP_DC1BIR1.CentralManagementServer$'  
Current Number of Auditing Events in the  
Queue '>500
```



Let's Demo