

# Intensum Document Tracking

→ Control your processes with SAP PI



**Intensum Document Tracking** is a message monitoring tool which extends the standard **SAP Process Integration (PI)** message monitoring.

This solution enables you to monitor data based on a unique business document number like the **SAP document number** of a shipment, an invoice or a sales order, the Idoc number, the EDI document number or any number of your choice, which makes the solution more dynamic and adjustable to your specific needs.

The document tracking tool is also able to process **acknowledgements** and can be updated from outside the PI system which allows you to have **100% visibility** of your message flow and a total control over your **system-wide business processes**.

## Business process monitoring from a functional perspective

When dealing with inbound & outbound message flows using the SAP Process Integration (formerly known as eXchange Infrastructure), it requires quite some technical knowledge to analyze the process if something goes wrong, not to mention how difficult it is to measure the true performance of such processes. What every customer wants is :

- Complete (100%) flow coverage, including acknowledgements send by business partners or third-party systems
- Monitoring of business processes by functional end-users instead of developers
- To save time and money when searching for documents, avoiding an in-depth analysis of the payload & logging

Intensum developed a document tracking solution that covers these business requirements and allows one to **monitor inbound & outbound processes**, including acknowledgements, via **one single application**.

A **user-friendly front-end** using SAP WebDynpro offers various selection criteria to quickly retrieve the necessary information and numerous **dynamic components** (User Interface, database, adapter modules and User Defined Functions in the mapping) have been built in to ensure a maximum fit to your specific needs.

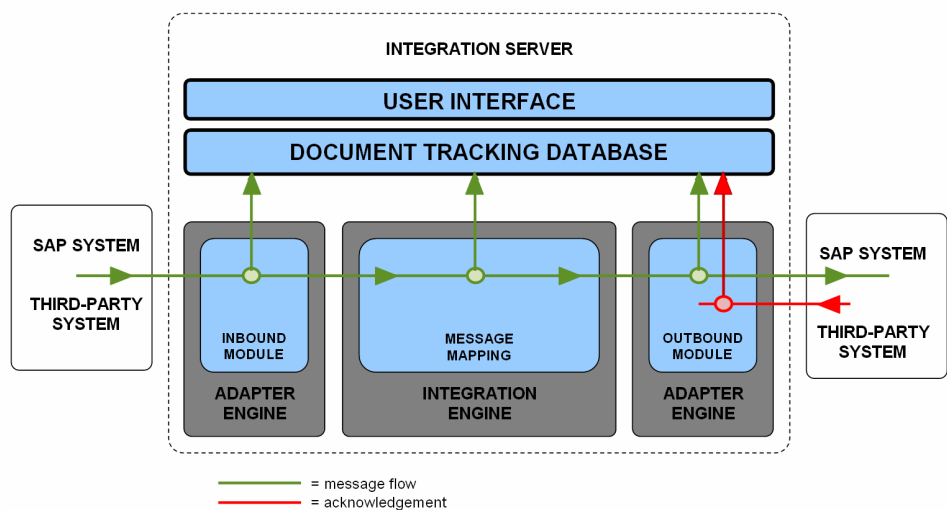


Figure 1 : Architecture of the document tracking solution

Intensum Document Tracking, based on **SAP NetWeaver Process Integration** completes the standard monitoring and logging functionality with a business process orientation and consists of following components :

## Inbound monitoring module

The inbound module writes a begin status to the monitoring table(s). Apart from the status, a number of other parameters of choice can be added. It is fully developed in java and must be added to the module chain in the inbound communication channels.

## Outbound monitoring module

The outbound module offers the same functionality as the inbound module and updates the monitoring table(s) with the end status of the message.

## Acknowledgement monitoring module

This module processes the acknowledgment of the message and updates the monitoring table(s). For example, AS2 acknowledgements can be processed with this module to ensure a 100% delivery of the message.

The screenshot displays the SAP NetWeaver Process Integration monitoring interface. It features a top navigation bar with 'Inbound Messages' and 'Outbound Messages' tabs. Below this is a search and filter section with fields for 'Date selection' (From: 19/02/2008, To: 19/02/2008), 'Status selection', 'Log. Mess. Type selection', and 'Search document number'. The main area contains a table of messages with columns for Message ID, Status, Generated ID, Customer, Created On, Created At, Document Number, Reference, Log. Mess. Type, Sender Number, Receiver Number, Doc Number, Ref. Doc Number, and Country. Below the table, there are tabs for 'Message Data', 'Message Content', and 'Audit Log'. The 'Audit Log' tab is active, showing a detailed log for message ID '4bad099c-678d-7346-98e2-1c2882b60a82' with columns for Time Stamp, Status, and Description.

Message ID	Status	Generated ID	Customer	Created On	Created At	Document Number	Reference	Log. Mess. Type	Sender Number	Receiver Number	Doc Number	Ref. Doc Number	Country
F3ED7101D03211DC312A0014C238C983		20080219092603771	FREY	19/02/2008	09:26:02	BS080219		ORDERS	129276	ERP			AT
9F1D05A0DEE211DCB03C0014C238C983		20080219130309793	RWA	19/02/2008	13:03:02	505572016		ORDERS	134610	ERP			AT
88638784B474C41B1DE9E797E2C4A4E		20080219095542704	FORD	19/02/2008	09:55:42			DELINS	ERPCLNT001	0000119751	1283744		BE
E388039028D4794992F2BA905DEACAC8		20080219095541454	FORD	19/02/2008	09:55:41			DELINS	ERPCLNT001	0000119751	1283742		BE
5189F7E920F4CC45A813E72A34744FC		20080219095537563	FORD	19/02/2008	09:55:37			DELINS	ERPCLNT001	0000119751	1283743		BE
88158FA3CA33894E983CFC768EA0551B		20080219095414469	FORD	19/02/2008	09:54:14			DELINS	ERPCLNT001	0000119751	1283726		BE
F23778E3ABACC489841977CDE0E7F01		20080219095414094	FORD	19/02/2008	09:54:14			DELINS	ERPCLNT001	0000119751	1283725		BE
A56056D1B3797448E0E081B49F99C8		20080219095004639	FORD	19/02/2008	09:50:04			DELINS	ERPCLNT001	0000119751	1283705		BE
8A05FE80731369428453C8014CF80AC		20080219095562398	OPEL	19/02/2008	09:56:58			DELINS	ERPCLNT001	0000119770	1283787		BE
6E9F9C84D00FBA1458D0E38018FF72E737		20080219095562086	OPEL	19/02/2008	09:56:50			DELINS	ERPCLNT001	0000119770	1283786		BE
25664153E6384E428F3CE03EF659CF19		20080219095546548	OPEL	19/02/2008	09:56:46			DELINS	ERPCLNT001	0000119770	1283785		BE
3187C5D489													BE
EAS3E2042C													BE
6015A2E09F													BE

Audit Log for Message: 4bad099c-678d-7346-98e2-1c2882b60a82		
Time Stamp	Status	Description
2008-02-19 09:19:44	Success	process()
2008-02-19 09:19:44	Success	BRIDGESTONE MONITOR MODULE - Outbound NORAUTO ORDERSP
2008-02-19 09:19:44	Success	Message entered module processor exit bean and will be transferred to JCA adapter
2008-02-19 09:19:44	Success	SEEBURGER/AS2: Received order from system.
2008-02-19 09:19:58	Success	SEEBURGER/AS2: AS2: Message was transmitted successfully
2008-02-19 09:19:58	Success	SEEBURGER/AS2: Finished order processing.
2008-02-19 09:19:58	Success	Message successfully processed by JCA adapter
2008-02-19 09:19:58	Success	The message was successfully delivered to the application using connection AS2_!http://seeburger.com/xi.
2008-02-19 09:19:58	Success	The message status set to DLVD.
2008-02-19 09:19:58	Success	Acknowledgement creation triggered for type: AckNotSupported

Figure 2 : Some screenshots

## User Defined Functions

The standard UDF functionality can be used during the message mapping in order to update the status in the monitoring table(s).

## Table(s) in XI

The inbound and outbound monitoring table(s) are located on the XI/PI ABAP stack. Apart from necessary key fields (XI Message ID, ...) other message fields useful for your specific monitoring can be added.

## Web application for online monitoring & reporting

An interactive multi-lingual report which combines the monitoring tables and the standard monitoring from XI has been added to facilitate the business process monitoring.

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