



CUSTOMER

How to Configure Email Alerting for qRFC Simplified qRFC Monitoring

SAP S/4 HANA 1809 or higher

THE BEST RUN



DOCUMENT HISTORY

Version	Date	Change
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1 BUSINESS SCENARIO

You are using Extended Warehouse Management (EWM) embedded in SAP S/4HANA or decentralized EWM based on SAP S/4HANA as your warehouse management solution. EWM communicates with the enterprise management system, for example SAP ERP, using qRFC messages. To check your system health, you need to monitor the qRFC messages in EWM. You want to reduce the effort for the monitoring of the qRFC.

In the *Message Queue Monitor* you can monitor EWM-related queues in the EWM system and the enterprise management system. For more information, see [Message Queue Monitoring](#) in the SAP S/4HANA product assistance under help.sap.

When the system is running well and the number of failed queues is low, you still need to monitor the queues frequently to fix issues in a timely manner. This is necessary to ensure that the warehouse can fulfil all requests.

You can reduce the monitoring effort by using an alert. This way, the users responsible for solving the issue receive an email or an SMS to inform them about the failed queue. They don't have to monitor the queues actively.

2 STEP-BY-STEP PROCEDURE

2.1 Import and Adjust SAP Standard Content

With the installation of your SAP S/4HANA system, the alert category `EWM_ALERT_MQ_DEFAULT` is available in your system. Depending on the settings in the Transport Organizer (see chapter 4.1), there are the following options:

- The system has imported the full SAP standard definition of the alert `EWM_ALERT_MQ_DEFAULT` into all your clients.
- The system has imported only the SAP-owned part of alert category `EWM_ALERT_MQ_DEFAULT` into your clients.

Maintain the settings in your development system in the customizing client and transport them to the production system.

Use transaction *Editing Alert Categories* (`ALRTCATDEF`) in your **customizing development client** to check and adapt the alert category.

Note

Some of the settings described in this document are customizing, some are development and others can be done in the production client. Check that you make all the settings in the correct system and client to ensure that you get a consistent solution in your production environment.

2.1.1 Check Alert Category

1. Start transaction *Editing Alert Categories* (`ALRTCATDEF`).
2. In the upper left screen, navigate to *Alerts for Extended Warehouse Management* → *Alerts for EWM Queue Monitoring*. Double-click on alert `EWM_ALERT_MQ_DEFAULT` in the upper right window.

Alert Categories Display (Central Alert Server)

Alerts for Extended Warehouse Management

- Alerts for EWM Queue Monitoring
- Alerts for JIT
- Alerts for Role of Manager
- Alerts for Role of Plant Manager

Alert Category	Description of Alert Category
EWM_ALERT_M...	Alert for qRFC Messages with Errors

Properties Container Long and Short Text Optional Subseq.Activities

Alert Definition

Description: Alert for qRFC Messages with Errors

Alias: ALERT FOR FAILED qRFC MESSAGES

Classification: Alerts for EWM Queue Monitoring

Priority: High

Max. No. of Dels: 1

Expiry Time in Min.: 1.440

Rule-Based Recipients

Rule: 0

Escalation

☐ Escalation Active

Escalation Recipient:

Tolerance Time(Min.): 0

Administrative Data

Application Pac: /SCWM/INTEGRATION_TOOLS

Original Language: DE German

3. Check the properties of the alert on the *Properties* tab.

2.1.2 Maintain Texts

Alert Categories Display (Central Alert Server)

Display/Change Fixed Recipients Recipients Via User Roles Subscription Authorization

Alerts for Extended Warehouse Management

- EWM: Alerts for Message Queue Process
- Alerts for JIT
- Alerts for Role of Manager

Alert Category	Description of Alert Category
EWM_ALERT_MQ_DEFAULT	EWM: Alert for Failed qRFC Messages

Properties Container Long and Short Text Optional Subseq.Activities

Message title

Short Text (SMS, Pager) Long Text (E-Mail, Fax)

SAP provides texts for message title, short and long text. As described in chapter 4.1, the system does not automatically transport those texts into all clients. If you want to use those texts, transport the following texts to your client:

- Long text: EWM_ALERT_MQ_DEFAULTL (Text ID ALRT)
- Short text: EWM_ALERT_MQ_DEFAULTS (Text ID ALRT)

- **Title:** EWM_ALERT_MQ_DEFAULTT (Text ID ALRT)

The texts are stored in the system as SAPscript standard texts. You can also use transaction *Standard Text* (SO10) to check them or to copy them from another client.

You can also enter your own texts in the respective fields:

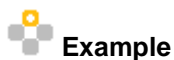
The screenshot shows the 'Long and Short Text' dialog box in SAP. The 'Message title' field is filled with 'This is my own message title for queue &QNAME&'. Below this, there are two tabs: 'Short Text (SMS, Pager)' and 'Long Text (E-Mail, Fax)'. The 'Short Text' tab is active, displaying the text 'This is my own text.' followed by 'The error is in warehouse &WHNO&'.

2.2 Create Rule for the Recipient Determination (Development)

The next step is to maintain the rules for which recipients should receive which alert. Perform these steps in your **development system and client**.

1. Start transaction *Maintain Rule* (PFAC).
2. Enter the rule name, for example <Z_MY_RULE>. Choose *Create* (F7).
3. Enter the basic data and the category for the rule definition.

The screenshot shows the 'Rule: Create' dialog box in SAP. The 'Rule' field contains '00000000 Z_MY_RULE'. The 'Name' field contains 'My EWM Rule for qRFC Messages'. The 'Pack.' field is empty, and the 'Applic. Component' field is also empty. Below these fields, there are four tabs: 'Rule definition', 'Description', 'Container', and 'Responsibilities'. The 'Rule definition' tab is active, showing the 'Basic data' section with 'Abbr.' set to 'Z_MY_RULE' and 'Name' set to 'My EWM Rule for qRFC Messages'. The 'Rule definition' section shows the 'Category' dropdown set to 'Agent Determination: Responsibilities' and the 'Respect Secondary Priorities' checkbox checked. There are also two unchecked checkboxes: 'Personal Rule' and 'Terminate If Rule Resolution Without Result'.



Abbr.: <Z_MY_RULE>

Name: <My EWM Rule for qRFC Messages>

Category: <Agent Determination: Responsibilities>

4. Enter the parameters on the *Container* tab.

Choose *Create Element*.

The screenshot shows the 'Rule: Create' SAP transaction. At the top, the 'Rule' field is '00000000 Z_MY_RULE' and the 'Name' is 'My EWM Rule for qRFC Messages'. Below this is a toolbar with tabs: 'Rule definition', 'Description', 'Container' (selected), and 'Responsibilities'. Under the 'Container' tab, there is a 'Create Element' button and a table with columns 'M', 'Description', and 'Initial value'. The table is currently empty.

In the pop-up window, enter the data for the first element on the *D.Type* tab.

The screenshot shows the 'Create Container Element' pop-up window. The 'Element' field is 'WHNO'. Under the 'Texts' section, 'Name' is 'Warehouse Number' and 'Short Descript.' is 'Warehouse Number'. The 'D. Type' tab is selected, showing 'SelectionOfPredefinedTypes' with 'Object Type' selected. Below this, the 'ABAP Dict. Reference' radio button is selected. The 'Structure' field is '/SCWM/S_MQ_MSG_DUMMY' and the 'Field' is 'LGNUM'. The 'ABAP Dict. Data Type' radio button is not selected. At the bottom right, there are three icons: a green checkmark, a magnifying glass, and a red X.

Element: WHNO

Name: Warehouse Number

Short Descript.: Warehouse Number

Select the *ABAP Dict. Reference* radio button and enter the following:

Structure: /SCWM/S_MQ_MSG_DUMMY

Field: LGNUM

Navigate to the *Initial Value* tab. Enter the value #### for the *Warehouse Number* field.

The screenshot shows the 'Create Container Element' dialog box. The 'Element' field is set to 'WHNO'. The 'Name' and 'Short Descript.' fields are both set to 'Warehouse Number'. The 'Initial Value' tab is selected, showing a text area with 'Warehouse Number' and '####' entered. The 'Change Data' button is visible.

Choose *Confirm (Enter)* to confirm your input.

5. Repeat step 4 to create the following elements:

1. Element: MSGID
Name: Message Class
Short Descript.: Message Class of Most Important Message

Select the radio button *ABAP Dict. Reference* and enter the following:

Structure: /SCWM/S_MQ_MSG_DUMMY
Field: MSGID
Initial Value: #####

2. Element: MSGNO
Name: Message Number
Short Descript.: Message Number of Most Important Message

Select the radio button *ABAP Dict. Reference* and enter the following:

Structure: /SCWM/S_MQ_MSG_DUMMY
Field: MSGNO
Initial Value: ###

3. Element: MQDEFINITION
Name: Queue Monitor Def.
Short Descript.: Queue Monitoring Definition

Select the radio button *ABAP Dict. Reference* and enter the following:

Structure: /SCWM/TMQDEF
Field: MQDEFINITION
Initial Value: #####

4. Element: DESTSYS

Name: Logical System
Short Descript.: Logical System Destination System

Select the radio button *ABAP Dict. Reference* and enter the following:

Type Name: /SCWM/DE_MQ_LOGSYS_QSOURCE
Initial Value: #####

5. Element: T100KEY

Name: Message Key
Short Descript.: Key of Error Message

Select the radio button *ABAP Dict. Reference* and enter the following:

Structure: /SCWM/S_MQ_MSG_DUMMY
Field: T100KEY
Initial Value: #####

6. Choose Save (Ctrl+S) to save your rule.

Expression	Description	Initial value
Warehouse Number	Warehouse Number	###
Message Class	Message Class of Most Important Message	#####
Message Number	Message Number of Most Important Message	###
Queue Monitor Def.	Queue Monitoring Definition	#####
Logical System	Logical System Destination System	#####
Message Key	Key of Error Message	#####

When you save the rule, you get a pop-up window asking you to assign the rule to a package. Choose a package that you use to transport your custom development from the development to the production system.

1 Note

The element T100KEY is a combination of the message class and the message number. This allows you to assign a recipient for a specific error message or a list of error messages from different message classes. The element is combined from <Message Number>_<Message Class>. The number is displayed first to improve the readability by having a column-like list when there is a mix of long and short technical names for the message class.

Examples:

022_M7 - '& exceeded by & &' (M7022)

053_/SCWM/ERPINTEGRATION - 'No business partner found for ERP partner &3 (role:&4)'

2.3 Assign Rule to Alert Category (Customizing)

The next step is to assign your rule to the alert category EWM_ALERT_MQ_DEFAULT in your **customizing system and client**.

1. Start transaction *Editing Alert Categories* (ALRTCATDEF).

Navigate to alert category EWM_ALERT_MQ_DEFAULT as described in chapter 2.1.1.

Switch to change mode.

2. Use the search help for field *Rule* to enter your rule.

Choose **Enter** to confirm your input.

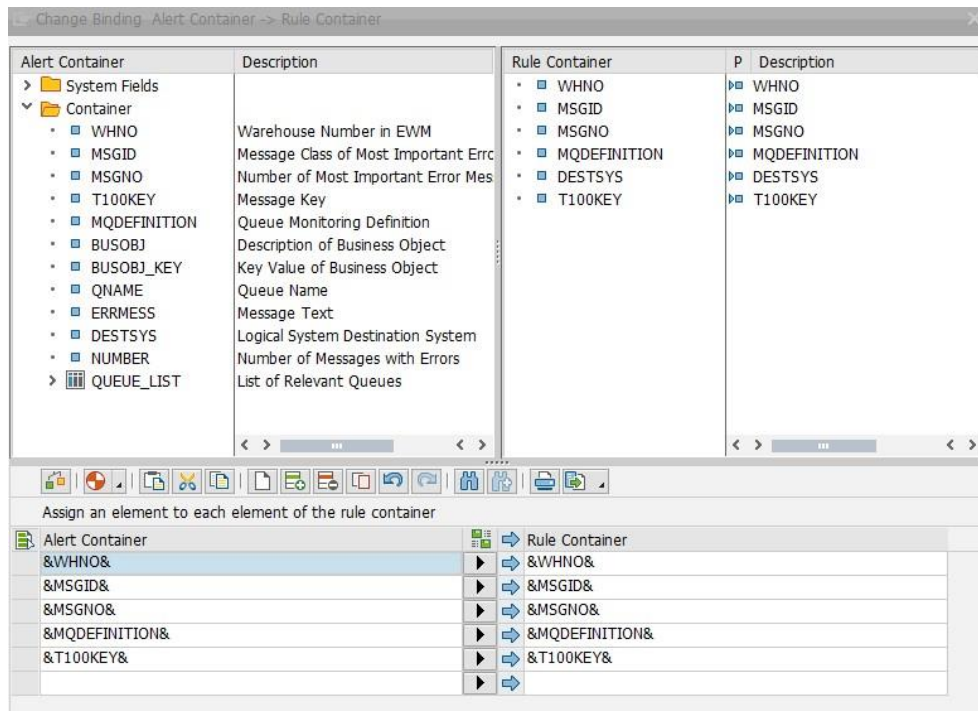
3. Choose *Process Data Flow*.

4. In the pop-up window, open the drop-down menu for  and choose *Generate automatic binding*.

Alert Container	Description	Rule Container	P	Description
System Fields				
Container				
WHNO	Warehouse Number in EWM	WHNO		WHNO
MSGID	Message Class of Most Important Error	MSGID		MSGID
MSGNO	Number of Most Important Error Message	MSGNO		MSGNO
T100KEY	Message Key	MQDEFINITION		MQDEFINITION
MQDEFINITION	Queue Monitoring Definition	DESTSYS		DESTSYS
BUSOBJ	Description of Business Object	T100KEY		T100KEY
BUSOBJ_KEY	Key Value of Business Object			
QNAME	Queue Name			
ERRMESS	Message Text			
DESTSYS	Logical System Destination System			
NUMBER	Number of Messages with Errors			
QUEUE_LIST	List of Relevant Queues			

The system creates a proposal based on the names and types of the alert container and the rule elements.

5. Check and confirm the system proposal.



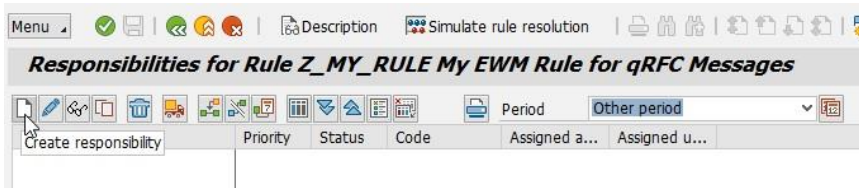
If the system creates a deviating proposal, check the elements in your rule.

6. Save the alert category.

2.4 Configure Rules (Customizing)

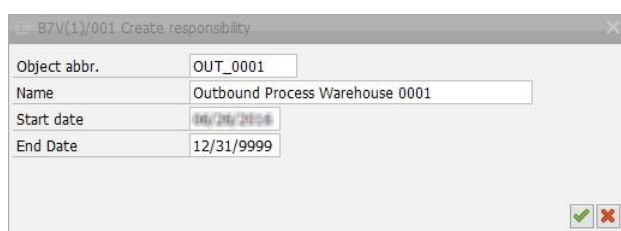
In the next step, adapt the rule to contain your own attributes for your rule. For example, create rules for a warehouse, a business process, a specific error message, or a combination of them.

1. Start transaction *Customizing Responsibilities* (OOCU_RESP) in the **customizing client**.
2. Enter your rule (<Z_MY_RULE>, for example) using the search help. Choose **Enter**.
3. Choose *Create Responsibility*.



4. Define your responsibilities.

The example shows how to create a rule for messages related to the outbound delivery process in warehouse 0001.



In the pop-up window, enter the name and abbreviation for your rule.



Example

Object abbr. <OUT0001>
Name: <Outbound Process Warehouse 0001>
Start date <current date>
End Date <31.12.9999>
Enter * as wildcard in all other fields as shown below.
Confirm your input.

On the next screen, enter the criteria for the rules.

Responsibility Display for Rule OUT_0001

Responsibility50000050

Derived fromRule

Editing periodTo12/31/9999

☒ Respo

Basic data

Abbr. OUT_0001

Name Outbound Process Warehouse 0001

Priority50

Responsibility Specs

Name	of	to
Logical System	*	
Queue Monitor Def.	/SCWM/WAVE01	
Queue Monitor Def.	/SCWM/DO*	
Queue Monitor Def.	/SCWM/D001	/SCWM/D002
Queue Monitor Def.	/SCWM/SR*	
Message Class	*	
Message Number	*	
Message Key	*	
Warehouse Number	0001	



Example

Priority <50>
Queue Monitor Def. </SCWM/DO*>, </SCWM/WAVE01>
Warehouse Number <0001>



Recommendation

For generic groups like this example, choose a medium number for the priority. Reserve the highest priorities (99) for very specific rules where all fields are defined.

- 5. Maintain additional responsibilities until you have covered all required rules.



Recommendation

Maintain one responsibility that covers all entries with a low priority. Assign your IT department as recipient for this rule. Use the lowest priority (01, for example) for this responsibility.

Responsibility Change for Rule NO_DET_RULE

Responsibility	50000052		
Derived from	Rule		
Editing period	06.11.2015	To	31.12.9999
	<input checked="" type="checkbox"/> Respo		
Basic data			
Abbr.	NO_DET_RULE		
Name	IT Department (Fallback)		
Priority	01		
Responsibility Specs			
Name	of	to	
Logical System	*		
Queue Monitor Def.	*		
Message Class	*		
Message Number	*		
Message Key	*		
Warehouse Number	*		

2.4.1 Example Configuration

The following table shows an example configuration for the responsibilities in message queue alerting. You can use the proposals and adapt them to the business processes in your warehouse and the responsibilities in your company.

The first line shows an example for users who are responsible in SAP ERP for handling the period closing in SAP ERP (General Ledger and Materials Management). This user receives the alert for specific error messages from SAP ERP, for example, 'Posting only possible in periods &1 and &2 in company code &3' (M7 053). You can assign all users who are responsible for handling such issues to responsibility <MMPV0001>.

Responsibility <FIN_0001> shows a rule that is slightly more generic compared to responsibility <MMPV0001>. Users who are assigned to this rule are responsible for checking all failed queues where the root cause is an error message from accounting or controlling in SAP ERP.

Note

Organizational entities from SAP ERP, such as the plant or the company code, are not available in SAP EWM. If a user in SAP ERP is responsible for all FI-related error messages in a company code, enter all warehouses in the definition of the responsibility.

Responsibility	Description	Priority	Warehouse Number	Queue Monitor Def.	Message Key	Message Class
MMPV0001	Person responsible for issues with posting date in SAP ERP for SAP EWM warehouse 0001	<95>	<0001>	*	806_KI 286_F5 201_F5 037_M7 053_M7	*
FIN_0001	Person responsible for accounting and controlling relevant issues in company code for warehouse 0001	<90>	<0001>	*	*	<F*> <K*>

OUT_0001	Person responsible for monitoring the outbound process in warehouse 0001	<50>	<0001>	/SCWM/DO* /SCWM/WAVE01 /SCWM/SR*	*	*
INB_0001	Person responsible for monitoring the inbound process, including QM, in warehouse 0001	<50>	<0001>	/SCWM/DI* /SCWM/D003 /SCWM/D013 /SCWM/D014 /SCWM/D015 /SCWM/QI* /SCWM/E001 /SCWM/E0021	*	*
MFG_0001	Person responsible for monitoring production-related messages in warehouse 0001	<50>	<0001>	/SCWM/PD*2	*	*
INT_0001	Person responsible for monitoring internal processes, including physical inventory, in warehouse 0001	<50>	<0001>	/SCWM/WT* /SCWM/HU* /SCWM/PI* /SCWM/D012 /SCWM/DP*	*	*
MFS_0001	Person responsible for monitoring the material flow system	<50>	<0001>	/SCWM/MFS*	*	*
MASTER_DATA	Person responsible for the distribution of master data	<50>	*	/SCWM/MD*	*	*
NO_DET_RULE	Fallback: Rule for IT department to get a recipient for failed queue without recipient in business	<01>	* as wildcard for all elements			

If you configure the rules as described in the example, you will see a list in transaction *Customizing Responsibilities* (OOCU RESP) as displayed below.

Responsibilities for Rule Z_MY_RULE My EWM Rule for qRFC Messages

Name	Priority	Status	Code	Assigned a...	Assigned u...
Outbound Process Warehouse 0001	50	Responsibility complete	OUT_0001		
Inbound Process Warehouse 0001	50	Responsibility complete	INB_0001		
IT Department (Fallback)	01	Responsibility complete	NO_DET_RULE		
Internal Processes Warehouse 0001	50	Responsibility complete	INT_0001		
Manufacturing in Warehouse 0001	50	Responsibility complete	MFG_0001		
Material Flow System in Warehouse 0001	50	Responsibility complete	MFS_0001		
Master Data	50	Responsibility complete	MASTER_DATA		
ERP Accounting for Warehouse 0001	90	Responsibility complete	FIN_0001		
Posting Period for Postings from WH 0001	95	Responsibility complete	MMPV0001		

2.5 Assign Recipients (Customizing or Production)

Now you assign the recipients to the rules. Depending on the settings mentioned in chapter 5.1 (*Enable User Assignment in Production System*), you can do this in your production system or you have to do it in your customizing client.

1. Start transaction *Customizing Responsibilities* (OOCU_RESP). Enter your rule using the search help, for example <Z_MY_RULE>. Choose Enter.
2. Select a rule.
3. Choose *Insert agent assignment*

Responsibilities for Rule Z_MY_RULE My EWM Rule for qRFC Messages

Name	Priority	Status	Code	Assigned a...	Assigned u...
Outbound Process Warehouse	50	Res...	OUT_0001		
Inbound Process Warehouse 0001	50	Res...	INB_0001		
IT Department (Fallback)	01	Res...	NO_DET_RULE		
Internal Processes Warehouse 0001	50	Res...	INT_0001		
Manufacturing in Warehouse 0001	50	Res...	MFG_0001		
Material Flow System in Warehouse 0001	50	Res...	MFS_0001		

4. On the pop-up window *Selection*, choose the *Object Type* you want to assign, for example `<User>`.
5. On the pop-up window *Choose User*, select a user, for example `<MY_IT_USER>`.
6. On the pop-up window *Create Relationship*, maintain the time period.

Create Relationship


Name	ID	Code	Valid from
IT Department (Fallback)	RY 50000052	NO_DET_RULE	11/09/2015
	US		01/01/1900

Time period: 11/09/2015 - 12/31/9999

7. Repeat steps 2 to 6 until all responsibilities are sufficiently covered.



Recommendation

Test your rules using  Simulate rule resolution (*Shift + F2*).

Enter a date and the parameters on the pop-up window.

Choose *Execute Test (F8)*.

Simulation of Rule Resolution: Standard Rule 03500001 Z_MY_RULE

Key date: 12/12/2015

Rule container for runtime

Container Elem.	Container element value
Queue Monitor Def.	/SCWM/DI01
Message Class	M7
Message Number	053
Message Key	053_M7

Agent found ☒ Broken down by user ☐

Rule resolution result

Typ	Agent ID	Abbr.	Name
US			

Agent <-> User

Check the results.

3 SEND YOUR FIRST EMAIL - CREATE ALERT

3.1 Schedule the Background Job

You can use report /SCWM/R_QRFC_QUEUE_ALERT to check for failed qRFC messages regularly and send alerts when there is a failed queue. Schedule the report as a regular job for each warehouse.

Menu

Schedule Alerting for Message Queues

Message Queue Alerts

Business Selection Criteria for Queues

Warehouse Number: 0001

☒ Queue w/o Warehouse Assignment

Message Queue Group: to

Technical Selection Criteria for Queues

Skip Created in Last Minutes: 30

Message Queue State: to

Queue Name: to

User Name: to

Directions of Queues

☒ Inbound Message Queue

☒ Outbound Message Queue

☒ ERP Inbound Message Queues

Additional Settings

☐ Test Mode

☒ Aggregation Mode

Maximum Number of Alerts: 500

The report has similar parameters as the selection for node *Tools → Message Queue* in the Warehouse Management Monitor (/SCWM/MON).

➔ Recommendation

Avoid the creation of alerts for situations that are likely to resolve themselves within a reasonable period. You can set the length of this period in the *Skip Created in Last Minutes* field. Your users won't get notifications for queues where they don't need to solve any issues.

If you have different requirements for different messages, you can create variants and schedule jobs for specific message queue groups. For example, schedule the job for the material flow system more often and with a lower threshold for new queues than a job for messages that post large goods movement documents in SAP S/4HANA.

➔ Recommendation

Use the *Aggregation Mode* to reduce the number of alerts the system sends to your users. If you decide not to use the aggregation mode, the system creates an alert for each queue that failed, even when the root cause is identical. Read the F1 help for the field for further details.

➔ Recommendation

Set the *Queues without Warehouse Assignment* flag for at least one of the jobs you schedule for your warehouses. Read the F1 help for the field for further details.

⚠ Caution

If you have many failed queues in your system, the number of alerts might become very high, and the alerting might impact system performance. Therefore, always set the field *Maximum Number of Alerts* to a reasonable value to avoid such situations. If there is an unusually high number of failed queues in your system, use the *Warehouse Management Monitor* (/SCWM/MON) to monitor your queues instead of using alerting.

Read the F1 help for the field for further details.

3.2 Check your Alert

You have the following options to display your alert:

Use transaction ALRTINBOX to start the *Alert Inbox*:

Alert Inbox of [System Name]

Refresh Complete Forward Reserve Reject Set to Unread Subscription Personalization

Category	Status	Escalated	Description	Number of Recipients	Created On	Created At
Alert for qRFC Messages with Errors			Error in queue for Outbound Delivery 1000000457 in system B7VCLNT001	1		

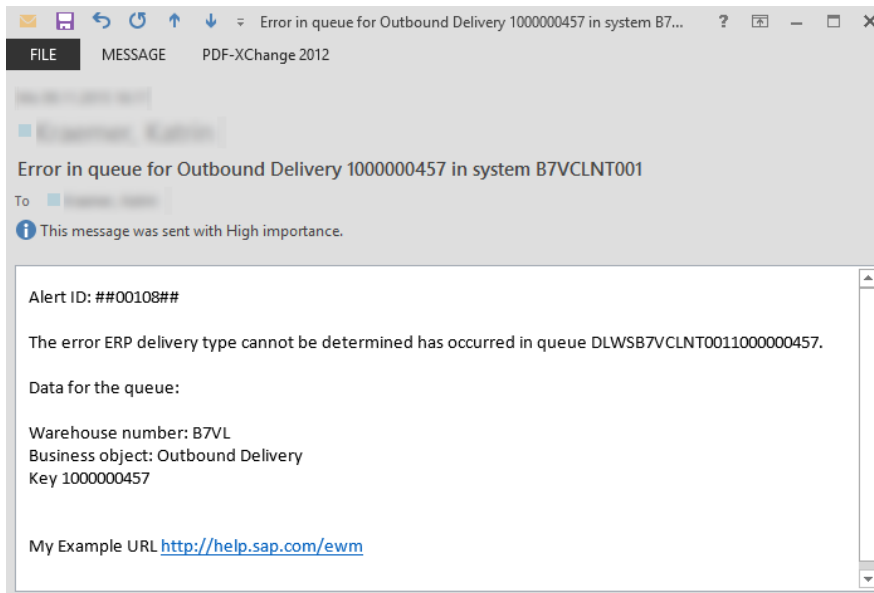
Row 1 of 1

Short text Long Text Recipient(s) Subsequent Activities

My Example URL

Row 1 of 1

Check the delivered email:



3.3 Raise Alerts Manually

You can manually raise an alert for a selected queue in the *Warehouse Management Monitor* (/SCWM/MON). Select failed queues in node *Tools* → *Message Queue*.

Status	Directn	Descriptn	WhN	Business Object	BusObj Key	Message Text	Message Class	Message No	Alerted	Remote Sys Q	State
●	→	Replicate	B7VL	Inbound Delivery	1000000473	Invalid Means of Transport Type 038	/SPE/INBVAL	021	✓		SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	1000001839	Error during inbound delivery modification	/SPE/ID_HANDLING	125			SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	1000001837	Error during inbound delivery modification	/SPE/ID_HANDLING	125			SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	1000001835	Error during inbound delivery modification	/SPE/ID_HANDLING	125			SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	1000001833	Error during inbound delivery modification	/SPE/ID_HANDLING	125			SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	1000001813	Error during inbound delivery modification	/SPE/ID_HANDLING	125			SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	1000001808	Error during inbound delivery modification	/SPE/ID_HANDLING	125			SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	1000001804	Error during inbound delivery modification	/SPE/ID_HANDLING	125			SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	1000000602	Error during inbound delivery modification	/SPE/ID_HANDLING	125			SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	180000152	PL Stock in transit exceeded by 1 EA : PR...	M7	022	✓		SYSFAIL
●	→	Confirm Goods Receipt for Inbound Deliv...	B7VL	Inbound Delivery	180000116	The plant data of the material PROD-S01-J...	M3	897			SYSFAIL

In the *Alerted* column, you can see whether an alert has been raised for a queue.

To raise an alert, you can select one or more queues and choose *More Methods* → *Raise Alert*.

4 ENHANCEMENT OPTIONS

4.1 Modify Alert Category

You can adapt the SAP-defined alert in your system.

If you want to adjust the texts, follow the instructions from chapter 2.1.2 (*Check Alert Category*). Your users will receive an email or an SMS message with the texts you adjusted.

You can add additional information like working instructions in the alert as a URL:

Description of Subsequent Activity	Type
My Example URL	1

URL of Subsequent Activity

http://help.sap.com/ewm

Accept URL Delete URL

You can use this option to store detailed working instructions in your internal portal. Enter the link to the portal page on *Optional Subseq. Activities* tab.



Caution

Depending on the settings for the transport of client-specific tables in your system, the system might overwrite some settings of the alert during an upgrade. If you adapt the alert category EWM_ALERT_MQ_DEFAULT, check whether your changes are still available after upgrades.

4.2 Using a Customer-Defined Alert

You can define your own alert category. To use your own alert category, do the following:

1. Open Customizing activity *Extended Warehouse Management* → *Monitoring* → *Message Monitoring* → *Define Message Queue Definitions*
2. Change an existing queue monitoring definition:

New Entries: Details of Added Entries

Queue Mon. Def.

Queue Monitoring Definition	
Description	My Redefiniton of /SCWM/DI01
Business Object	My Inbound Delivery
Relationship Type	Redefinition of Queue Definition
Orig. Mon. Def.	/SCWM/DI01
qRFC FM	
QName Prefix	
Class MQ Def.	
FM Replay	
Role of Message	
Queue Type	
Alert Category	Z_MY_ALERT_CAT
Report for appl. log	
Report for Container	
Struc. of Spec. Def.	
Class Spec.	



Example

Queue Monitoring Definition: <Z_MY_DI01>

Relationship Type: Redefinition of Queue Definition

Orig. Queue Mon. Def.: </SCWM/DI01>

Alert Category: <Z_MY_ALERT_CAT>

3. If you want to use other elements than those of the SAP-defined alert category EWM_ALERT_MQ_DEFAULT, you can implement BAdI /SCWM/ES_MQ_ALERT_CONTAINER to fill those elements when the alert is created.

4.3 Other BAdIs for Queue Alerting

EWM-related qRFC messages for queues in both EWM and the enterprise management system are monitored in the EWM system. For messages in the enterprise management system, though, the person in charge could be an SAP ERP user who doesn't have a user in EWM. If you don't want to create additional users in EWM for the alert recipients, you can implement BAdI /SCWM/ES_MQ_ALERT_RECIPIENT. With this BAdI, you can set an email address (single user or distribution list) as alert recipient. You can find more details in the BAdI documentation in your EWM system.

You can find additional BAdIs for Message Queue Monitoring and Alerting in enhancement spot /SCWM/ES_MQ.

5 BASIC SETTINGS FOR ALERT AND WORKFLOW

5.1 Enable User Assignment in Production System

If you want to assign the users to specific queues or error messages in the production system, follow the steps in this section. If you want to maintain the assignments in the customizing and transport them to the production system, you can skip this step.

1. Start transaction SM30. Enter V_T77S0 in field Table/View. Choose *Maintain*.
2. Navigate to the required entry using the *Position...* button.

Group name: TRSP

Semantic abbr.: CORR

Group	Sem.abbr.	Value abbr.	Description
ADMIN	CENTRY		
ADMIN	CURRY		
ADMIN	DELIM		
ADMIN	EVSUP		
ADMIN	IBAN		
ADMIN	KRYEA		
ADMIN	LBDMC		

Hint: The description for this line is *Transport Switch (X = No Transport)*

3. Change the *Value abbr* field to X.
4. Save your changes.



Caution

If you use alerts or workflows for any other purpose in your system, align this setting with all affected areas.

5.2 Define Settings for Alert Server

In the Customizing structure, navigate to *ABAP Platform* → *Application Server* → *Basis Services* → *Generic Business Tools* → *Alert Management*. Maintain your settings in the Customizing activities *Define Connection to Central Alert Server* and *Central Alert Server Configuration*.

5.3 Delete Outdated Data

Schedule report `RSALERTPROC` to delete the alerts that you do not need any more.

6 USEFUL LINKS

[Alert Management \(ALM\)](#)

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