

Supported Version: Oracle BAM 10.1.3

Objectives:

This document describes the set up of alert administration parameters (email server, user email address etc) and defining alert rules based on various conditions (data or report related). It describes the design of alert execution, frequency, text message etc. Alerts can be set in two parts: (a) to specify the alert rule defining the alert condition such as a KPI definition or SLA definition etc. (b) action to be taken when the alert rule is satisfied. Alerts are powerful features that can be used in conjunction with business data to inform the end user about various real time situations such as conformance (or non-conformance) of KPIs, SLAs etc. These conditions are defined as “filters” inside the alert definition.

Prerequisite:

You should have completed all the steps described in previous tutorial documents. This document uses the BPEL OrderBooking Tutorial for example and for building business alert condition.

Defining Alerts

This exercise will demonstrate the alert functionality.

Alert Setup Administration:

Open the Administrator Screen from IE OracleBAM page, <http://localhost/oraclebam>. Select “Message Center management” from drop down list, and set your SMTP server and enter user email address.

Restart the Event Manager (only) from Windows Services Panel.

Editing Message Center Configuration

Collaboration Server

Server Name:
Server Port:

SMTP Server:

Server Name:
Email Account for Alerting:

 **The Event Engine must be restarted before changes to it**

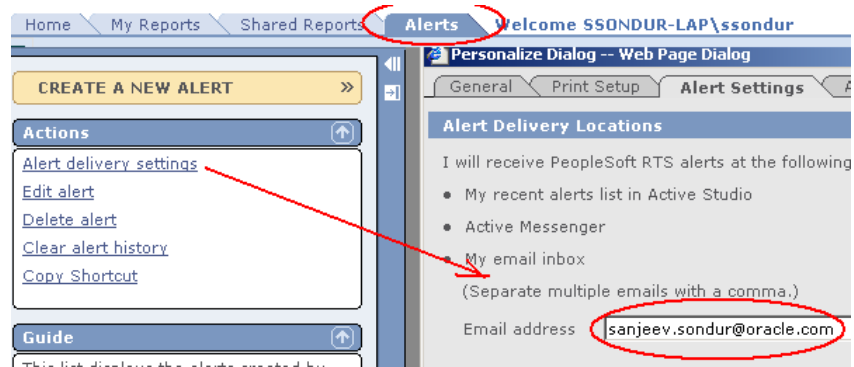
Open Active Studio from IE Oracle BAM home page.

Select “Alerts” Tab from the top list.

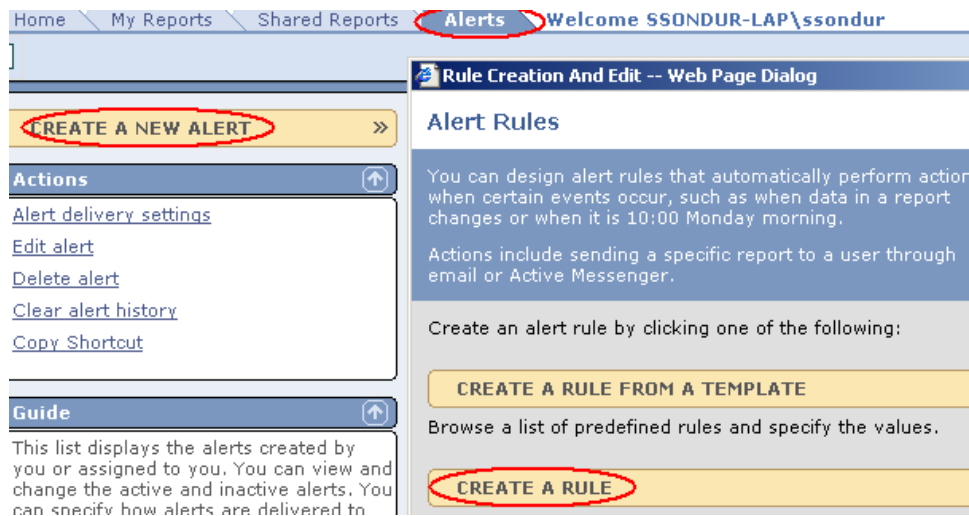
Click on “Alert Delivery Settings” and provide the email address to deliver the alert message.

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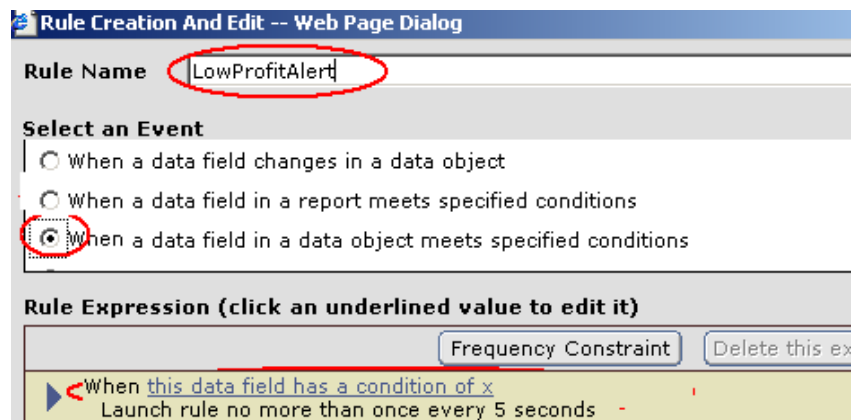
(Tutorial_11_BAM_DesigningAlert.doc)



These steps explain the process to create an alert rule, and set the alert conditions and delivery mechanism. We will define a alert condition to send a message to email address if the Profit amount is low. (e.g., OrderPrice-SupplierPrice <= 200)
Next click on “Create New Alert” link, and select “Create a rule”



Give the alert a name, example – LowProfitAlert.

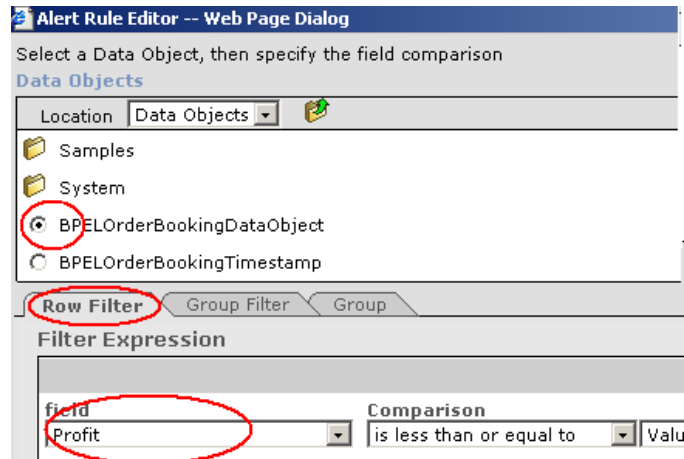


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(Tutorial_11_BAM_DesigningAlert.doc)

Select the condition – “when a data field in a data object meets specific condition”.
Click on the rule expression link, click on “the URL provided” ..this data field...

In the rule editor window, select the Data Object “BPELOrderBookingDataObject”,
In the “Row Filter” window, set an expression (add new entry), profit less than or equal to 200.

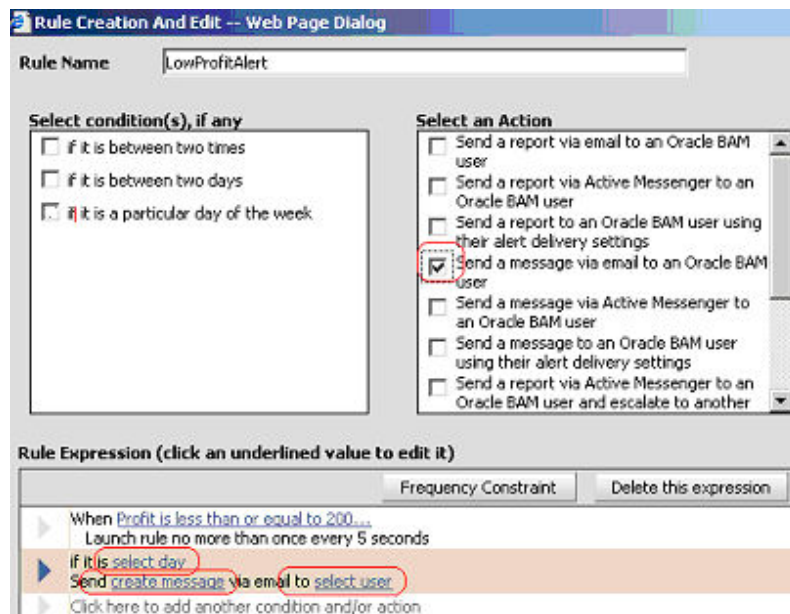


Click on “add entry”, save alert rule and close (click on OK). Click on “next” to navigate to the condition and action statements.

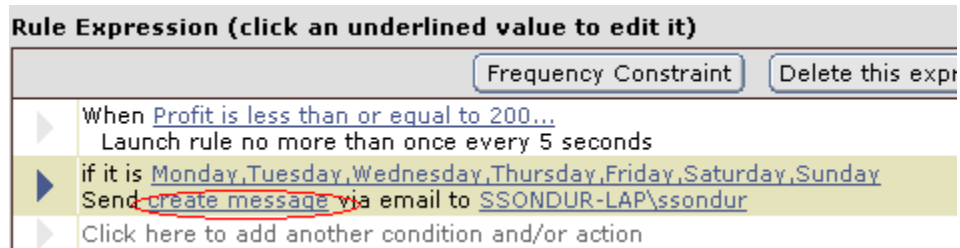
Select “Condition” = if it is a particular day of week.

Select “Action” = Send a message via email.

Click on select user, and select your machine domain name/ your log in name.



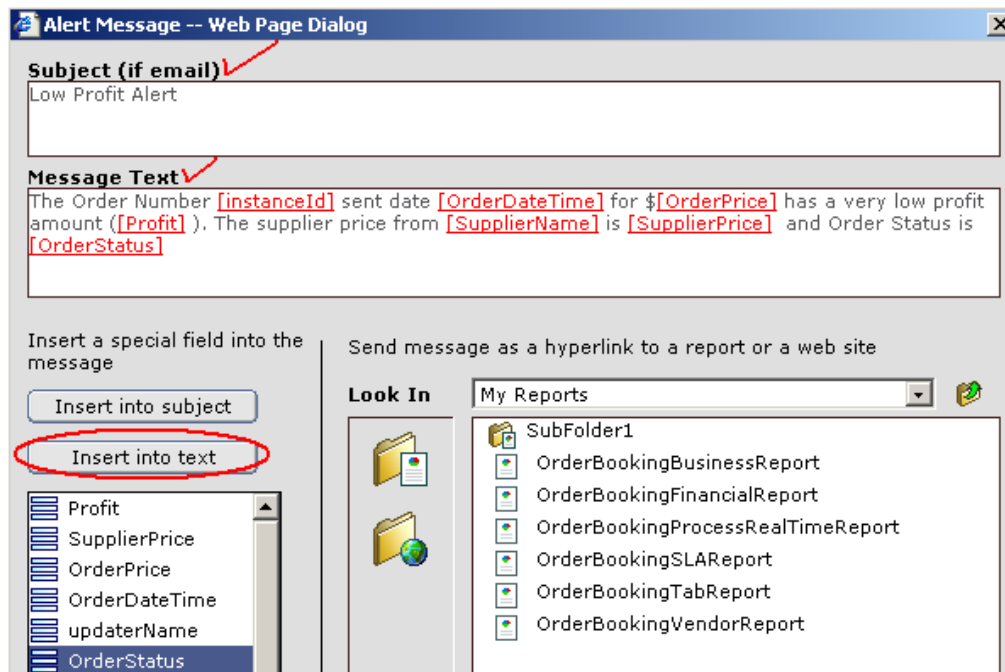
Next edit the alert message, Click on the “create message” link as below.



Set the alert message as follows:

Subject – Low Profit Alert

Message – (select variables from the list & click on “insert into text” button). As below.



Save the alert. This should show up as “active” alert in Alert Window in Active Studio.

Testing the alert system.

There are two options to trigger the Alert operation. Since we are monitoring the data object directly – you can manually edit the BPELOrderBookingDataObject and set the data object value in Profit to less than 200.

(Architect – Data Object –BPELOrderBookingDataObject – Content – Edit Content – select a row (scroll left, and click edit), Edit a row value in Profit, Update Row and Save it and save data object –as refresh content).

Or if the BPEL server is running, copy OrderBookingPO_e.xml file to c:\temp to trigger an alert message thro data object (message source).

View the Alert in the Alert window or check your email system for alert email delivery. (note your system should have connection to SMTP server to deliver email successfully)



The Order Number 13985 sent date 7/18/2005 8:37:14 PM for \$2100 has a very low pr
The supplier price from RapidDistributors is 3000 and Order Status is Rejected

This completes the Alert System Configuration exercise.

Additional Exercise

Define an alert to send the email to the end user, with complete report snapshot (send report via email) if the end to end order processing time exceeds 60 seconds. Save this as LongProcessingTimeAlert.

Note that you can also send the “graphical report” snapshot to the user (as complete graph as opposed to URL link), as part of the alert action.

Similarly alerts can be designed with complex conditions defined as rules in the filters. Alerts can be cascaded, placed in hierarchy and designed to reflect business conditions.

Summary

- Set up alert administration parameters (email server, user email address etc)
- Define alert rules based on various conditions (data or report related)
- Define alert execution, frequency, text message etc.

Questions & Clarifications:

If you have any comments or need additional information, please communicate through the Oracle BAM forum at: <http://forums.oracle.com/forums/forum.jspa?forumID=252>