![Software AG logo]

ARIS PROCESS PERFORMANCE MANAGER

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Contents

1 Configuring PPM to import process data from the Event Bus

You can use Process Performance Manager (PPM) to analyze business processes that you are running under webMethods BPM or monitoring with Optimize for Process.

PPM obtains data about your processes from EDA events that are published to the Event Bus by Optimize or the webMethods Process Engine. You configure PPM to extract these events from the persistent store on the Universal Messaging realm server and import them into the PPM database. Once imported, users can analyze the process data using PPM's analytic tools.

These processes can be enriched by events with intrinsic data produces by Process Tracker.

The following describes the general steps you take to create a PPM client that extracts process events from the Universal Messaging realm server and imports them into the PPM database for analysis.

To analyze webMethods business processes using EDA events, you must use Universal Messaging as your JMS provider. PPM cannot extract EDA events from any other JMS provider.

2 Information on how to use this guide

This chapter provides information on how to use this manual.

In this manual, menu items, file names, etc. are identified by the following notational and formatting conventions.

Notation/formatting	Example
Menu items, key combinations, dialog boxes, file names, entries via the keyboard, etc. are shown in **bold type**.	Enter **system** as the user name and **manager** as the password. Click **Help** to access the Help menu items and open further information sources.
Sequences of menus and menu items are separated by forward slashes.	Right-click the chart background and select **Display options/Show absolute indicator values**.
User-defined entries are highlighted in **bold** and enclosed in angle brackets.	Enter the path **<Directory>**PPM.
One-line example texts (e.g., a long directory path) that need to be shown on several lines due to a lack of space are separated by the ↵ icon at the end of the line.	D:\Program Files\ppm\↵ xml\Adapter

Particular text sections are specially identified:

Warning

Warnings indicate important instructions, where a loss of data is possible or a safety risk could arise if they are not observed.

Tip

Tips indicate references to explanatory notes, e.g., in manuals or in the online help.

See also

This refers to further information on the same topic or related topics within the document.

3 Prerequisites

The Universal Messaging realm server is installed and running.

If you want to analyze an unorchestrated business process that is monitored by Optimize, verify that Optimize is installed and successfully monitoring the process you want to analyze in PPM.

If you want to analyze an orchestrated business process that is executed by the webMethods Process Engine, verify that the process has been deployed to the target environment and is enabled for execution.

4 Configuration Steps

If the prerequisites are fulfilled, perform the configuration steps described below.

The publication **Process Intelligence for webMethods Processes** covers many of the steps in this process. You can find this document in the following folder:

„<PPM installation directory>/server/bin/agentLocalRepo/.unpacked/ppm-client-run-prod-<version>-runnable.zip7ppm/ctk/ctk/examples/custom/wm_process/doc/

Procedure

1. On the Universal Messaging realm server, configure the following channels (depending on your scenario) as described in chapter **Configuring Universal Messaging for use with Process Performance Manager**.

    - Event/WebM/Process/V2_0/Process/ProcessInstanceChange (orchestrated processes)

    - Event/WebM/Process/V2_0/Process/ProcessStepInstanceChange (orchestrated and unorchestrated processes)

    - Event/WebM/Process/BAM/1.0/ProcessInstanceStatusChange (intrinsic data)

    - Event/WebM/Process/BAM/1.0/ProcessErrorCount (intrinsic data)

    - Event/WebM/Process/BAM/1.0/StepWaitTime (intrinsic data)

    - Event/WebM/Process/BAM/1.0/StepErrorCount (intrinsic data)

2. Configure your process-monitoring system to emit EDA events to the Event Bus as follows.

    If the process you want to import is monitored by Optimize, enable the Event Enable property in the WmOptimize package as described in **Installing and Configuring the WmOptimize Package** in **Administering webMethods Optimize**.

    If the process you want to import is managed by webMethods Process Engine, enable the **EDA event emission** option for the Process Instance and Step Instance event types as described in **Enabling and Disabling EDA Event Emission** in **webMethodsMonitor User's Guide**. (If you want to include other event types in your analysis of the process, enable **EDA event emission** for those event types, too.)

    If the process should be enriched with intrinsic data, webMethods Process Tracker has to be configured to produce events with these data.

3. Create a database schema for the PPM client, if you have not done this already. For information about database requirements, see the **PPM Database Systems** guide.

4. In PPM Customizing Toolkit, create a new PPM client based on the wm_process template. After selecting the wm_process template, configure the remaining client settings according to your needs. For more information about creating a PPM client, refer to the **PPM Customizing Toolkit User Guide**.

5. In the Customizing Toolkit, specify the EDA access parameters as follows:

   a. From the Client overview page in the Customizing Toolkit, double-click the name of the client that you just created.

   b. Enable editing and select **Edit client properties**.

   c. Select the EDA access properties entry and set the following properties:

For this property...	Specify...
Event Type Store (URI)	The location of your event type store. If your event type store resides on the network, specify the name of the host machine and the share name of the event type store. Example (local folder) **C:\SoftwareAG\common\EventTypeStore** Example (local folder) **\\VMCEP02\CentralEventTypeStore**
Universal Messaging Realm address	The URL of the Universal Messaging realm server.

   d. Click **OK**.

6. Open the Programs page and run the **Initialize database** program.

7. Open the Data source management page and examine the configuration settings for the data sources applicable for your scenario.

Verify that the following properties are set correctly for each data source:

Ensure this property...	Specifies...
Realm	The URL of the Universal Messaging realm server.
Last extracted ID	The ID of the last event PPM extracted from the Universal Messaging persistent store. If this is the first extract process you have performed for the data source, set this property to **0**.

8. Edit data source list in CTK and remove these data sources, that are not applicable to your environment.

9. Run the following programs to extract process data from the Event Bus and import it into PPM for analysis.

    Run these programs one at a time in the order listed here. Do not execute a program unless the one before it completes successfully.

    - Extract data from data sources with data source list

    - Import data from data sources with data source list

    - Merge processes and calculate measures

10. After all programs have executed successfully, define measures and dimensions as needed based on the business data that is provided in the process-step instances. For more information about defining measures and dimensions, see **PPM Customizing**.

    If you define new measures and dimensions during this step, you will need to rerun the Merge processes and calculate measures program in step **7** to calculate the values for the measures and dimensions. If you create new measures and dimensions using attributes that are not defined in the predefined event type definitions, you will need to run the IMPORT programs before you run the Merge processes and calculate measures program.

11. If you want to import other kinds of EDA events into your PPM client, use the Create configuration based on EDA event type wizard in the Customizing Toolkit to create additional data sources.

The Create configuration based on EDA event type wizard creates and configures data sources based on EDA event types that you select. For details about using the Create configuration based on EDA event type wizard, see **PI_for_wM_Processes.pdf** in the following folder:

<PPM installation directory>/ppmmashzone/server/bin/work/data_ppm/custom/yourClientName/doc/

Before you perform the extract step for a new event type, be sure to make the channel for the event type "persistent" on the Universal Messaging realm server. For procedures, see **Configuring Universal Messaging for use with Process Performance Manager** on page **4**. Also verify that the event publisher has been configured to emit the type of event you want to import.

5 Configuring Universal Messaging for use with PPM

Process Performance Manager (PPM) extracts events directly from the Universal Messaging realm server's persistent store. PPM does not subscribe to events like most other event consumers.

If you want to use PPM to analyze data that other IBO products publish to the Event Bus, you must set the following attributes on the channels that carry the types of events you want to analyze. These settings make the channel persistent and specify its time-to-live (TTL) property. The TTL property determines how long events received by the channel remain in the persistent store.

Before you change the following attributes for a channel, stop all applications that publish or subscribe to the channel. After changing the attributes, restart the applications.

Set this attribute	To...
Channel Type	Persistent
Channel TTL	A value large enough to retain events for the period between extract processes. As a best practice, we recommend that you specify a value that is at least three times longer than the period between extractions. For example, if you intend to extract data from the channel once per day, you should set the Channel TTL attribute to 3 days. Doing this keeps events in the persistent store for two days beyond their scheduled extraction time, providing ample time to rerun a failed extraction before the events are purged from the persistent store. You must specify the Channel TTL property in milliseconds. For a multi-day TTL, this will be a very large number. For example, to specify a TTL of three days, you set the Channel TTL to 259,200,000.
Use JMS Engine	Disabled

After you enable persistence, the realm server begins persisting the events that it receives on the channel.

The realm server will not persist events that were received prior to the point when you enabled persistence, even if those events are still resident on the server.

For detailed information about setting the attributes for a channel, see the **Channel Editing** section in the **Universal Messaging Enterprise Manager Administrator's Guide**.

6 Legal information

6.1 Documentation scope

The information provided describes the settings and features as they were at the time of publishing. Since documentation and software are subject to different production cycles, the description of settings and features may differ from actual settings and features. Information about discrepancies is provided in the Release Notes that accompany the product. Please read the Release Notes and take the information into account when installing, setting up, and using the product.

If you want to install technical and/or business system functions without using the consulting services provided by Software AG, you require extensive knowledge of the system to be installed, its intended purpose, the target systems, and their various dependencies. Due to the number of platforms and interdependent hardware and software configurations, we can describe only specific installations. It is not possible to document all settings and dependencies.

When you combine various technologies, please observe the manufacturers' instructions, particularly announcements concerning releases on their Internet pages. We cannot guarantee proper functioning and installation of approved third-party systems and do not support them. Always follow the instructions provided in the installation manuals of the relevant manufacturers. If you experience difficulties, please contact the relevant manufacturer.

If you need help installing third-party systems, contact your local Software AG sales organization. Please note that this type of manufacturer-specific or customer-specific customization is not covered by the standard Software AG software maintenance agreement and can be performed only on special request and agreement.

If a description refers to a specific ARIS product, the product is named. If this is not the case, names for ARIS products are used as follows:

Name	Includes
ARIS products	Refers to all products to which the license regulations of Software AG standard software apply.
ARIS Client	Refers to all programs that access shared databases by using ARIS Server.
ARIS Download Client	Refers to an ARIS Client that can be accessed using a browser.

6.2   Data protection

Software AG products provide functionality with respect to processing of personal data according to the EU General Data Protection Regulation (GDPR).

Where applicable, appropriate steps are documented in the respective administration documentation.

6.3   Restrictions

ARIS products are intended and developed for use by persons. Automated processes, such as the generation of content and the import of objects/artifacts via interfaces, can lead to an outsized amount of data, and their execution may exceed processing capacities and physical limits. For example, processing capacities are exceeded if models and diagrams transcend the size of the modeling area or an extremely high number of processing operations is started simultaneously. Physical limits may be exceeded if the memory available is not sufficient for the execution of operations or the storage of data.

Proper operation of ARIS products requires the availability of a reliable and fast network connection. Networks with insufficient response time will reduce system performance and may cause timeouts.

If your product contains ARIS document storage, the following applies:

ARIS document storage was tested with 40.000 document items. This includes documents, document versions or folders. We recommend monitoring the number and overall size of stored document items and archiving some document items if needed.

If ARIS products are used in a virtual environment, sufficient resources must be available there in order to avoid the risk of overbooking.

The system was tested using scenarios that included 100,000 groups (folders), 100,000 users, and 1,000,000 modeling artifacts. It supports a modeling area of 25 square meters.

If projects or repositories are larger than the maximum size allowed, a powerful functionality is available to break them down into smaller, more manageable parts.

Some restrictions may apply regarding the use of process administration, ARIS Administration, ARIS document storage, and ARIS Process Board, and the generation of executable processes. Process Governance has been tested and approved for 1000 parallel process instances. However, the number may vary depending on process complexity, for example, if custom reports are integrated.