

# celonis

## OPERATION GUIDE

Version 1.6

Corresponding Software Version  
SAP Process Mining by Celonis 4.3

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## REVISION HISTORY

VERSION NUMBER	VERSION DATE	SUMMARY OF REVISIONS MADE
1.4	MAR 22, 2017	Application Version 4.2
1.6	FEB 23, 2018	Updated version for application version 4.3

## INTRODUCTION

### ABOUT THIS GUIDE

SAP Process Mining by Celonis is a powerful software for retrieving, visualizing and analyzing real as-is business processes from transactional data stored by the SAP ERP systems. It provides users with the possibility to create and share comprehensive process analyses giving them full transparency about the business processes at hand.

### TARGET AUDIENCE

This guide covers all relevant technical information about correctly and securely operating and configuring SAP Process Mining by Celonis and is meant to be consulted by the following target audiences:

- System Administrators
- Support Personnel
- Technical Staff

## LIST OF ABBREVIATIONS

ABBREVIATION	EXPLANATION
AES	Advanced Encryption Standard
AFL	Application Function Library
C	C – Imperative Computer Programming Language
CA	Certification Authority
CIC	SAP Customer Interaction Center
CPML	Celonis Process Mining Library
CPU	Central Processing Unit
CRT	Certificate
CSR	Certificate Signing Request
CSV	Character-Separated Values
DB	Database
ERP	Enterprise Resource Planning
EXE	Executable (common filename extension)
GB	Gigabyte
HA	High Availability
HTTP	Hypertext Transfer Protocol
HSQLDB	Hyper SQL Database
ID	Identifier
JDBC	Java Database Connectivity
JKS	Java KeyStore
JMX	Java Management Extensions

JRE	Java Runtime Environment
OS	Operating System
PDF	Portable Document Format
PID	Process Identification Number
RAM	Read Access Memory
RSA	RSA public key cryptography algorithm
SAML	Security Assertion Markup Language
SHA	Secure Hash Algorithm
SQL	Structured Query Language
SSL	Secure Sockets Layer
URL	Uniform Resource Locator
VM	Virtual Machine
XLS	Excel Spreadsheet
ZIP	Zipper (Archive File Format)



## OVERVIEW OF THE MAIN SECTIONS

This guide gives an overview over all information relevant for operating SAP Process Mining by Celonis and is therefore divided into the following sections:

### TECHNICAL CONFIGURATION – SYSTEM LANDSCAPE

This section gives an overview over the SAP Process Mining by Celonis architecture as well as its involvement with other systems in the IT landscape.

### TECHNICAL CONFIGURATION – FILE SYSTEM LAYOUT

This section describes the SAP Process Mining by Celonis files and folders structure in detail, with a highlight on available configuration files.

### TECHNICAL CONFIGURATION – SECURITY

This section describes the software's security features.

### TECHNICAL CONFIGURATION – HIGH AVAILABILITY (HA)

This section shows which steps are necessary for SAP Process Mining by Celonis to operate in a High Availability environment.

### TECHNICAL CONFIGURATION – LOGGING

This section describes the logging capabilities of the application.

### TECHNICAL CONFIGURATION – MACHINE LEARNING

This section describes the SAP Process Mining by Celonis integration with the R-Server and Python for Machine Learning capabilities, the installation procedure and the configuration possibilities.

### APPLICATION SERVER ADMINISTRATION

Since the application will be running as an operating system service, this part describes how to correctly configure it as such. It will also describe the necessary tools for administration.

## PERIODICAL TASKS – ARCHIVING FILES

This section describes how to best manage the task of periodically archiving old files: The log and backup files of the application server as well as new releases of SAP Process Mining by Celonis.

## BACKUP AND RECOVERY – BACKUP CELONIS CONFIGURATION STORE

Here, you will learn about how to regularly backup the Celonis Configuration Store as well as restore it in case of a failure.

## BACKUP AND RECOVERY – BACKUP ANALYTICS DATABASE (SAP HANA)

Here, you will learn about how to regularly backup the analytics database (SAP HANA) as well as restore it in case of a failure.

## MONITORING THE APPLICATION SERVER

This section describes how to best monitor the SAP Process Mining by Celonis Application Server in terms of resource usage to ensure that the application can run with maximum performance and efficiency.

## MONITORING SAP HANA

This section describes how to best monitor the analytics database (SAP HANA) in terms of resource usage to ensure that the application can run with maximum performance and efficiency.

## LOGGING AND TRACING

Learn about the log files that will be created during the usage of SAP Process Mining by Celonis as well as about how to manage them.

## SOFTWARE CHANGE MANAGEMENT

This section describes how changes to the software are managed.

## SOFTWARE UPDATE PROCEDURE

Here you can find a step-by-step guide about how to update SAP Process Mining by Celonis once a new version is released.

## SUPPORT DESK MANAGEMENT

This part lists the contact details of the service desk as well as the best procedure for getting in contact with it in case of problems.

## TROUBLESHOOTING

Refer to this section to find a list of common issues and first instruction for solving them.

## REFERENCES

This part lists the reference details of the SAP Process Mining by Celonis Operation Guide.

## TECHNICAL CONFIGURATION – SYSTEM LANDSCAPE

SAP Process Mining by Celonis consists of two components: The core SAP Process Mining web application and the SAP HANA AFL plugin for SAP Process Mining by Celonis (called CPML). Please refer to below diagrams [Figure 1](#) and [Figure 2](#) for further information.

Celonis recommends the single-server deployment for all use cases.

### SINGLE-SERVER DEPLOYMENT

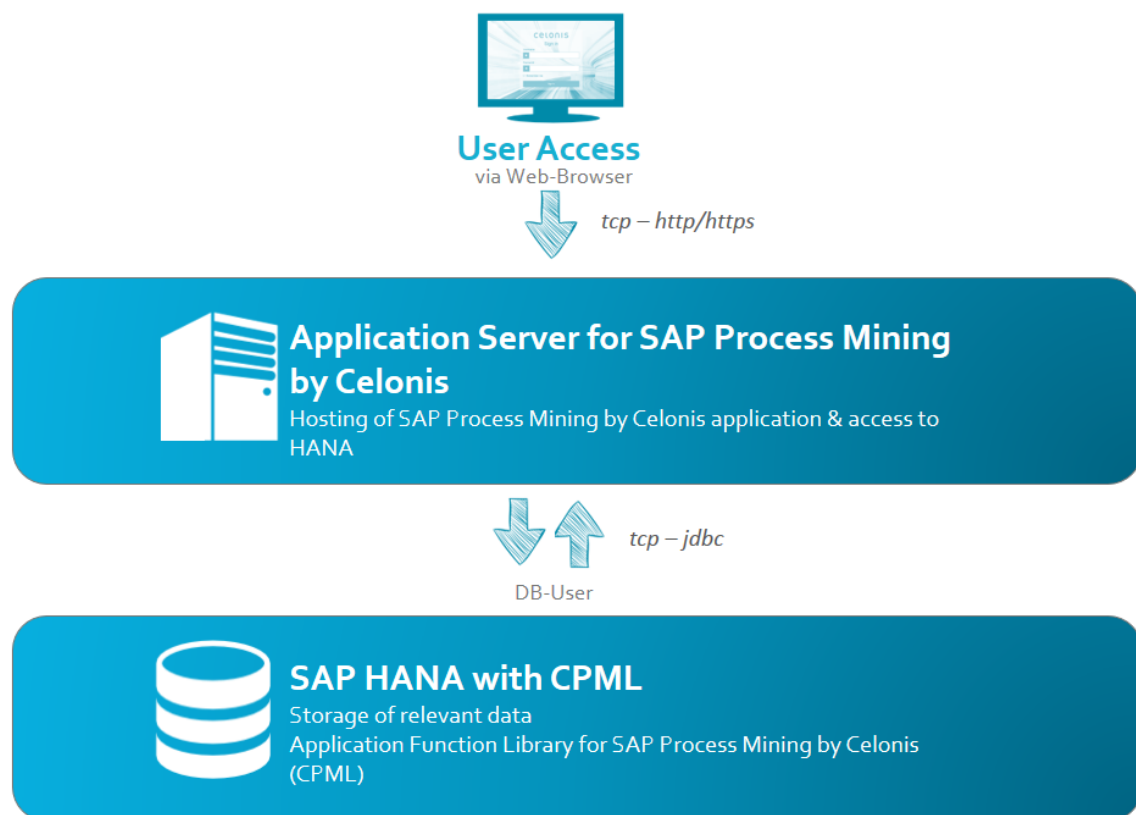


Figure 1: Single-server deployment

## MULTI-SERVER DEPLOYMENT

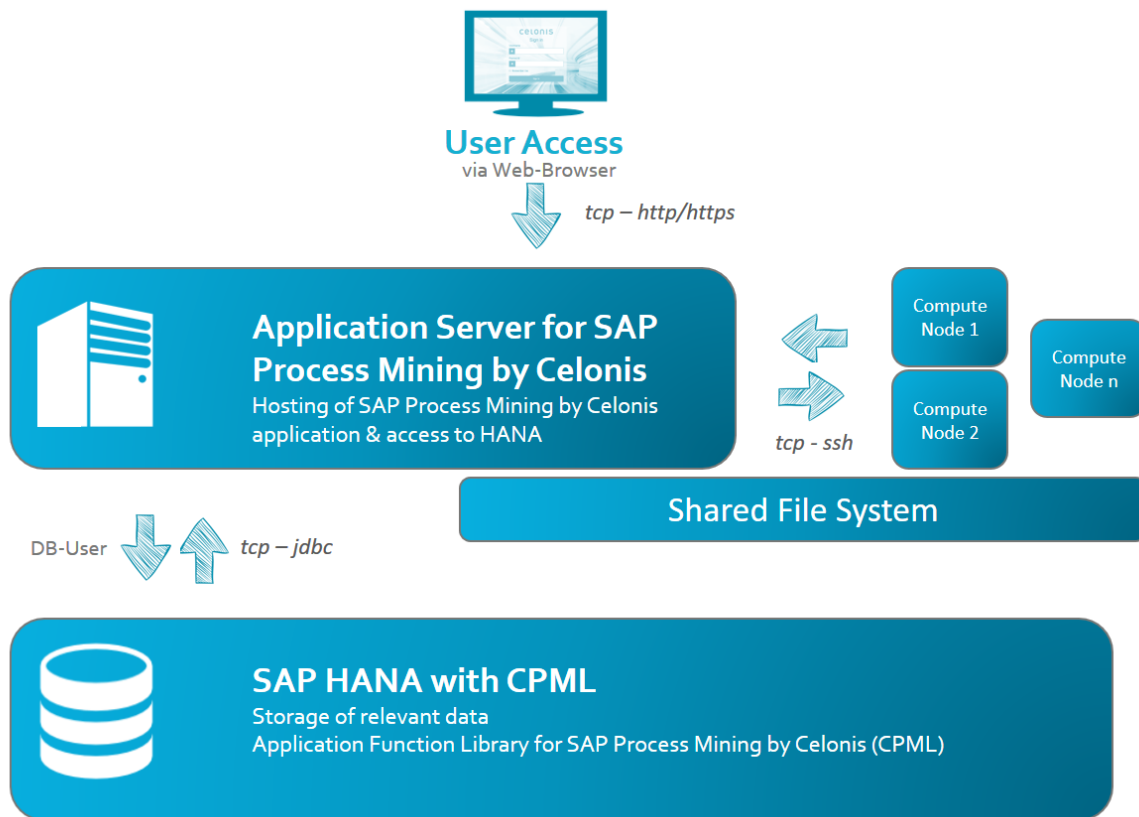


Figure 2: Multi-server deployment

## TECHNICAL CONFIGURATION – FILE SYSTEM LAYOUT

SAP Process Mining by Celonis file system layout simplifies the process of understanding, managing and administrating the application. The entire layout is split in two main sections: The application installation path and the application data path, where the application will create its files. Both locations can be changed during the installation process. For the Windows Operating Systems, when kept to their default values, SAP Process Mining by Celonis will install under “C:\Program Files\Celonis\SAP Process Mining by Celonis”, while all application files will be created under “C:\Program Files\Celonis\SAP Process Mining by Celonis\appfiles”. The respective default values for Linux systems are “/opt/celonis/celonis4” and “/opt/celonis/celonis4/root”. Next, we will list and describe the folder tree for both Windows and Linux systems.

## WINDOWS SYSTEMS

- “component\_configurations”: Directory – Contains specific component configuration files (in a new installation, only sample files) that can be used to address specific component settings for access, audit, login and trace logging, password rules and query-definitions.
- “jre”: Directory – Contains the Oracle Java JRE embedded package.
- “logs”: Directory – Contains the SAP Process Mining by Celonis application log files.
- “pdf-exporter”: Directory – Contains the PDF Exporting capabilities functions.
- “temp”: Directory – Contains temporary application files.
- “cbpd.exe”: File – Main SAP Process Mining by Celonis executable file.
- “sappm\_svc.exe”: File – Embedded Jetty Web-Server.
- “sappm\_svcw.exe”: File – Embedded Jetty Web-Server configuration window.
- “uninstall.exe”: File – SAP Process Mining by Celonis uninstallation file.
- “vcredist\_2008\_x86.exe”: File – Microsoft Visual Studio 2008 Redistributable 32-bit library, included with the installer.
- “vcredist\_2010\_x64.exe”: File – Microsoft Visual Studio 2010 Redistributable 64-bit library, included with the installer.
- “vcredist\_2015\_x64.exe”: File – Microsoft Visual Studio 2015 Redistributable 64-bit library, included with the installer.
- “FILEID”: File – Information file that contains the SAP Process Mining by Celonis version build number.
- “cbpd\_svc.jar”: File – SAP Process Mining by Celonis service dependency file.
- “installer-log.ico”: File – Celonis logo icon.
- “config.properties”: File – SAP Process Mining by Celonis configuration file that contains all the installation parameters.
  - DO NOT EDIT this file, as it will get overwritten in case of a product upgrade. Use the “config-custom.properties” file instead.
- “config-custom.properties.sample”: File – Sample SAP Process Mining by Celonis configuration file that can be used as starting point to change the SAP Process Mining by Celonis Application Server configuration settings.
  - Parameters related to the Celonis Application Server listening interface, port, SSL, logging, R-Integration, SAML, multi-server deployment or CPML can be defined here.
  - Copy and rename this file to “config-custom.properties” to configure custom values.
  - A change of parameters in this file requires a restart of the application to take effect.
- “cpm-sap.war”: File – SAP Process Mining by Celonis core package.
- “sappm\_install\_svc.cmd”: File – Script to install the SAP Process Mining by Celonis windows service.
- “sappm\_uninstall\_svc.cmd”: File – Script to uninstall the SAP Process Mining by Celonis windows service.

- “appfiles”: Directory – Contains all the SAP Process Mining by Celonis generated application files. From the Operations Guide perspective, the following files are relevant:
  - “appdata.lck”
  - “appdata.lob”
  - “appdata.log”
  - “appdata.properties”
  - “appdata.script” – defining the integrated Configuration Store files
  - “uploads” – containing all files uploaded into SAP Process Mining by Celonis (images, transports, .XLS, .CSV)
  - “backup” – containing all the configuration store backup snapshots.

## LINUX SYSTEMS

- “component\_configurations”: Directory – Contains specific component configuration files (in a new installation, only sample files) that can be used to address specific component settings for access, audit, login and trace logging, password rules and query-definitions.
- “db”: Directory – Legacy directory - contained all configuration store files for version 4.0
- “jre”: Directory – Contains the Oracle Java JRE embedded package.
- “jsvc”: Directory – Contains the JSVC service files.
- “logs”: Directory – Contains the SAP Process Mining by Celonis application log files.
- “pdf-exporter”: Directory – Contains the PDF Exporting capabilities functions.
- “run”: Directory – Contains the PID file.
- “scripts”: Directory – Contains the sample Linux service file.
- “FILEID”: File – Information file that contains the SAP Process Mining by Celonis version build number.
- “cbpd\_svc.jar”: File – SAP Process Mining by Celonis service dependency file.
- “config.properties”: File – SAP Process Mining by Celonis configuration file that contains all the installation parameters.
  - DO NOT EDIT this file, as it will get overwritten in case of a product upgrade. Use the “config-custom.properties” file instead.
- “config-custom.properties.sample”: File – Sample SAP Process Mining by Celonis configuration file that can be used as starting point to change the SAP Process Mining by Celonis Application Server configuration settings.
  - Parameters related to the Celonis Application Server listening interface, port, SSL, logging, R-Integration, SAML, multi-server deployment or CPML can be defined here.
  - Copy and rename this file to “config-custom.properties” to configure custom values.
  - A change of parameters in this file requires a restart of the application to take effect.
- “cpm-sap.war”: File – SAP Process Mining by Celonis core package.

- “start.sh”: File – SAP Process Mining by Celonis startup script.
- “stop.sh”: File – SAP Process Mining by Celonis stop script.
- “root”: Directory – Contains all the SAP Process Mining by Celonis generated application files.

From the Operations Guide perspective, the following files are relevant:

- “appdata.lck”
- “appdata.lob”
- “appdata.log”
- “appdata.properties”
- “appdata.script” – defining the integrated Configuration Store files
- “uploads” – containing all files uploaded into SAP Process Mining by Celonis (images, transports, .XLS, .CSV)
- “backup” – containing all the configuration store backup snapshots.

## TECHNICAL CONFIGURATION – SECURITY

### GENERAL SECURITY

SAP Process Mining by Celonis application provides built-in security for database connectivity. All user passwords in the Configuration Store are encoded (using SHA-256). Passwords for the connection to the SAP HANA database are encrypted (using AES).

By default, the integrated Celonis Configuration Store powered by HSQLDB is secured with a password, that is automatically generated. This password is not visible to the user and it cannot be read in any way. It is simply embedded within the application. If you want to override this setting, you can do so by editing the Celonis Configuration Store Settings from the “config-custom.properties” file in your installation directory.

We recommend to setup the Celonis Configuration Store using a separate database system. For more information, please refer to the Celonis Configuration Store Setup Guide.

If you do not want to store the password for your custom Celonis Configuration Store in plain text in the “config-custom.properties” file, you can use the Celonis Key Vault. Therefore, please configure the path to the generated private key file which the server uses to open the vault. Make sure that the key file is only readable by the service user and not by anyone else. For more information on how to generate the private key and encrypted passwords, please refer to the Celonis Manual.

The SAP Process Mining by Celonis web access security relies on the Spring Security Framework hardening. As SAP Process Mining by Celonis can also make use of up to date security standards, it is recommended for you to enable and use the SSL option right from the beginning, after the installation. This feature can be enabled as well from the “config-custom.properties” file. Upon enabling the SSL feature, you must go through the following steps:



- Set the “server.ssl” option to “true”.
- If there is no keystore available, create a Java keystore. To generate a key in a local keystore, please use the Java keytool<sup>1</sup> or import an existing key. A sample command for generating a new key is:
  - “keytool -genkey -alias celonis4 -keyalg RSA -keystore keystore.jks -keysize 2048”.
  - Please note, that for paths on windows, you should use forward slashes (e.g. E:/celonis/my\_keystore.jks). Please refer to the Oracle Manual for more information.
- Generate a new CSR and/or import the CRT (existing or obtained from the CA after signing the CSR) into the keystore. For more information, the same documentation from the previous step can be used.
- Provide the keystore file path using the “server.ssl.keystore” parameter.
- Specify the keystore alias using the “server.ssl.keyalias” parameter. The key alias name was provided upon the keystore creation.
- Specify the keystore password using the “server.ssl.keystorepw”. This password is required to open the keystore.
- Specify the private key password using the “server.ssl.keypw”. This password is required to read the private key.

During the installation process, the password for the default user “sysadmin” is requested. Please make sure that you are going to use a secure password. If there is no password specified, the installer will choose the default “\$admin!” password. We do not recommend keeping the initial password for the “sysadmin” in a productive environment, thus this password should to be changed as soon as possible via the web frontend. The default password policies also force you to change the password directly after the first login. The password policies are also highly customizable from the “password-rules.properties” file. There you can enable or disable the rules and set password minimum requirements such as minimum length, complexity and change rate. With the number “0” the options can be set to “unlimited”, for example “password.rules.last\_passwords\_forbidden=0” means that any old password may be reused.

Authorization in SAP Process Mining by Celonis is done via the Authorization Objects. They can be used to automatically filter the dataset for users and groups. This can be particularized for each user and and dataset. With this functionality, the administrator can opt for only showing certain parts of the data to be displayed to certain users or groups in such a way, that the users or groups will not notice that they are having access to incomplete data. This grants the perfect layer of data protection and privacy for customer’s data. The authorized SQL queries must be defined in the “query-definitions.xml” file. If you want to use an external user permission system, it can be helpful to disable all permission

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<sup>1</sup> Please make sure to use the keytool utility provided with the SAP Process Mining installation in “<installDir>/jre/bin/keytool”

sharing functionality for all regular users. Only content administrators are then allowed to pass permissions to users and groups, when this setting is enabled. To enable this setting, please set the option “instance.disable\_user\_permissions” in the “config-custom.properties” to “true”.

For a secure network setup, we recommend using a dedicated server and close all ports, but the ones required by our application. In the case in which another web server will run in front of the SAP Process Mining by Celonis Application Server, the server port can be bound, for example, to the localhost. This can be achieved from the “config-custom.properties” file using the “server.interface” and “server.port” parameters. Even more, all connections with the database can be encrypted. This can be done using the JDBC string by adding the “encrypt=true” parameter. In case your SAP HANA installation uses a self-signed certificate, you need to add “validateSSLCertificate=false” parameter. For more information regarding securing JDBC connections, please consult the official SAP HANA Security Guide.

## R-SERVER SECURITY

To use PI Machine Learning, a R-Server is required. It's best to run the R-Server as a restricted user with limited rights. Be aware that a user with access to the R-Server can potentially delete all files for which he has write permissions. For Linux and new versions of Windows Server (e.g. 2016) it might be advisable to run the R-Server inside a Docker container. The following security issues should be kept in mind when using R and Celonis:

- The data channel between Celonis and R is **not** encrypted by default.
- Rserve server does **not** use authentication by default. It does support plaintext authentication which, if enabled, uses a very simple mechanism that uses an unencrypted password list stored in a file.
- R functions can contain code which can **harm** security on the server where the Rserve is running. For example:
  - Access file system (read/write)
  - Install new add-on/R packages which can contain binary code (for example, written in C)
  - Execute operating system commands
  - Open network connections and download files or open connections to other servers.

We highly recommend enabling encryption for the data channel between Celonis and R. Please refer to the RServe documentation for more information.

It is important for you to ensure that the user profile which is running the Rserve command has rights that are limited to avoid these scenarios. The Rserve designer offers a couple of options which include:

- Changing the user profile and group profile that Rserve is running under to one with no real authority on your server beyond the ability to run R itself. While they can still load libraries you have installed, they shouldn't be able to install new ones.

- Ensure that the users must use a profile and password to access Rserve. This is weak as it's in a plain text file, but if you then mask that file using the above techniques it will help.
- Changing the root folder on the server from the perspective of Rserve.

## PYTHON SECURITY

To use PI Machine Learning, you can use the Python API of SAP Process Mining by Celonis. The access to the API is restricted to authenticated users. To eliminate the need to store the user's password in the calling python script, API keys can be generated within the application to allow programmatic access to the API. To generate an API key, the user must access his profile, where he can see all current API keys, create new API keys and delete existing API keys for his user. API keys should not be shared between users and it is recommended to create a separate technical user for using the Python API.

## TECHNICAL CONFIGURATION – HIGH AVAILABILITY (HA)

SAP Process Mining by Celonis application can be installed in a High Availability Cluster configuration to benefit from:

- High Celonis Application Server uptime
- Resource scalability
- Migration easiness

It is recommended to use a dedicated VM server for SAP Process Mining by Celonis and to perform regular snapshots to this VM on a remote location.

As SAP Process Mining by Celonis works highly intensive with the SAP HANA database, its performance and ability to often send requests to the Database Server(s) highly depends on the Database Server(s) performance and availability. As such, it is recommended that the Database Server(s) should operate within a High Availability – High Performance clustering environment and that the fastest communication wiring and protocols with the SAP Process Mining by Celonis Application Server are assured. The SAP HANA database environment can make use of clustering configurations. It is recommended to scale the Database Server(s) accordingly with the databases size and complexity.

Due to the large number of infrastructure concepts only a sketch is displayed in [Figure 3](#) Figure 3: HA-1 below. This is not to be considered as an infrastructure design, but it should give you an overview of the key components you should consider while using SAP Process Mining by Celonis in a HA design. Networking elements and connectivity are also completely excluded from this diagram. For more information, the specific solution's and/or vendor's HA design must be consulted.

The Database Servers and High Availability Cluster's security needs to be applied according with specific tools provided by the SAP Database Software and/or by the High Availability Cluster's vendors and their support, considering each IT Infrastructure specific security policies.

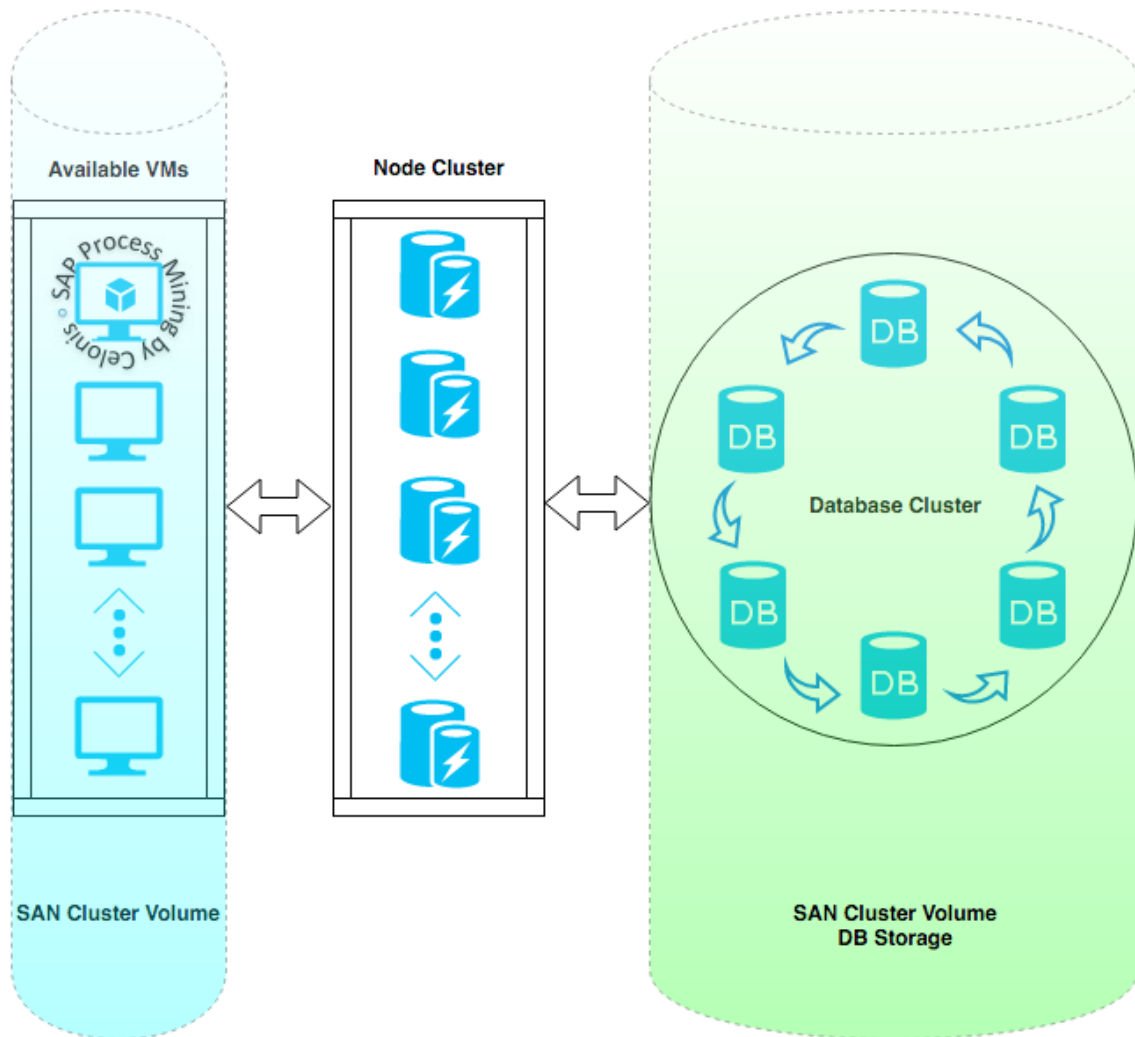


Figure 3: HA-1

## TECHNICAL CONFIGURATION – LOGGING

### LOGGING FOR SAP PROCESS MINING BY CELONIS

The default log level information for SAP Process Mining by Celonis is “info”. This only log basic information. If you need more advanced log messages you should change this to “debug”. Less information is available with the levels “warn” or “error”. We do recommend keeping this at the “info” level in production environments.

SAP Process Mining by Celonis also can write audit logs. The audit logger allows you to create a configuration for logging audit-relevant events. You can enable specific events by setting the audit logger configuration to true. By default, no audit log is written. To enable the configuration, copy the “audit-logging.properties.sample” file in the component\_configurations folder in your installation path to “audit-logging.properties” and enable the events you are interested in. You can enable specific events by setting the options from “false” to “true”. Individual options can be enabled or disabled for each of the following cases:

- Login events
- Failed logins
- User creation
- User deletion
- Group assignments
- Group creation
- Permission changes
- Object creation
- Object deletion
- Permission denied

Logging at what time a user has logged into the SAP Process Mining by Celonis software is also possible. By default, this feature is turned off, but it can be enabled by copying the “login-logging.properties.sample” file to “login-logging.properties” and fill out the required information:

- “Login\_logging.enabled”: Either false or true.
- “Login\_logging.database.url”: As the information is saved within a database, the JDBC connection URL must be entered here.
- “Login\_logging.database.driver”: The JDBC driver used to connect.
- “Login\_logging.database.user”: The database user with proper access rights.
- “Login\_logging.database.password”: The database user’s password.
- “Login\_logging.database.success\_query”: The query that will be executed in case of a successful login.

Please note that in case you activate the login and/or audit log, personal information on the users of the application (username, user ID, first name, last name, mail address) will be stored in the respective log files and/or database tables. You as a customer are responsible to adhere to Data Protection Principles for this collected data, e.g. related to deletion of personal data. To delete login logs, use the standard database functionality of deleting rows in tables. To delete audit logs, use the standard file system mechanisms of deleting text from files or deleting whole files.

## LOGGING FOR CPML

Logging and tracing is based on the SAP HANA logging infrastructure, as provided by “AFLSDK”. Every call to CPML is logged on “INFO” level. On “DEBUG” level, also the end of a call is logged. For potential long running calls, also the runtime is logged. Exceptions which happen CPML are logged on the “WARNING” level. Logging can be configured, and the log files can be viewed through the SAP HANA Studio. The log level can be configured by setting the desired level of the “aflx” component of the “scriptserver” (SAP HANA Studio → Administration View → Trace Configuration → Database Trace → Show All Components).

## TECHNICAL CONFIGURATION – MACHINE LEARNING

### R-SERVER INSTALLATION ON WINDOWS

For Windows, we recommend using the “Microsoft R Open Interpreter”, which is available for download at:

- <https://mran.microsoft.com/download/>.

Next, you need to install the “deployr-rserve library”, which takes care of the communication between SAP Process Mining by Celonis and R.

“Deployr-rserve” is available at <https://github.com/Microsoft/deployr-rserve/releases>, where you can download the “deployrRserve\_<VersionNumber>.zip” file.

Afterwards, open a command prompt (“cmd.exe”) with administrator rights and navigate to the download folder. Now execute:

- “R CMD INSTALL deployrRserve\_<VersionNumber>.zip”

where “deployrRserve\_<VersionNumber>.zip” stands for the file name of the file you just downloaded. You might have to give the full path to R for this to work, for example:

- "C:\Program Files\R\R-3.3.2\bin\x64\R" CMD INSTALL "C:\Program Files\R\deployrRserve\_<VersionNumber>.zip"

Now open the R interpreter as a restricted user and execute:

- `“library(deployRserve);  
rservePath <- file.path(R.home(), "library", "deployRserve", "Rserve.exe");  
cmd <- paste(file.path(R.home(), "bin", "R"), "CMD", rservePath);  
system(cmd);”`

After executing the `“system(cmd)”` command, the interpreter should be busy and will not take any new inputs anymore. The Rserve instance is now ready to use.

All that remains is to edit your `“config-custom.properties”` for SAP Process Mining by Celonis:

- `“rserve.enabled” = “true”`
- `“rserve.port” = “7004”`

Now you should be ready to use the R-Integration. Note that you will have to restart the Rserve server manually after a system restart.

## R-SERVER INSTALLATION ON LINUX

Most distributions should provide the R interpreter in their package system. This is different for every Linux Distribution and Edition.

After you have performed the R-Setup, start up the R-Interpreter as a restricted user.

On the command line type:

- `“install.packages('Rserve')”`

A window with a list of mirrors will open, just select one close to you and Rserve is installed. The most likely reason for any error messages here is that your firewall blocks your connection. In such a case please consult your system administrator. Next, load the Rserve library and start the server:

- `library(Rserve);  
Rserve();`

All that remains is to edit your `„config-custom.properties“` for SAP Process Mining by Celonis:

- `“rserve.enabled” = “true”`  
`“rserve.port” = “6311”`

Now you should be ready to use the R-Integration. Note that Rserve will be started as a daemon and therefore keep running after you exit the interpreter. You will have to restart the Rserve server manually after a system restart.

## R-SERVER CONFIGURATION

There are several configuration options in the „config-custom.properties“ file specific to the R-Server integration:

- “rserve.enabled”: Enables or disables the R-Integration. Default value is “false”
- “rserve.host”: Sets the address where the Rserve instance is running. The default value is “127.0.0.1” (localhost).
- “rserve.port”: Sets the port on which Rserve is listening. The default value is “7004”.
- “rserve.username”: Optional. Can be used for additional security, see section R-Server Security
- “rserve.password”: Optional. Can be used for additional security, see section R-Server Security
- “rserve.timeout”: Sets a timeout for an Rserve query. After the end of the timeout no further attempt to receive the requested data is made and an error will be displayed.
- “rserve.terminate”: If set to true, processes running queries that passed the timeout will be sent a “SIGKILL” signal. This should terminate the process completely, but might leave some resources hanging.



## APPLICATION SERVER ADMINISTRATION

### REQUIRED TOOLS

The following tools are needed on the Celonis Application Server to successfully administer the SAP Process Mining by Celonis application:

- A text editor.

All supported operating systems provide these tools out of the box. Furthermore, the standard Linux command line tools (like tail, grep and others) will help you in accessing log and configuration files.

As Windows lacks, most of those command line tools and the built-in text editor is lacking features like syntax highlighting or support for UNIX-style line breaks, it is recommended to install specific tools for Windows (e.g. Notepad++, baretail, baregrep).

For administrative tasks inside the software itself a web browser is required. As the application can normally be accessed from outside the server, there is no direct need to have a web browser on the Celonis Application Server itself. It could however be beneficial to test connection issues, etc.

### SAP PROCESS MINING BY CELONIS CONFIGURATION

The basic SAP Process Mining by Celonis server configuration takes place during the installation process. The central configuration file of SAP Process Mining by Celonis is “config.properties”. This file can be found inside the root directory of the installed software; however, you should never manually edit this file. The file gets overwritten in the update process. All user custom configuration should be made in the “config-custom.properties” file. Further information can be found in the sample configuration file “config-custom.properties.sample”. Component specific configurations can be found in “<installDir>/component\_configurations”. Sample scripts are provided here as well.

A special case is the configuration of server-side compression. Compression can help to reduce web page load times of the application, esp. if users are accessing the application via slower network connections. Server-side compression can either be achieved via a reverse proxy web server (e.g. Apache, Microsoft ISS, nginx) in front of the application, or by activating compression in the embedded Jetty server in SAP Process Mining by Celonis.

To do so, open the file web.xml (path on Windows: <installFolder>/appfiles/app/WEB-INF/web.xml, path on Linux: <installFolder>/root/app/WEB-INF/web.xml) and search for a section called GZip Compression Filter in the file that is commented out by default. You can comment that in and restart the application to activate server-side compression. Please note that this change has to be reapplied after an update of the software.

Documentation on the parameters can be found here: <http://www.eclipse.org/jetty/documentation/9.1.5.v20140505/gzip-filter.html>

## SAP PROCESS MINING BY CELONIS AS OPERATING SYSTEM SERVICE

Using the Jetty Embedded Application Server, the SAP Process Mining by Celonis application is installed as a service inside the Windows Operating System, offering the possibility to be administered as any other regular OS service.

The SAP Process Mining by Celonis service name can be customized in any way that it's required. The usual service name that is used by Celonis during the installation process is "SAP Process Mining by Celonis". For Windows operating systems, the SAP Process Mining by Celonis Application Service can be configured using the following startup types:

- "Automatic (Delayed Start)" (Recommended),
- "Automatic",
- "Manual" or
- "Disabled".

For Linux operating systems, the SAP Process Mining by Celonis Application Service can be manually controlled using the "start.sh" and "stop.sh" bash scripts. Using OS specific methods, these scripts can be set to automatically run in special conditions (e.g. automatically start the software on computer boot). Example scripts are provided in "<installDir>/scripts".

The SAP Process Mining by Celonis Application service can receive the following service commands:

- On Windows: "Start", "Stop" or "Restart"
- On Linux: controlled via the provided bash scripts.

A service restart, if needed, could also be performed by first stopping and then starting up the service. To offer flexibility, SAP Process Mining by Celonis does not require the operating systems service installation to run. The Celonis Application Server can also be run manually, only when it's needed, however this is not recommended in productive environments. We highly recommend using SAP Process Mining by Celonis installed as an operating system service to benefit from easiness in administration. Operating systems services are also offering the possibility that when no longer needed, they can be uninstalled.

## PERIODICAL TASKS – ARCHIVING FILES

Using SAP Process Mining by Celonis for a long period of time will put you in the situation of dealing with old files. Old files will take unnecessary disk space and keeping old files mixed with current files will make the administration process more and more difficult overtime. We recommend archiving these old files and/or even set up an “Old Files Strategy” policy.

The archiving policy should consider the following cases:

### SAP PROCESS MINING BY CELONIS LOG FILES

The log files generated by the SAP Process Mining by Celonis Server are in the “logs” folder that resides in the root of the SAP Process Mining by Celonis Server install path. The “logs” folder will contain the following log files types:

- “sappm\_svc-stderr.<date>.log” (Windows)
- “commons-daemon.<date>.log” (Windows)
- “sappm\_svc-stdout.<date>.log” (Windows)
- “stderr” (Linux)
- “stdout” (Linux).

As you can observe, all log files contain a date format that basically is the year, month and day of the log files creation. A new log file is generated each time you restart the software. Inside a log file, for example “sappm\_svc-stderr.2016-01-15”, you will find only the events that occurred between server start and server stop (restart) commands. If you are going to restart the SAP Process Mining by Celonis daily (highly unlikely) you will basically get each log type being generated once per day. After a year had passed, - on a Windows installation - you will have 365 “sappm\_svc-stderr.<date>.log” files and another 730 files summing the other types. If you want to check for errors, you should not search through log files from two-three months ago. Of course, there are text filtering techniques and log files search patterns that can be used and applied (and should be nevertheless), but still going through all the log files can take a long time. From the disk space consumption perspective, using SAP Process Mining by Celonis in a large (enterprise) productive environment may generate log files up to several GB and as files this size matter, keeping old log files will than take unnecessary disk space.

Please pay special attention to additional log files created by the application and configured as detailed in section Logging for SAP Process Mining by Celonis, e.g. audit or login logs.

General Security

## SAP PROCESS MINING BY CELONIS RELEASES

SAP Process Mining by Celonis gets periodic new builds that may deal with new features, tuning, customization, new web browser compatibility, bug fixes or up to date security standards. As such, we always recommend upgrading SAP Process Mining by Celonis to the latest version. As the upgrading procedure describes, old SAP Process Mining by Celonis production releases (basically the install kits) should not be deleted right away, but kept as backup versions in case the customer experiences problems with the newest release (the use of older web browsers for example). At some point in time, these old versions of SAP Process Mining by Celonis will take unnecessary disk space. As we do not encourage you to delete anything unless you need to (you may not know when you will need something from the old files), we will make the following recommendations for an archiving strategy:

- Archive (.zip, .tar.gz, etc.) old log files once per month and thus keeping in the “logs” folder only log files newer than 30 days.
- Move all SAP Process Mining by Celonis old software installer releases inside an “Old” folder and thus keeping only the last two releases in your current SAP Process Mining by Celonis installation path (outside the “Old” folder).
- Please note, to consult the upgrading procedure to be aware of all the files that are modified during upgrading to a new release – they should all be part of the old SAP Process Mining by Celonis version archiving procedure. Usually we are taking care of this automatically, but there may be special releases at some point in time that will require some extra steps.
- Move all old archives to a remote location to free up unnecessary used disk space on the current server.

All Celonis recommendations should be treated as such and you should always consider first the digital files management policies already established by your company, if they are available.

## SAP PROCESS MINING BY CELONIS CONFIGURATION STORE BACKUPS

In case you are using the integrated Celonis configuration store powered by HSQLDB with its predefined backup policy, the backup directory might grow significantly over time. Please make sure to adjust your database backup retention policy in the “config-custom.properties” and/or take care of manually cleaning the outdated backup files.

## BACKUP AND RECOVERY – BACKUP CELONIS CONFIGURATION STORE

The Celonis configuration store is the central storage of the application metadata, e.g. system settings, users, groups, definitions of analyses and data models and contains all configuration done via the web frontend. The actual data to be analyzed resides in HANA.

For small test and development installations, SAP Process Mining by Celonis can make use of the integrated Celonis configuration store powered by HSQLDB. For this data store, there is an out of the box predefined backup policy. The Celonis configuration store is then automatically backed-up each night to the “appfiles/backup” folder in the root of the SAP Process Mining by Celonis Server install path. We highly recommended to keep a remote backup of this folder. This will allow the possibility to restore the application metadata in case a disaster will occur. The backup is set to be performed online so you do not have to worry about any SAP Process Mining by Celonis downtime during this procedure. The backup is running automated every night exactly at 3 AM (while the application is running) and additionally whenever the SAP Process Mining by Celonis service is started. All backups taken are full backups for all application metadata.

For medium to large installations as well as any productive installations, we recommend to setup the configuration store separately. Please note, that an automated backup of the Celonis configuration store is then not part of the application and must be implemented separately by the customer.

### RECOVERING FROM A BACKUP FOR INTEGRATED CELONIS CONFIGURATION STORE

The backup files follow the naming convention “appdata-<yyMMdd>T<HHmmss>.tar.gz” with the timestamp indicating when the backup was started. Technically, this file is a zipped version of the full Configuration Store. To restore the backup, please do the following steps:

- Identify the backup you want to restore. Use the timestamp of the backup to identify the backup you want to restore.
- Extract the “appdata-<yyMMdd>T<HHmmss>.tar.gz” file. It should contain four files called “appdata.lob”, “appdata.log”, “appdata.properties”, “appdata.script”.
- Shut down the Celonis Application Server. Go to the “services.msc”, identify the service (Default: “SAP Process Mining by Celonis”) and stop it.
- Identify the path where the active Configuration Store is located. Open the “config.properties” configuration file (or “config-custom.properties” if you have customized the Configuration Store location). Identify the property “filesystem.writableroot”.
- The path points to where the database files are located. These files should have the same names as the files contained in the extracted archive.

- Create another backup of the current database files by simply copying them somewhere else.
- Copy the previously extracted files and overwrite the originals.
- Start the Celonis Application Server service using the “services.msc” console.
- Wait for the Celonis Application Server to be started completely.

As a result, your backup is restored.

Please note, if a file called “appdata.lck” is present, it means that the service was not fully stopped and that the Configuration Store is still being used. Please make sure that the service is completely stopped before you restore the database files from a backup.

## **BACKUP AND RECOVERY – BACKUP ANALYTICS DATABASE (SAP HANA)**

The SAP Process Mining by Celonis Analytics Database on SAP HANA should be backed-up on a regular basis, preferably to a remote location. You can use for your reference the Backup Policy already established by your IT Department or if such a thing is not available, you can set one up that will best suit your needs. This will allow the possibility of an Analytics Database recovery in case a disaster will occur.

The SAP HANA has built-in tools that can be used for backing-up the Analytics Database. Please refer to the SAP HANA Documentation.

When establishing a SAP Process Mining by Celonis Analytics Database backup policy you must take into consideration at least the following topics:

- SAP HANA database size
- Backup destination and available backup storage space
- The connectivity and thus the speed and throughput available from the Analytics Database Server to the Backup destination device or medium
- Database’s high usage time frames
- Regular schedulers or Cron Jobs that were set-up together with our Data Scientist technical personnel during the Data Integration part of the SAP Process Mining by Celonis installation.

## MONITORING THE APPLICATION SERVER

It is a best practice to constantly monitor the Celonis Application Server. Besides the initial minimum system requirements that are provided during the SAP Process Mining by Celonis installation, additional resources must be always available, especially if the SAP Process Mining by Celonis Application Server is sharing resources with other 3<sup>rd</sup> party software.

Unless specified otherwise, an operating system gets periodic updates that will increase its disk storage space necessity overtime. Additional disk storage space is also required so that the operating system can create periodic restore points. Extra disk storage space is to be considered if additional software, modules, libraries or features will also be installed on the SAP Process Mining by Celonis Application Server machine soon. These are just a few cases that will make you pay attention to disk storage space as other factors can influence this as well.

RAM and CPU resources are also very important. Insufficient RAM and/or CPU power may lead to very poor server performance, hang-ups or can even freeze entirely the Celonis Application Server. Most applications are making use of these two resources in a dynamic way (only when necessary), so it is very important to scale them properly.

Network throughput must be considered if the SAP Process Mining by Celonis Application Server is shared with other 3<sup>rd</sup> party software that require highly intensive and regular networking data transmission.

Taking care of everything at start is quite easy, but this is not enough in a productive environment, especially in large IT infrastructures. In such cases (but not only) you should consider using (centralized) server monitoring techniques. There are a lot of tools and features that can provide you with real-time monitoring regarding all server resources, depending on the server's operating system and IT infrastructure. Having access to this kind of information in real-time will help you avoid unnecessary problems related to server overburdening.

## INCLUDED MONITORING FUNCTIONALITY

### JAVA MANAGEMENT EXTENSIONS

Apart from the Operating System's built-in monitoring capabilities, SAP Process Mining by Celonis supports Java Management Extensions standard monitoring. To enable JMX, you should configure SAP Process Mining by Celonis accordingly by adding the following Java properties on startup. Please note, that the application needs to be restarted to activate those changes.

- "Dcom.sun.management.jmxremote"
- "Dcom.sun.management.jmxremote.port=<port>"

- “Dcom.sun.management.jmxremote.ssl=false”
- “Dcom.sun.management.jmxremote.authenticate=false”

The listed properties enable you to monitor the application remotely and unauthenticated on the configured Port “<port>” via HTTP. More information on JMX monitoring and advanced options/parameters (e.g. for setting up monitoring via HTTPS and using authentication) can be found in the Oracle Guide Monitoring and Management Using JMX Technology.

Adding Java startup properties can either be done via the Commons Daemon Service Manager on Windows or by adjusting the startup script (“start.sh”) accordingly on Linux as shown in [Figure 4](#) and [Figure 5](#).

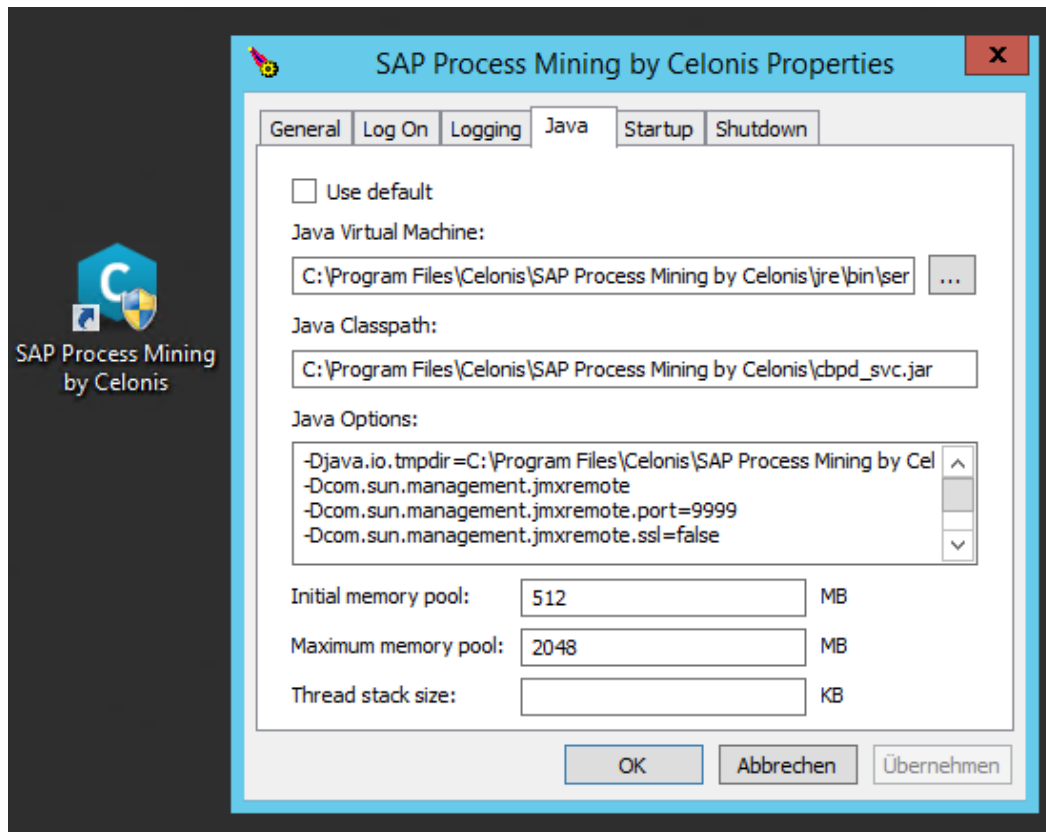


Figure 4: Adding Java startup options on Windows

```
#!/usr/bin/env bash

cd "$(dirname "$0")"

JSVC="./jsvc/jsvc"
CLASSNAME="de.celonis.pm.CBPDDaemon"
export JAVA_HOME="$PWD/jre"
export JAVA_OPTS="-Dcom.sun.management.jmxremote -Dcom.sun.management.jmxremote.port=9999 -Dcom.sun.management.jmxremote.ssl=false -Dcom.sun.management.jmxremote.authenticate=false"

${JSVC} $JAVA_OPTS -outfile $PWD/logs/stdout -errfile $PWD/logs/stderr -cp ./cbpd_svc.jar -cwd $PWD -pidfile $PWD/run/celonis4.pid ${CLASSNAME}
```

Figure 5: Adding Java startup options on Linux



## CELONIS MBEANS

Opening a JMX Console and connecting to the configured monitoring port already gives the possibility to check the RAM and CPU usage in real-time. Even more, the following MBeans are predefined, to provide the capability to monitor specific internal SAP Process Mining by Celonis processes:

- “DataManagement” with the following attributes: “ActiveLoads”, “LastFailedLoads”, “LoadedDataModels”, “Schedules”, “SystemDataModels”
- Logging with the following attributes: “LogLevel”
- “SystemResources”, with the following attributes: “CacheFreeMb”, “CacheUsedMb”, “CpuUsage”, “RamAvailable”, “RamInUse”
- “UserManagement” with the following attributes: “UserCount”.

Each of the attributes can be used to interpret specific SAP Process Mining by Celonis activities as following:

- “ActiveLoads”: Which loads are at the time active.
- “LastFailedLoads”: Which loads have failed.
- “LoadedDataModels”: Which data models are loaded.
- “Schedules”: What schedules are active.
- “SystemDataModels”: The number of SystemDataModels.
- “LogLevel”: The Log level.
- “CacheFreeMb”: The available RAM that can be used by the Cache.
- “CacheUsedMb”: How much RAM is used by the Cache.
- “CpuUsage”: CPU usage value. This is only available for Linux Operating Systems.
- “RamAvailable”: The amount of available RAM.
- “RamInUse”: The amount of RAM that is currently being used.
- “UserCount”: How many users are currently logged in the application.

## WILY INTROSCOPE

The application can also be integrated to be monitored with Wily Introscope. More information on Wily Introscope and its setup can be found in SAP Note 797147.

To configure SAP Process Mining by Celonis for Wily Introscope integration, add the following Java properties on startup using the same method as for JMX above.

- “Dcom.wily.introscope.agent.agentName=<uniqueName>”
- “javaagent:<wilyInstallDir>\Agent.jar”
- “Dcom.wily.introscope.agentProfile=<wilyInstallDir>\core\config\IntroscopeAgent\_tomcat.p  
ofile”
- “XX:-UseSplitVerifier”

“<wilyInstallDir>” is the path where you installed/extracted the Wily Introscope Agent. There is no specific preconfigured agent profile for jetty, but you can reuse the tomcat profile. Please review SAP Note 1438005 regarding the installation procedure of the Introscope Java Agent for Apache Tomcat server. In the “IntroscopeAgent\_tomcat.profile”, you need to configure at least the following properties, so that the agent will be able to find the enterprise manager installation:

- “introscope.agent.enterprisemanager.transport.tcp.host.DEFAULT=localhost”
- “introscope.agent.enterprisemanager.transport.tcp.port.DEFAULT=6001”

## MONITORING SAP HANA DATABASE

As SAP Process Mining by Celonis is using the power of SAP HANA to deliver its high-performance analyses, the underlying SAP HANA analytics database should be monitored as well as with regards to average utilization, disk and memory space, or performance in general. When SAP Process Mining by Celonis users are configuring analyses in the frontend and then refreshing data, the Celonis Application Server transforms these requests into SAP queries that are then sent to the database server. A detailed description of monitoring queries and performance on your SAP HANA database is out of scope of this Operations Guide. Please refer to the official documentation for your SAP HANA database.

## LOGGING AND TRACING

You can always make use of the SAP Process Mining by Celonis Application Server logging system. The log files generated by the SAP Process Mining by Celonis Application Server are in the “logs” folder that resides in the root of the SAP Process Mining by Celonis Application Server install path. These logs can offer you information related to:

- Starting and Stopping the SAP Process Mining by Celonis Application Server
- Exceptions of SAP Process Mining by Celonis
- Queries and their timing
- Other information related to SAP Process Mining by Celonis Application Server.

SAP Process Mining by Celonis offers the possibility to configure different logging levels. The logging levels can be configured from the “config-custom.properties” file. For this guide, the most significant information is that you can assign different levels to each package: “INFO”, “WARN”, “ERROR”, “DEBUG”. Please note, that changes to the logging parameters will require a restart of the SAP Process Mining by Celonis to take effect.

In addition to the SAP Process Mining by Celonis Server logging, SAP Process Mining by Celonis logs query and application exceptions separately and makes them accessible through the application’s web

interface (System Settings – Exceptions). Here short-term exception information is displayed which can be very helpful when debugging applications.

Detailed query tracing can be enabled on CPML as well as on Celonis Application Server side. For the latter, please adjust the file “component\_configurations.properties”/”trace-logging.properties” accordingly and restart the application. Please note, that trace logging can slow down the system's performance significantly, so it should only be used for debugging purposes. The information gathered by each of the logging and tracing systems should be used only for debugging purposes.

## SOFTWARE CHANGE MANAGEMENT

New releases and support packages are announced via the SAP service marketplace and can be retrieved from there. Regardless of the type of patch, you will be provided with a full installer file. The procedure for updating an installation is described in the next chapter Software Update Procedure.

When you want to promote configurations and artifacts to production, there is a built-in export/import mechanism for all transportable artifacts in the web interface of SAP Process Mining by Celonis; for usage instructions, please refer to the SAP Process Mining by Celonis manual. Technical configurations can be copied on a file level.

## SOFTWARE UPDATE PROCEDURE

The SAP Process Mining by Celonis software is shipped as an installer. The installer type depends on the Operating System it's going to be installed on. You always need to update both components: the SAP HANA AFL plugin (CPML) as well as the SAP Process Mining by Celonis on the Celonis Application Server.

The general update procedure is described below, however there may be several other instructions specific to a certain release. If any specific instructions should apply, they will be shipped out together with the release.

There will be a short downtime of the application for the duration of steps 2 to 8, and a short downtime of SAP HANA database during step 4.

General update procedure:

1. Download the new release from the SAP service marketplace.
2. Stop the SAP Process Mining by Celonis Application Server and close all opened windows if you are using a Windows Operating System. On Linux: Backup the start.sh and stop.sh scripts.

3. Make sure, you have a recent backup of the metadata database and all configurations, as well as all files, which you might have modified (e.g. the default Java “key/truststore cacerts” in “jre/lib/security”).
4. Run the CPML installer on SAP HANA.
5. Run the SAP Process Mining installer.
6. The installer will automatically bring SAP Process Mining by Celonis to the latest version.
7. Re-apply changes to the “start.sh” and “stop.sh” script.
8. Start the SAP Process Mining by Celonis Application Server.
9. You have successfully finished the update.

Please note, if you need to check the version of SAP Process Mining by Celonis while the software is not running, you can do so by viewing the “config.properties” file in the root directory of the SAP Process Mining by Celonis application. While the software is running, you can access “About” from the application home screen itself to view the version.

## SUPPORT DESK MANAGEMENT

Support for SAP Process Mining by Celonis is delivered jointly by SAP and Celonis. 1<sup>st</sup> and 2<sup>nd</sup> level support services for end users are provided by SAP. 3<sup>rd</sup> level support services are provided by Celonis. In case 3<sup>rd</sup> level support is necessary, incidents are automatically forwarded to Celonis. Support is available 24x7. To contact support, you can create an incident in component “XX-PART-CEL”. Please include at least the following items in your incident description:

- The browser and version you are using (e.g. Internet Explorer 11)
- Installation which you are trying to access (in case of multi system landscape)
- URL used to access the system (sometimes, there can be more than one URL to reach a single installation. This will also help to identify the installation you are trying to access)
- User name used to log in
- Screenshot of the error message/situation
- Stack trace of the error message (if any) – only accessible on the server log files.

Before contacting support, make sure you have had a look in the Celonis manual (accessible via “Help” in the Celonis application) and related SAP notes for component “XX-PART-CEL”. In case you need to escalate your incident, you can send an [email](#) to and/or contact SAP CIC.

## CONFIGURABLE HELP PAGES

It is possible to adjust the help pages displayed in SAP Process Mining for the users (either via <Username> -> Help or via an analysis -> Help) and the support contact on the login page. These settings can be found in the “config-custom.properties”, section “Help page customization”.

## TROUBLESHOOTING

- Application not accessible:
  - Are you connected to the corporate network?
  - Do you use a proper (up-to-date) web browser? Supported browsers are Google Chrome (min. Version 40, preferred), Mozilla Firefox (min. Version 38) or Internet Explorer (min Version 11).
  - Is the URL you are trying to access correct?
  - Is the (Database) Server running?
  - Is the SAP Process Mining by Celonis Application Server running? (For your reference, you can check the “SAP Process Mining by Celonis as Operating System Service” chapter of this guide)
  - Login failed:
    - Double-check that you have entered the correct password.
    - Double-check that you have entered the correct user name.
    - Does the User Account exist?
    - Note: Passwords in Celonis are case-sensitive.
- Analysis is empty, no data is showing
  - Are the permission rights set correctly?
    - For the Analysis?
    - For the Data Model?
  - Was the Analysis saved after modification?
  - Were all selections reset?
  - Are the permanent filters deactivated?
  - Is the database connection successful? Is SAP HANA available?
  - Have you checked for any errors in data integration?
- Document/Data Model disappeared?
  - Were the permissions withdrawn?
  - Was any restore performed with an older backup?
    - For your reference, you can check the Backup and recovery – Backup Analytics Database (SAP HANA) chapter of this guide.

## REFERENCES

- Celonis Manual
- [Official SAP HANA documentation](#)
- [SAP Note 1438005](#)
- [Oracle Manual](#)
- [SAP HANA Security Guide](#)
- [Oracle Guide Monitoring and Management Using JMX Technology](#)
- [SAP Note 797147](#)
- [SAP Note 1438005](#)
- [SAP Customer Interaction Center](#)