

Administrators Guide

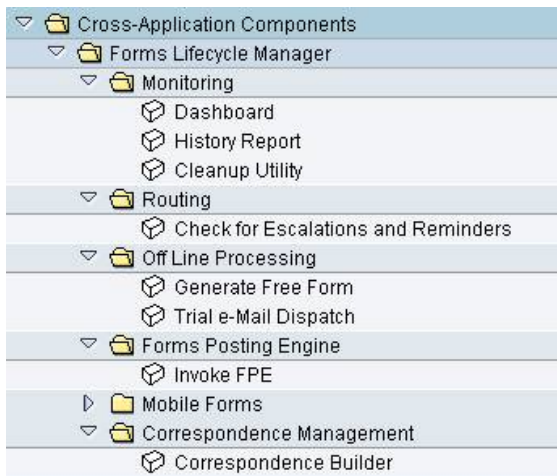
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Introduction

This document explains the functions of the FLM application menu, and the general maintenance and monitoring of forms processes. To access this menu go through Cross-Application Components> Forms Lifecycle Manager.



Forms Processes Monitoring Tools

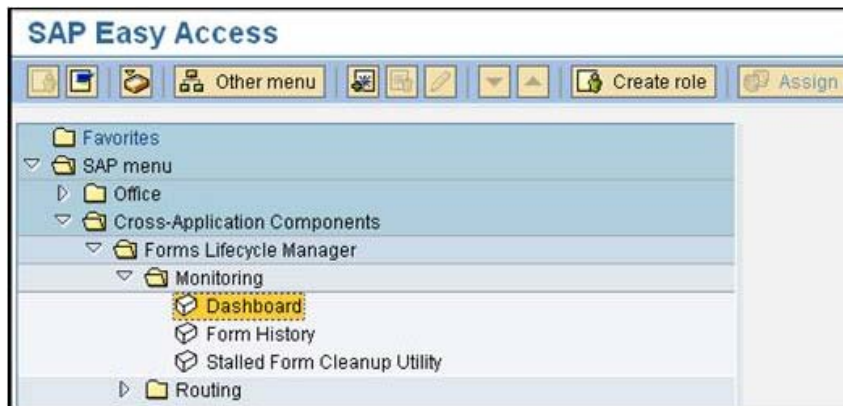
Forms Dashboard

The FLM Forms Dashboard allows you to:

- view all forms contained in the system
- change the status of a form or group of forms
- change the owner of a form or group of forms

To access the Form Dashboard

From the SAP menu select the menu path Cross-Application Components->Forms Lifecycle Manager->Monitoring->Dashboard.



Viewing Current Forms Traffic

Select the Form Types under review and select the pushbutton 'View Current Traffic'.

FLM: Form Dashboard

Instructions
Please make your selection from the boxes below, and then choose a processing option.

Reset Dashboard
Reset Selections

Form Selections

Status to

Owned by to

Initiated by to

Changed by to

Changed on to

Transport Type to

External Ref to

Rec Email to

Form ID to

Initiated On-Quick Select Include Terminated Forms

Form Type Selections

Type Description Version Language

Index Search

Note: To enable index Search the fields 'Type', 'Version' and 'Language' must have values.

Ignore Case

Index Fields Select All

Processing Options

Traffic

View Current Traffic

Use Logon Language of User

Update

New Owner Change Form Owner

New Status Change Form Status

Force Update of Locked Forms

Alternatively, use the 'Form Selections' section for a free selection based on form type, owner, initiator, creation date or form ID.

Use the 'Include Terminated Forms' checkbox to include forms at the end of their lifecycle in the returned selection.

FLM Current Form Traffic

System Summary

Summary Statistics

Total: 15

Active Forms: 15

Terminated: 0

Off-Line: 2

On-Line: 13

Status	Name	Number of Form
A	Approved	0
I	Initial	14
P	Posted	0
R	Rejected	0
S	Submitted	1

Show Forms

The returned pop-up report shows the number of forms by status, broken down by active forms and terminated forms, and broken down by on-line forms and off-line forms.

To drill-down further, select a row and then select the 'Show Forms' pushbutton.

The screenshot shows a window titled 'FLM Form List' with a 'Form Analysis' tab. It contains a table with the following columns: Type, Lang, Vers, Form ID, Variant, Status, Owner, Creator, Created, Time, and Created. The table lists 18 rows of form data.

Type	Lang	Vers	Form ID	Variant	Status	Owner	Creator	Created	Time	Created
C656	E	00	1000000903	1	I	USER1	USER1	2007-08-05	10:06:53	USER3
C656	E	00	1000001131	1	I	USER1	USER1	2007-08-27	17:11:57	USER3
C656	E	00	1000001133	1	I	USER1	USER1	2007-08-27	17:38:11	USER3
C656	E	00	1000001166	1	I	USER2	USER2	2007-08-29	17:54:04	USER3
C657	E	00	1000001080	1	I	ELLIOTT	ELLIOTT	2007-08-16	13:50:13	USER2
C657	E	00	1000001093	1	I	USER2	USER2	2007-08-16	21:10:28	USER3
C657	E	00	1000001094	1	I	USER2	USER2	2007-08-16	21:13:44	USER3
C657	E	00	1000001095	1	I	USER2	USER2	2007-08-16	21:15:07	USER3
C657	E	00	1000001096	1	I	USER2	USER2	2007-08-16	21:16:10	USER3
C657	E	00	1000001115	1	I	USER2	USER2	2007-08-20	09:14:16	USER3
C657	E	00	1000001116	1	I	USER2	USER2	2007-08-20	10:05:15	USER3
C657	E	00	1000001127	1	I	USER1	USER1	2007-08-27	16:20:49	USER3
C657	E	00	1000001134	1	I	USER1	USER1	2007-08-27	19:40:33	USER3
C657	E	00	1000001168	1	I	USER2	USER2	2007-08-30	13:55:09	USER3

The FLM Form List shows the detailed list of the forms selected, showing the Form ID and Form Variant.

To drill-down to see the details of the particular form, select a row and then select the 'Display Form' pushbutton.

Form status re-assignment

From the SAP menu select the menu path Cross-Application Components->Forms Lifecycle Manager->Monitoring->Dashboard.

Enter selections using the 'Form Selections' or 'Group Selections' section boxes.

Enter the current status in the 'Status' field within the 'Form selections' selection box.

Enter the target status in the 'New Status' field within the 'Update' section of the 'Processing Options' selection box.

If any forms to be updated are locked then the 'Force Update of Locked Forms' checkbox must be selected.

Execute using the 'Change Form Status' pushbutton. Several pop-up windows now appear:

- 1) A warning pop-up window is displayed
- 2) A confirmation pop-up window is displayed to confirm the change status action
- 3) A pop-up window is displayed for each locked form, explaining that the form will be unlocked.
- 4) The following final confirmation window is displayed:

Code	Form ID	Run Date	Run Time	Old User	New User	Old Status	New Status	Text
0	100001222	24.09.2007		USER1	USER1	I	P	Status can be changed
0	100001169	24.09.2007		USER2	USER2	I	P	Status can be changed
0	100001134	24.09.2007		USER1	USER1	I	P	Status can be changed
0	100001127	24.09.2007		USER1	USER1	I	P	Status can be changed
0	100001116	24.09.2007		USER2	USER2	I	P	Status can be changed
0	100001115	24.09.2007		USER2	USER2	I	P	Status can be changed
0	100001096	24.09.2007		USER2	USER2	I	P	Status can be changed
0	100001095	24.09.2007		USER2	USER2	I	P	Status can be changed
0	100001094	24.09.2007		USER2	USER2	I	P	Status can be changed
0	100001093	24.09.2007		USER2	USER2	I	P	Status can be changed
0	100001080	24.09.2007		ELLIOTT	ELLIOTT	I	P	Status can be changed

Select 'Accept Changes' to continue.

- 5) A final confirmation window is displayed when the changes have been posted.

Form owner re-assignment

From the SAP menu select the menu path Cross-Application Components->Forms Lifecycle Manager->Monitoring->Dashboard.

Enter selections using the 'Form Selections' or 'Group Selections' section boxes.

Enter the current owner in the 'Owner' field within the 'Form selections' selection box.

Enter the target owner in the 'New Owner' field within the 'Update' section of the 'Processing Options' selection box.

If any forms to be updated are locked then the 'Force Update of Locked Forms' checkbox must be selected.

Execute using the 'Change Form Owner' pushbutton. Several pop-up windows now appear:

- 1) A confirmation pop-up window is displayed to confirm the change owner action
- 2) A pop-up window is displayed for each locked form, explaining that the form will be unlocked.
- 3) The following final confirmation window is displayed:

From the SAP menu select the menu path Cross-Application Components->Forms Lifecycle Manager->Monitoring->Form History.

Form History Report

Form selections

Customer [] to [] [v]
 Form Type [] to [] [v]
 Form Version [] to [] [v]
 Language Key [] to [] [v]
 ID [0] to [0] [v]

Status selections

Status [] to [] [v]
 Form Owner [] to [] [v]
 Form Creation Date [] to [] [v]
 Form Initiator [] to [] [v]

Enter selections as normal for any selection screen.

The report performs a simple selection on table /FLM/FPE_H and displays the form history for one or many forms.

Form ID	Variant	Event	Old Owner	New Owner	Old Status	New Status	Created on	Created at	Initiator	Description	Action	Posting Status
1000001078	0001	001		USER2		Initial	15.08.2007 17:41:13		USER3	New form instance		Initial
1000001078	0002	002	USER2	USER2	Initial	Initial	15.08.2007 17:42:30		USER3	New Variant Generated	S	Initial
	0002	003	USER2	USER2	Initial	D	15.08.2007 17:42:30		USER3	Status Change	D	Initial
1000001078	0003	004	USER2	USER2	D	D	15.08.2007 17:43:14		USER3	New Variant Generated	S	Initial
	0003	005	USER2	USER2	D	Posted	15.08.2007 17:43:14		USER3	Status Change	Submit	Initial
	0003	006	USER2	USER2	Posted	Posted	15.08.2007 17:43:56		USER2	FPE - Posted to SAP. Document.- 0100000126		Posted

Manually posting forms using the FPE

From the SAP menu select the menu path Cross-Application Components->Forms Lifecycle Manager->Monitoring->Dashboard.

FPE: Form Posting Engine

Processing Mode

Foreground
 Background

Forms Selection

Customer [ACL] to [] [v]
 Form Type [] to [] [v]
 Language Key [] to [] [v]
 Form Version [] to [] [v]

Forms Status

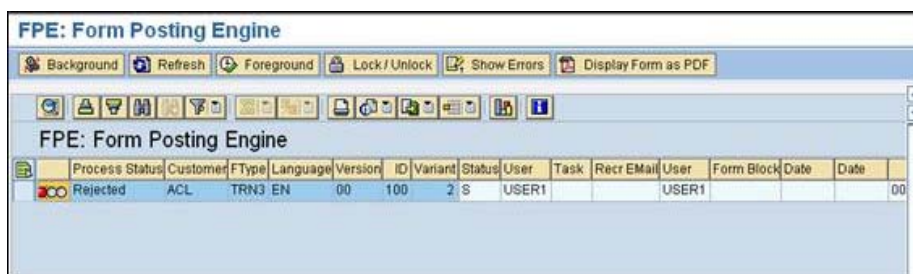
Initial Transfer
 Reprocess Forms in Error
 Locked Forms

Record Selection

Forms ID [0] to [0] [v]

Leave the Form Type selection empty and select the option 'Reprocess Forms in Error'.

Execute in the Foreground as shown.



Any failed forms are displayed. The following options are available:

- 1) 'Show Errors': Display any errors returned by the posting adapter.
- 2) 'Background': Try to post the failed form in the background. This is suitable for posting adapters that use BAPIs to update SAP.
- 3) 'Foreground': Try to post the failed form in the foreground. This is suitable for posting adapters that use 'call transaction' (like a BDC session) to update SAP.
- 4) 'Lock/Unlock': Lock a form so that FPE stops trying to post it. The form can be fixed later or removed using the clean-up utility as necessary.
- 5) 'Display Form as PDF': Show the form data to help understand why the posting failed.

Select the option as desired to further process the form.

FLM Maintenance

FLM Configuration

For information on the Technical Setup, Configuration and Customizing of FLM please see the [FLM Installation Guide](#) and [ADS Performance Tuning Tips](#).

High Availability Clustering & Adaptive Computing

The FLM-AddOn resides entirely inside of the SAP ABAP Instance. This allows FLM to be run on each node in a High Availability Cluster and can also be migrated with each Instance in a virtualized environment without additional configuration or reconfiguration.

Similarly the FLM Portal resides entirely on a Java Instance and can operate on each node in a High Availability Cluster and be migrated with the Java Instance without requiring reconfiguration.

No additional configuration is required to take advantage of FLM in a High Availability or Virtualized environment.

Logs and Traces

For problem analysis please see the [ADS Problem Analysis](#)

FLM System Log

FLM-specific events are recorded in the general application log (SLG1).

In the current release of FLM the log level is set to Success by default for the /FLM/LOG entries. Currently there is no way to change this setting but the next release will provide a mechanism to set the log level for FLM.

Old log entries can be removed by using transaction SLG2 and object /FLM/LOG

FLM Portal Log

Java Errors and Dumps in the FLM Portal are written to the default.trc file on the Java Stack.

FLM Errors that appear in the FLM Portal are written to SLG1.

Forms Process Errors

Errors generated from a Form Processes are typically caught by FLM and written to SLG1.

Major errors in Form Processes that cause ABAP Dumps are written to ST22.

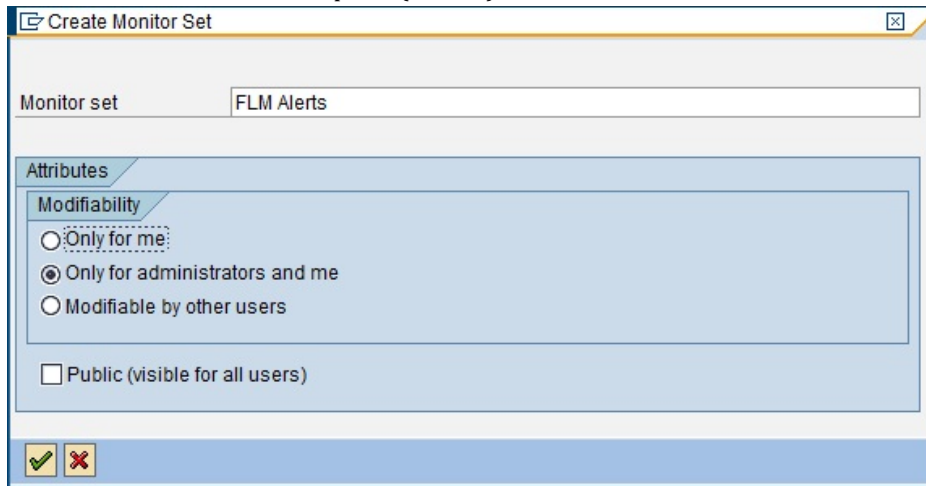
CCMS Configuration


Monitoring of FLM can be setup using CCMS in the following way.

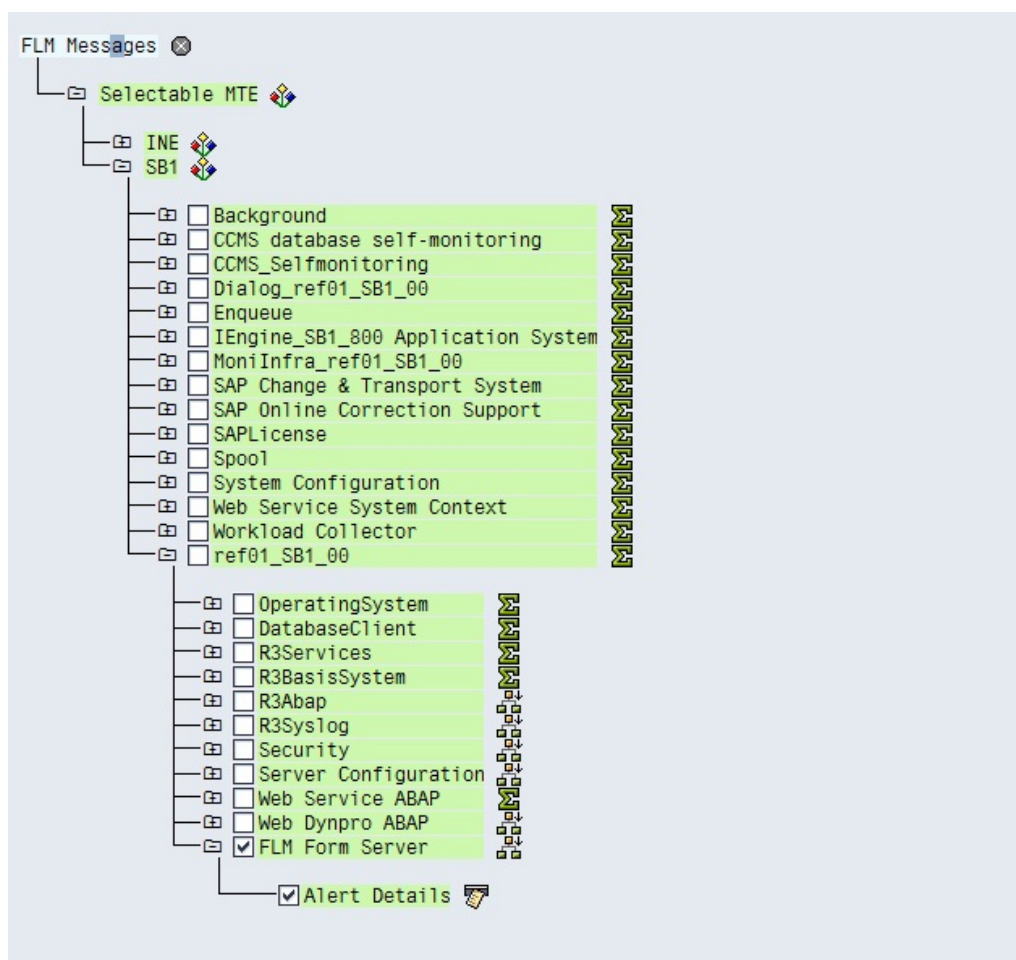
// Please note if you have applied Note 0064 to 295 SP1 at least one message must be written to the log before the FLM will appear in the MTE tree.

In transaction RZ20

- Go to Extra menu -> Activate maintenance function
- Monitor (set) menu -> Create
 - Select the New monitor set option (default).



- Select "FLM Alerts" and create new monitor 
- Change the Monitors name to "FLM Messages" by going to Monitor definition -> Change name
- Select the "FLM Form Server" and "Alert Details" from the MTE Tree.



- Activate Monitor

Remote Access Support

To allow remote access support the FLM_READONLY role should be created in PFCG.

See [FLM Authorizations and Security](#) for additional information.

Errors should be logged under the BC-SRV-FP component.

Background Jobs

Typically the following jobs should run daily, depending on the business process requirements:

Form Escalation

Program: /FLM/WF_ENGINE

The screenshot shows the 'FLM Routing Server' interface. It has two main sections:

- Restrict Form Selections:** Contains two rows of filters. The first row is 'Customer Code' with a dropdown menu set to 'ACL' and a 'to' field. The second row is 'Form Type' with a dropdown menu set to 'C6S7' and a 'to' field. To the right of each row is a yellow button with a double-headed arrow.
- Perform Routing Actions:** Contains three checkboxes: 'Escalate' (checked), 'Send E-mail reminders' (unchecked), and 'Test only' (unchecked).

The form routing server should be run with the 'escalate' option for all form types.

The program can be run in this mode multiple times per day; for example it could be run hourly depending on the business requirements.

The output written to the spool shows all forms selected for escalation.

Form Reminder E-mails

Program: /FLM/WF_ENGINE

This screenshot is similar to the first one but with different settings:

- Restrict Form Selections:** The 'Form Type' dropdown is now set to 'C6S8'.
- Perform Routing Actions:** The 'Escalate' checkbox is now unchecked, and the 'Send E-mail reminders' checkbox is checked.

The form routing server should be run with the 'Send e-mail reminders' option for all form types.

The program must only be run in this mode once per day.

The output written to the spool shows all forms selected for e-mail reminders.

Form Posting

Program: /FLM/FPE_INVOKE

The screenshot shows the 'FPE: Form Posting Engine' interface with several sections:

- Processing Mode:** Two radio buttons: 'Foreground' (unchecked) and 'Background' (checked).
- Forms Selection:** Four rows of filters: 'Customer' (dropdown 'ACL'), 'Form Type' (dropdown), 'Language Key' (dropdown), and 'Form Version' (dropdown). Each row has a 'to' field and a yellow double-headed arrow button.
- Forms Status:** Three checkboxes: 'Initial Transfer' (checked), 'Reprocess Forms in Error' (unchecked), and 'Locked Forms' (unchecked).
- Record Selection:** A 'Forms ID' field with a range from 0 to 0 and a yellow double-headed arrow button.

The Form Posting Engine should be run as a background job multiple times per day; for example it could be run once every hour depending on the business requirements.

The option 'Initial Transfer' should be selected for background processing. The options 'Reprocess Forms in Error' and 'Locked Forms' should not be selected.

The output written to the spool shows all forms posted.

Form Clean-up

Program: /FLM/FORM_CLEANUP

It is recommended that the clean-up utility is run daily to remove unwanted forms. These forms have been rendered but not submitted, so remain in their initial status.

For offline forms the deletion window (shown above as 30 days) should be set at the point in time after which no submissions are accepted for the form type.

For on-line forms the deletion window should be set to 1 day.

Typically there would be one variant for on-line forms and one variant for off-line forms for the clean up utility background job. Alternatively a separate variant could be used for each form type.

The output written to the spool shows all forms removed. The form history table is not deleted and records that the form has been removed.

Backups

All configuration, customizing and form data for the FLM Add-ON is stored in the local SAP System Database and is covered by normal database backup procedures.

The FLM Prortal WDPJ Component configuration parameters are stored in the SAP J2EE Configtool and will be covered by normal backup procedures for the Java Stack. No application or customizing data is stored on the Java Stack.

Restart and Recovery

Recovering from system failure follows normal SAP procedures given that all associated data is stored inside the SAP System Database.

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