

Job Monitoring OtC

OTC Tickets on Job Monitoring / Cancelled updates

This document shows the process of analyzing and resolving the job monitoring tickets

There are two types of tickets that we receive on the cancelled updates / Job Monitoring

- **Type ONE** : It refers to the procedure that has to be followed for the tickets with the title **CANCELLED UPDATES- WP1_400 / CANCELLED UPDATES- PF1_020**

1. Go in the ticket and read the details of the ticket like the client, the transaction code, the user etc

[blocked URL](#)

2. Goto the tcode SM13

The screenshot shows the 'Update Requests: Initial Screen' in SAP. The window title is 'Update Requests: Initial Screen'. The interface includes a toolbar with various icons. The main area contains the following fields and sections:

- Client**: A text field with a dropdown arrow.
- User**: A text field with a dropdown arrow.
- Status**: A section with radio buttons for 'Canceled', 'To be updated', 'V1 executed', 'V2 Executed', and 'All' (selected). There is also a checkbox for 'Global View'.
- Selection**: A section with date and time pickers for 'From date' (15.06.2017), 'To date', 'From time' (00:00:00), and 'To time' (00:00:00). It also includes a text field for 'Maximum no. records' (99.999) and a text field for 'Update server'.
- Update System**: A section with a gear icon and the text 'Administration'.
- Update is active**: A text field.

3. Now enter the details of Client and Username and date from the ticket and execute

Update Requests: Initial Screen

Client: 400
User: WFTAN

Status

☐ Canceled
☐ To be updated
☐ V1 executed
☐ V2 Executed
☒ All

☐ Global View

Selection

From date: 18.05.2017 To date:
 From time: 00:00:00 To time: 00:00:00

Maximum no. records: 99.999
Update server:

4. Remove the entries displayed with SM13 and send a mail to the user identified in the ticket.

Request him to double check that his update is well done and if not, don't forget to suggest him to try again.

If the volume of the update is greater than 20, change the group to ' IS-CGI-L2-OTC ' and solve the ticket as you usually do.

Please also intimate partnership coordinator(Stephane Martinez) and stream leader about this issue

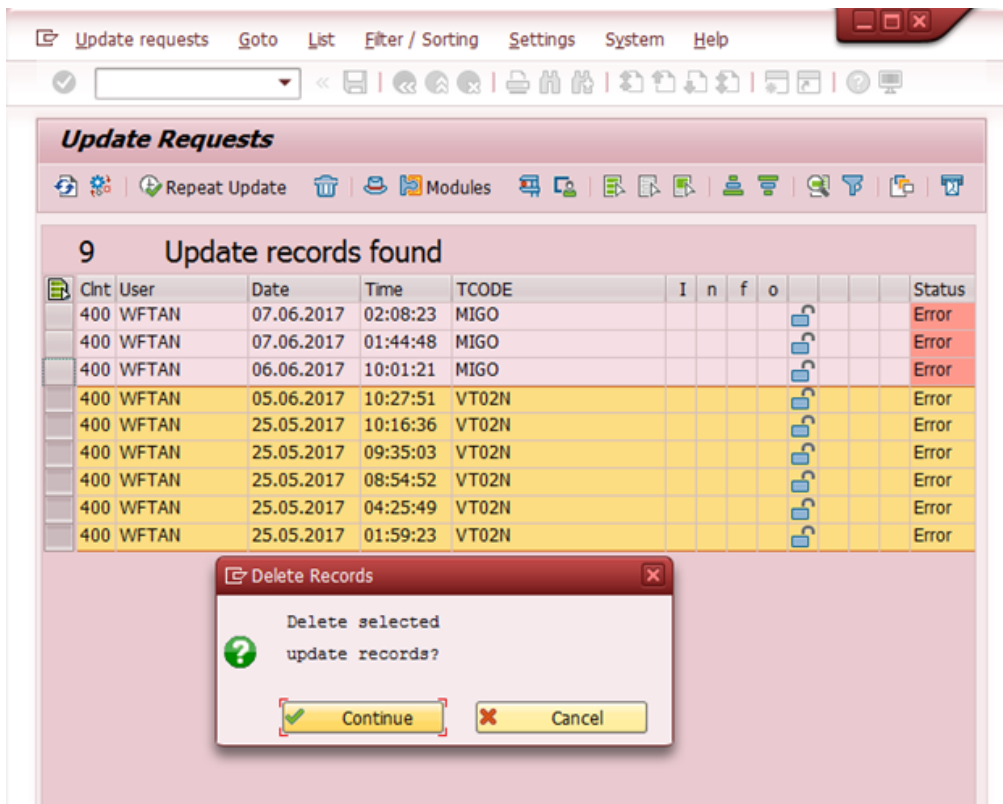
- a) For this example, in this ticket, there are 6 results with status as error as shown in the following screenshot

Update Requests

9 Update records found

Clnt	User	Date	Time	TCODE	I	n	f	o	Status
400	WFTAN	07.06.2017	02:08:23	MIGO					Error
400	WFTAN	07.06.2017	01:44:48	MIGO					Error
400	WFTAN	06.06.2017	10:01:21	MIGO					Error
400	WFTAN	05.06.2017	10:27:51	VT02N					Error
400	WFTAN	25.05.2017	10:16:36	VT02N					Error
400	WFTAN	25.05.2017	09:35:03	VT02N					Error
400	WFTAN	25.05.2017	08:54:52	VT02N					Error
400	WFTAN	25.05.2017	04:25:49	VT02N					Error
400	WFTAN	25.05.2017	01:59:23	VT02N					Error

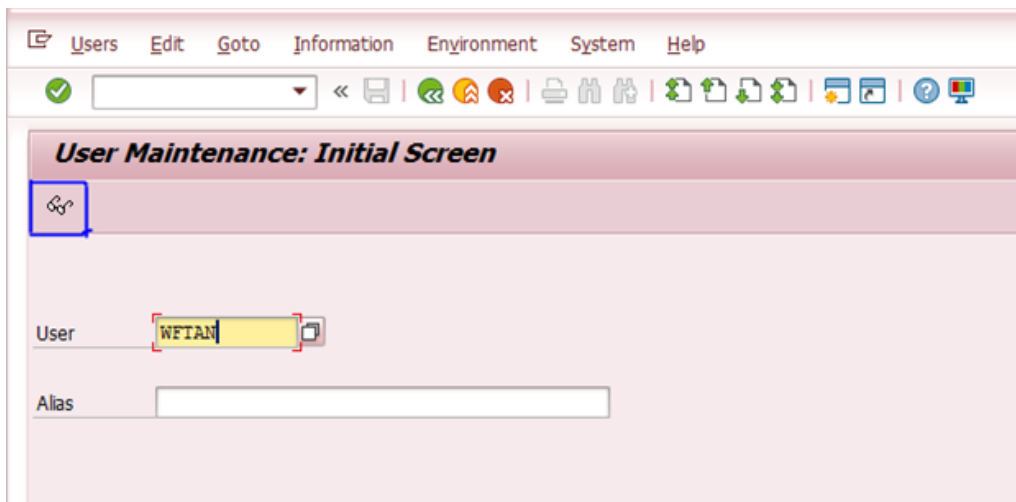
- b) Select all them and delete the records



c) Click on continue

d) Now, Send a mail to the user identified in the ticket and request him to double check that his update is well done and if not, don't forget to suggest him to try again.

5. To identify the user, goto tcode SU01D, and search with the user name provided in the ticket



Then the following details about the user are displayed

Users Edit Goto Information Environment System Help

Display User

User: WFTAN

Last Changed On: IBMADMIN 09.04.2017 12:32:56 Status: Saved

Address Logon data SNC Defaults Parameters Roles Profiles Gr...

Title: [Dropdown]

Last name: TAN

First name: Weifeng

Academic Title: [Text]

Format: Weifeng TAN

Function: Asia - Logistics

Department: GBU NOVECARE

Room Number: [Text] Floor: [Text] Building: [Text]

Communication

Language: EN English [Dropdown] Other communication [Button]

Telephone: 512 5811 0652 Extension: [Text] [Button]

Mobile Phone: [Text] [Button]

Fax: [Text] Extension: [Text] [Button]

E-Mail: Weifeng.TAN@solvay.com [Button]

Comm. Meth: RML Remote Mail [Dropdown]

Company: [Text]

From this screen, copy the E-Mail of the user and inform the user by forwarding the note to the mentioned e mail of the user

6. Change the status of the ticket to Activities before closure and after 3 days, set the status of the ticket as closed

• **Type TWO** : It refers to the procedure that has to be followed for the tickets with the title **CANCELLED UPDATES- PF1**

1. These tickets must be transferred to the group ' IS-OTC-SD-LE '. For example refer to the following screenshot

Job - PF1-020 - S1EV_020_D_PF1_BILLING

is-adagio-sap-operations-system-mes reported a day ago (Thu, 10 Aug at 3:30 AM) via Email

To: applications-monitoring@solvaysbs.freshdesk.com

Cc: is-adagio-sap-operations-system-messages@solvay.com

Hello,

The job **S1EV_020_D_PF1_BILLING** was canceled on PF1-020:

Descr :
Component : OTC
Owner : IS-Appli-OTC-Operations@solvay.com
Restart : Undefined
Can be canceled? : Undefined (=> can be canceled)

1. Start Date / Time : 09.08.2017 / 22:45:04
Last changed : 19.07.2017 / 09:21:04 by DE02350
Job released : 08.08.2017 / 22:45:01 by SAP SYS
Step / Report : 005 / SDBILLDL
Message : Billing date 08.08.2017 date from table ZZV_CTRL_INV_DAT 09.08.2017

No Documentation available

****DO NOT REPLY TO THIS EMAIL - THIS IS PROVIDED BY A SERVICE MACHINE****

- **OTC Job Monitoring Tickets** that we receive are based on the following table :
- Tcodes are mentioned in the Keywords in description column in the following table
- And the Group and Category has also been mentioned based on the Tcodes

Origin eMail	Keywords in subject	Target eMail	Keywords in description	Group	Process	Sub-Process	Category
is-adagio-sap-systm@solvay.com	"Job - PF1-020"	applications-monitoring@solvaysbs.freshdesk.com	"OTC" "IS-Appli-OTC-Operations@solvay.com"	IS-CGI-L1-SAP	IS OTC	Logistic or Sales	SAP LE or SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - PF1_020	applications-monitoring@solvaysbs.freshdesk.com	/PWS/ZNFEMP000	IS-CGI-L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - PF1_020	applications-monitoring@solvaysbs.freshdesk.com	CS02	IS-CGI-L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - PF1_020	applications-monitoring@solvaysbs.freshdesk.com	CV02N	IS-CGI-L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - PF1_020	applications-monitoring@solvaysbs.freshdesk.com	HUMO	IS-CGI-L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - PF1_020	applications-monitoring@solvaysbs.freshdesk.com	LE	IS-CGI-L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - PF1_020	applications-monitoring@solvaysbs.freshdesk.com	LO	IS-CGI-L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - PF1_020	applications-monitoring@solvaysbs.freshdesk.com	LT11	IS-CGI-L1-SAP	IS OTC	Logistic	SAP LE

[illegible]

is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VF11	IS-CGI- L1-SAP	IS OTC	Sales	SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VF26	IS-CGI- L1-SAP	IS OTC	Sales	SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VFX3	IS-CGI- L1-SAP	IS OTC	Sales	SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VI01	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VI02	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VK12	IS-CGI- L1-SAP	IS OTC	Sales	SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VKM1	IS-CGI- L1-SAP	IS OTC	Sales	SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VKM2	IS-CGI- L1-SAP	IS OTC	Sales	SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VKM3	IS-CGI- L1-SAP	IS OTC	Sales	SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VKM4	IS-CGI- L1-SAP	IS OTC	Sales	SAP SD
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VKM5	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VL01N	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VL02N	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VL03N	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VL06O	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VT01N	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VT02N	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VT04	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
is-adagio-sap-systm@solvay.com	CANCELLED UPDATES - WP1_400	applications- monitoring@solvaysbs. freshdesk.com	VTFAKT	IS-CGI- L1-SAP	IS OTC	Logistic	SAP LE
solvoper@in.ibm.com	RCS_GTS_CROSS	applications- monitoring@solvaysbs. freshdesk.com		IS-OTC- GTS	IS OTC	GTS	depending of the request
solvoper@in.ibm.com	RCS_GTS_MAGDA_U PL	applications- monitoring@solvaysbs. freshdesk.com		IS-OTC- GTS	IS OTC	GTS	depending of the request
solvoper@in.ibm.com	RCS_NFE	applications- monitoring@solvaysbs. freshdesk.com		IS-CGI- L1-SAP	IS OTC	Logistic or Sales	SAP LE or SAP SD

solvoper@in.ibm.com	RCS_OC_CROSS	applications-monitoring@solvaysbs.freshdesk.com		IS-CGI-L1-SAP	IS OTC	Logistic or Sales	SAP LE or SAP SD
solvoper@in.ibm.com	RCS_OC_OTHER	applications-monitoring@solvaysbs.freshdesk.com		IS-CGI-L1-SAP	IS OTC	Logistic or Sales	SAP LE or SAP SD
solvoper@in.ibm.com	RCS_OC_PREMIER_PILOTAGE	applications-monitoring@solvaysbs.freshdesk.com		IS-CGI-L1-SAP	IS OTC	Logistic or Sales	SAP LE or SAP SD