

# Procedure when OTC file not received in BI4

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## BI4 Graph issue

see with IBM

see "how to contact IBM"

## PPE files (PEMBLOC)

| Directory: /exploit/FA/archive                                                      |         |          |         |       |            |            |                                   |
|-------------------------------------------------------------------------------------|---------|----------|---------|-------|------------|------------|-----------------------------------|
|  |         |          |         |       |            |            |                                   |
| Useable                                                                             | View... | Chang... | Length  | Owner | Lastchange | Lastchange | File Name                         |
| X                                                                                   |         |          | 1446    | cft   | 23.03.2018 | 18:50:02   | GEDAS_itaurecvarfiocpg_C2307500   |
| X                                                                                   |         |          | 59286   | cft   |            | 18:50:15   | GEDAS_itaurecvarpocpg_C2307501    |
| X                                                                                   | X       |          | 3882202 | root  |            | 09:34:52   | PEMBLOC_WP1400.tar.Z-180323023453 |

-1- If files not existing (or partially existing) on RCS side

FreshDesk **BI4 ticket** + **RtR Child ticket P1**

==> Child ticket should be :

Group \*

IS-CGI-L3-RTR

Application \*

SAP WP1 (RCS)

IS-Process \*

IS RtR

IS-Subprocess \*

Controlling & Costing

IS-Category \*

CO 008 - Interfaces

-2- If files existing on RCS side (FTP issue)

see with IBM

see "how to contact IBM"

## PPS files (PCLOC-PCAXE)

4 compressed files should be received from RCS :

- PCLOC\_WP1400\_<DDMMYYYY>\_<hhmmss>.tar.Z
- PCAXE\_WP1AXE\_<DDMMYYYY>\_<hhmmss>.tar.Z
- PCBASE\_WQ1260\_<DDMMYYYY>\_<hhmmss>.tar.Z
- PCMAGN\_WP1400\_<DDMMYYYY>\_<hhmmss>.tar.Z

| Expected file                           | Number | Source                        | Transfer mode | Comment                                                             |
|-----------------------------------------|--------|-------------------------------|---------------|---------------------------------------------------------------------|
| PCLOC_WP1400_<DDMMYYYY>_<hhmmss>.tar.Z  | 1      | RCS SAP                       | Nfs copy      | No file received on Saturday. AXE and BASE data flow are cumulative |
| PCAXE_WP1AXE_<DDMMYYYY>_<hhmmss>.tar.Z  | 1      | RCS AXE                       | Nfs copy      |                                                                     |
| PCBASE_WQ1260_<DDMMYYYY>_<hhmmss>.tar.Z | 1      | RCS BASE                      | Nfs copy      |                                                                     |
| PCMAGN_WP1400_<DDMMYYYY>_<hhmmss>.tar.Z | 1      | RCS SAP<br>MAGNITUDE<br>ZWFAT | Nfs copy      | ZWFAT data                                                          |

More important files are Order, Deliveries, Shipments, Invoices included in PCLOC file.

Other files are reference data and could wait easealy for the next day.

## 1- Create FRESHDESK tickets

FreshDesk **BI4 ticket** + **OtC Child ticket P1**

### Parent ticket

Group \*

IS-CGI-L3-BO

Application \*

SAP Business Objects

IS-Process \*

IS OtC

IS-Subprocess \*

Reporting OtC

IS-Category \*

PPS Interface | Other

### Child ticket

Group \*

IS-CGI-L3-OTC

Application \*

SAP WP1 (RCS)

IS-Process \*

IS OtC

IS-Subprocess \*

Reporting OtC

IS-Category \*

PPS Interface | Other

Do not assign any agent in the child ticket.

Put in **copy** of the child ticket :

- Stéphane MARTINEZ <stephane.martinez@solway.com>
- Stéphane Royer-ext <stephane.royer-ext@solway.com>
- Frédéric Colombain-ext <frederic.colombain-ext@solway.com>

### IBM ticket (PC LOC)

example of IBM ticket that **should be created BY OTC TEAM** for PC\_LOC not received :

Hello,

Thanks to restart now the **job OC02040702AQ** which has failed and finish all the job which are after.

IT's a priority ONE (I have called IBM ServiceDesk)

Information about this job :

**Graph :** RCS\_OC\_PREMIER\_PILOTAGE

**Application :** W2472AAXXXX

**Environnement :** WP1

**Impact :** Pb to update sales orders / invoices / Delivery / Update materials / Client / Customer in BI4-PSS application

Impact all Solway GBU

### Link to OtC procedure

<https://drive.google.com/file/d/1SLQJw9L8lke6VhumOOaPuZmTJd3l66hoz-iHwo8FED4/view>

## 2- See on OTC side the status of the job

should be done by OTC team in RCS

|                                       |                |
|---------------------------------------|----------------|
| <input type="checkbox"/> Event-Driven | Event ID:      |
| <input type="checkbox"/> ABAP program | Program name : |

  

| JobName                               | Spool | Job doc | Job CreatedB | Status   | Start date | Start Time | Duration |
|---------------------------------------|-------|---------|--------------|----------|------------|------------|----------|
| <input type="checkbox"/> OC02040702AA |       |         | IBMCREATE    | Finished | 09.07.2019 | 00:33:41   |          |
| <input type="checkbox"/> OC02040702AB |       |         | IBMCREATE    | Finished | 09.07.2019 | 00:33:47   |          |
| <input type="checkbox"/> OC02040702AC |       |         | IBMCREATE    | Finished | 09.07.2019 | 00:40:49   |          |
| <input type="checkbox"/> OC02040702AM |       |         | IBMCREATE    | Finished | 09.07.2019 | 00:40:06   |          |
| <input type="checkbox"/> OC02040702AN |       |         | IBMCREATE    | Finished | 09.07.2019 | 00:40:33   |          |
| <input type="checkbox"/> OC02040702AP |       |         | IBMCREATE    | Finished | 09.07.2019 | 00:40:44   |          |
| <input type="checkbox"/> OC02040702AQ |       |         | IBMCREATE    | Active   | 09.07.2019 | 11:16:48   |          |
| <input type="checkbox"/> OC02040702AQ |       |         | IBMCREATE    | Canceled | 09.07.2019 | 00:47:24   |          |
| *Summary                              |       |         |              |          |            |            |          |

### 3- See on OTC side if FILES AVAILABLES

#### PCAXE

|              |                  |
|--------------|------------------|
| Remote site: | /exploit/OC/data |
|--------------|------------------|

  

|    |   |         |
|----|---|---------|
| OC | ? | archive |
| +  | + | data    |
|    | ? | log     |

  

| Filename                      | Filesize   | Filetype      | Last modified          |
|-------------------------------|------------|---------------|------------------------|
| W02040702_02_XXXX_llprd.txt   | 2,970,478  | Text Document | 7/31/2018 1:01:00 AM   |
| W02040702_02_XXXX_llip06.txt  | 3,028      | Text Document | 7/31/2018 1:01:00 AM   |
| W02040702_02_XXXX_llip05.txt  | 7,908      | Text Document | 7/31/2018 1:01:00 AM   |
| W02040702_02_XXXX_llip04.txt  | 80,152     | Text Document | 7/31/2018 1:01:00 AM   |
| W02040702_02_XXXX_llip03.txt  | 52,458     | Text Document | 7/31/2018 1:01:00 AM   |
| W02040702_02_XXXX_llip02.txt  | 768,177    | Text Document | 7/31/2018 1:01:00 AM   |
| W02040702_02_XXXX_llip01.txt  | 802,245    | Text Document | 7/31/2018 1:01:00 AM   |
| W02040702_02_XXXX_liecr.txt   | 188,424    | Text Document | 7/31/2018 1:02:00 AM   |
| W02040702_02_XXXX_lfmpd.txt   | 50,179     | Text Document | 7/31/2018 1:01:00 AM   |
| W02040702_02_XXXX_lentr.txt   | 29,321     | Text Document | 7/31/2018 1:02:00 AM   |
| W02040702_02_XXXX_lcrit.txt   | 16,093     | Text Document | 7/31/2018 1:13:00 AM   |
| W02040702_02_XXXX_lcdprf.txt  | 88,962     | Text Document | 7/31/2018 1:02:00 AM   |
| W02040702_02_XXXX_axestr.txt  | 151,169    | Text Document | 7/31/2018 1:02:00 AM   |
| W02040702_02_XXXX_axepd.txt   | 15,561,725 | Text Document | 7/31/2018 12:58:00 ... |
| W02040702_02_XXXX_axecrit.txt | 13,511,767 | Text Document | 7/31/2018 1:13:00 AM   |
| W02040702_02_XXXX_art.txt     | 92,558     | Text Document | 7/31/2018 12:30:00 ... |

#### -A- All files existing on RCS side

If all files available, it's an **FTP/Automator** issue

see with ???

see "how to contact IBM"

==> waiting for the resolution by IBM, **get existing files in RCS and load them manually in PPS**

## -B- Some files existing on RCS side

If files partially existing ==> **RCS Programm issue**

same procedure as below

==> waiting for the rerun in RCS, **get existing files in RCS and load them manually in PPS**

==> when the child ticket is solved (i.e. missing files are produced), **load them manually in PPS**

## -C- No file existing on RCS side

If no file existing on RCS side ==> **RCS Programm issue**

issue should be analyzed by OTC team to understand if the issue will occur again when restarting OTC-job or not

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### **RCS PCLOC PROGRAMM ISSUE :**

when issue explained and/or solved, ask IBM to restart the job

Hello,

Can you relaunch as soon as possible the application below in SAP system WP1 :

Graph: RCS\_OC\_PREMIER\_PILOTAGE  
Application : W2472AAXXX

All the jobs of the application.

**OTC CGI techno team :** To rerun the RCS job, one SR should be created for IBM :

 **Belgium WMQ Family Administration**  
À Jérôme, CSC, Alexandre, Jorge, moi, saidireddy.aesireddy-ext, Solvay ▼

Hello

sure we will do that but we have to have a SR for that.

@CSC Belgium please create a SR for below case.

see "how to contact IBM"

==> as soon as the child ticket is solved (i.e. new RCS files are produced), **load new files (manually) in PPS** (depending if new files sent or not by FTP)

## 2- Table ZWOCT010 for OC documents extraction

ZWOCT010 table contains all documents extracted (or to be extracted) in RCS for BI4, with their extraction date.

Access using **SE16**

**Data Browser: Table ZWOCT010: Selection Screen**

Number of Entries

|                      |            |    |          |  |
|----------------------|------------|----|----------|--|
| Application          | V1         | to |          |  |
| Object key           | 0002630366 | to |          |  |
| Message type         |            | to |          |  |
| Created on           |            | to |          |  |
| Created at           | 00:00:00   | to | 00:00:00 |  |
| extraction date      |            | to |          |  |
| reception date       |            | to |          |  |
| Width of Output List | 1023       |    |          |  |
| Maximum No. of Hits  | 1.023      |    |          |  |

In « object key » (clé d'objet), you indicate the document number on **10 digits**

In « application », you have to indicate the type of document :

- V1 = ZPI1 : for one **order**
- V2 = ZPI2 : for one **delivery**
- V3 = ZPI3 : for one **invoice**
- V7 = ZPI4 : for one **shipment** (dossier de transport)
- EF = ZNE5 : for one **order 45%** (purchase order)

| Table Content ZWOCT010: 1 of 1 Hits |            |      |            |          |                                 |                                         |
|-------------------------------------|------------|------|------------|----------|---------------------------------|-----------------------------------------|
|                                     |            |      |            |          |                                 |                                         |
| Ap                                  | Object key | Msg. | Created on | Time     | data extraction date for object | date on wich info "data processed" rec. |
| V1                                  | 0002630366 | ZPI1 | 28.01.2019 | 15:54:56 | 02.02.2019                      |                                         |

« Data extraction date » indicates the last sent of the document thru PPS.

In this example, it means that the invoice has been updated in RCS and extracted for PPS on 02.02.2019 (i.e. in the file received in BI4 on 03.02.2019)

## CHEMLOGICS files

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## BFC files

First see if files have been sent on BFC side Marie-Yolande KUCZYNSKI <marie-yolande.kuczynski@solway.com>

If files sent by BFC, see with IBM

