Procedure when OTC file not received in BI4

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- BI4 Graph issue
- PPE files (PEMBLOC)
- PPS files (PCLOC-PCAXE)
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    - -A- All files existing on RCS side
    - -B- Some files existing on RCS side
    - -C- No file existing on RCS side
  - 2- Table ZWOCT010 for OC documents extraction
- CHEMLOGICS files
- BFC files

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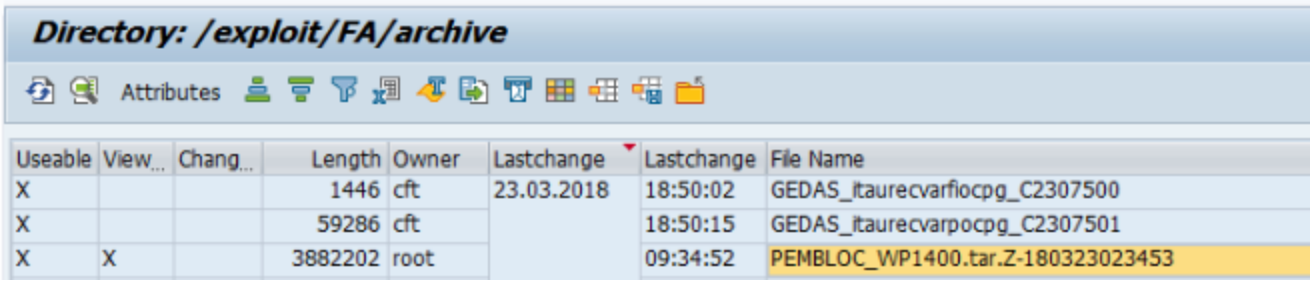
BI4 Graph issue

see with IBM

see "how to contact IBM"

PPE files (PEMBLOC)



Directory: /exploit/FA/archive

Attributes

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 MAGNITUDE 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@solvay.com>
- Stephane Royer-ext <stephane.royer-ext@solvay.com>
- Frédéric Colombain-ext <frederic.colombain-ext@solvay.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 Solvay GBU

Link to OtC procedure

https://drive.google.com/file/d/1SLQJw9L8Ike6VhumOOaPuZmTJd3I66hoz-iHwo8FED4/view

2- See on OTC side the status of the job

should be done by OTC team in RCS

Event-Driven Event ID:
ABAP program Program name :

JobName	Spool	Job doc	Job CreatedB	Status	Start date	Start Time	Duratio
OC02040702AA			IBMCREATE	Finished	09.07.2019	00:33:41	
OC02040702AB			IBMCREATE	Finished	09.07.2019	00:33:47	
OC02040702AC			IBMCREATE	Finished	09.07.2019	00:40:49	
OC02040702AM			IBMCREATE	Finished	09.07.2019	00:40:06	
OC02040702AN			IBMCREATE	Finished	09.07.2019	00:40:33	
OC02040702AP			IBMCREATE	Finished	09.07.2019	00:40:44	
OC02040702AQ			IBMCREATE	Active	09.07.2019	11:16:48	
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_liecra.txt	188,424	Text Document	7/31/2018 1:02:00 AM
W02040702_02_XXXX_lfmprd.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_axeprd.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 anylized by OTC teamto understand if the issue will occurs again when restartion 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 : W2472AAXXXX
>
> 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 Jerôme, 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.

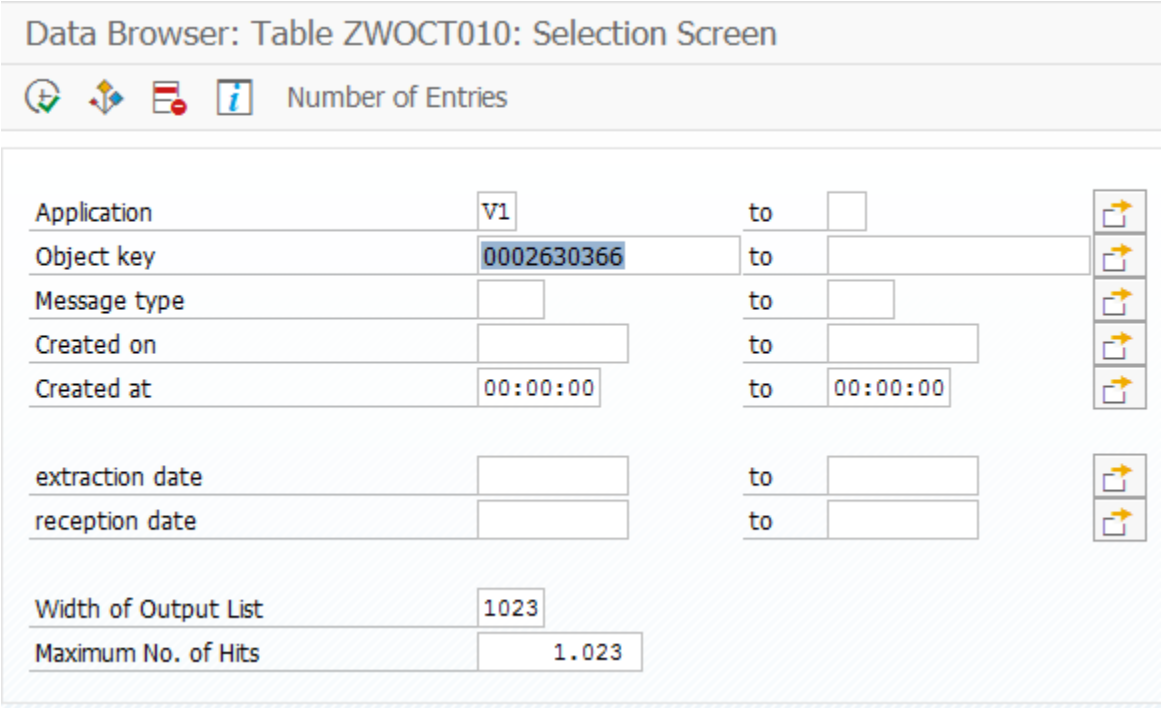
see "how to contact IBM"

==> 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 contain all documents extracted (or to be extracted) in RCS for BI4, with their extraction date.

Access using **SE16**



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

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

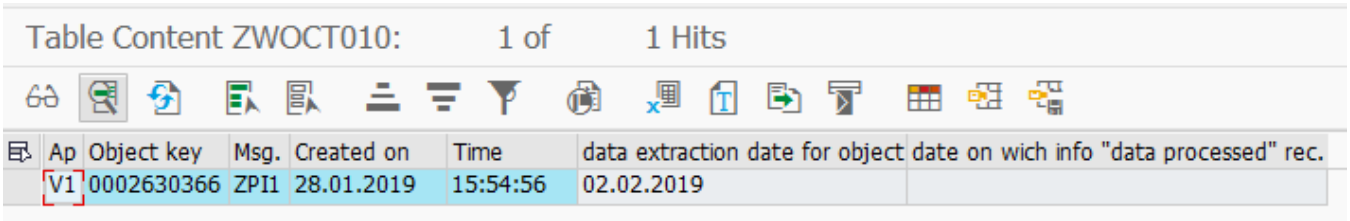
V1 = ZPI1 : for one **order**

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)



« 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@solvay.com>

If files sent by BFC, see with IBM