



QuantityWare Remote Support Manual

Calculation Issue Support Procedure

Notes

The latest version of this documentation can be found in the QuantityWare [Knowledge Base](#). All documentation is kept current for the combinations of latest BCS release with the latest supported SAP Oil & Gas release. For all currently supported combinations see [Note #000086 "Support and Release \(Lifecycle\) details"](#) page 2, "Release Lifecycle".

Your release level can be determined via:

`"/o/QTYW/COCKPIT" -> "Cockpit" -> "Support Package Level"` or

`"/o/QTYW/COCKPIT_GAS" -> "Cockpit" -> "Support Package Level"`

Version History

Version	Date	Description
00	2017-08-02	Initial Version
01	2017-11-10	Editorial revision
02	2018-01-20	Editorial revision
03	2019-06-25	Editorial revision
04	2021-09-20	Modern QW document style applied
05	2022-02-10	Updated Notes table to include up to 10 th Feb 2022.
06	2022-05-10	Updated Notes table to include up to 10 th May 2022; clarified support procedure based on consultant & customer feedback

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1. Calculation Issue Support Procedure

1.1. Introduction

With [BCS](#), QuantityWare delivers a large configuration template via BC sets, **which customers are required to have activated**

- **in one, and only one *non-productive* client (preferably 045 if previously unused)**
- **in one system of a system landscape, typically the development system.**



The central configuration object for bulk product quantity conversion calculations is the conversion group, which is assigned to a material at plant level in the material master.

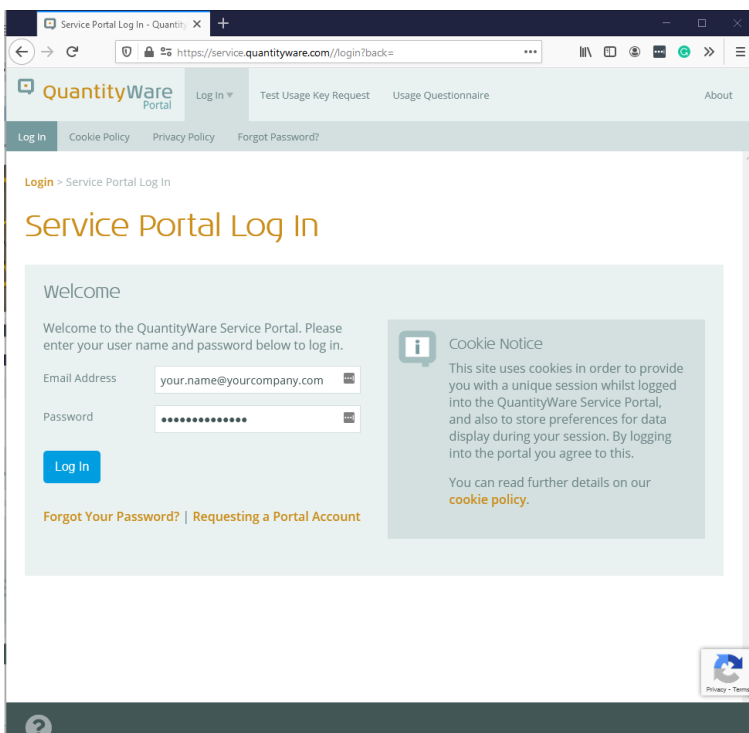
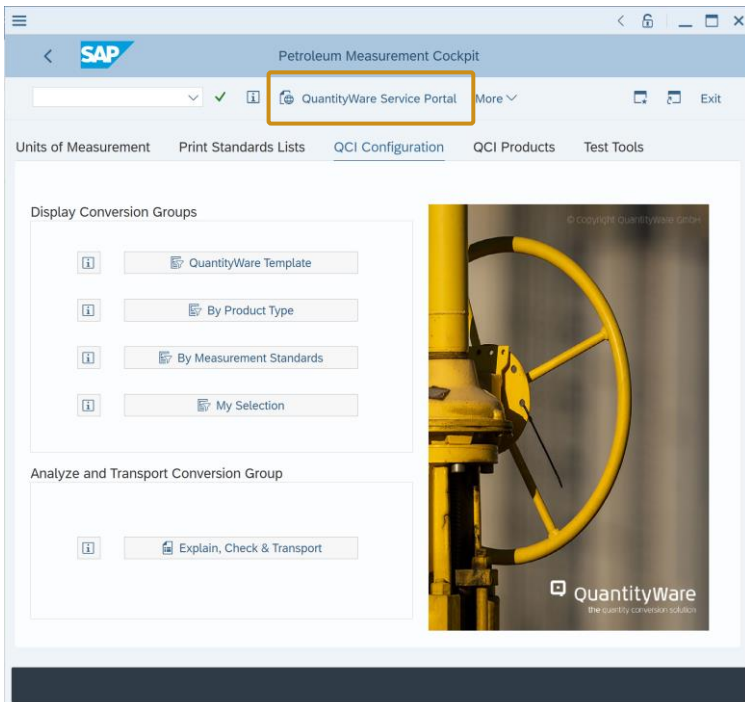
After the BCS technical installation, SAP Oil & Gas consultants perform the configuration of the required conversion groups, following the [QuantityWare PAIG documentation](#). QuantityWare strongly recommends to involve a [certified BCS consultant](#) for BCS implementation projects.

As part of the configuration work, [automated test scenarios](#) (containing expected calculation results) should be defined - based on customer requirements with respect to oil & gas measurement standards. Such scenarios are then created via the Petroleum Measurement Cockpit or Gas Measurement Cockpit, stored and distributed in the ERP system landscape.

Periodic runs of these scenarios ensure that throughout the system landscape, calculation results are stable when compared with the expected results and transparent and - if unexpected errors occur during production - these may be easily analyzed via the test scenario snap shot database.

If you encounter a [SAP QCI or MQCI](#) related error message during a BCS implementation project, or if you question a calculation result, you can communicate the issue via the QuantityWare Service Portal to the QuantityWare support team, by raising a ticket with the ticket category "Calculation Issue".

The QuantityWare Service Portal can be reached either per web-browser via <https://service.quantityware.com/>, or via the link in the Petroleum or Gas Measurement Cockpits:



Based on our 15+ years of experience in supporting productive customers with our solution, we can confidently state that almost all issues reported can be solved via the QuantityWare Service Portal Ticket System, following the support procedure defined in section 1.2. of this document.

At the time of writing, almost all such issues reported within the last 15+ years have been caused by configuration issues and have ultimately required detailed implementation consulting by certified BCS consultants. QuantityWare staff does not provide such consulting, but analyzes all reported issues until the root cause of the reported issues is determined. Only in extremely rare cases has remote log on to customer systems been necessary. This is a positive aspect, as remote log on requires the setup of a secure remote connection, involves technical support and can intrinsically present security risks.

If, on the other hand, QuantityWare support staff identifies/confirms a programming error to be the root cause of the calculation issue, a program correction of BCS is made by QuantityWare, which is then delivered via a QuantityWare note to customers:

Notes by Category
May 2006 - May 2022

Technical Installation	Documentation	Advanced Development	Consulting & Configuration	Correction - PMC & GMC	Correction - SAP Integration	Correction - Calculation
		108			109	
		102		103	107	
		100		104	105	
		96		94	82	
		90		91	81	
93		89		88	79	
86		84		83	77	
85		80		69	71	
75		76		66	62	
67		74	98	60	50	
56		70	95	58	28	
51		65	92	49	22	
47		64	73	44	19	
29		57	72	43	18	
24		53	68	42	17	
21	106	48	55	41	15	
13	101	46	52	38	14	78
12	99	40	37	36	11	61
9	97	39	30	33	10	54
6	63	35	26	32	7	45
5	59	34	20	31	4	27
2	1	16	8	25	3	23
17	7	22	13	21	22	6

* Archived notes contained in BCS 10B CSP03. No. 87 not used.

Since May 2006, **108 notes** (as of May 10, 2022) have been prepared/issued by QuantityWare. **Only 6 of these notes provided corrections for calculation issues** – none of these 6 notes have been rated as “critical”.

1.2. Support Procedure

Bearing in mind the above points, to provide even more efficient support services without the necessity to open a remote connection to customer systems, QuantityWare has defined the following procedure if you raise a ticket with ticket category "Calculation Issue":

1. Fill out the [calculation issue questionnaire](#) with your calculation data (SAP test transaction O3QCITEST) and conversion group configuration data and attach it to your ticket. Concerning the ticket priority, read the [Support Service Priority Definition Manual](#) – Chapter 4 – Calculation Issue.
2. QuantityWare support experts will then process the ticket and analyze the O3QCITEST data (possibly requesting additional configuration details) and the conversion group configuration data. As noted above, configuration errors are typically the cause of reported calculation issues; these will be determined by the QuantityWare experts who will then either discuss the issue with the certified BCS consultant already engaged in your project or provide a high-level solution approach with the strong recommendation to involve a certified BCS consultant for resolution. Very simple issues may be solved with [already existing or newly created FAQs](#).
3. Additional information is provided in the [Calculation Issue FAQ](#) and [note 000052](#).



The SAP QCI and MQCI conversion groups perform all calculations via one central SAP function module: OIB_QCI_QUANTITY_CONTROL. **There is no SAP Oil & Gas application specific calculation program code within the QCI calculation logic.** Thus, any calculation issues or related error messages must be demonstrated via the central SAP QCI test transaction (O3QCITEST).

If a calculation issue cannot be demonstrated via this central test transaction, the cause of the issue must be within the "calling" SAP application (e.g. TD shipment, TSW ticketing, Delivery processing, Goods Movement postings, PRA Measurement System) or their related application configuration (e.g. QCI parameter defaulting, UoM defaulting); QuantityWare cannot provide support for such issues.

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