



# 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 notes up to 10 <sup>th</sup> Feb 2022.
06	2022-05-10	Updated Notes table to include notes up to 10 <sup>th</sup> May 2022; clarified support procedure based on consultant & customer feedback
07	2023-04-05	Updated notes table to include notes up to 05 <sup>th</sup> April 2023; clarified support procedure based on consultant & customer feedback

## Contents

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<b>1. Calculation Issue - Support Procedure .....</b>	<b>4</b>
1.1. Introduction .....	4
1.2. Support Procedure.....	7
1.2.1. Support Procedure – Description of Steps .....	7
1.2.2. Support Procedure - Technical Information.....	8

# 1. Calculation Issue - Support Procedure

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## 1.1. Introduction

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With [BCS](#), QuantityWare delivers a global 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.

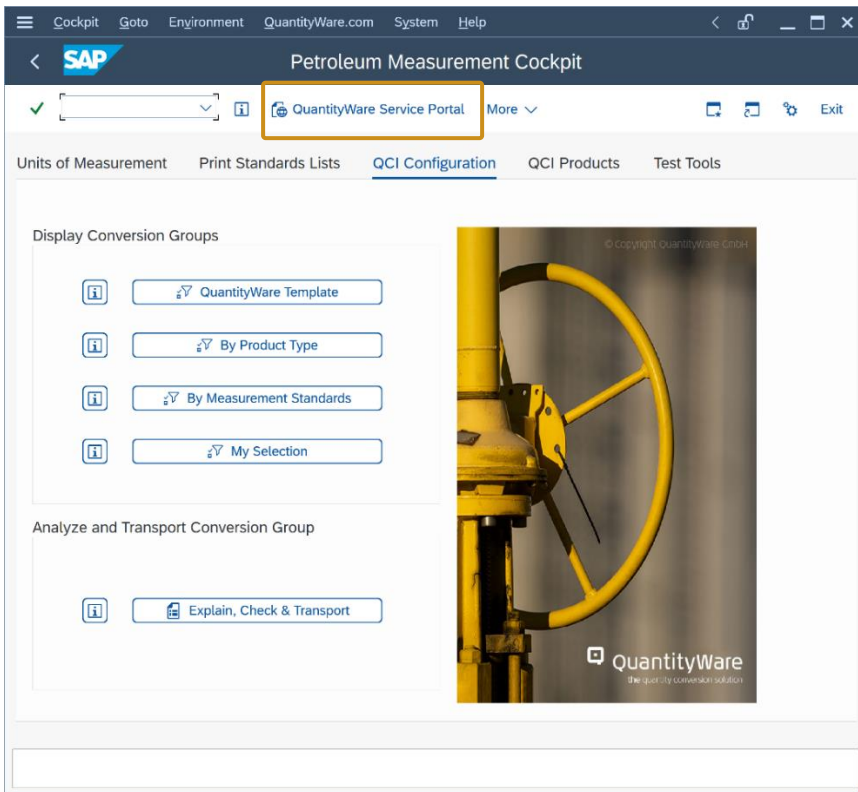
After the BCS technical installation, SAP Oil & Gas consultants perform the configuration of the required conversion groups, following the [QuantityWare PAIG methodology](#). The consultants basically select a subset of required conversion groups (defined by customer requirements) from the BC set template. QuantityWare strongly recommends involving a [certified BCS consultant](#) for BCS implementation projects.

As part of the configuration work, [automated test scenarios](#) (containing expected calculation results) should also 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.

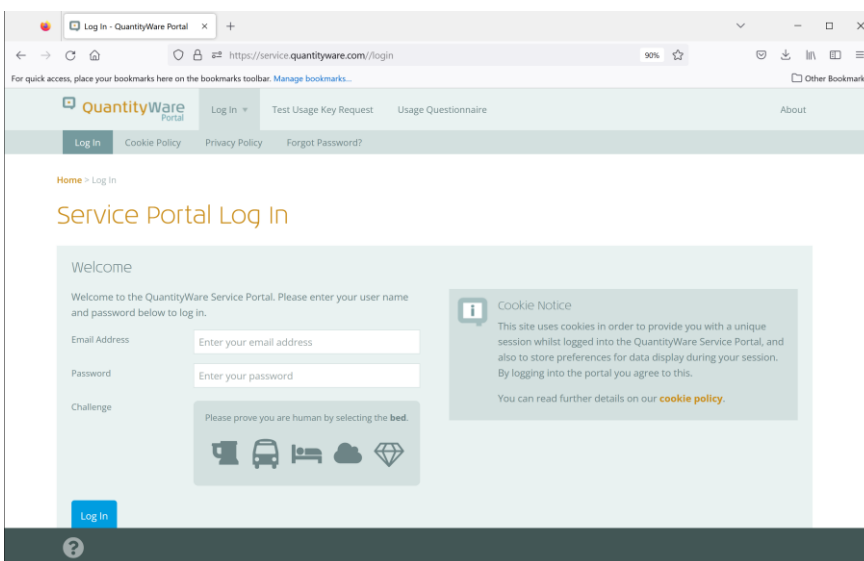
Periodic runs of these automated test scenarios ensure that throughout the system landscape, calculation results are stable - when compared with the expected results - and transparent. If unexpected errors occur during production, these may be easily analyzed via the test scenario snapshot database.

**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". For such a ticket, you must fill out the [calculation issue questionnaire](#).

The QuantityWare Service Portal can be reached either via the link in the Petroleum or Gas Measurement Cockpits



or directly per web-browser via <https://service.quantityware.com/>:



All calculation issues must be reported 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 16+ years have been **caused by configuration errors** and have ultimately required detailed implementation consulting by certified BCS consultants. QuantityWare staff does not provide such consulting services, but analyzes all reported issues until their root cause 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 - April 2023

Technical Installation	Documentation	Advanced Development	Consulting & Configuration	Correction - PMC & GMC	Correction - SAP Integration	Correction - Calculation
		114				
		108		110	109	
		102		103	107	
		100		104	105	
		96		94	82	
		90		91	81	
		89		88	79	
93		84	115	83	77	
86		80	112	69	71	
85		76	111	66	62	
75		74	98	60	50	
67		70	95	58	28	
56		65	92	49	22	
51		64	73	44	19	
47		57	72	43	18	
29		53	68	42	17	
24	113	48	55	41	15	
21	106	46	52	38	14	78
13	101	40	37	36	11	61
12	99	39	30	33	10	54
9	97	35	26	32	7	45
6	63	34	20	31	4	27
5	59	16	8	25	3	23
2	1					
<b>17</b>	<b>8</b>	<b>23</b>	<b>16</b>	<b>22</b>	<b>22</b>	<b>6</b>

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



Since May 2006, 114 notes (as of April 05<sup>th</sup>, 2023) 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

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To provide efficient support services - without the necessity to open a remote connection to customer systems - QuantityWare has thus defined the following procedure, if you raise a ticket with ticket category "Calculation Issue":

### 1.2.1. Support Procedure – Description of Steps

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1. You must 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 perform a first analysis of the O3QCITEST data and the conversion group configuration data. For more complex issues, additional configuration data may be required. If this is the case, QuantityWare support will request that you provide this configuration data as well. Once all required data is available to QuantityWare support, the complete analysis of your calculation issue will be made. Once the analysis is finished, the result will be documented in your calculation issue ticket.
3. As noted above, configuration errors are typically the cause of reported calculation issues. If such a configuration error is determined to cause the issue you reported by the QuantityWare experts, they will either:
  - discuss the issue with the certified BCS consultant, who raised the calculation issue ticket, since he/she is already engaged in your project. Then, the certified BCS consultant can make the required configuration changes/enhancements.
  - or provide a high-level solution approach with the strong recommendation to involve a certified BCS consultant for resolution if none is involved in your project so far.
4. Very simple issues may be solved with [already existing or newly created FAQs](#).
5. If, on the other hand, a program correction is required, this will be communicated via the ticket, including the expected time of delivery of the correction. Then, via the internal QuantityWare correction process, a new note (including the SAP transport for download and import into your system landscape) will be published – notes [000002](#) and [000067](#) then provide technical guidance how to install that new note.
6. Additional information is provided in the [Calculation Issue FAQ](#) and [note 000052](#).

## 1.2.2. Support Procedure - Technical Information



The SAP QCI and MQCI conversion groups perform all quantity conversion calculations via one central SAP function module:

### **OIB\_QCI\_QUANTITY\_CONTROL**

**There exists no SAP Oil & Gas application specific quantity conversion 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 BCS is a non-modifying solution. All BCS ABAP programs are defined within the name space /QTYW/. Thus, no program corrections can be made within SAP Oil & Gas programs if an SAP Oil & Gas program is causing the issue. Then, QuantityWare support will ask you to contact SAP support.

For certain issues, that can be solved via configuration within SAP Oil & Gas applications, QuantityWare support may refer you to [already existing or newly created FAQs](#).



## Legal Notices

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