QuantityWare Remote Support Manual

Calculation Issue Support Procedure

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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, & Energy 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 10th Feb 2022.
06	2022-05-10	Updated notes table to include notes up to 10th May 2022; clarified support procedure based on consultant & customer feedback
07	2023-04-05	Updated notes table to include notes up to 05th April 2023; clarified support procedure based on consultant & customer feedback
08	2023-11-30	Editorial revision & update – 30A CSP03 / 30B CSP02 changes
09	2024-02-29	Update to current notes count – editorial check
10	2024-06-03	Update to current notes count – editorial check
11	2024-07-31	Update to current notes count – clarified remote support
12	2024-10-25	Update to current notes count – added QW Spot-Consultancy option
13	2025-11-15	30A CSP-004 / 30B CSP-003 changes

14	2026-02-05	Editorial update – notes statistics
15	2026-06-10	Editorial update – notes statistics
16	2026-10-26	Editorial Update – notes statistics

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1. Calculation Issue – Support Procedure

1.1. Introduction

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 (IS OIL) or to a network in PRA

After the BCS technical installation, consultants perform the configuration of the required conversion groups, following the QuantityWare PAIG methodology. The consultants basically select, copy and adjust a subset of required conversion groups (defined by customer requirements) from the BC set template.

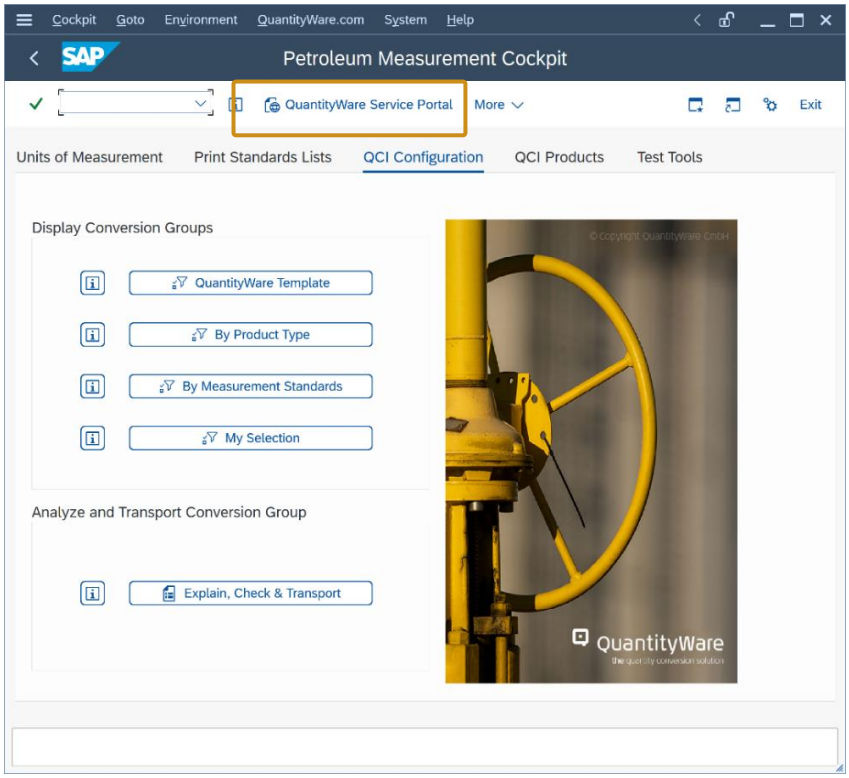
QuantityWare strongly recommends to involve a certified BCS consultant for BCS implementation projects. QuantityWare is a software company and does not provide any consulting services.

As part of the configuration work, automated test scenarios (containing expected calculation results) must also be defined - based on customer requirements with respect to oil & gas measurement standards. Such automated test scenarios are defined and stored in the Petroleum or Gas Measurement Cockpit, and must be distributed into your SAP system landscape.

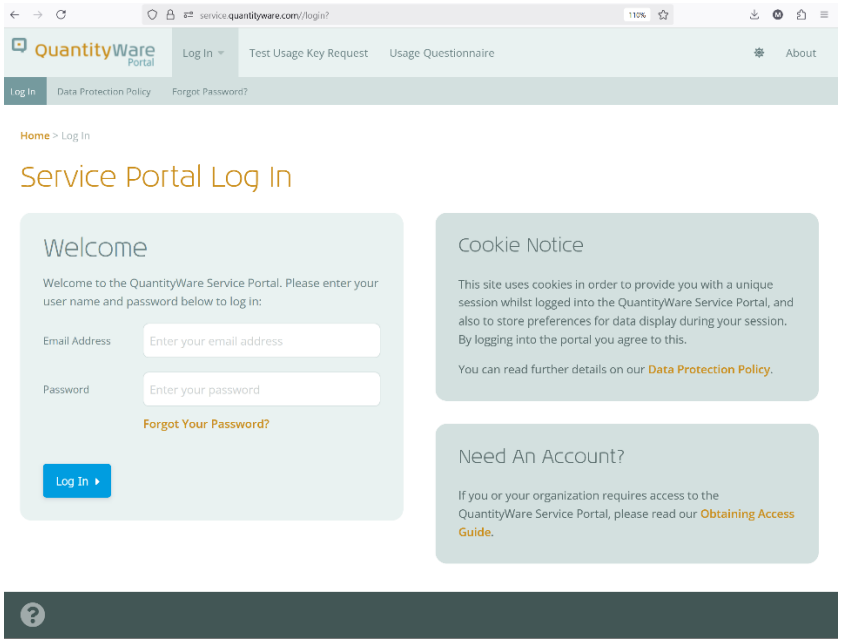
Periodic runs of these automated test scenarios ensure that throughout your system landscape, calculation results are stable - when compared with the expected results – and transparent. If unexpected errors occur during production, these may be easily analyzed via the test scenario snapshot database.

If you encounter a SAP QCI or MQCI related error message - during your BCS implementation project or later in production - , or if you question a calculation result, you communicate the issue via the QuantityWare Service Portal to the QuantityWare support team. You must raise 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 following the support procedure defined in section 1.2. of this document.

- At the time of writing, almost all calculation issues reported within the last 20+ 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.
  QuantityWare never logs on to customer systems – this is simply not required. 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 - October 2026

Technical Installation	Documentation	Advanced Development	Consulting & Configuration	Correction - PMC & GMC	Correction - SAP Integration	Correction - Calculation
		128				
		127				
		126				
		124				
		123				
		122				
		119				
		114			116	
		108		110	109	
		102		103	107	
		100	125	104	105	
		96	121	94	82	
118		90	120	91	81	
93		89	117	88	79	
86		84	115	83	77	
85		80	112	69	71	
75		76	111	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	113	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
18	8	30	20	22	23	6

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

Since May 2006, 127 notes (as of October 26th, 2026) 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

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

1.2.1. Support Procedure – Description of Steps

1. You must fill out the calculation issue questionnaire with your calculation data 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, a configuration error is typically the cause of your reported calculation issue. If such a configuration error is determined to cause the issue you reported, QuantityWare support will either:
   - discuss the issue with your certified BCS consultant, who raised the calculation issue ticket and 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. For more complex issues, the QuantityWare Spot-Consultancy Service is available and may be recommended by QuantityWare Support – see note 000121 for details
6. 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.

7. 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, & Energy 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, which also calls central function

OIB_QCI_QUANTITY_CONTROL.

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, & Energy programs, if an SAP Oil, Gas, & Energy 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, & Energy applications, QuantityWare support may refer you to already existing or newly created FAQs.

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