Analysis of Calculation Results

QuantityWare Remote Support Manual

QuantityWare Remote Support Manual – Analysis of Calculation Results

Contents

1. Validity

Valid for BCS 3.0 "Technical" Releases:

SAP Release	BCS Release	CSP Level
ECC600+	30A	001
S/4HANA 1610	30B	000
S/4HANA 1709	30B	000
tba	tba	tba

Your release level can be determined via:

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

2. Introduction & Calculation Error Support Procedure

With BCS 3.0, QuantityWare delivers a large configuration template via BC sets, which customers are required to have activated in one, **and only one client 045, 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 BCS 3.0 technical installation, SAP Oil & Gas consultants (ideally certified BCS consultants) perform the configuration of the required conversion groups, following the QuantityWare PAIG documentation.

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 and transparent.

If you encounter either an error message during a quantity conversion calculation, or if you question a calculation result, you can communicate the issue via the QuantityWare Service Portal to the QuantityWare support team.
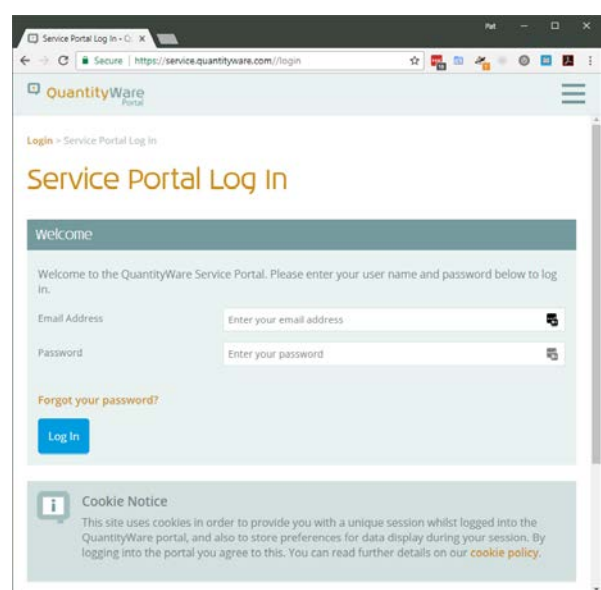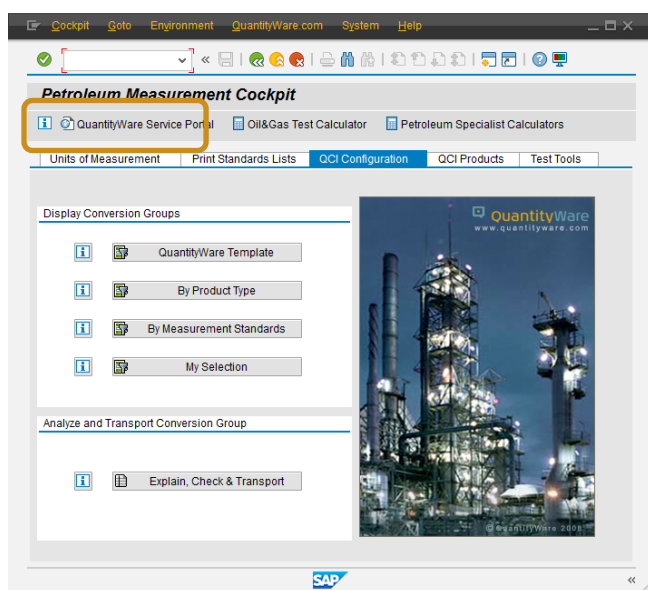
Based on our eleven years of experience in supporting productive customers with our solution, we can confidently state that most issues reported can be solved via the QuantityWare Service Portal Ticket System; typically, by exchanging screen prints of a test calculation result via transaction O3QCITEST for the conversion group affected. At the time of writing, all such issues reported within the last eleven years have been caused by customer configuration issues and have required detailed remote consulting by QuantityWare support staff, however only in very 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.

Notes by Category: 05/2006 - 01/2018							
Technical Installation	Documentation	Advanced Development	Consulting & Configuration	Correction - PMC & GMC	Correction - SAP Integration	Correction - Calculations	Total
				69	71		
75				66	62		
67		74		60	50		* Archived Notes
56		70		58	28		contained in BCS 10B
51		65		49	22		CSP03
47		64	73	44	19		
29		57	72	43	18		
24		53	68	42	17		
21		48	55	41	15		
13		46	52	38	14		
12		40	37	36	11	61	
9		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	
14	3	13	10	15	15	5	75

Since 2006, 75 notes have been issued by QuantityWare. 5 of these notes provided corrections for calculation errors – none of these 5 notes have been rated as "critical".

Bearing the above points in mind, 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 Error":

1. Fill out the Calculation Issue Questionnaire (available in the QuantityWare Knowledge Base at https://www.quantityware.com/support/knowledge-base) with your calculation data (SAP test transaction O3QCITEST) and conversion group configuration data and attach it to your ticket

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 the calculation error you report, which the QuantityWare support experts will point out to you and subsequently close the ticket. This type of support is a free of charge remote consulting service offered by QuantityWare.

3. If the issue cannot be resolved based on your questionnaire data, QuantityWare offers as a subsequent procedure to utilize PMC / GMC tools **allowing customers to collect all relevant configuration data for a conversion group into a single customizing transport**. The usage of these tools is described in the following chapters. This single customizing transport can be sent to QuantityWare via the QuantityWare Service Portal, allowing the receiving organization to import the transport into their internal support landscape and analyze the issue within a secure environment, without requiring the release of, or access to, any other customer business data. If your security guidelines allow such an approach, you may follow the step-by-step guidelines described in the following chapter to easily build such a transport using the capabilities of the Petroleum or Gas Measurement Cockpit.

> The SAP QCI and MQCI conversion groups perform all calculations via one central SAP function module: OIB_QCI_QUANTITY_CONTROL.
>
> **Thus, any issues or calculation errors must be demonstrated via the central SAP QCI test transaction (O3QCITEST).**
>
> If an 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 related configuration to these applications (e.g. QCI parameter defaulting, UoM defaulting) and QuantityWare cannot provide support for such issuesThe 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.

3. Preparation of Conversion Group Transport

3.1. Collect Conversion Group Configuration

1. Navigate to tab strip "QCI Configuration" and select "Explain Check & Transport":
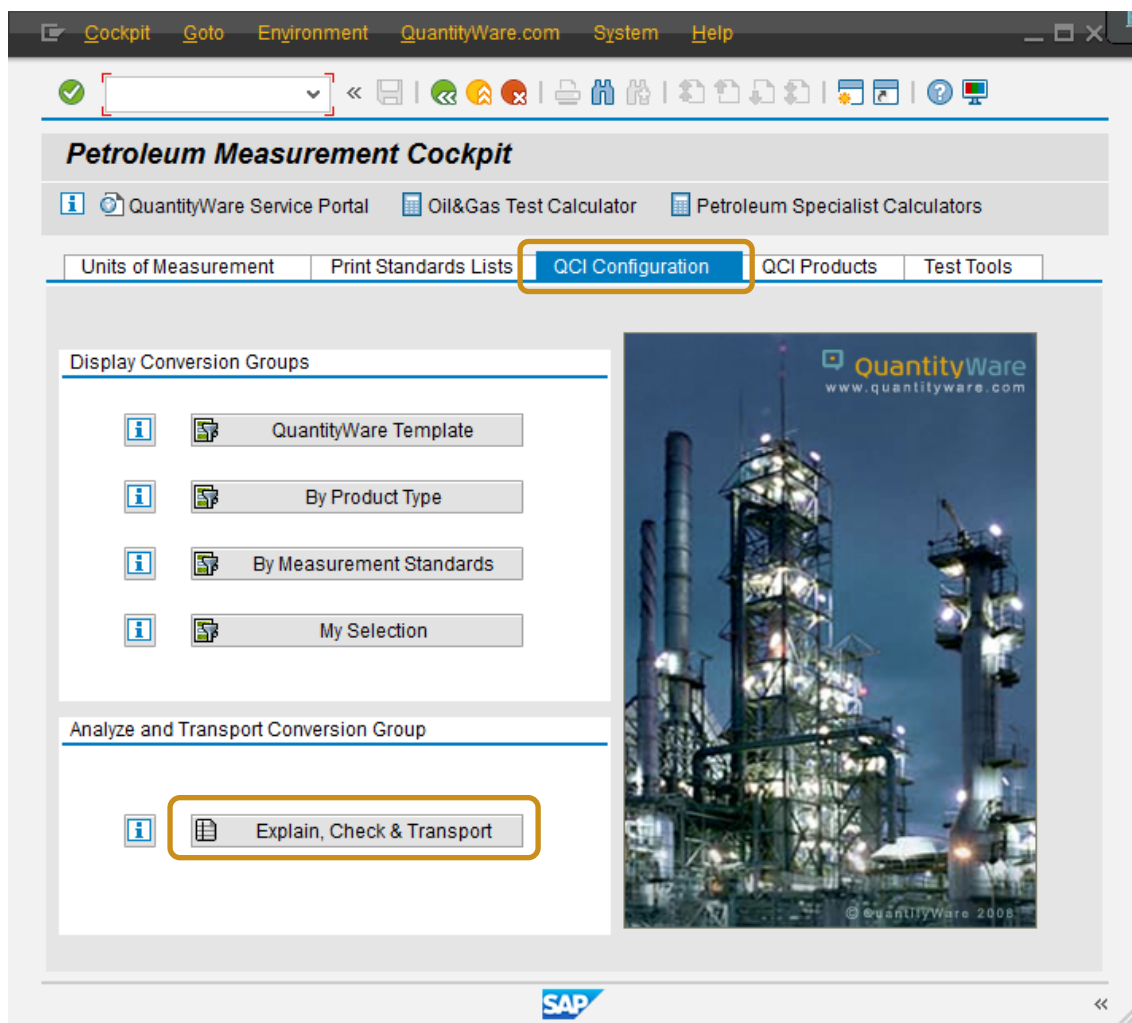
2. Enter the conversion group ID (Example: Z752) and choose the relevant language setting.

> **NOTE:** You should prepare a transport which contains language dependent configuration texts in either English, French, Spanish or Portuguese language. **Other languages are not supported.**

3. Select "**Include UoM into transport**" and select "**Execute**" (F8):
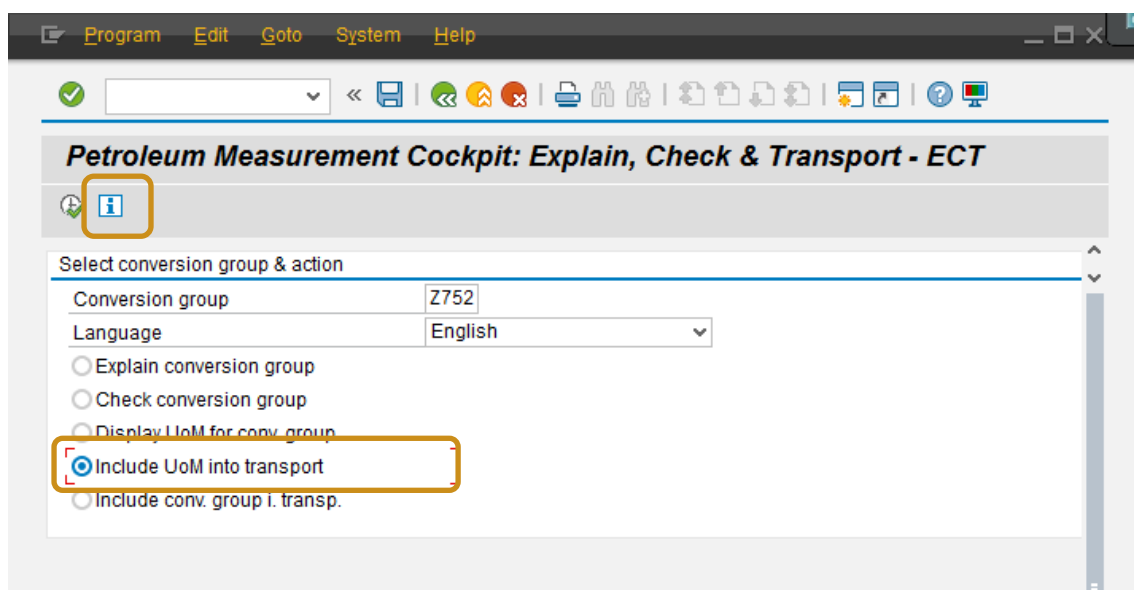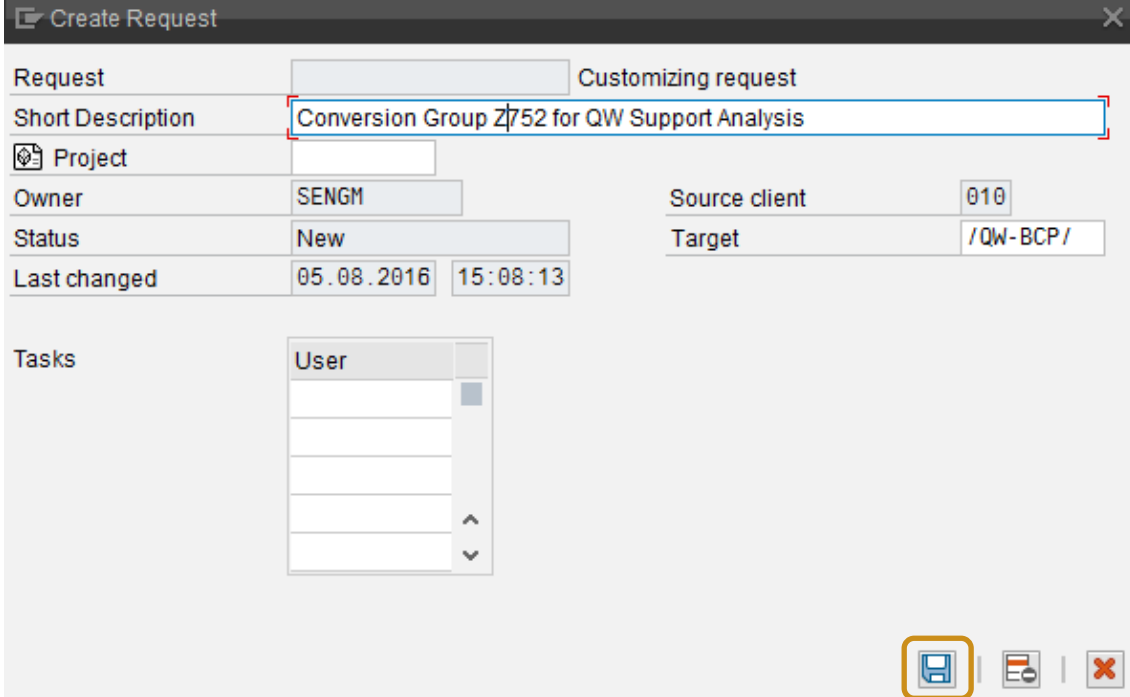
The standard SAP transport request dialog box appears.

4. Choose: "**Create**":
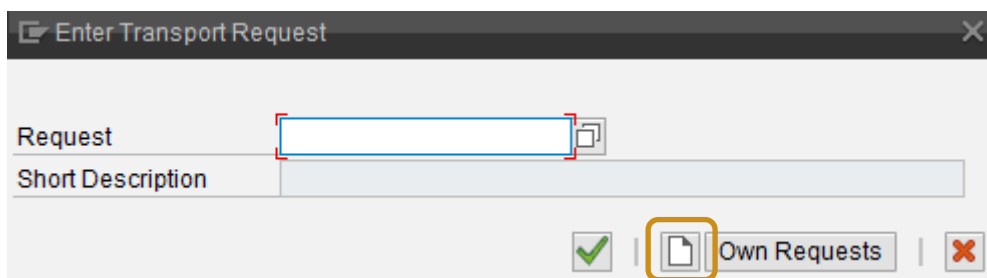
5. Define a new customizing transport and "Save":
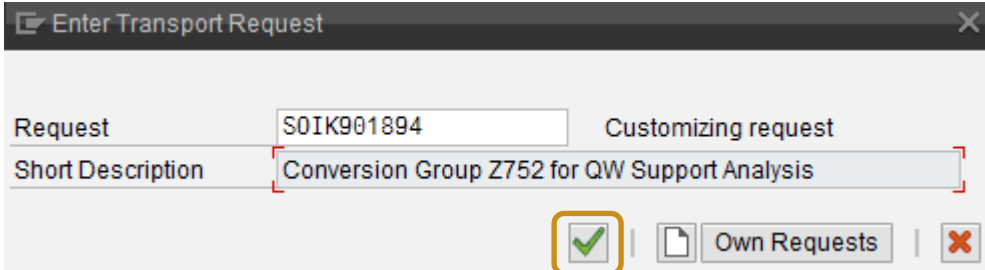
6. "Confirm" your transport creation:

RESULT: All UoM definitions that are maintained within the complex conversion group configuration are included into your transport:
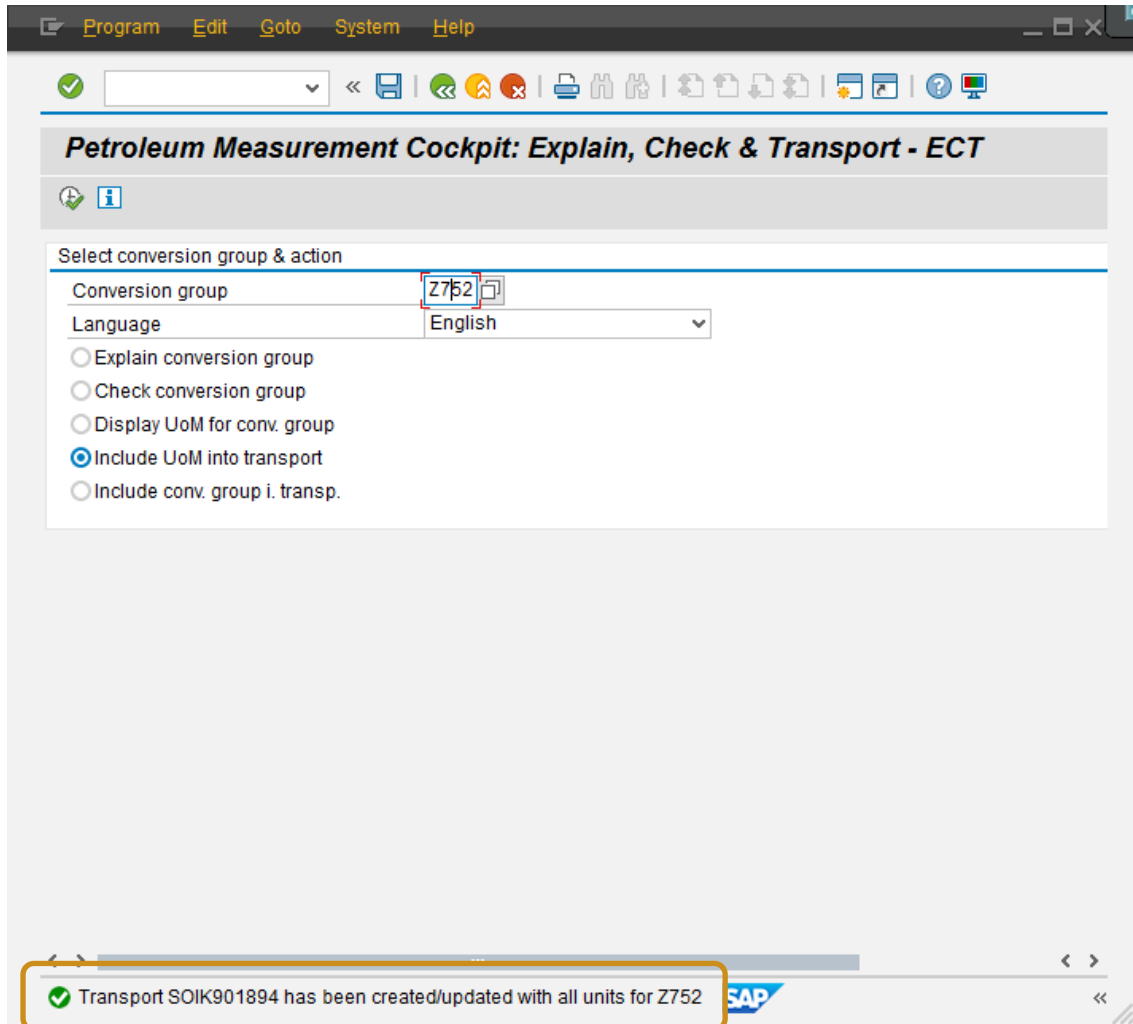
7. Repeat the previous actions by selecting "Include conv. group. i. transp.":
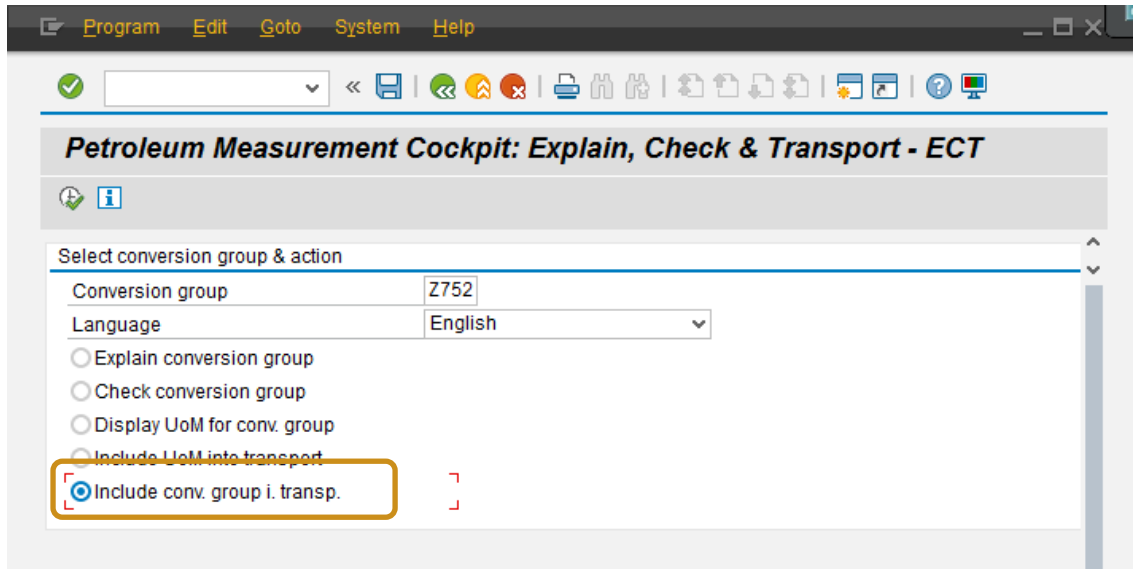
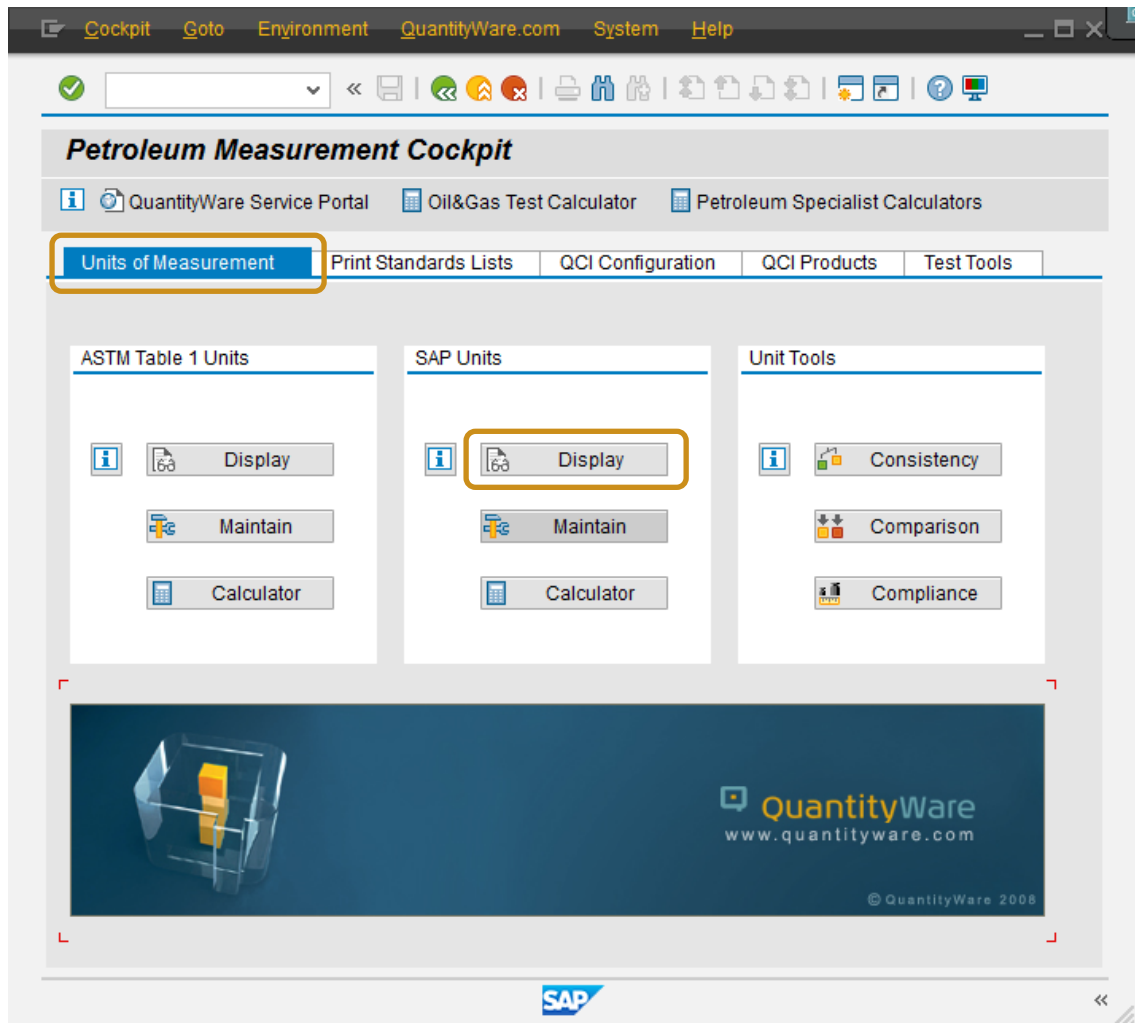8. Select the transport, which you have created before:
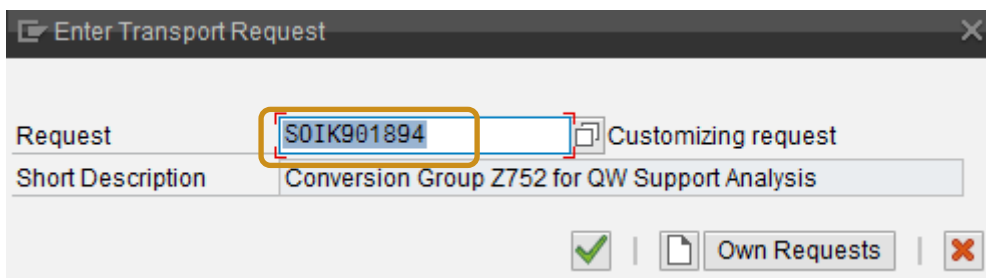
RESULT: Now the complete conversion group configuration data (including all related configuration data like the reading group, range group etc.) is contained in one single transport:
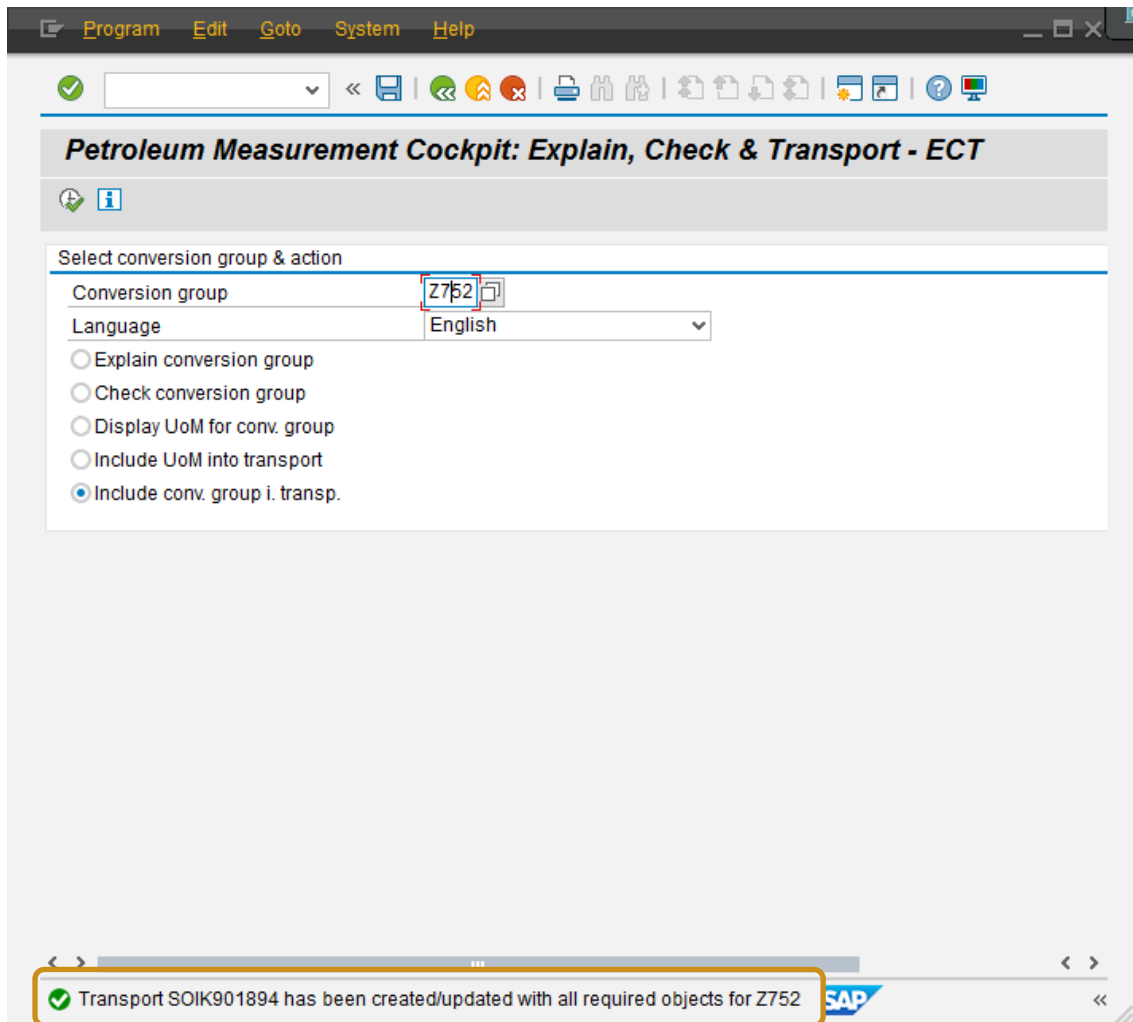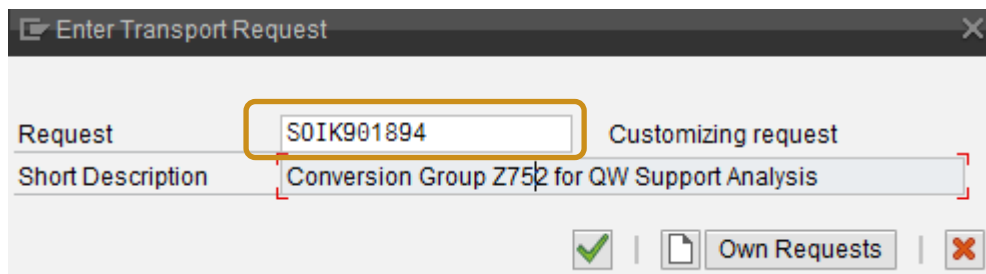
3.2. Collect UoM Definitions for UoM Group

1. Navigate to tab strip "Units of Measurement" and select "SAP Units -> Display":

2. Select "**Unit of measure group**" and the Unit language (English in this example), then press "**Execute**" (F8):
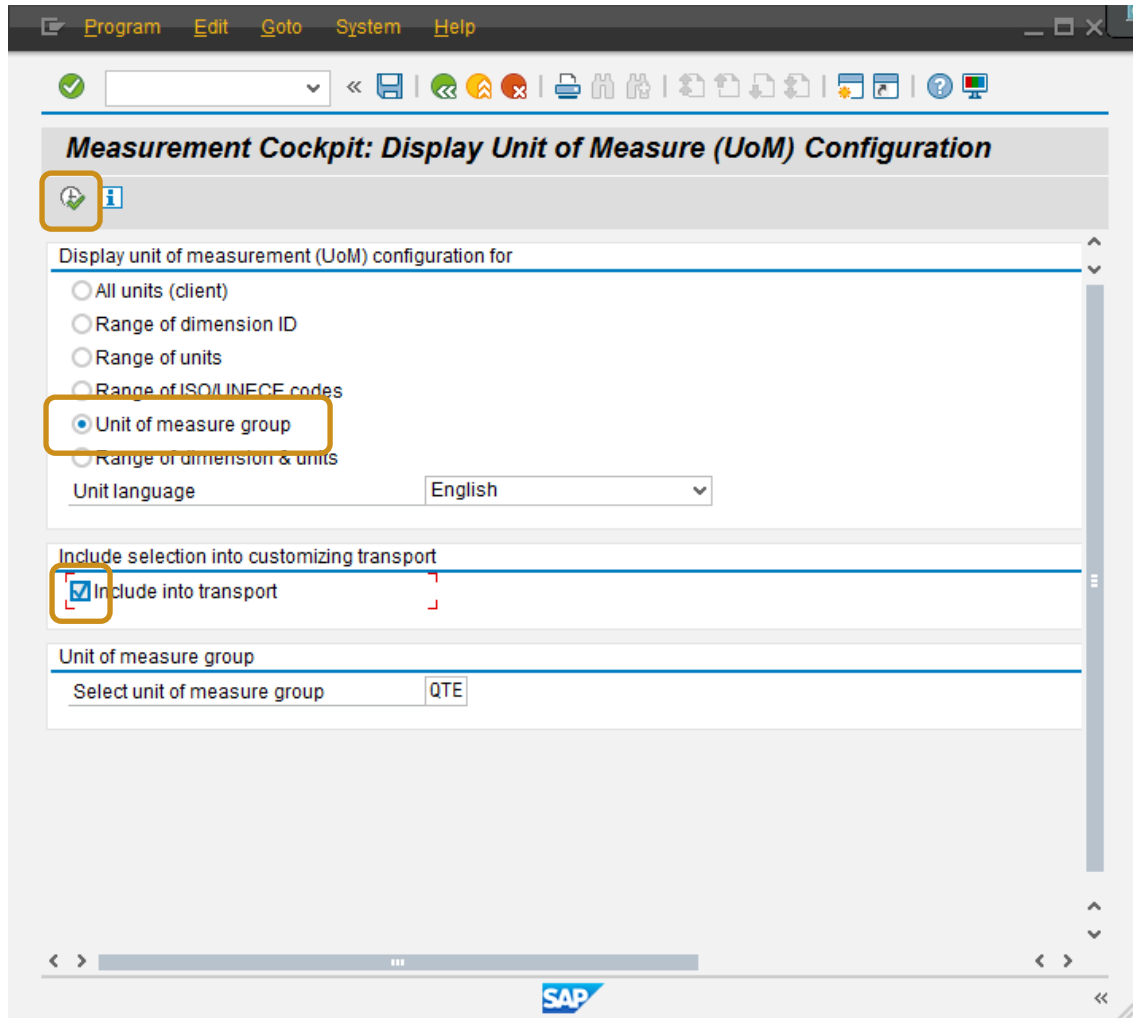
3. Choose the transport which you have created and used before:

RESULT: Congratulations, now you have included all required configuration into one single transport, which you can now send to QuantityWare Support, following the guidelines described in the next chapter.
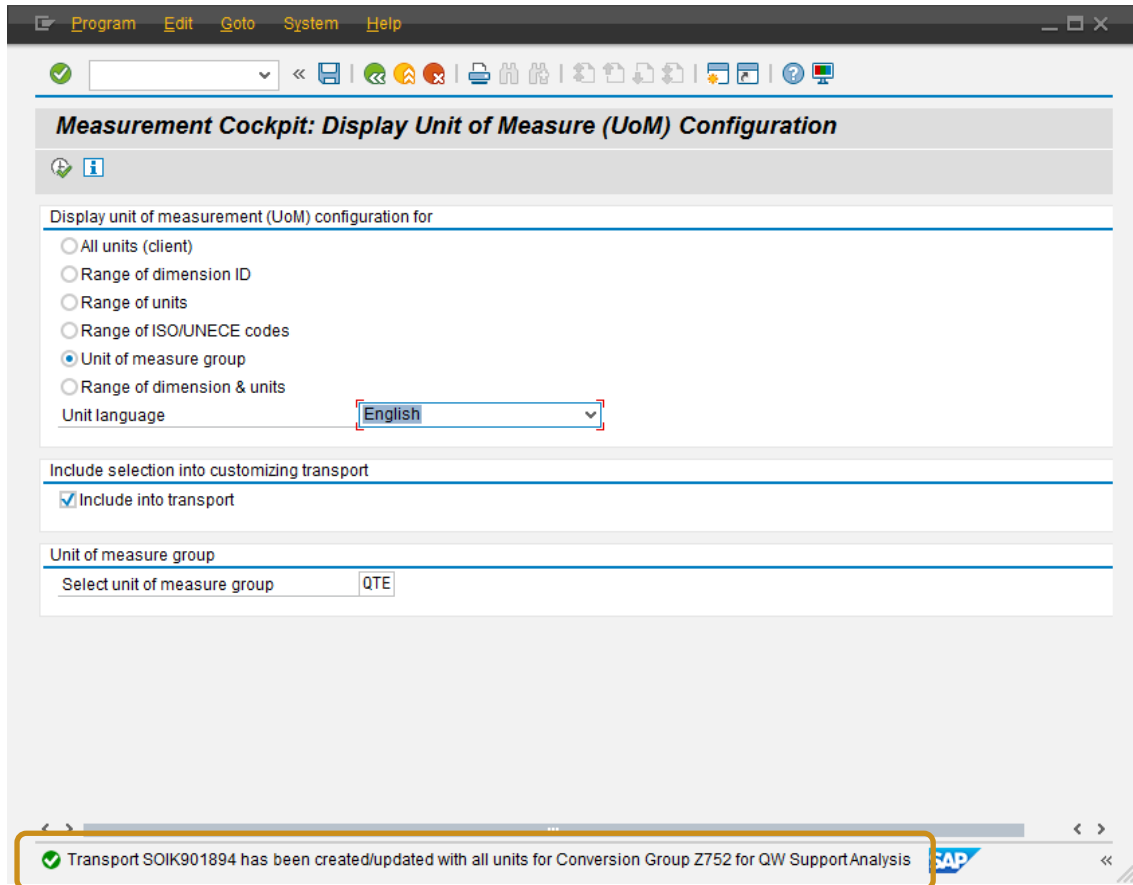
4. Sending the Transport to QuantityWare Support

1. Ensure that the security team responsible for the data of the system in which you have created you transport inspects the transports' and screen shot contents and authorizes that these can be sent for support purposes to your support / consulting partner.

2. Contact the person or team responsible for the CTS (Correction and Transport System) in your SAP-system landscape. Provide them with the security confirmation from (1). Explain that you require the cofile and datafile of your transport (in our example "SOIK901894" – your transport "name" will be different) to be sent to an exterior organization for diagnosis purposes.

3. If your organizations' security regulations permit, send a ticket via the QuantityWare Service Portal describing the issue encountered and attach:

   a. The transport

   b. A completed copy of the Calculation Issue Questionnaire* (containing screen prints of your configuration)

   Your organization may also be able to provide a secure download address to QuantityWare from which the transport files and screenshots can be downloaded.

* The Calculation Issue Questionnaire is available via the QuantityWare Knowledge Base. Go to https://www.quantityware.com/support/knowledge-base and search for "Calculation Issue Questionnaire".

Legal Notices