

Note: 000052

Overview

Number	000052
Description	Remote Support – System Log On & Configuration Check
Version	5 from 20.01.2018
Status	Released to Customer
Language	EN
Responsible	Markus Seng
Product	BCS
Category	Consulting & Configuration

Symptom

1. You are questioning a quantity conversion calculation result and want QuantityWare to explain and confirm a calculation result.
2. You encounter an error message during a quantity conversion calculation which is raised via the central SAP QCI function OIB_QCI_QUANTITY_CONTROL from within the quantity conversion implementations delivered with QuantityWare BCS.

Important Note: 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 issues.

Important Note: The PRA Measurement System can also be the source of serious calculation errors. QuantityWare provides the [QuantityWare Interface - PRA Measurement System Consulting Document](#) free-of-charge to all PRA consultants that need to configure a PRA Measurement System.

Cause

N/A

Solution

- >>> EITHER (preferred method) <<<
Open a “Calculation Error” ticket in the QuantityWare Support Portal. Read the *QuantityWare Customer Remote Support Guidelines* (available at the [QuantityWare website](#)) and follow the instructions defined therein in order to send a completed test calculation and configuration questionnaire to QuantityWare Support via your ticket.
 - >>> OR <<<
Provide a secure remote connection to your SAP ERP system. Create a “Calculation Error” ticket in the QuantityWare Service Portal with connection establishment details as well as the necessary SAP-system user ID, client number and password to allow QuantityWare experts to log on to your system and analyze the issue in your system.
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Transport Reference

No SAP-based transport

Validity

SAP Release	From SP	To SP	In SP Shipment
ECC600	10B CSP02	-	-
S/4 HANA	0	-	-