



Summary

Symptom

Problems occur during the analysis of errors in the data exchange of sales transactions or data inconsistencies exist between orders in the CRM server or R/3 system.

Other terms

Analysis, download, upload, transactions

Reason and Prerequisites

Various reports exists which are now bundled.

Solution

Description of toolbox:

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The toolbox simplifies the analysis of problems in the data exchange. Analysis reports and correction reports as well as important transactions from the data exchange environment of CRM sales transactions are bundled. To start the toolbox, start report CRM_DATAEXCHANGE_TOOLBOX.

Documentation of toolbox:

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Installation of toolbox Release 4.0:

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1. Call Transaction SE38, enter program name CRM_DATAEXCHANGE_TOOLBOX.
2. Choose 'Create'.
 - o Title: Toolbox for Analysis and Correction Reports in Data Exchange
 - o Type: 1 Executable program
 - o Status: SAP standard production program
 - o Package: CRM_DATAEXCHANGE
3. Create the following text elements in the report ('Goto --> Text elements --> Text symbols'):
 - o 001 Analysis Reports
 - o 002 Report CRM_ORDER_DELETE (SAP Note 717478)
 - o 003 Corr.Reports
 - o 004 Analysis Transactions
 - o 005 Maint. SMOFPARSFA
 - o 006 Maint. SMOFQFIND

- o 007 qRFC Monitor Outbound Queue(SMQ1)
- o 008 qRFC Monitor Inbound Queue (SMQ2)
- o 009 Display BDoc Messages (SMW01)
- o 010 qRFC Monitor (SMQR)
- o 011 Report CRM_ORDER_READ (SAP Note 718751)
- o 012 Report CRM_ODE_CHECK_CFG (SAP Note 718797)
- o 013 Report CRM_MESSAGES (SAP Note 718916)
- o 014 Report CRM_DATAEXCHANGE_10_BDOCS (SAP Note 718918)
- o 015 Report CRM_ODE_CHECK_DOC (SAP Note 719032)
- o 016 Report CRM_CREATE_REPL (SAP Note 719109)
- o 017 Report CRM_SET_STATUS_COMPLETED (SAP Note 719111)
- o 018 Report CRM_LINK_OBJTYPE_18_DELETE (SAP Note 719113)
- o 019 Report CRM_MESSAGES_DELETE (SAP Note 719224)
- o 020 Report CRM_REPL_CHECK_AND_DELETE (SAP Note 719225)
- o 021 Report CRM_ORDER_DELETE_ORPHAN_CDB (SAP Note 719227)
- o 022 Report CRM_CONTRACT_UPDATE_FROM_R3 (SAP Note 719229)
- o 023 Read Tables Business Transaction
- o 024 Report CRM_DATAEXCHANGE_CHECK_OLTP (SAP Note 718929)
- o 025 Check Basis Configuration Data Exchange
- o 026 Set Message Log Level
- o 027 Display BDOC's for a Business Transaction
- o 028 Compare a Document in CRM and R/3
- o 029 Incorrect Documents that were Created in R/3
- o 030 Deleting a CRM OneOrder Document
- o 031 Creating Missing Replication Records
- o 032 Setting Completed Status for a Sales Document
- o 033 Delete Links to PRCD_HEAD
- o 034 Delete Messages from Error Log
- o 035 Delete Unnecessary Replication Records

- o 036 Delete Orphaned CDB Entries
- o 037 Contracts from R/3: Adapt Doc Flow
- o 100 CRM_DATAEXCHANGE_TOOLBOX
- o 101 Authorized Errors May Be Deleted!
- o 102 Only use Report in Serious Cases!
- o 103 Open OSS Call for Non-deletable Error Message!
- o 104 Cancel
- o 105 Execute
- o 106 The Report was Cancelled.
- o 201 THIS REPORT IS NOT RELEASED FOR GENERAL
- o 202 USE. IT CAN ONLY BE USED BY
- o 203 REQUEST OF SAP DEVELOPMENT

Installation of toolbox Release 3.0 and 3.1:

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1. Call Transaction SE38, enter program name CRM_DATAEXCHANGE_TOOLBOX.
2. Choose 'Create'.
 - o Title: Toolbox for Analysis and Correction Reports in Data Exchange
 - o Type: 1 Executable program
 - o Status: SAP standard production program
 - o Package: CRM_DATAEXCHANGE
3. Create the following text elements in the report ('Goto --> Text elements --> Text symbols'):
 - o 001 Analysis Reports
 - o 002 Report CRM_ORDER_DELETE (SAP Note 717478)
 - o 003 Corr.Reports
 - o 004 Analysis Transactions
 - o 005 Maint. SMOFPARSFA
 - o 006 Maint. SMOFQFIND
 - o 007 qRFC Monitor Outbound Queue(SMQ1)
 - o 008 qRFC Monitor Inbound Queue (SMQ2)

- o 009 Display BDoc Messages (SMW01)
- o 010 qRFC Monitor (SMQR)
- o 011 Report CRM_ORDER_READ (SAP Note 718751)
- o 012 Report CRM_ODE_CHECK_CFG (SAP Note 718797)
- o 013 Report CRM_MESSAGES (SAP Note 718916)
- o 014 Report CRM_DATAEXCHANGE_10_BDOCS (SAP Note 718918)
- o 015 Report CRM_ODE_CHECK_DOC (SAP Note 719032)
- o 016 Report CRM_CREATE_REPL (SAP Note 719109)
- o 017 Report CRM_SET_STATUS_COMPLETED (SAP Note 719111)
- o 018 Report CRM_LINK_OBJTYPE_18_DELETE (SAP Note 719113)
- o 019 Report CRM_MESSAGES_DELETE (SAP Note 719224)
- o 020 Report CRM_REPL_CHECK_AND_DELETE (SAP Note 719225)
- o 021 Report CRM_ORDER_DELETE_ORPHAN_CDB (SAP Note 719227)
- o 023 Read Tables Business Transaction
- o 025 Check Basis Configuration Data Exchange
- o 026 Set Message Log Level
- o 027 Display BDOC's for a Business Transaction
- o 028 Compare a Document in CRM and R/3
- o 029 Incorrect Documents that were Created in R/3
- o 030 Deleting a CRM OneOrder Document
- o 031 Creating Missing Replication Records
- o 032 Setting Completed Status for a Sales Document
- o 033 Delete Links to PRCD_HEAD
- o 034 Delete Messages from Error Log
- o 035 Delete Unnecessary Replication Records
- o 036 Delete Orphaned CDB Entries
- o 037 Contracts from R/3: Adapt Doc Flow
- o 039 Resend CRM Documents
- o 100 CRM_DATAEXCHANGE_TOOLBOX

- o 101 Authorized Errors May Be Deleted!
- o 102 Only use Report in Serious Cases!
- o 103 Open OSS Call for Non-deletable Error Message!
- o 104 Cancel
- o 105 Execute
- o 106 The Report was Cancelled.
- o 201 THIS REPORT IS NOT RELEASED FOR GENERAL
- o 202 USE. IT CAN ONLY BE USED BY
- o 203 REQUEST OF SAP DEVELOPMENT

4. Implement the advance correction.

Header Data

| | |
|--------------------|---|
| SAP Note No.: | 718322 |
| Note Language: | English |
| Master Language: | German |
| Version: | 4 |
| Valid Since: | 17.05.2004 |
| Release Status: | Released for Customer |
| Released on: | 17.05.2004 08:46:44 |
| Released by: | Holger Kutz |
| Priority: | Recommendations/additional info |
| Author: | Juergen Faass |
| Entered by: | Juergen Faass |
| Processed by: | Holger Kutz |
| Last Changed by: | Holger Kutz |
| On: | 17.05.2004 08:46:45 |
| Category: | Help for error analysis |
| Standard Note: | No |
| Primary Component: | CRM-BTX-BF-IF R/3 Interface for Business Transactions |

Valid Releases



SAP Note 718322 - Toolbox CRM Data Exchange: For analysis and troubleshooting

| Software Component | Release | From Release | To Release | and Subsequent |
|--------------------|---------|--------------|------------|----------------|
| BBPCRM | 3.0 | 300 | 300 | |
| BBPCRM | 3.1 | 310 | 310 | |
| BBPCRM | 4.0 | 400 | 400 | |

Support Packages

| Support Packages | Release | Package Name |
|------------------|---------|--------------|
| BBPCRM | 300 | SAPKU30019 |
| BBPCRM | 310 | SAPKU31009 |
| BBPCRM | 400 | SAPKU40006 |

Related Notes

| Number | Short Text |
|--------|---|
| 719229 | Toolbox CRM data exchange: Report CRM_CONTRACT_UPDATE_FROM_ |
| 719227 | Toolbox CRM data exchange: Report CRM_ORDER_DELETE_ORPHAN_C |
| 719225 | Toolbox CRM data exchange: Report CRM_REPL_CHECK_AND_DELETE |
| 719224 | Toolbox CRM data exchange: Report CRM_MESSAGES_DELETE |
| 719113 | CRM Data Exchange toolbox: CRM_LINK_OBJTYPE_18_DELETE |
| 719111 | CRM Data Exchange toolbox: Report CRM_SET_STATUS_COMPLETED |
| 719109 | Toolbox CRM data exchange: Report CRM_CREATE_REPL |
| 719032 | Toolbox CRM data exchange: Report CRM_ODE_CHECK_DOC |
| 718929 | Data exchange toolbox: Report CRM_DATAEXCHANGE_CHECK_OLTP |
| 718918 | Toolbox CRM data exchange: Report CRM_DATAEXCHANGE_10_BDOCS |
| 718916 | Toolbox CRM data exchange: Report CRM_MESSAGES |
| 718797 | Toolbox CRM data exchange: Report CRM_ODE_CHECK_CFG |
| 718751 | Toolbox CRM data exchange: Report CRM_ORDER_READ |
| 717478 | Toolbox CRM data exchange: report CRM_ORDER_DELETE |

Correction Instructions

| Correction Instructions | Valid from | Valid to | Software Component | Type *) | Reference Correction | Last Changed |
|-------------------------|------------|----------|--------------------|---------|----------------------|------------------------|
| 622367 | 300 | 300 | BBPCRM | C | PICK107185 | 02.04.2004 13:03:24 |
| 622368 | 310 | 310 | BBPCRM | C | PKCK041119 | 02.04.2004 13:03:46 |
| 622429 | 400 | 400 | BBPCRM | C | PLCK096858 | 02.04.2004 13:04:03 |

*) C Correction, B Preprocessing, A Postprocessing, M Undefined Work