

SAP Business One 9.1

Basic Troubleshooting for Intercompany

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Public



Agenda

- Introduction
- B1if Troubleshooting
- SAP Business One Troubleshooting
- Relevant Documentation

Agenda

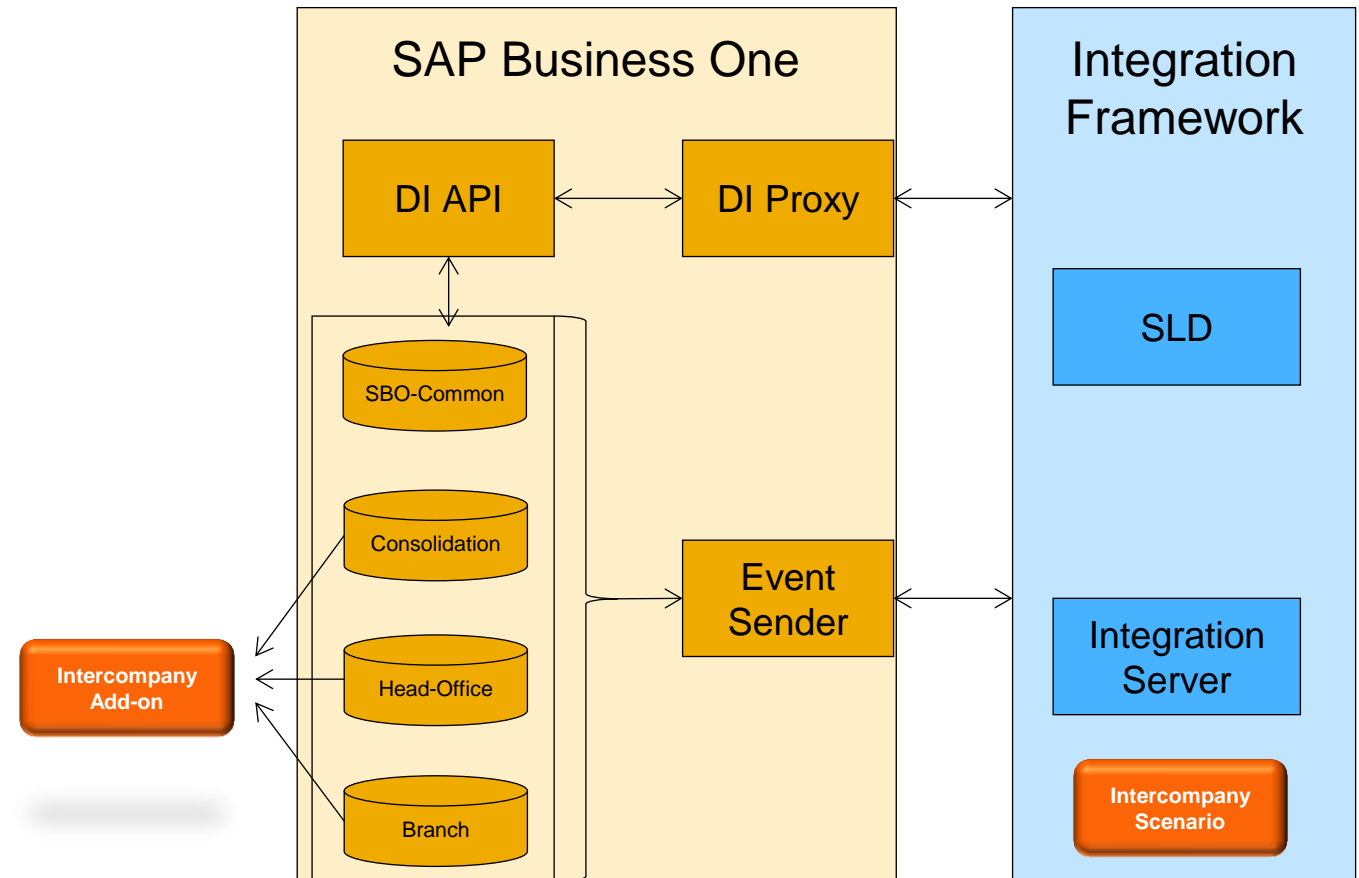
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Introduction

The Intercompany Integration Solution add-on uses Integration Framework as the main platform to connects systems and exchange information between databases.

Components involved:

- SAP Business One
 - DI Proxy
 - DI API
 - Event Sender
 - SBO-Common
 - **Intercompany Add-on**
- Integration Framework
 - SLD
 - **Intercompany Scenario**



[Link to the session](#)

Introduction to Intercompany - Basics

- Connect and integrate companies with multi-business units or subsidiaries
- Companies running in different SAP Business One installations (1 or N servers)
- Automated complex business processes
- Financial transactions and consolidation across SAP B1 systems out of the box
- Requires knowledge on Financial Consolidation + B1if
- Additional licenses to be purchased (1:1 ratio)
- It is not included in the core B1 offering



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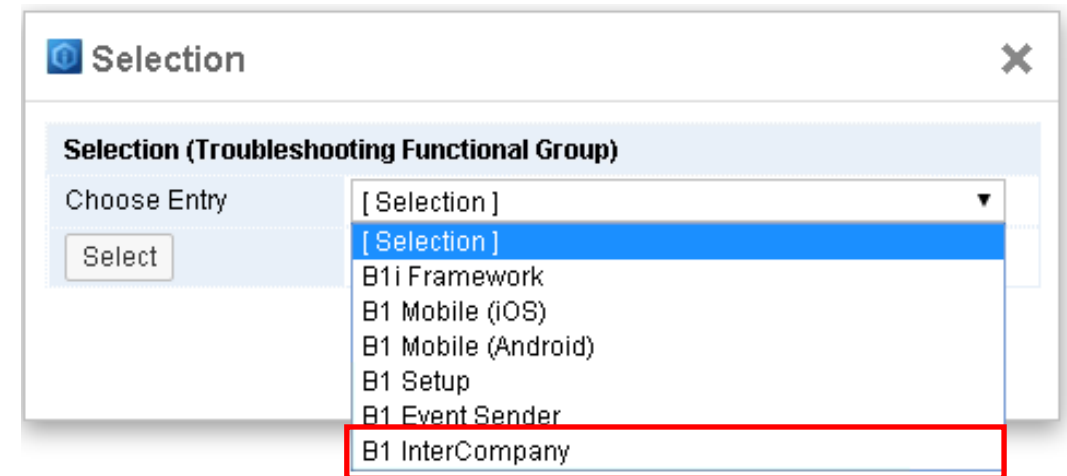
B1 InterCompany Troubleshooting Framework



Starting with the Intercompany 2.0 PL11 version, there is a new feature available in B1if:

Integration Framework -> Tools -> Troubleshooting -> Functional Group -> B1 InterCompany

- Retrieve information and check various configurations
- Centralized repository to check for details
- Include the following checks:
 - Version
 - Landscape
 - Key Mapping
 - Master Data
 - Account Setup
 - Intercompany Trade
 - Intercompany Setup
 - Financial Consolidation
 - Reports



Errors during Installation



“B1iadmin runtime user is deactivated”

- Root cause: The B1iadmin user is deactivated because of too many failed attempts to logon or connect to B1i
- Workaround: Reactivate B1iadmin user in B1if
 - Start -> All Programs -> Integration Solution -> Integration Framework
 - Maintenance -> User Administration -> click Admin Users (active = true) / click Runtime Users (active = true)
 - Start -> All Programs -> Integration Solution -> SAP Business One EventSender -> Setup (Step 3/5, connection successful)

B1iP User Administration - users_bfd.xml

B1iP User Administration

| | |
|--|------------------------|
| User Table | users_bfd.xml |
| last changed | 2015-03-09_19:39:08 |
| Initiator | [ONUP]B1IP_Xcellerator |
| minimal password length | |
| count of days until password expires | |
| maximum count of allowed subsequent logon failures | |

User

| | |
|------------------|---------------------|
| Name | B1iadmin |
| Language | en |
| active | true |
| Password expires | 20??-??-??_??:??:?? |

Additional Info

EventSender setup

Step 3/5: Configure B1i Parameters

Sending Method

☒ Direct

☐ Distribute

General B1i Settings

Protocol Type: http

B1i Server Host: localhost

Proxy Host:

User Name: B1iadmin

Authentication Type: Basic

B1i Server Port: 8080

Proxy Port:

Password:

EventSender

Connect to the B1i server successfully

Errors during Setup and Configuration



“SAP B1iP detected an error: Login failed for user ‘sa’”

“SAP B1iP detected an error: 500 - Internal Server Error”

- Root cause: Wrong JDBC credential is stored in the company system entry and SBO-Common from B1i SLD
- Workaround: In the Administration Console, choose *UI* → *SLD* → *B1i Server*. Ensure that the JDBC and DI test connection for all listed company system entries are successful



Errors during Setup and Configuration



"Violation of PRIMARY KEY constraint 'PK_XXXX_XXXX'. Cannot insert duplicate key"

- Root cause: Duplicate entries in the keymapping tables
- Workaround: Follow the steps below:
 - Perform a backup of the Landscape Database;
 - Clear the 'KeyMappingUI' table (SQL)
 - Import the Key Mapping again in the Administration Console

SLD SETUP PREFERENCES MONITORING

Setup

- E-mail Connectivity
- Company Template
- Landscape
- Key Mapping

Key Mapping

Key Mapping

Process Company Data

Branch Company ALL Object Name ALL Import Object Data View Summary View Object Data

Prepare Excel Templates

Export Template

Base Company HeadOfficeUS Branch Company ALL

Key Mapping Data ALL Object Name ALL Export

Import From Excel Template

Base Company HeadOfficeUS Browse Template Import

Keymapping Object Selection

Base Company HeadOfficeUS

Key Mapping Data View Detail Object Name - Object ID ALL

Key Mapping Data

Save Reset Auto Map

| Object Name | HeadOfficeUS | Branch1US | Branch2CA | Branch3CA | CAGroupCons |
|--------------------------|---------------------|---------------------|---------------------|---------------------|-------------|
| BusinessPartnerGroup(10) | Customers (C) : 100 | Customers (C) : 100 | Customers (C) : 100 | Customers (C) : 100 | N/A |
| Currency(37) | ## : 0 | ## : 0 | ## : 0 | ## : 0 | ## : 0 |

Errors during Setup and Configuration

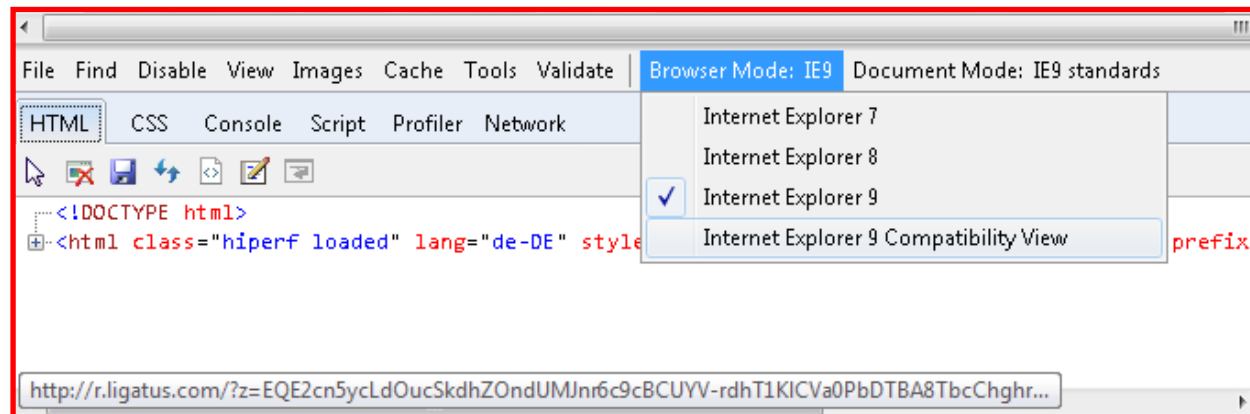
The deployment fails in steps "Initializing Solution Stage 1 - Validating Database Connections" or/and "Initializing Solution Stage 2 - Configuring Participant Companies" and displays the following error: "com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception: java.lang.Exception: com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception: com.sap.b1i.adapter.jdbc.JdbcAdapter\$LoadJdbcDriverFailureException: **Could not find the driver**"

- Root cause: Missing SLD entry for the Landscape Database in B1i → SLD → B1iServer
- Workaround: Add the SLD entry for the Landscape Database manually:
 - *Integration Framework → Tools → Control Center → Development → Excute bizflow;*
 - Bizflow: com.sap.b1i.vplatform.system/bfd/SLDcreateSysId.bfd(unified);
 - Parameters: sysid=001CXS0000,systype=J.AnySystem;
 - Press [Submit];
 - In Integration Framework → SLD, change the name of the newly created "001CXS0000" entry to "IC_Landscape" and correct the connectivity parameters;
 - Retry the deployment for the solution.

Errors during Setup and Configuration

In the Key Mapping, after mapping all master records in the Administration Console, you try to save and the data is not saved.

- Root cause: Internet Explorer compatibility issue.
- Workaround: In Internet Explorer, follow the steps below:
 - Go to Internet Explorer
 - Press [F12] or start Developer Tools -> Change “Browser Mode: IE8” and “Document Mode: IE8”
 - Complete the Key Mapping for each object
 - Verify the key mapping values are saved successfully



Errors during solution run-time

"Incorrect syntax near ')"

"DI Error: (-2028) No matching records found"

- Root cause: Keep mapping has not being completed for all companies
- Workaround: Follow the steps below:
 - In the Intercompany Administration Console, choose *Setup → Key Mapping*
 - Complete the key mapping process for all objects in all companies and then choose the Save button

```
- <Msg xmlns="urn:com.sap.b1i.vplatform:entity" branch="3" MessageId="15061315215258907844C0A8642B33A7" BeginTimeStamp="20150613152152"
  recording="false" logmsg="0012" SubMessageId="93" status="success" vBIU.errhdlg="" exceptionmsg="com.sap.b1i.xcellerator.XcelleratorException: XCE001
  Nested exception: com.sap.b1i.bizprocessor.BizProcException: BPE001 Nested exception: com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested
  exception: com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception: java.lang.RuntimeException: Invoke of: DoQuery Source:
  SAPbobsCOM.Recordset.90.0 Description: 1). [Microsoft][SQL Server Native Client 10.0][SQL Server]Incorrect syntax near ')'. 2). [Microsoft][SQL Server
  Native Client 10.0][SQL Server]Incorrect syntax near ')'. 3). [Microsoft][SQL Server Native Client 10.0][SQL Server]Statement(s) could not be prepared.">
```

Errors during solution run-time

“DI-Adapter version mismatch btw. DI-proxy client side (X.X.X) and proxy side (X.X.Y)!”

- Root cause: After upgrading your environment (B1 + ICO) hosted in different servers, you starting getting this error for any intercompany replication
- Workaround: Copy the file B1iDiaAdapter.jar from one server to the other (keep the highest version)
 - **Location:** *C:\Program Files (x86)\SAP\SAP Business One Integration\DIProxy\lib\B1iDiaAdapter.jar*

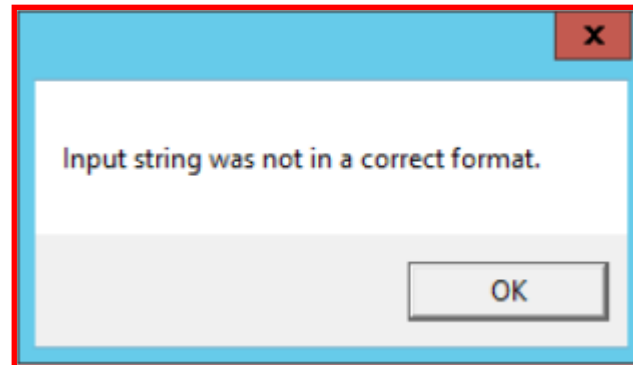
```
▼<Text>
Intercompany Transaction : ----- Sender System: Branch1US Sender Transaction
Type: Business Partner Sender Transaction Number: CG001 Receiver System: Branch2CA Receiver Transaction Type: Business
Partner Receiver Transaction Number: Action: Status: Failure Error Details:
com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception: com.sap.b1i.bizprocessor.BizProcException:
BPE001 Nested exception: com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception:
com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception: java.lang.RuntimeException: DI-Adapter version
mismatch btw. DI-proxy client side (4.2.2) and proxy side (4.2.0)! ←
```

Errors during solution run-time



“Input string was not in a correct format”

- Root cause: The local settings defined in the OS regional settings has a thousand separator
- Workaround: Make sure the thousands and decimal separator values in your OS are the same as specified in SAP Business One general settings
 - **Operation system:** *Start -> Control Panel -> Region and Language -> Additional Settings*
 - **SAP Business One:** *Administration -> System Initialization -> General Settings -> Display tab*



Agenda

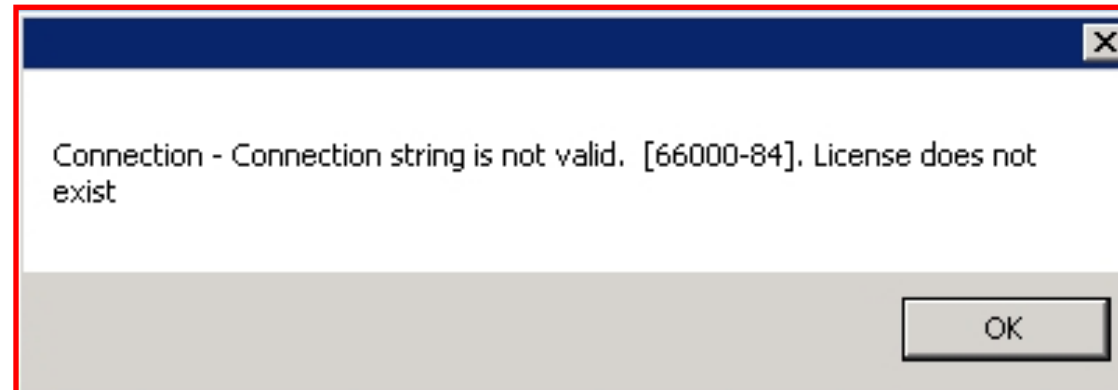
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Intercompany Errors in SAP Business One



“Connection – connection string is not valid. License does not exist”

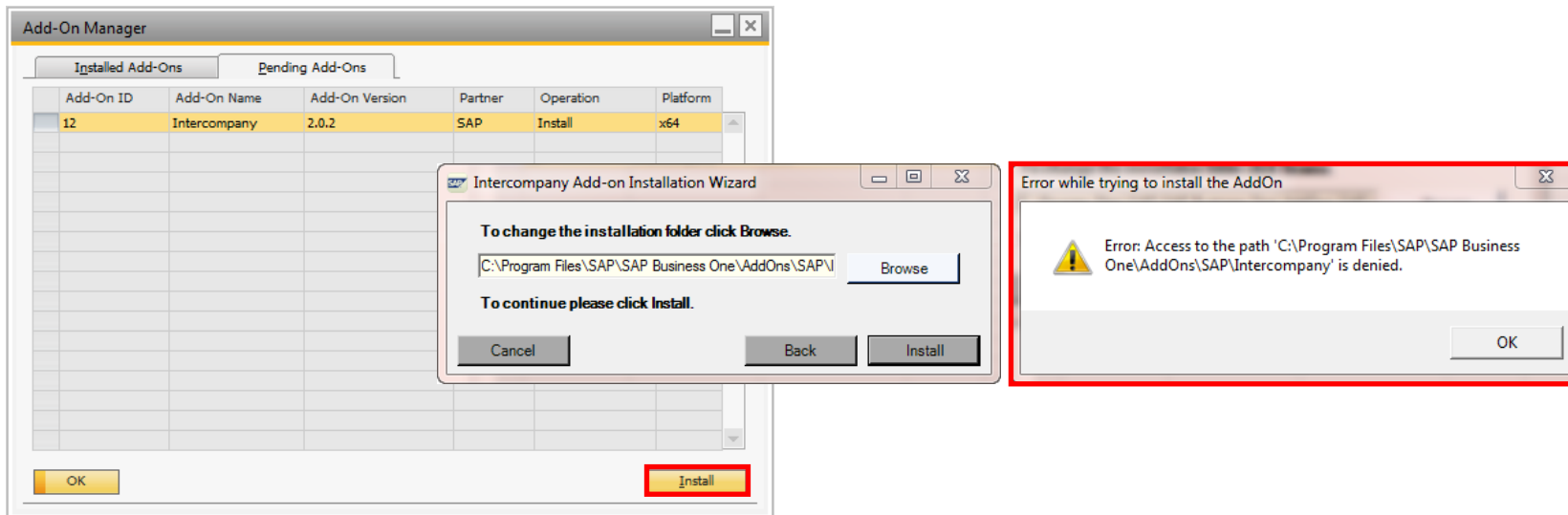
- Root cause: An intercompany license was not allocated to the Business One user
- Workaround: Allocate the license SAP-INTERCOMPANY to ALL Business One users
 - Intercompany license rule: 1:1 ratio to SAP Business One license



Intercompany Errors in SAP Business One

“Error: Access to the path ‘C:\Program Files\SAP\SAP Business One\AddOns\SAP\Intercompany’ is denied”

- Root cause: When installing intercompany, the user did not “Run as administrator”
- Workaround: Close SAP Business One and “Run as administrator” to perform the installation



Intercompany Errors in SAP Business One



“Failure: Mapping of Accounts is not complete. Please map all accounts.”

- Root cause: One or more companies did not complete the account mapping entirely
- Workaround: Go back to the indicated company(ies) and map the missing accounts
 - Consolidation -> Consolidation Account Mapping
 - Check all drawers available in the company (i.e. Assets, Liabilities, Equity etc)

| Branch Code | Date / Time of Initialization | Percentage Complete | Status |
|-------------|-------------------------------|---------------------|--|
| Branch1 | 2014-02-18, 21:55:31 | 100 % | Export of Journal Entries completed successfully. |
| Branch2 | 2014-02-18, 21:55:52 | 0 % | Export of Journal Entries is in progress. |
| HeadOffice | 2014-02-18, 21:55:53 | - | Failure: Mapping of Accounts is not complete. Please map all accounts. |

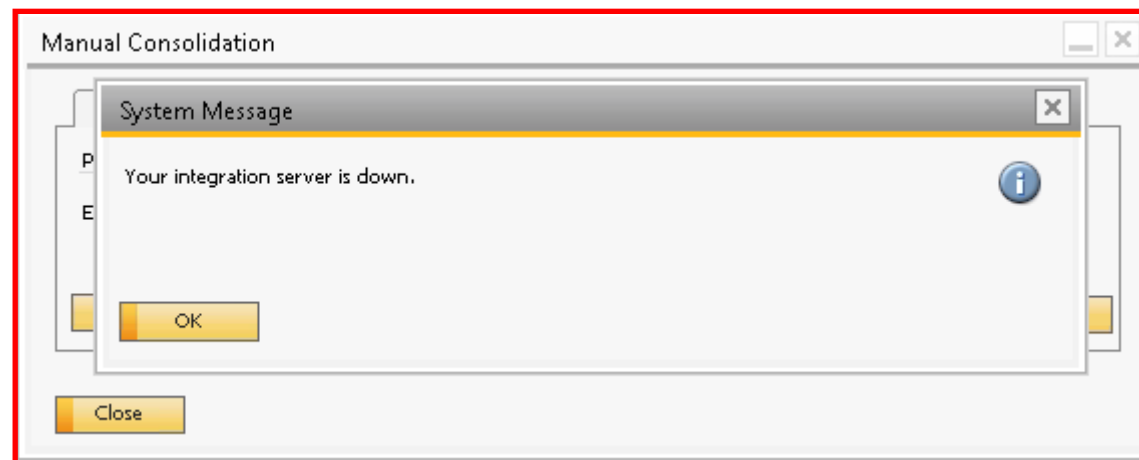
| | | |
|----------------------|---|----------------------------|
| 10000000000000000000 | - | Assets |
| 20000000000000000000 | - | Liabilities |
| 30000000000000000000 | - | Equity |
| 40000000000000000000 | - | Revenue |
| 50000000000000000000 | - | CGS |
| 60000000000000000000 | - | Expenses |
| 70000000000000000000 | - | Financing |
| 80000000000000000000 | - | Other Revenue and Expenses |

Intercompany Errors in SAP Business One



“Your integration server is down”

- Root cause: The configuration in SAP Business One is incorrect
- Workaround: Make sure the correct details are included in the B1i Server Details window
 - Administration -> Setup -> Intercompany -> B1i Server Details
 - User: B1iadmin
 - Password: same used for B1if
 - HTTP port: 8080; HTTPS port: 8443

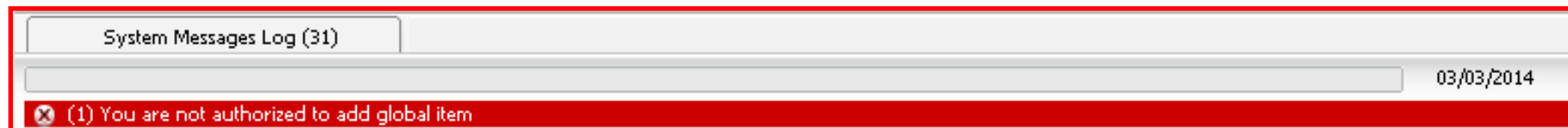


Intercompany Errors in SAP Business One



“(1) You are not authorized to add global item”

- Root cause: Intercompany provides additional authorization to Add, Update and Delete Global Masters (Item, Business Partner, Price List and Bill of Material)
- Workaround: Give authorization to all relevant users who are managing global masters
 - *Administration -> Setup -> Intercompany -> Global Data Authorizations*

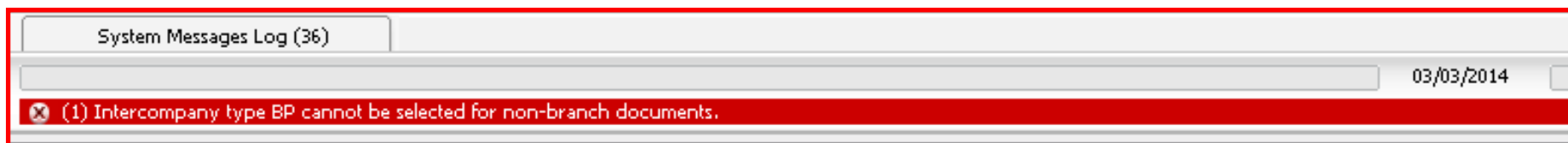


Intercompany Errors in SAP Business One



“(1) Intercompany type BP cannot be selected for non-branch documents.”

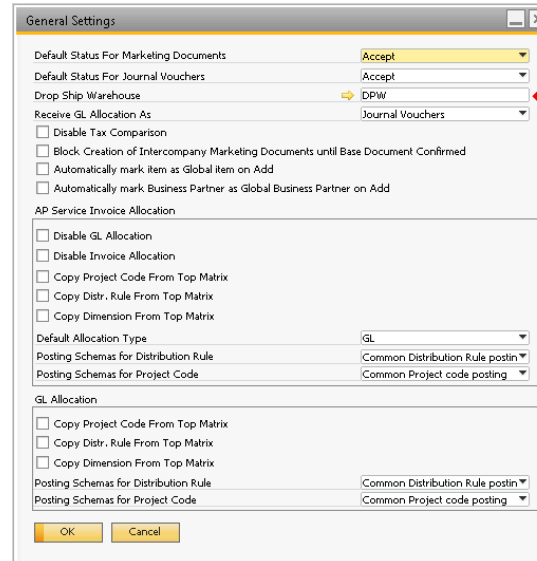
- Root cause: Intercompany trade scenario follows a strict business process flow that makes business sense to SAP Business One operations ([User Guide: page 75](#))
- Workaround: Make sure to follow the correct document flow when using Intercompany Trade scenario
 - Purchase Order to create Draft Sales Order
 - AR Reserve Invoice to create Draft AP Reserve Invoice
 - Delivery to create Draft Goods Receipt PO
 - AR Invoice to create Draft AP Invoice
 - AR Debit Memo to create Draft AP Debit Memo
 - Goods Return to create Draft Return
 - AP Credit Memo to create Draft AR Credit Memo



Intercompany Errors in SAP Business One

“BPE00 User defined text: No dropship warehouse defined in receiver system.”

- Root cause: Intercompany Trade Scenario with Drop Ship warehouse was not setup properly beforehand
- Workaround: When setting up intercompany, make sure to define a drop ship warehouse for the companies involved in the transactions
 - Administration -> Setup -> Intercompany -> General Settings
 - Drop Ship Warehouse field



Intercompany Transaction :

Sender System: HeadOfficeUS
Sender Transaction Type: Purchase Order
Sender Transaction Number: 3
Receiver System: Branch1US
Receiver Transaction Type: Sales Order
Receiver Transaction Number:
Action:
Status: Failure

Error Details: com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception: com.sap.b1i.bizprocessor.BizProcException: BPE001 Nested exception: com.sap.b1i.utilities.UtilException: UTE001 Nested exception: com.sap.b1i.bizprocessor.BizProcException: BPE000 User defined text: No dropship warehouse defined in receiver system.

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Relevant Documentation

Here is a list of links to notes and sessions on Intercompany:

Notes:

- [2177037 - Troubleshooting Tool for Intercompany Solution](#)
- [1844555 - Troubleshooting in the intercompany integration solution for SAP Business One](#)
- [2154976 - Using the Intercompany integration solution for SAP Business One for non-localized countries](#)
- [2149341 - SAP Business One does not release memory while running Intercompany integration solution add-on](#)
- [2176940 - Financial consolidation does not import period end closing JE](#)
- [2136219 - Chile localization branch in the Intercompany integration solution for SAP Business One](#)
- [2140956 - Failure while posting allocation in A/P service invoice allocation, G/L branch allocation, or confirmation recurring posting](#)

Sessions:

- [Reduce Your Support Effort - The Integration Framework for SAP Business One](#)
- [Learn to Reduce Your Support Effort for Intercompany](#)

Important Communication

Intercompany Integration Solution ONLINE Boot Camp

When: October 05 until 09 (12.5 hrs online)

Option 1: From 9 until 11:30am EST

Option 2: From 13 until 15:30pm EST

Content: Installation, Configuration, Scenarios

SEND ME AN E-MAIL FOR ADDITIONAL DETAILS



Thank you

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Business One North America

SME Ecosystems and Channels Readiness