

Version

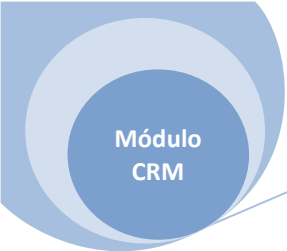
This article was created by SAP C4C (1611) Version

Brief Description

The objective of this article is describing in details how it works the Web Service Message Monitoring Tool on SAP C4C.

Author

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1. Customization

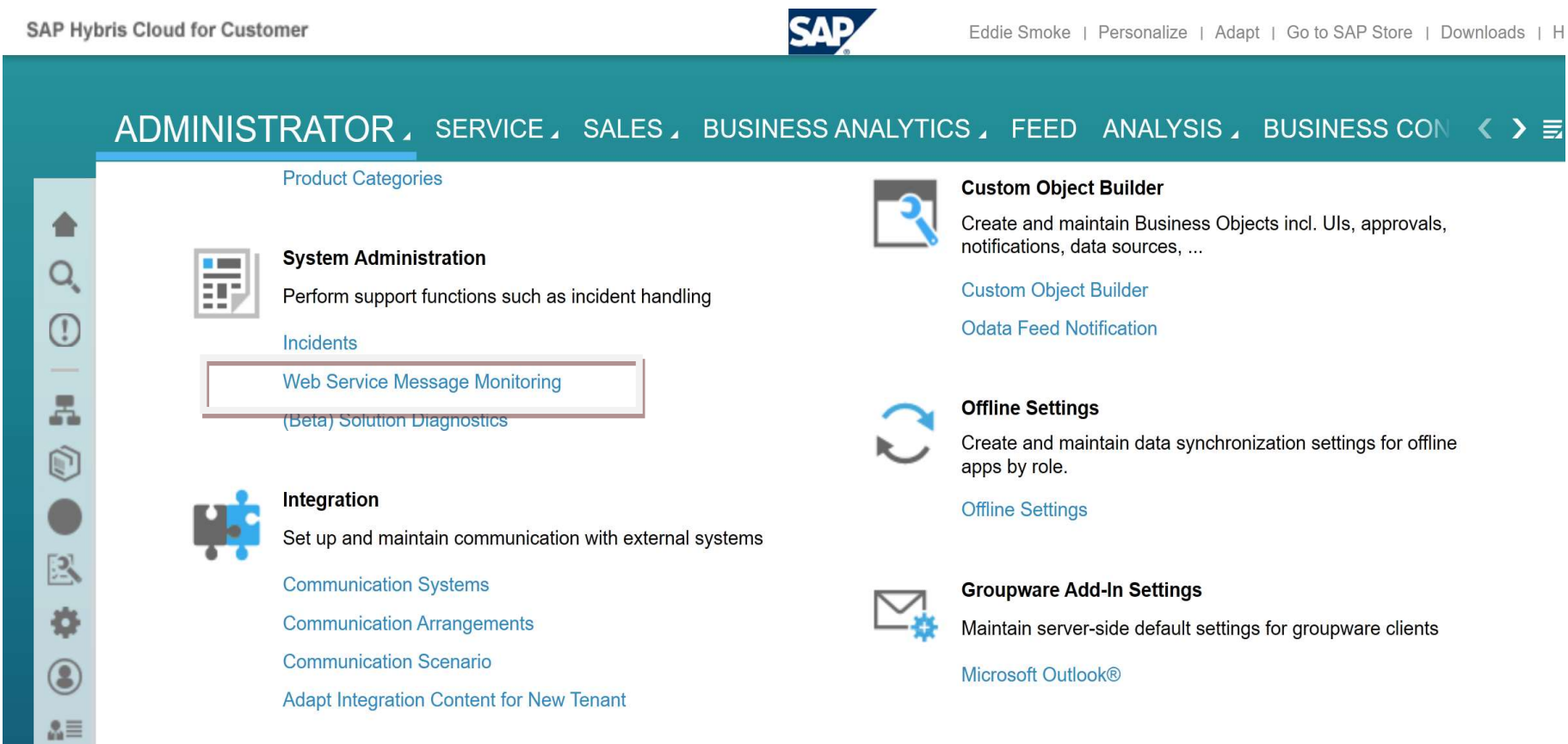
1.1. Description

On blogs written before, I detailed many objects replication between SAP C4C and On Premise. However, I didn't focus on principal tool to handle every message IN or OUT on SAP C4C.

That tools it is kind simple but some tips are always useful to identify and solve possible problems faced on integrator life.

1.2. Web Service Message Monitoring

The Web Service Message Monitoring handle every IN or OUT integration among SAP C4C and Non-SAP or SAP solutions. To access that tool, it is necessary access on Administration role on SAP C4C.



As mentioned before every Incoming or Outgoing message is displayed here. And Green light represents successful and Red Light represents failed.

The screenshot shows the 'Web Service Message Monitoring' table. The table has columns for Status, Executed On, Direction, Service Interface, Party, and Created. The table contains 8 rows of data. The first two rows show 'Successful' status with green lights. The next three rows show 'Application Error' status with red lights. The last two rows show 'System Error' status with red lights. The table also includes a search bar and a 'Find...' button.

| Status | Executed On | Direction | Service Interface | Party | Created |
|-------------------|----------------------------|-----------|--|-------|-----------|
| Successful | 02-02-2017 07:51:07 AM PST | Incoming | ServiceRequestingIn | SAPE: | 02-02-201 |
| Successful | 02-02-2017 07:47:56 AM PST | Incoming | ServiceRequestingIn | SAPE: | 02-02-201 |
| Application Error | 02-02-2017 06:41:03 AM PST | Outgoing | Account360 | | 02-02-201 |
| Application Error | 02-02-2017 06:39:10 AM PST | Outgoing | Account360 | | 02-02-201 |
| Application Error | 01-29-2017 08:50:15 AM PST | Outgoing | Account360 | | 01-29-201 |
| System Error | 01-29-2017 03:12:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | | 01-29-201 |
| Successful | 01-29-2017 03:11:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | EC3 | 01-29-201 |
| System Error | 01-29-2017 02:32:44 AM PST | Outgoing | BusinessPartnerERPContactAddressReplicationOut | | 01-29-201 |

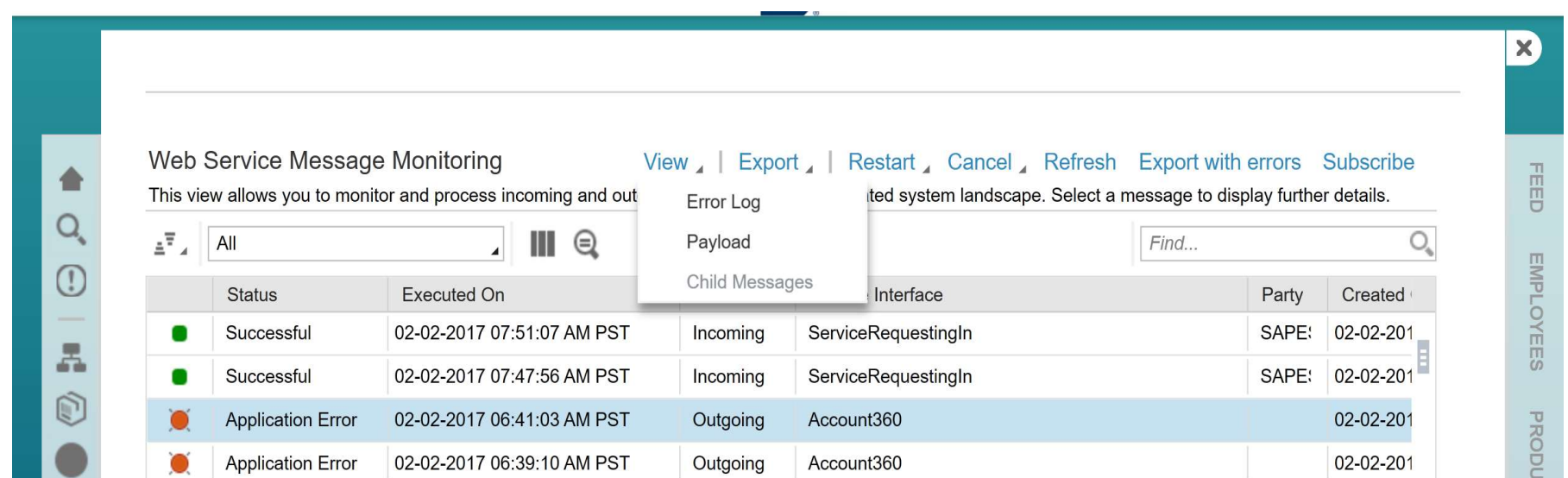
Fields displayed is defined below.

- Status
Indicate Fail or success of message

- Executed On
Data + Hour of execution. The information contained here can be changed if message restarted.
- Direction
Indicate the direction of message, In or Out
- Service Interface
Inform the message name, standard or Z message.
- Party
Indicate what software or solution integrated
- Created
When the message was created

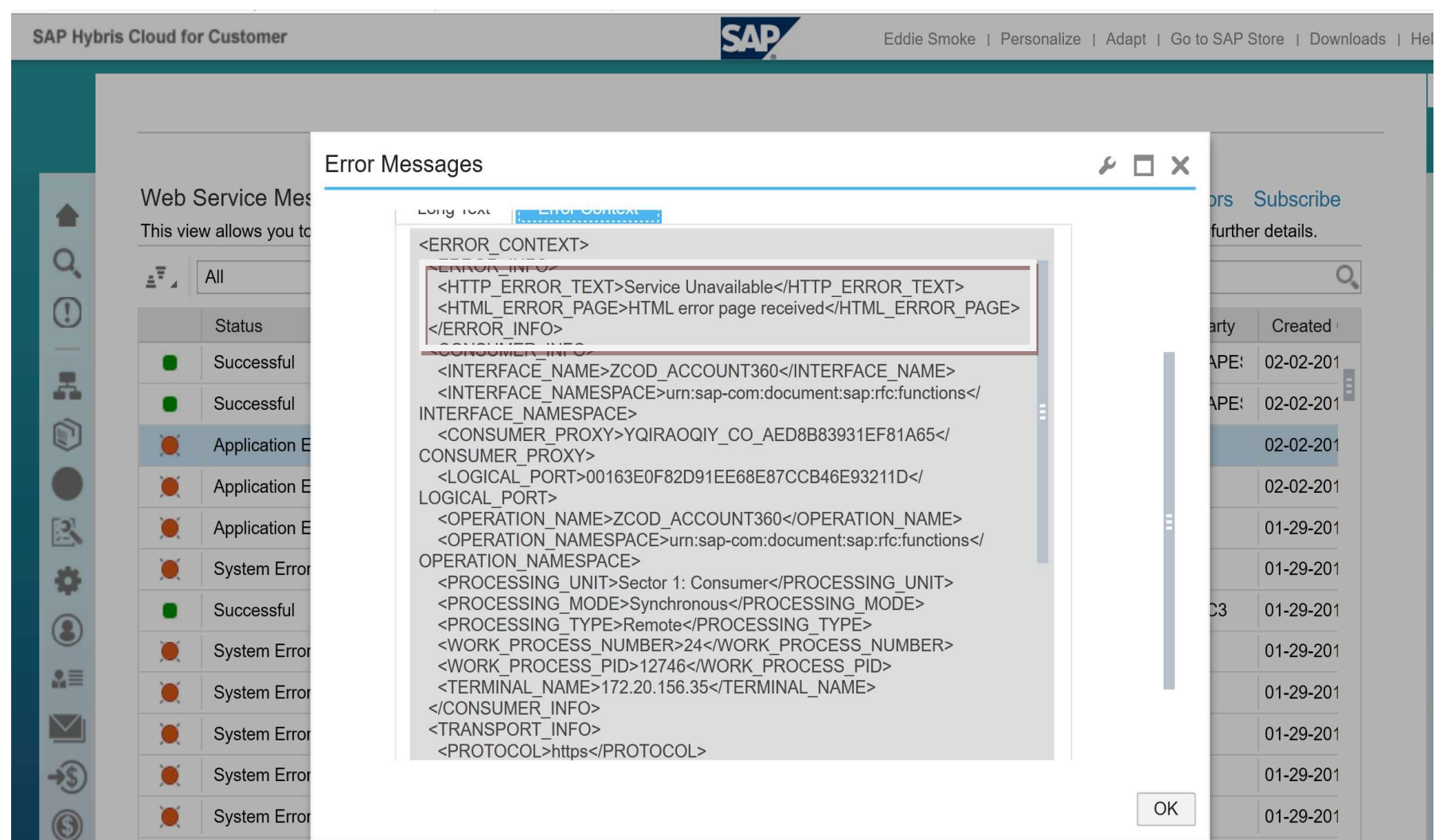
1.3. Exploring the messages

Right now, we will be exploring the message. And to do it you just select the message, and click on button view. Two options will be displayed.



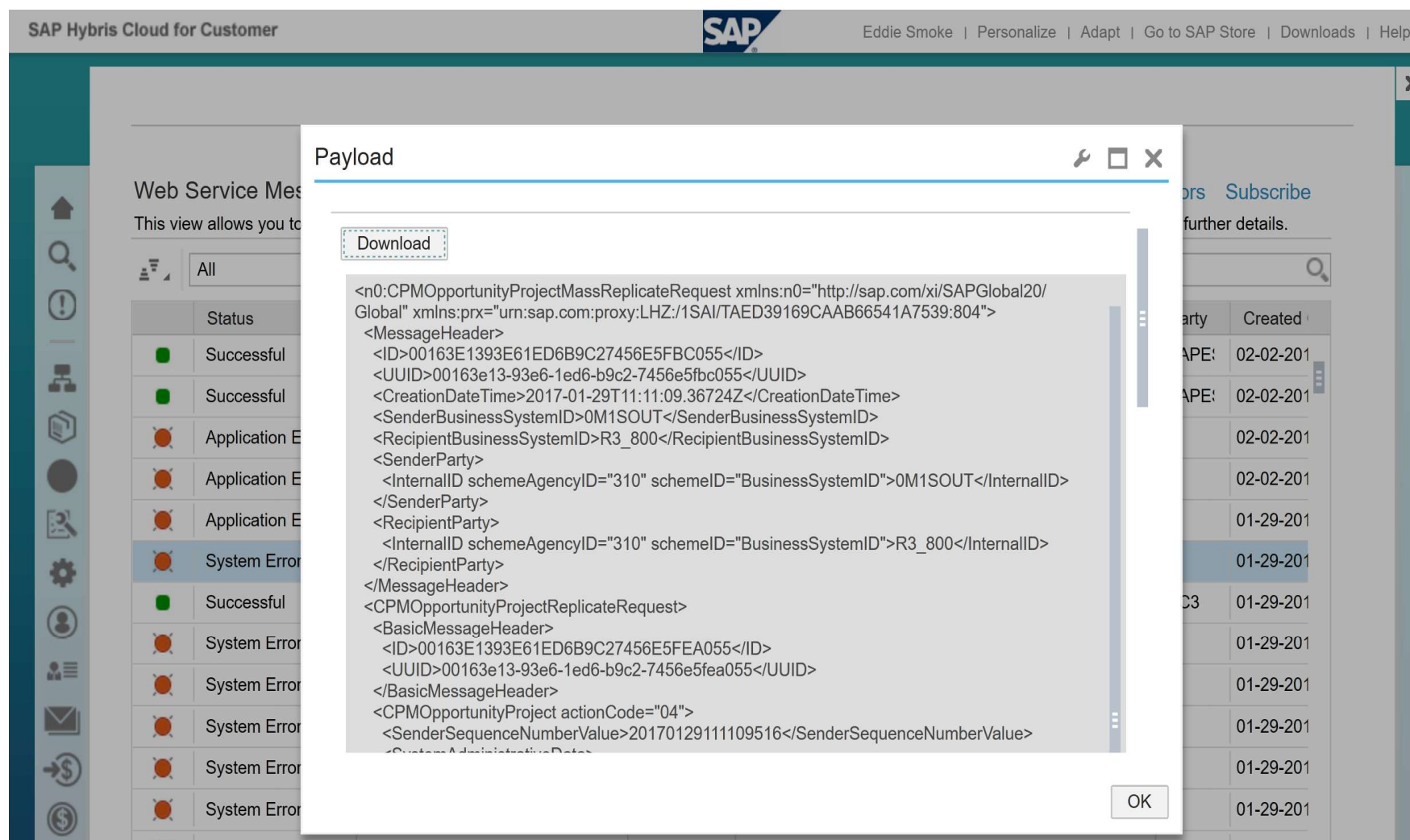
- Error Log
Error Log display displayed a message to indicate what happen with your message.

On that message, it kind obviously, the service executed it is unavailable.



➤ Payload

This option it is used to display the web service request used to insert or modified some data on C4C.



Important: On this message, it's return some errors and there are some actions to identify what happens with it.

Of course, every problem faced during a project have a different approach but there mainly actions to start an analysis.

- Take this request try to used SOAPUI to abstract the C4C of the problem.
- If you are using SAP on Premise, access SOAP PO/PI with transaction SXMB_MONI. On this transaction, it is possible to see if the SAP on Premise it is trying to do something wrong.

1.4. Export the messages to Excel

It is possible to export the message displayed to Excel, permitting better analyze what happen with the integration.

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Web Service Message Monitoring

View | Export | Restart | Cancel | Refresh | Export with errors | Subscribe

This view allows you to monitor and process incoming and outgoing messages. Select a message to display further details.

All

Find...

| | Status | Executed On | Direction | Service Interface | Party | Created |
|--|-------------------|----------------------------|-----------|--|-------|------------|
| | Successful | 02-02-2017 07:51:07 AM PST | Incoming | ServiceRequestingIn | SAPE! | 02-02-2017 |
| | Successful | 02-02-2017 07:47:56 AM PST | Incoming | ServiceRequestingIn | SAPE! | 02-02-2017 |
| | Application Error | 02-02-2017 06:41:03 AM PST | Outgoing | Account360 | | 02-02-2017 |
| | Application Error | 02-02-2017 06:39:10 AM PST | Outgoing | Account360 | | 02-02-2017 |
| | Application Error | 01-29-2017 08:50:15 AM PST | Outgoing | Account360 | | 01-29-2017 |
| | System Error | 01-29-2017 03:12:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | | 01-29-2017 |
| | Successful | 01-29-2017 03:11:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | EC3 | 01-29-2017 |
| | System Error | 01-29-2017 02:32:44 AM PST | Outgoing | BusinessPartnerERPContactAddressReplicationOut | | 01-29-2017 |
| | System Error | 01-29-2017 02:32:42 AM PST | Outgoing | BusinessPartnerERPReplicationOut | | 01-29-2017 |

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Web Service Message Monitoring (All)

Last Updated On: 02-06-2017 05:01:24 AM

| PROCESSINGSTATUSCODE | Status | Executed On | Direction | Service Interface | Party | Created On | Error Text |
|-----------------------|-----------------------|------------------------|-----------|--|-------|------------------------|---|
| 3 - Application Error | 3 - Application Error | 01-02-2017 07:36:09 PM | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | EC3 | 01-02-2017 07:36:07 PM | CM_MBF_OPA_TRANSF_DEF:An exception occurred.External code for LanguageCode E of Map Group 03 could not be determined |
| 3 - Application Error | 3 - Application Error | 02-02-2017 06:39:10 AM | Outgoing | Account360 | | 02-02-2017 06:39:10 AM | HTTP Code: 503 (Service Unavailable) |
| 3 - Application Error | 3 - Application Error | 12-18-2016 07:23:48 PM | Outgoing | SalesOrderPricingInformationRequestingOut | | 12-18-2016 07:23:48 PM | HTTP Code: 503 (Service Temporarily Unavailable) |
| 4 - System Error | 4 - System Error | 12-18-2016 07:22:03 PM | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | | 12-18-2016 07:18:53 PM | SRT: HTTP error: ("HTTP Code 503: Service Temporarily Unavailable - Details see in error log of transaction SRTUTIL") |
| 3 - Application Error | 3 - Application Error | 11-13-2016 08:06:05 PM | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | EC3 | 11-13-2016 08:06:03 PM | CM_MBF_OPA_TRANSF_DEF:例外が発生しました.LanguageCode P マップグループ 03 の外部コードを決定できませんでした |
| 3 - Application Error | 3 - Application Error | 12-18-2016 07:23:48 PM | Outgoing | SalesOrderPricingInformationRequestingOut | | 12-18-2016 07:23:48 PM | HTTP Code: 503 (Service Temporarily Unavailable) |

1.5. Restart messages

When you finished analyze or fixed the problem you can restart the message(s), and actions like that don't bring inconsistency data on environments involved on this process integration.

Web Service Message Monitoring

View | Export | Restart | Cancel | Refresh | Export with errors | Subscribe

This view allows you to monitor and process incoming and outgoing messages in an integrated system.

All

Selected

Based on filter criteria

Find...

| Status | Executed On | Direction | Service Interface | Party | Created |
|-------------------|----------------------------|-----------|--|-------|------------|
| Successful | 02-02-2017 07:51:07 AM PST | Incoming | ServiceRequestingIn | SAPE | 02-02-2017 |
| Successful | 02-02-2017 07:47:56 AM PST | Incoming | ServiceRequestingIn | SAPE | 02-02-2017 |
| Application Error | 02-02-2017 06:41:03 AM PST | Outgoing | Account360 | | 02-02-2017 |
| Application Error | 02-02-2017 06:39:10 AM PST | Outgoing | Account360 | | 02-02-2017 |
| Application Error | 01-29-2017 08:50:15 AM PST | Outgoing | Account360 | | 01-29-2017 |
| System Error | 01-29-2017 03:12:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | | 01-29-2017 |
| Successful | 01-29-2017 03:11:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | EC3 | 01-29-2017 |

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1.6. Cancel messages

On this options is allowed cancel selected messages or based on some specific criteria.

Web Service Message Monitoring

View | Export | Restart | Cancel | Refresh | Export with errors | Subscribe

This view allows you to monitor and process incoming and outgoing messages in an integrated system.

All

Selected

Based on filter criteria

Find...

| Status | Executed On | Direction | Service Interface | Party | Created |
|-------------------|----------------------------|-----------|--|-------|------------|
| Successful | 02-02-2017 07:51:07 AM PST | Incoming | ServiceRequestingIn | SAPE | 02-02-2017 |
| Successful | 02-02-2017 07:47:56 AM PST | Incoming | ServiceRequestingIn | SAPE | 02-02-2017 |
| Application Error | 02-02-2017 06:41:03 AM PST | Outgoing | Account360 | | 02-02-2017 |
| Application Error | 02-02-2017 06:39:10 AM PST | Outgoing | Account360 | | 02-02-2017 |
| Application Error | 01-29-2017 08:50:15 AM PST | Outgoing | Account360 | | 01-29-2017 |
| System Error | 01-29-2017 03:12:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | | 01-29-2017 |
| Successful | 01-29-2017 03:11:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | EC3 | 01-29-2017 |
| System Error | 01-29-2017 02:32:44 AM PST | Outgoing | BusinessPartnerERPContactAddressReplicationOut | | 01-29-2017 |
| System Error | 01-29-2017 02:32:42 AM PST | Outgoing | BusinessPartnerERPReplicationOut | | 01-29-2017 |
| System Error | 01-29-2017 02:32:41 AM PST | Outgoing | BusinessPartnerERPAddressReplicationOut | | 01-29-2017 |
| System Error | 01-29-2017 02:32:40 AM PST | Outgoing | BusinessPartnerERPContactAddressReplicationOut | | 01-29-2017 |

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1.7. Export with errors

This options it is used to export every error message displayed to a CSV file to help you analyze the problems on the environment.

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Messages

Web Service Message Monitoring

View | Export | Restart | Cancel | Refresh | Export with errors | Subscribe

This view allows you to monitor and process incoming and outgoing messages in an integrated system landscape. Select a message to display further details.

All

Find...

| | Status | Executed On | Direction | Service Interface | Party | Created |
|---|-------------------|----------------------------|-----------|--|--------|----------------------------|
| ■ | Successful | 02-02-2017 07:51:07 AM PST | Incoming | ServiceRequestingIn | SAPESD | 02-02-2017 07:51:07 AM PST |
| ■ | Successful | 02-02-2017 07:47:56 AM PST | Incoming | ServiceRequestingIn | SAPESD | 02-02-2017 07:47:56 AM PST |
| ■ | Application Error | 02-02-2017 06:41:03 AM PST | Outgoing | Account360 | | 02-02-2017 06:41:03 AM PST |
| ■ | Application Error | 02-02-2017 06:39:10 AM PST | Outgoing | Account360 | | 02-02-2017 06:39:10 AM PST |
| ■ | Application Error | 01-29-2017 08:50:15 AM PST | Outgoing | Account360 | | 01-29-2017 08:50:15 AM PST |
| ■ | System Error | 01-29-2017 03:12:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | | 01-29-2017 03:12:10 AM PST |
| ■ | Successful | 01-29-2017 03:11:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | EC3 | 01-29-2017 03:11:10 AM PST |
| ■ | System Error | 01-29-2017 02:32:44 AM PST | Outgoing | BusinessPartnerERPContactAddressReplicationOut | | 01-29-2017 02:32:44 AM PST |
| ■ | System Error | 01-29-2017 02:32:42 AM PST | Outgoing | BusinessPartnerERPReplicationOut | | 01-29-2017 02:32:42 AM PST |
| ■ | System Error | 01-29-2017 02:32:41 AM PST | Outgoing | BusinessPartnerERPAddressReplicationOut | | 01-29-2017 02:32:41 AM PST |

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|----|--|-----------------------------|--------------------|-----------|---|--------------------------------|-----------------------------------|------------------------------------|---|---|---|---|---|---|---|---|---|---|
| A1 | Message ID,Executed On,Status,Direction,Service Interface,Created On,Party,Remote Object ID,"Error Text" | | | | | | | | | | | | | | | | | |
| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R |
| 1 | Message ID,Executed On,Status,Direction,Service Interface,Created On,Party,Remote Object ID,"Error Text" | | | | | | | | | | | | | | | | | |
| 2 | 00163E1393E61ED6B4ACB850F89C234F, | 01-02-2017 07:36:09 PM PST, | Application Error, | Outgoing, | CPMOpportunityProjectReplicationSelfInitiatedOut, | 01-02-2017 07:36:07 PM PST, | EC3,, | "External code for | | | | | | | | | | |
| 3 | 00163E1393E61ED6BAAA6DB868F0E37, | 02-02-2017 06:39:10 AM PST, | Application Error, | Outgoing, | Account360, | 02-02-2017 06:39:10 AM PST,,," | | | | | | | | | | | | |
| 4 | 00163E1393E61ED6B1B34387BABA1330, | 12-18-2016 07:23:48 PM PST, | Application Error, | Outgoing, | SalesOrderPricingInformationRequestingOut, | 12-18-2016 07:23:48 PM PST,,," | | | | | | | | | | | | |
| 5 | 00163E1393E61ED6B1B33BC7245BB310, | 12-18-2016 07:22:03 PM PST, | System Error, | Outgoing, | CPMOpportunityProjectReplicationSelfInitiatedOut, | 12-18-2016 07:18:53 PM PST,,," | | | | | | | | | | | | |
| 6 | 00163E1393E61ED6AAC3F5005C61B282, | 11-13-2016 08:06:05 PM PST, | Application Error, | Outgoing, | CPMOpportunityProjectReplicationSelfInitiatedOut, | 11-13-2016 08:06:03 PM PST, | EC3,, | "LanguageCode P | | | | | | | | | | |
| 7 | 00163E1393E61ED6B1B3718E1AAC145E, | 12-18-2016 07:34:04 PM PST, | Application Error, | Outgoing, | SalesOrderPricingInformationRequestingOut, | 12-18-2016 07:34:04 PM PST,,," | | | | | | | | | | | | |
| 8 | 00163E1393E61ED6A8F3E29AFA86D988, | 11-05-2016 02:33:42 PM PST, | System Error, | Outgoing, | BusinessPartnerERPReplicationOut, | 11-05-2016 02:30:32 PM PST,,," | 700001802," | | | | | | | | | | | |
| 9 | 00163E1393E61ED6A8F3E29BD938D988, | 11-05-2016 02:33:42 PM PST, | System Error, | Outgoing, | BusinessPartnerERPAddressReplicationOut, | 11-05-2016 02:30:32 PM PST,,," | 700001802," | | | | | | | | | | | |
| 10 | 00163E1393E61EE6B1B5925AF2C0E1FE, | 12-18-2016 09:35:57 PM PST, | Application Error, | Outgoing, | QueryCustomerQuoteBasicDataOut, | 12-18-2016 09:35:57 PM PST,,," | | | | | | | | | | | | |
| 11 | 00163E1393E61EE6B1B5A09391DD4226, | 12-18-2016 09:39:08 PM PST, | Application Error, | Outgoing, | QuerySalesOrderBasicDataOut, | 12-18-2016 09:39:08 PM PST,,," | | | | | | | | | | | | |
| 12 | 00163E1393E61ED6A8F3F437A4FA9A2A, | 11-05-2016 02:37:38 PM PST, | System Error, | Outgoing, | BusinessPartnerERPReplicationOut, | 11-05-2016 02:34:29 PM PST,,," | 700001802," | | | | | | | | | | | |
| 13 | 00163E1393E61ED6A8F3F438EA319A2A, | 11-05-2016 02:37:38 PM PST, | System Error, | Outgoing, | BusinessPartnerERPAddressReplicationOut, | 11-05-2016 02:34:29 PM PST,,," | 700001802," | | | | | | | | | | | |
| 14 | 00163E1393E61ED6A8F3BC15347E586B, | 11-05-2016 02:25:06 PM PST, | System Error, | Outgoing, | BusinessPartnerERPReplicationOut, | 11-05-2016 02:21:55 PM PST,,," | 700001801," | | | | | | | | | | | |
| 15 | 00163E1393E61ED6A8F3BC163F05986B, | 11-05-2016 02:25:06 PM PST, | System Error, | Outgoing, | BusinessPartnerERPAddressReplicationOut, | 11-05-2016 02:21:55 PM PST,,," | 700001801," | | | | | | | | | | | |
| 16 | 00163E1393E61EE6B1B5C00513D5A328, | 12-18-2016 09:46:10 PM PST, | Application Error, | Outgoing, | DocumentPrintPreviewRequestingOut, | 12-18-2016 09:46:10 PM PST,,," | | | | | | | | | | | | |
| 17 | 00163E1393E61ED6BAAA6F66EB5EEE4C, | 02-02-2017 06:41:03 AM PST, | Application Error, | Outgoing, | Account360, | 02-02-2017 06:41:03 AM PST,,," | | | | | | | | | | | | |
| 18 | 00163E1393E61ED6A8F416BF67889B01, | 11-05-2016 02:45:22 PM PST, | System Error, | Outgoing, | BusinessPartnerERPAddressReplicationOut, | 11-05-2016 02:42:12 PM PST,,," | 700001802," | | | | | | | | | | | |
| 19 | 00163E1393E61ED6A8F416C05EC29B01, | 11-05-2016 02:45:22 PM PST, | System Error, | Outgoing, | BusinessPartnerERPReplicationOut, | 11-05-2016 02:42:12 PM PST,,," | 700001802," | | | | | | | | | | | |
| 20 | 00163E1393E61ED6A8F4AB89FD80DEFC, | 11-05-2016 03:15:34 PM PST, | Application Error, | Outgoing, | BusinessPartnerERPReplicationOut, | 11-05-2016 03:15:32 PM PST, | EC3," | "External code for BusinessPartne | | | | | | | | | | |
| 21 | 00163E1393E61ED6BAABDD3895F73727, | 02-02-2017 07:47:56 AM PST, | Successful, | Incoming, | ServiceRequestingIn, | 02-02-2017 07:47:34 AM PST, | SAPESD_StandardBasedGroupware,,," | | | | | | | | | | | |
| 22 | 00163E1393E61ED6A8F4ABE08BA25EFC, | 11-05-2016 03:18:44 PM PST, | System Error, | Outgoing, | BusinessPartnerERPAddressReplicationOut, | 11-05-2016 03:15:34 PM PST,,," | 700001803," | | | | | | | | | | | |
| 23 | 00163E1393E61ED6A8F4B47177C3DF26, | 11-05-2016 03:17:32 PM PST, | Application Error, | Outgoing, | BusinessPartnerERPReplicationOut, | 11-05-2016 03:17:30 PM PST, | EC3," | "External code for BusinessPartner | | | | | | | | | | |
| 24 | 00163E1393E61ED6B1BCFE6EBEDAD0F5, | 12-19-2016 04:40:59 AM PST, | System Error, | Outgoing, | BusinessPartnerERPAddressReplicationOut, | 12-19-2016 04:37:49 AM PST,,," | 700001825," | | | | | | | | | | | |
| 25 | 00163E1393E61ED6A8F4B4A718EC9F26, | 11-05-2016 03:20:41 PM PST, | System Error, | Outgoing, | BusinessPartnerERPAddressReplicationOut, | 11-05-2016 03:17:32 PM PST,,," | 700001803," | | | | | | | | | | | |
| 26 | 00163E1393E61ED6B1BCFE6F979410F5, | 12-19-2016 04:40:59 AM PST, | System Error, | Outgoing, | BusinessPartnerERPReplicationOut, | 12-19-2016 04:37:49 AM PST,,," | 700001825," | | | | | | | | | | | |
| 27 | 00163E1393E61ED6BAABEC6B31C2B74E, | 02-02-2017 07:51:07 AM PST, | Successful, | Incoming, | ServiceRequestingIn, | 02-02-2017 07:50:58 AM PST, | SAPESD_StandardBasedGroupware,,," | | | | | | | | | | | |
| 28 | 00163E1393E61ED6A8F4BA5452059F8E, | 11-05-2016 03:21:58 PM PST, | System Error, | Outgoing, | BusinessPartnerERPAddressReplicationOut, | 11-05-2016 03:18:48 PM PST,,," | 500000551," | | | | | | | | | | | |

1.8. Subscribe

Subscribe allow you to receive emails when problems occur on problem.

Web Service Message Monitoring

View | Export | Restart | Cancel | Refresh | Export with errors | Subscribe

This view allows you to monitor and process incoming and outgoing messages in an integrated system landscape. Select a message to display further details.

All

Find...

| | Status | Executed On | Direction | Service Interface | Party | Created |
|---|-------------------|----------------------------|-----------|--|-------|-----------|
| ■ | Successful | 02-02-2017 07:51:07 AM PST | Incoming | ServiceRequestingIn | SAPE: | 02-02-201 |
| ■ | Successful | 02-02-2017 07:47:56 AM PST | Incoming | ServiceRequestingIn | SAPE: | 02-02-201 |
| ■ | Application Error | 02-02-2017 06:41:03 AM PST | Outgoing | Account360 | | 02-02-201 |
| ■ | Application Error | 02-02-2017 06:39:10 AM PST | Outgoing | Account360 | | 02-02-201 |
| ■ | Application Error | 01-29-2017 08:50:15 AM PST | Outgoing | Account360 | | 01-29-201 |
| ■ | System Error | 01-29-2017 03:12:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | | 01-29-201 |
| ■ | Successful | 01-29-2017 03:11:10 AM PST | Outgoing | CPMOpportunityProjectReplicationSelfInitiatedOut | EC3 | 01-29-201 |
| ■ | System Error | 01-29-2017 02:32:44 AM PST | Outgoing | BusinessPartnerERPContactAddressReplicationOut | | 01-29-201 |
| ■ | System Error | 01-29-2017 02:32:42 AM PST | Outgoing | BusinessPartnerERPReplicationOut | | 01-29-201 |

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The system use your email updated on Users Data’