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Customization Guide - SAP C/4hana

Version

This article was created by SAP Marketing Cloud (1908) Version

Brief Description

I am passionate about system integration, that's why I have spoken so much about SAP's and non-SAP integration so far. I truly believe the power of C4hana is to know how to work with Marketing, C4Sales, C4Services, Qualtrics, Customer Data, Ecommerce and know how to make the best of each one.

This document details the monitoring of the inbound messages coming from SAP S4hana, as Business Partners, Material, Sales Orders, Sales Quotes, etc.

SAP Marketing Cloud has some tools to monitor the inbound messages and I will show you how to make the best of those functionalities.

I hope you enjoy it!!

Author

Cláudio Goulart has been working since 1992 with the implementation of corporate solutions. Since 1999, he began his career with CRM deployments, with the most widely used Market Suites such as Vantive, PeopleSoft and Siebel. And since 2006, it has been active with SAP CRM on Premise (Interaction Center, Services, Sales, Marketing and Middleware with ECC)

Specialist in evaluation, process definition, and adherence of customer needs to SAP S4hana on Premise and Cloud solutions C4Hana.

Extensive knowledge in implementations of SAP S4hana and C4hana solutions in the areas of Call Center, Services, Marketing and Sales.

Experienced integrator of SAP on Premise Solutions (S4Hana CRM) and SAP C4Hana (Sales, Services, Marketing and Qualtrics), using SAP Cloud Platform to integrate S4hana process. and SOA Architecture.

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1. Customization

1.1. Overview

This document will provide specific knowledge of how to monitor inbound message from SAP S4hana, and how to identify possible problems and how to react during the data replication into SAP Marketing Cloud.

1.2. Replicating data from S4hana

The objective of this document is to teach how to replicate data from SAP S4hana into Marketing Cloud. However, to demonstrate data replication monitoring is necessary to do it. So, let's do it.

Replicating data manually to Marketing Cloud

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SAP

Send Material

Save as Variant...

Get Variant...

More ▾

Material:

to:

Class:

to:

* Message Type (Standard):

Logical system:

Send material in full: ☐

Parallel processing

Server group:

Number of materials per proces:

<input type="text"/>	Refrescar	Desplegar	Comprimir	Activar ajuste de columnas automático	Más ▾
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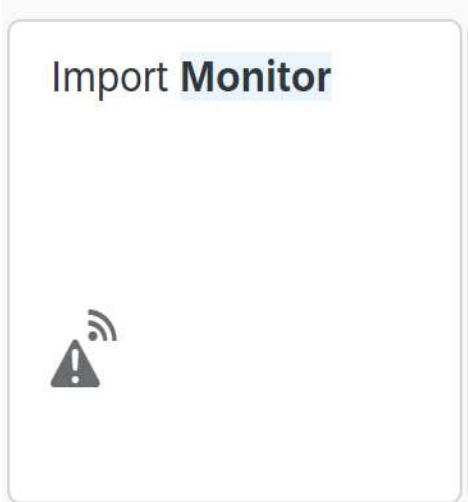
IDOCs	Ctd.
✓ IDOCs selec.	00003593
✓ IDOCs salient.	00002251
> /ICS/PO_RECEIPTS	00000013
> /ICS/STO_RECEIPTS	00000093
> COD_EQUIPMENT_SAVI	00000051
> COD_REPLICATE_SALE	00001431
✓ MATMAS	00000001
Status 3	00000001
> MATMAS_CFS	00000662
✓ IDOCs entrant.	00001342
> /ICS/MMPOLICY	00000046
> COD_CONFIRM_CREATI	00001293
> SALESORDER_CREATE	00000003

IDOCs salient. MATMAS										
Número IDOC	Segm.	Status	Grupo	Interl.	Tipo base	Fecha creación	Ho.creación	Tp.mensaj	Sentido	Puerta
0000000025585104		5 03	LS/	/0M2IOQ5	MATMAS05	09.11.2019	11:18:07	MATMAS	Salida	0M2IOQ5_04

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1.3. Monitoring data replication into SAP Marketing Cloud

After the data replicated from S4hana, passing through SAP Cloud Platform Integration, the message arrives in SAP Marketing Cloud. Arriving in SAP Marketing Cloud, it's a good thing to check the data imported from S4hana. Then, Check the Import Monitor functionality.



There are on this functionality 3 options “In Process”, “Error”, “Success”.

- On the “In Process” list, there are the Inbound Messages waiting in the line to be processed by Marketing Cloud.
- On the “Error” list, there are the Inbound Messages processed and something unknown so far, an error came up.
- On the “Success” list, there are the Inbound Messages already processed successfully.

- On the "In Process", the inbound messages are waiting to be processed, and there are so much things to do at this moment.

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SAP

Import Monitor ▾

Marketing Cloud

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Notifications (198232)

Search

Q

In Process

Error

Success

API for Marketing Product

1

Size

09.11.2019, 11:23:20

In Process

API for Marketing Product

1

Size

09.11.2019, 11:21:20

In Process

API for Marketing Product

1

Size

09.11.2019, 11:21:16

In Process

API for Marketing Product

4

Size

09.11.2019, 11:18:10

In Process

API for Marketing Product

1

Size

09.11.2019, 11:05:14

In Process

Import Notification

API for Marketing Product

Import Notification

Timestamps

Status

Interface: OData

Service Name: API_MKT_PRODUCT_SRV

Source System: FRPCLNT300

Source System Type: SAP_S4OP

Created By: CC0000000001

Reference: 00163E79A0081EDA80E1A7

Message ID: 8AD14A240D

Force Synchronous Processing: No

External: 09.11.2019, 11:23:20

External (UTC): 09.11.2019, 16:23:20

Created: 09.11.2019, 11:23:20

Changed: 09.11.2019, 11:23:20

Status: In Process

i

Messages

No messages found

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On the “Error” list, all error messages are listed, at this moment the challenge is found out what message belongs to your process. Then I usually processed the data change into the origin system (In our case S4hana) and monitor now the inbound message. Because in the real environment, there are many messages been sending into Marketing Cloud.

There are some actions that you can take:

- Check which data are been sent into Marketing Cloud
- Discard a specific message or everything
- Restart the message
- An error message appearing to help you check what is happening with it.

The screenshot shows the SAP Import Monitor interface for Marketing Cloud. The left sidebar displays a list of notifications under the 'Error' tab. The main panel shows details for a specific notification: 'Generic Import of Business Partners'. The notification is in 'Error' status, with 4 successful entries and 1 error. The error message is: 'Update of SAP_S4_CONTACT-0000000000 data with 'SAP_S4_BUPA-1211194' rejected; contact already has ID'. The interface includes buttons for 'Restart', 'Discard', and 'Link'.

Import Notification	Timestamps	Status
Interface: OData	External: 09.11.2019, 11:26:07	Status: Error
Service Name: CUAN_BUSINESS_PARTNER_IMPORT	External (UTC): 09.11.2019, 16:26:07	Successful: 4
Source System: BS_FRPCLNT300	Created: 09.11.2019, 11:26:07	Number of Errors: 1
Source System Type: SAP_S4_OnPrem	Changed: 09.11.2019, 11:26:12	
Created By: CC0000000001		
Reference Message ID: 00163E663E401EDA80E1B4000E309BBA		
Force Synchronous Processing: No		

On the “Success” list there are all messages already processed into Marketing Cloud, and there are not so much things to do right now.

The screenshot shows the SAP Import Monitor interface for Marketing Cloud, displaying the 'Success' tab. The left sidebar shows a list of notifications under the 'Success' tab. The main panel shows details for a specific notification: 'Generic Import of Business Partners'. The notification is in 'Success' status, with 6 successful entries. The interface includes buttons for 'Restart', 'Discard', and 'Link'.

Import Notification	Timestamps	Status
Interface: OData	External: 09.11.2019, 11:26:08	Status: Success
Service Name: CUAN_BUSINESS_PARTNER_IMPORT	External (UTC): 09.11.2019, 16:26:08	Successful: 6
Source System: BS_FRPCLNT300	Created: 09.11.2019, 11:26:08	
Source System Type: SAP_S4_OnPrem	Changed: 09.11.2019, 11:26:15	
Created By: CC0000000001		
Reference Message ID: 00163E663E401EDA80E1B4000E2F7BBA		
Force Synchronous Processing: No		

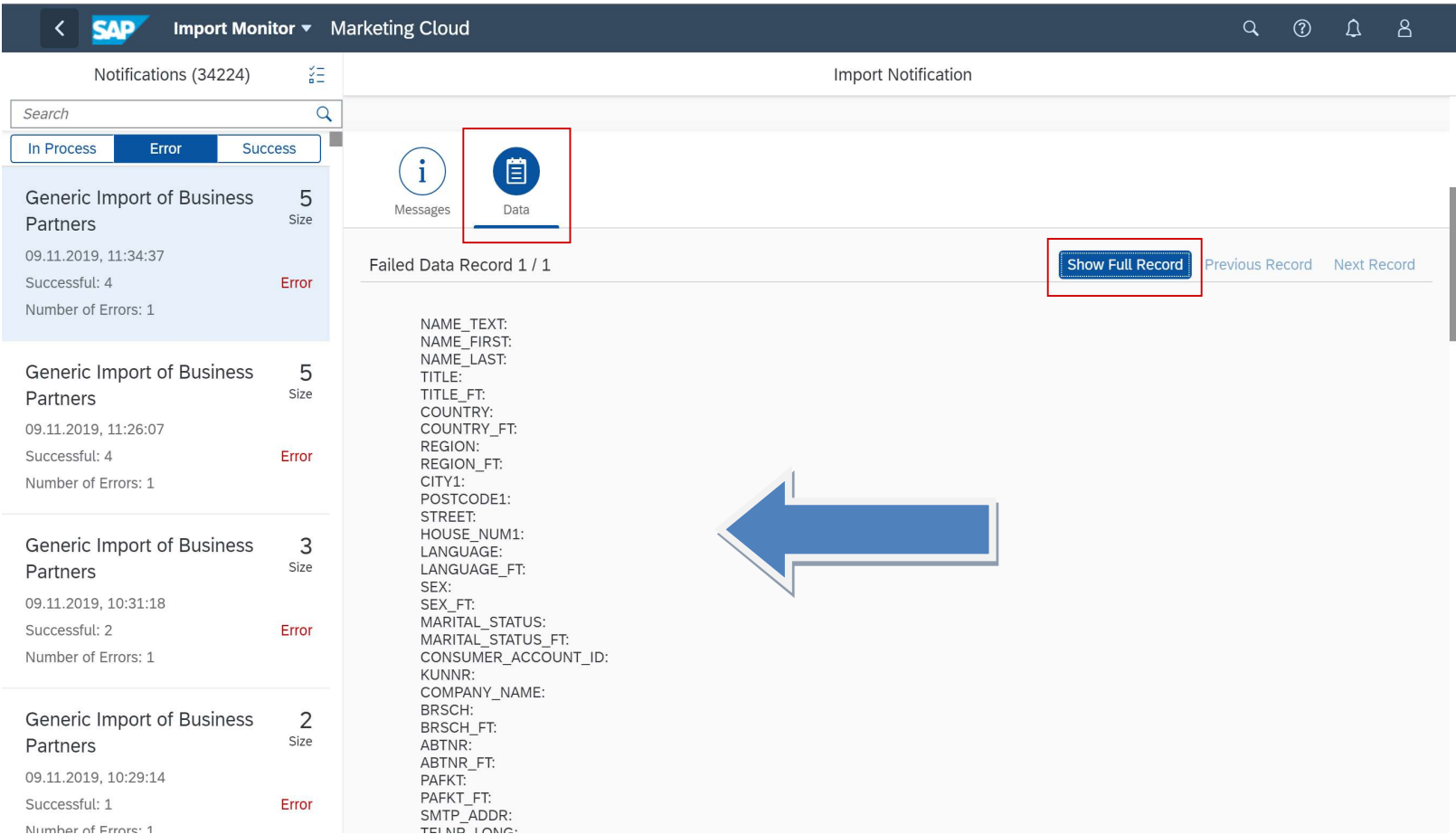
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1.4. Evaluating the replicated data into Import Monitor

Let’s imagine that a problem occurred during your data replication, and you need to check every data reached Marketing Cloud.

Then, in Import Monitor is possible to do it! Select your message, click on the button “Data”, and then the button “Show full Record”.

Below there is an example for payload arriving in Marketing Cloud.



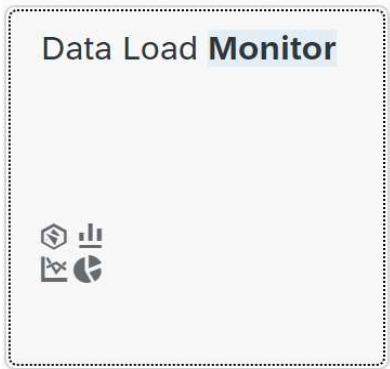
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1.5. Using Data Load Monitor to consolidate all Inbound data replication

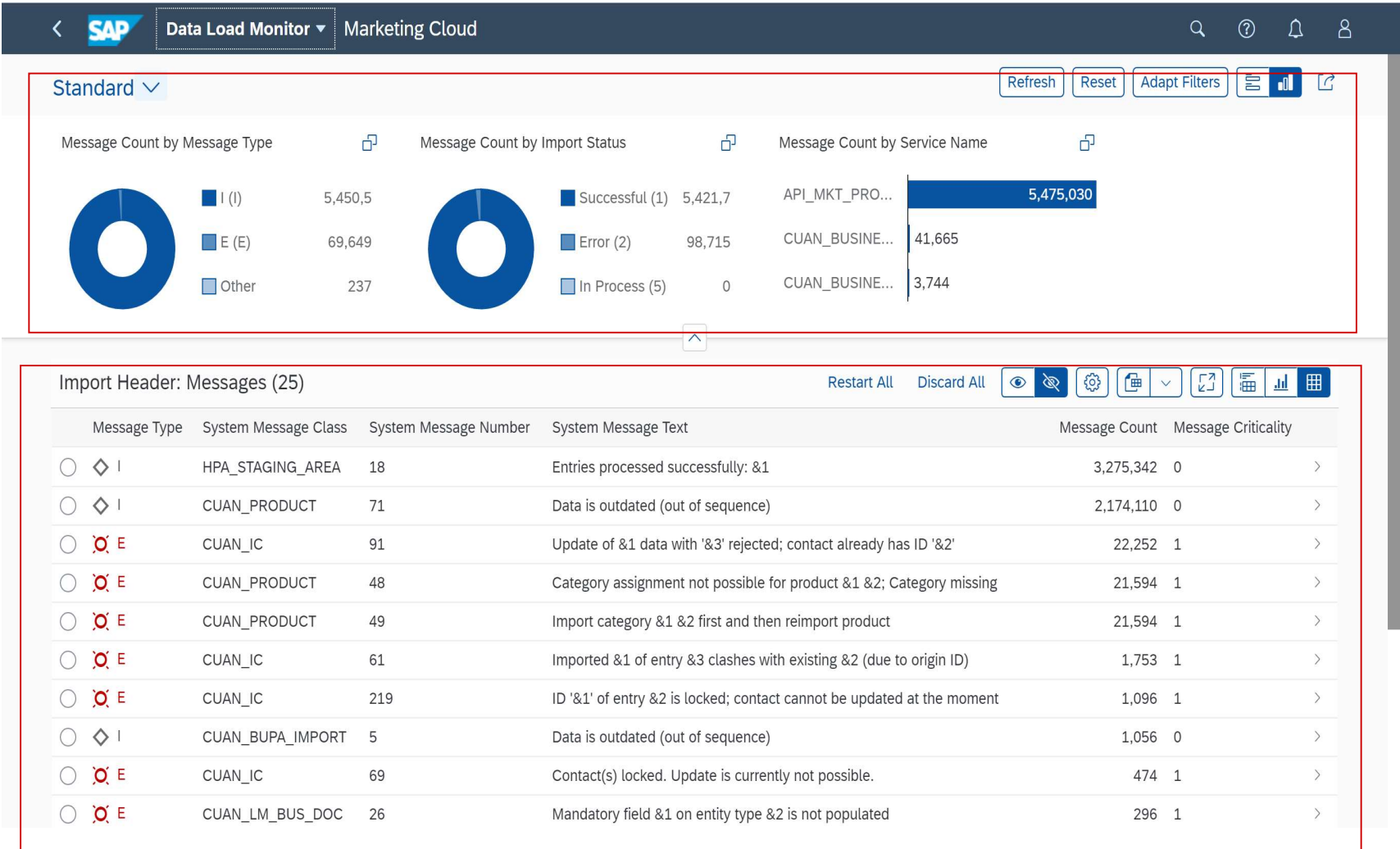
A data could be replicated into Marketing Cloud using SAP Cloud Platform, replicating data automatically from your origin system, and from upload files directly into Marketing Cloud without integration.

There a functionality, and particularly I like it very much. It is “Data Load Monitor”. This tool can consolidate every message error and data replication error occurred during the integration.

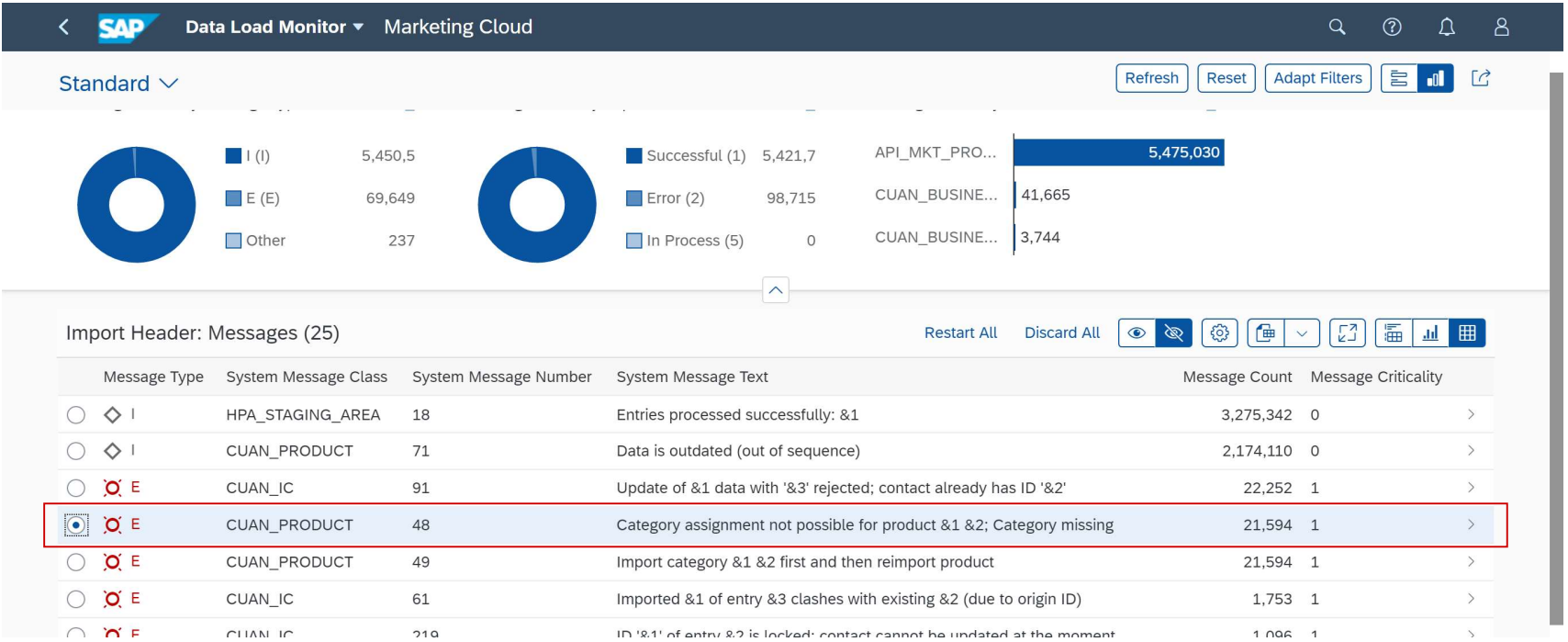


On this functionality, you have a graphic showing Information, Errors and Others type of messages and much more.

Also is possible to identify how many inbound messages by errors



I will choose a specific message and click on it. It's possible to check all error messages assigned to this error.



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Now, I have all error inbound messages assigned into this error “048 – Category Assignment not possible for product &1 &2; Category Missing”.

Now, I need to check which category was rejected by the system. Then I will click on the link “Show Preview”

SAP

Data Load Monitor

Marketing Cloud

Detail Messages

Message Selection

Message Type: E

Message Class: CUAN_PRODUCT

Message Number: 048

Message Text: Category assignment not possible for product &1 &2; Category missing

048 - Category assignment not possible for product &1 &2; Category missing

No further diagnostic information available for this message.

21594 Imports contain this message

Count	Import Header	Message Class	Source	User	Creation Date/T...	Reference Message ID	Preview Data
1	00163e87-0074-1ed9-b1ba-8433a9c...	CUAN_PRODUCT		CC00000000001	23.08.2019, 13:30:50	00163E663E401ED9B1BA...	Show Preview
1	00163e87-0074-1ed9-b1ba-9552d3c...	CUAN_PRODUCT		CC00000000001	23.08.2019, 13:34:39	00163E663E401ED9B1BA...	Show Preview
1	00163e87-0074-1ed9-b1ba-96ce44d...	CUAN_PRODUCT		CC00000000001	23.08.2019, 13:35:00	00163E663E401ED9B1BA...	Show Preview
1	00163e87-0074-1ed9-b1ba-a95607...	CUAN_PRODUCT		CC00000000001	23.08.2019, 13:39:08	00163E79A0081EE9B1BA...	Show Preview
1	00163e87-0074-1ed9-b1bb-3d42ea...	CUAN_PRODUCT		CC00000000001	23.08.2019, 14:12:14	00163E79A0081ED9B1B...	Show Preview
1	00163e87-0074-1ed9-b1bb-7e925a...	CUAN_PRODUCT		CC00000000001	23.08.2019, 14:26:51	00163E79A0081ED9B1B...	Show Preview
1	00163e87-0074-1ed9-b1bb-815919f...	CUAN_PRODUCT		CC00000000001	23.08.2019, 14:27:27	00163E79A0081ED9B1B...	Show Preview
1	00163e87-0074-1ed9-b1bc-47f6e66...	CUAN_PRODUCT		CC00000000001	23.08.2019, 15:11:54	00163E79A0081ED9B1B...	Show Preview
1	00163e87-0074-1ed9-b1bc-b1497c5...	CUAN_PRODUCT		CC00000000001	23.08.2019, 15:35:27	00163E79A0081ED9B1B...	Show Preview

Now, I see all payload sent to Marketing Cloud. Then, I will check my configuration and restart the inbound message.

Data Preview

Import: 00163e87-0074-1ed9-b1ba-8433a9c24021

Failed Data Record (1)

Successful Data Record (0)

Failed Data Record 1 / 1

Show Full Record

Previous Record

Next Record

PRODUCT_ORIGIN: SAP_S4H_PRODUCT

PRODUCT_ID: Y14370125

HIERARCHY_ID: S4HANA

CATEGORY_ID: NN

PARENT_CATEGORY_ID:

CUAN_E_PROD_CAT:

CUAN_E_PCAT_TR:

SEQUENCE_ID: SAP_S4_PRODUCT

SEQUENCE_NUMBER: 00000000000000000000

REQUEST_TIMESTAMP: 20190823183046.0

EXT_DOCUMENT_ID:

EXT_REFERENCE_ID: 00163E663E401ED9B1BA83F487997D51

OPERATION_NO: 4

IS_DELETED:

That’s it! I hope you enjoy this document, see you next article.