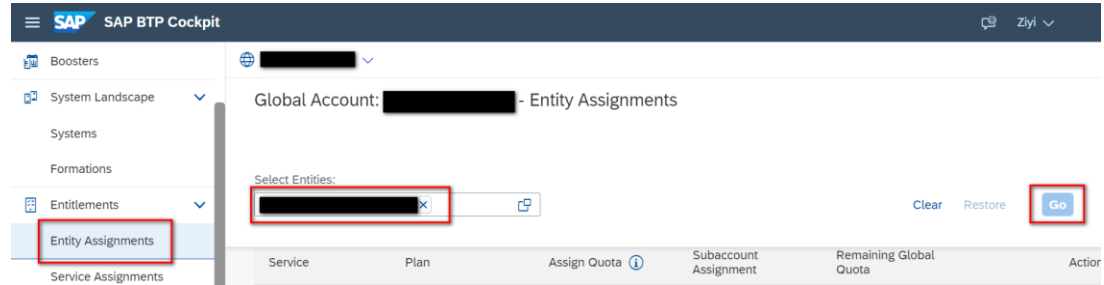**FAQs for Template Code Implementation**

1. **How to add quotas for portal service and application runtime?**
   Go to your **global account** and select Entitlements -> Entity Assignments
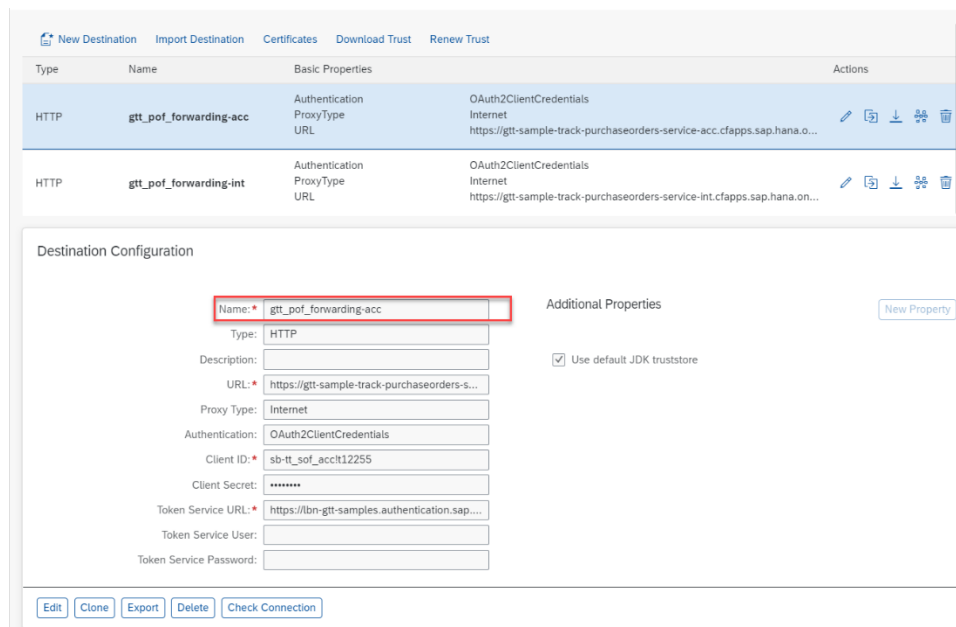   Select the subaccount that GTT template apps will be deployed in.

   Add at least 2 units for "Cloud Foundry Runtime" and 1 unit for "Portal Services".

Cloud Foundry Runtime	MEMORY	✓	20 units	0 units
Portal Services	site	✓	2 units	0 units

   Ask the global account administrator to do this if you are not authorized.

2. **Run backend service error in SAP BTP cockpit.**
   Please double check that you have correctly specified the name of the Destination Service and the GTT Base URL.

New Destination   Import Destination   Certificates   Download Trust   Renew Trust

Type	Name	Basic Properties		Actions
HTTP	gtt_core_engine_flp_base_url-acc	Authentication ProxyType URL	BasicAuthentication Internet https://lbn-gtt-samples.gtt-flp-lbnplatform-acc.cfapps.sap.hana.ondem...	✎ ⤢ ↓ ⬚ 🗑

Destination Configuration

Name:* gtt_core_engine_flp_base_url-acc
Type: HTTP
Description:
URL:* https://lbn-gtt-samples.gtt-flp-lbnplatform-...
Proxy Type: Internet
Authentication: BasicAuthentication
User:* gtt_sof_tech02@163.com
Password: ••••••••

Additional Properties   New Property

☑ Use default JDK truststore

Edit   Clone   Export   Delete   Check Connection

3. **Build UI / FLP / Service failed.**

Please double check the following:

- Built the MTAR file using an **English** MS-Windows environment
- Recommended version for building following UI apps:
  Track Sales Orders Fulfillment UI: Node JS 12.x
  Track Shipments UI: Node JS 12.x
  Track Purchase Orders Fulfillment: Node JS 10.x
  Download link:
  Node JS 12.x: https://nodejs.org/dist/latest-v12.x/
  Node JS 10.x: https://nodejs.org/dist/latest-v10.x/
- Used JDK version 8

If the problem still exists, please try the following:

- Executed the command "mvn clean"
- Delete folder named "node_modules" to avoid corrupted files (for UI and FLP apps)
- Delete mtar file in "/srv/target" to avoid corrupted files (for Service apps)

Note: If unit test build failed, update the following in mta.yaml:

```
build-parameters:
commands:
 - mvn clean verify package -DskipTests=true
```

4. **Command not found.**

Please double check all your tools are correctly installed. For more information, see "Download and Setup Tools" in the relevant Implementation Guide.

5. **Map not shown without Here Map Key.**

To have the map view, log the incident with the URL of Fiori Launchpad of template apps in SAP BCP system under component "SCM-LBN-GTT-APP". Then follow the SAP Note 1773689: https://launchpad.support.sap.com/#/notes/0001773689 to add logon credentials to the secure area so that we can provide you with the key in a safe way. After you get the key, you can use it deploying the backend service.

For quick validation, you can also use the tile service of other map services.

6. **Map not shown after maintaining Here Map key.**
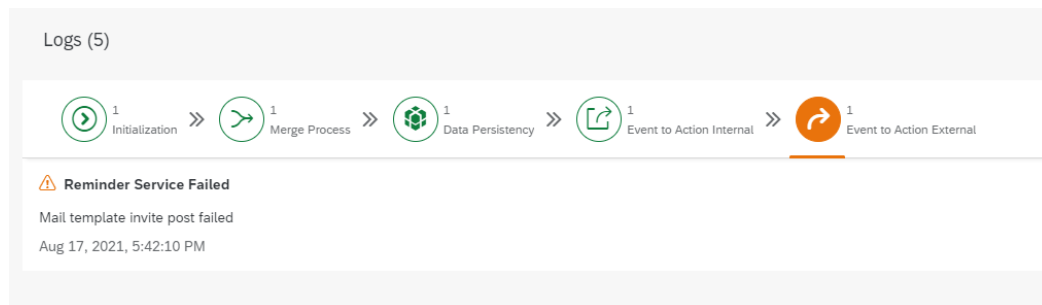   Please configure Here Map key in the Backend repository as follows:
   https://github.com/SAP-samples/logistics-business-network-gtt-samples/blob/master/lbn-gtt-template-tpo/GTT-V2-Sample-TrackPurchaseOrders-Service/mta.yaml#L12

7. **After I deployed the second template app, the first one is missing.**
   If the FLP code is pulled before February 2021 release, then refer to the latest Implementation Guide to implement your FLP code.

8. **Sending emails failed.**
   The following warning message is likely to indicate that you made the wrong changes to the Event to Action script or the mail template. For more information, see the following documents:
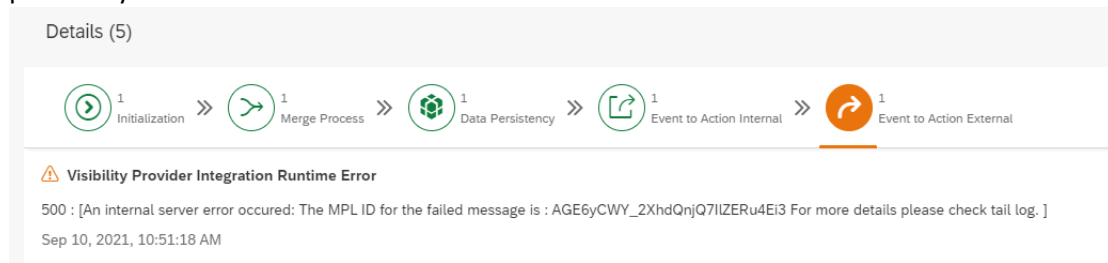

   Remainder Service:
   https://help.sap.com/doc/6ca30d4a6a1848c3a05dac294cf05698/LBN/en-US/ff8326ca893542fe905f69a81c0569d9.pdf
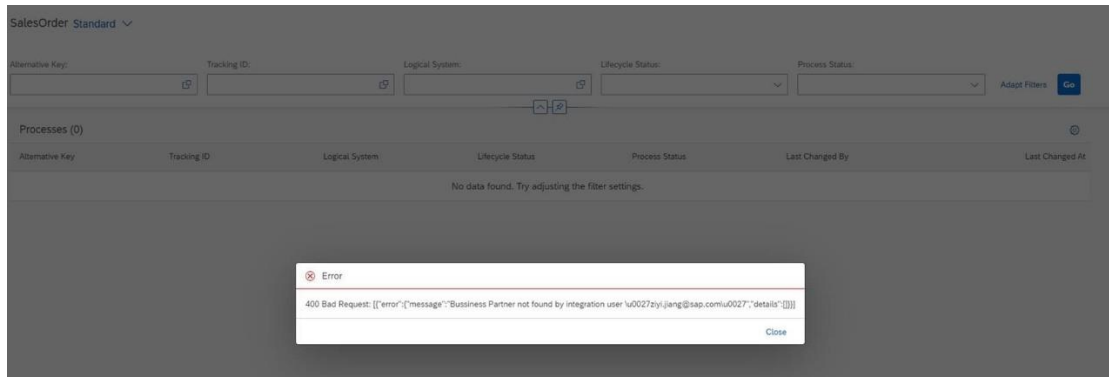
   Event to Action Script Manual:
   https://help.sap.com/doc/65de669e93ab455dbedacade89297dd1/LBN/en-US/SAP_LBN_GTT_CDM_V2.pdf

9. **Visibility Integration Runtime Error.**
   You can ignore the following warning message if you haven't connected to a real visibility provider yet.

10. **Business Partner not found by integration user in the Check Processes and Events app.**
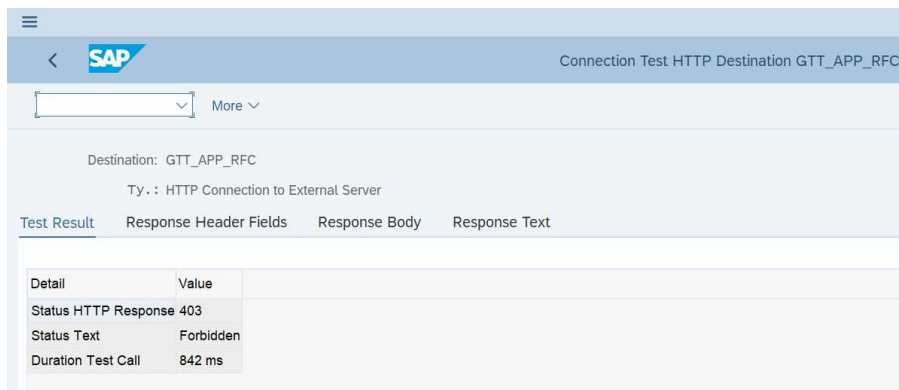
If you see the above error messages in Check Processes and Events app,
please check that the user in the error message hasn't been assigned to any role collection
for technical user integration (for example, gtt-sample-integration), or any of the role
collection that contains the following roles:

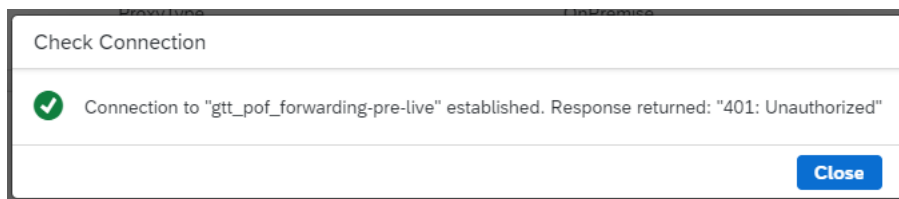| Role	Application
EMIDocIntegrationTemplate	lbn_gtt_core
MetadataServiceIntegrationTemplate	lbn_gtt_core
ReadServiceIntegrationTemplate	lbn_gtt_core
WriteServiceIntegrationTemplate	lbn_gtt_core

11. **Check Connection in RFC Configuration returns 403 Forbidden.**
You can ignore the following error messages that appear after clicking "Check Connection"
in S/4HANA system. This is acceptable because connection check only uses "GET" method
which is not supported by this URL.

12. **Check Connection in Destination returns 401 Unauthorized in Cloud Cockpit.**
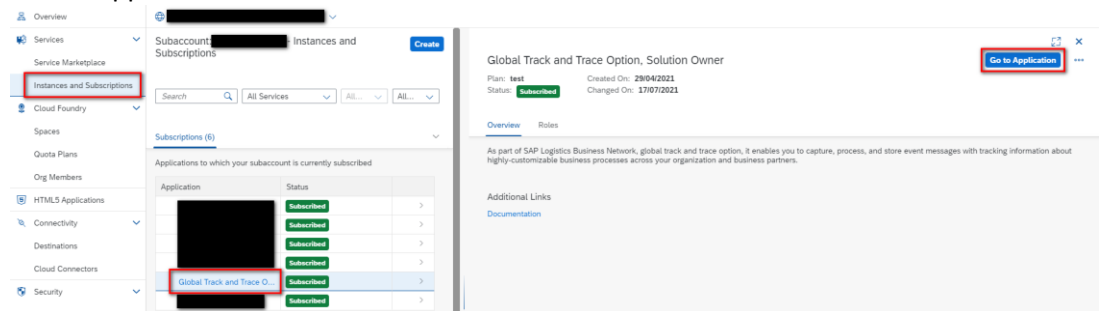You can ignore the following error messages after clicking "Check Connection". This is
acceptable and because destination check only uses "GET" method which is not supported
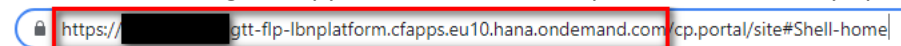by this URL.

13. How to check whether technical user is configured correctly in GTT?
   1) Firstly, fetch the **GTT Fiori Launchpad URL as instructed below**.
      Click "Instances and Subscriptions" and find Global Track and Trace application. Click "Go to Application".
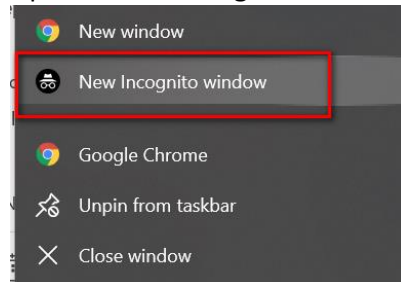

      After successful logon, copy the GTT Fiori Launchpad URL in the newly opened page:
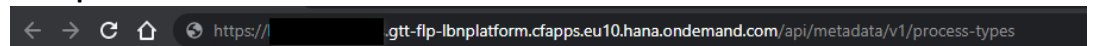

   2) Secondly, use the GTT Fiori Launchpad URL to compose a URL endpoint that will help you check if the technical user is correctly configured.
      Open Chrome **incognito** window.

      Enter the GTT Fiori Launchpad URL and add" /api/metadata/v1/process-types" at the end of it.
      Example:

      Enter the username (E-mail) and the password of the technical user.

   3) If you see an array of messages or no messages at all, it means the technical user configuration is correct.

      However, if you see "Unauthorized", it means that the configuration is **not** correct. You need to check the steps of creating and configuring the technical user in the *Implementation Guide* again.

      Unauthorized

14. How to check if destination "gtt_core_engine_flp_base_url" is correct?
   4) If the backend Java application such as "gtt-v2-sample-track-salesorders-service" can be launched successfully, it means the destination "gtt_core_engine_flp_base_url" is working.

5) If the backend Java application, such as "gtt-v2-sample-track-salesorders-service" crashed, and in the logs you found a lot of spamming messages as following:

```
2021-09-16T08:43:47.781+0000 [APP/PROC/WEB/0] OUT     at
com.sap.gtt.v2.sample.sst.common.exception.BaseRuntimeException.getMessage(BaseRuntimeException.java:47)
~[classes/:na]
2021-09-16T08:43:47.781+0000 [APP/PROC/WEB/0] OUT     at
com.sap.gtt.v2.sample.sst.common.exception.BaseRuntimeException.getLocalizedMessage(BaseRuntimeException.
java:60) ~[classes/:na]
2021-09-16T08:43:47.781+0000 [APP/PROC/WEB/0] OUT     at
com.sap.gtt.v2.sample.sst.common.exception.BaseRuntimeException.getMessage(BaseRuntimeException.java:47)
~[classes/:na]
2021-09-16T08:43:47.781+0000 [APP/PROC/WEB/0] OUT     at
com.sap.gtt.v2.sample.sst.common.exception.BaseRuntimeException.getLocalizedMessage(BaseRuntimeException.
java:60) ~[classes/:na]
```

It means destination "gtt_core_engine_flp_base_url" is not working. Please check:

1) Steps in the previous question: How to check whether technical user is configured correctly in GTT?
2) Whether the URL and other settings are correct:

Name	gtt_core_engine_flp_base_url
Type	HTTP
Description	<optional>
URL	Enter GTT Fiori Launchpad URL and add "/api" at the end of it, For example, https://xxxxx.gtt-flp-lbnplatform.cfapps.eu10.hana.ondemand.com/api Please refer to the first step of Question 13 for guidance on how to get the GTT Fiori Launchpad URL.
Proxy Type	Internet
Authentication	BasicAuthentication
User	Email of Technical User
Password	Password of Technical User