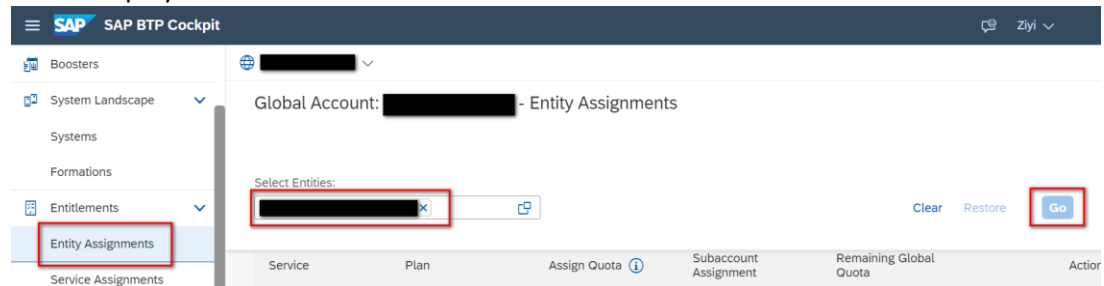


FAQs for Template Code Implementation

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 template apps of SAP Business Network Global Track and Trace will be deployed in.



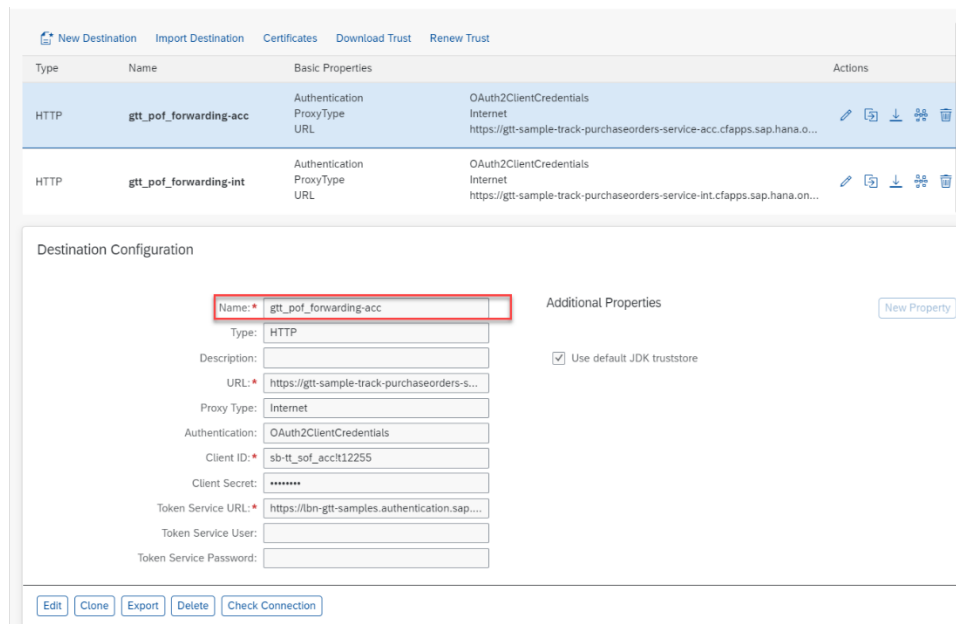
Add at least 2 units for “Cloud Foundry Runtime” and 1 unit for “Portal Services”.

Cloud Foundry Runtime	MEMORY	<input checked="" type="checkbox"/>	20 units	0 units
Portal Services	site	<input checked="" type="checkbox"/>	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 Base URL of SAP Business Network Global Track and Trace.



The screenshot shows the SAP Fiori Launchpad configuration interface. At the top, there are tabs: 'New Destination', 'Import Destination', 'Certificates', 'Download Trust', and 'Renew Trust'. Below these is a table with columns 'Type', 'Name', 'Basic Properties', and 'Actions'. The table contains one entry: 'glt_core_engine_flp_base_url-acc' of type 'HTTP'. Below the table is the 'Destination Configuration' section. It has a 'Name' field with the value 'glt_core_engine_flp_base_url-acc' (highlighted with a red box), a 'Type' dropdown set to 'HTTP', a 'Description' field, a 'URL' field with the value 'https://lbn-gtt-samples.glt-flp-lbnplatform-acc.cfapps.sap.hana.ondem...', a 'Proxy Type' dropdown set to 'Internet', an 'Authentication' dropdown set to 'BasicAuthentication', a 'User' field with the value 'glt_sof_tech02@163.com', and a 'Password' field with masked characters. To the right of the configuration fields is an 'Additional Properties' section with a 'New Property' button and a checked checkbox 'Use default JDK truststore'. At the bottom of the configuration section are buttons: 'Edit', 'Clone', 'Export', 'Delete', and '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 12.22.12
Track Shipments UI: Node JS 12.22.12
Track Purchase Orders Fulfillment: Node JS 12.22.12
Download link:
Node JS 12.22.12: <https://nodejs.org/dist/latest-v12.x/>
- Used JDK version 8
- Executed the following command for NodeJS:

```
npm config set @sap:registry "https://registry.npmjs.org" -g
```

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:

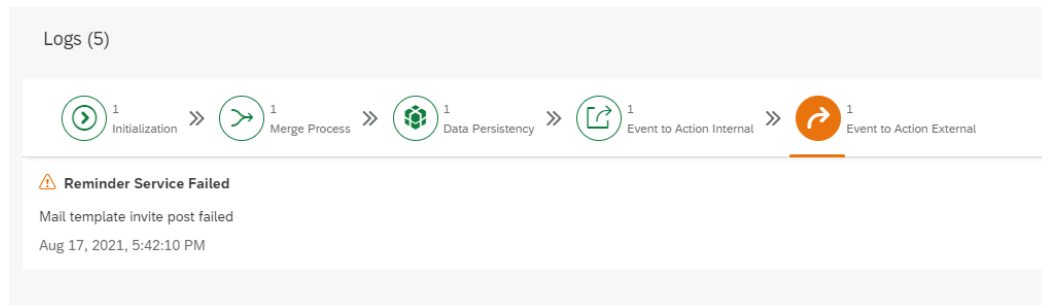
<https://github.com/SAP-samples/logistics-business-network-gtt-samples/blob/master/lbn-gtt-template-tpo/GTT-V2-Sample-TrackPurchaseOrders-Service/mta.yaml#L12>

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:

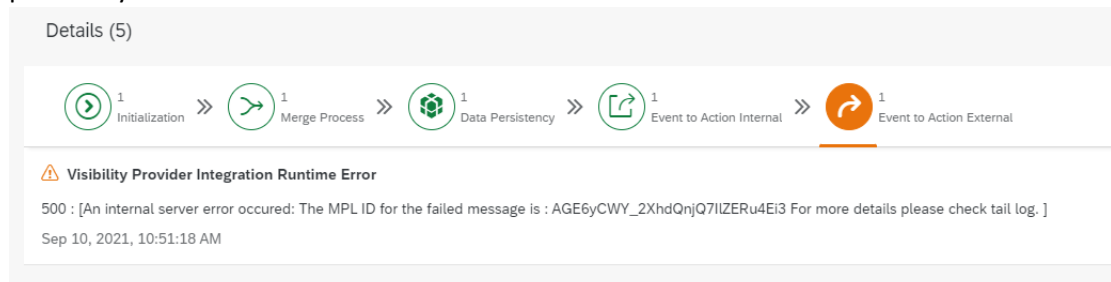
<https://help.sap.com/doc/6ca30d4a6a1848c3a05dac294cf05698/LBN/en-US/ff8326ca893542fe905f69a81c0569d9.pdf>

Event to Action Script Manual:

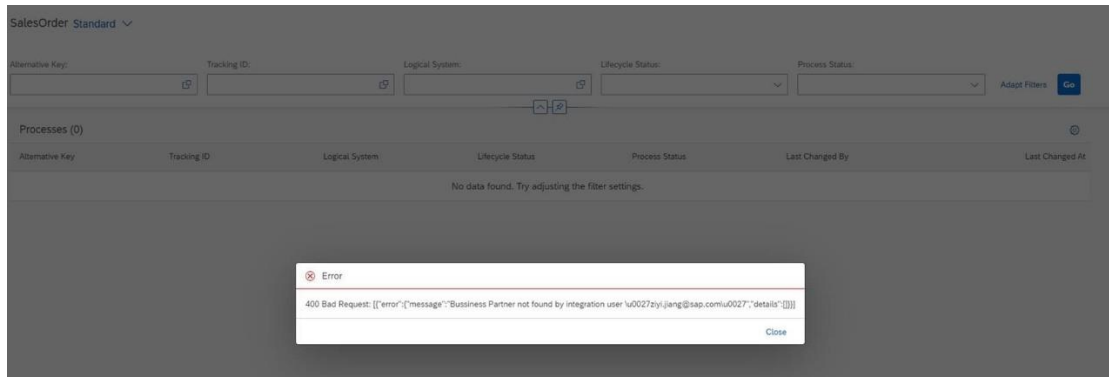
https://help.sap.com/doc/65de669e93ab455dbedacade89297dd1/LBN/en-US/SAP_LBN_GTT_CDM_V2.pdf

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.

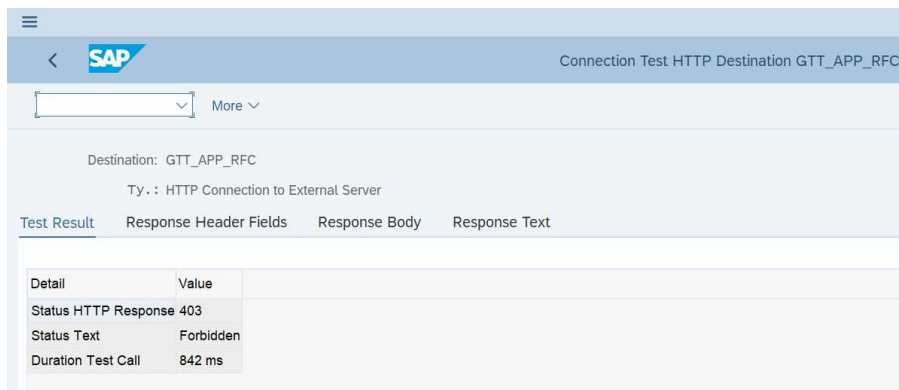


If you see the above error messages in Check Processes and Events app, please check that the user in the error message hasn't been assigned to any role collection for technical user integration (for example, gtt-sample-integration), or any of the role collection that contains the following roles:

Role	Application
EMIDocIntegrationTemplate	lbn_gtt_core
MetadataServiceIntegrationTemplate	lbn_gtt_core
ReadServiceIntegrationTemplate	lbn_gtt_core
WriteServiceIntegrationTemplate	lbn_gtt_core

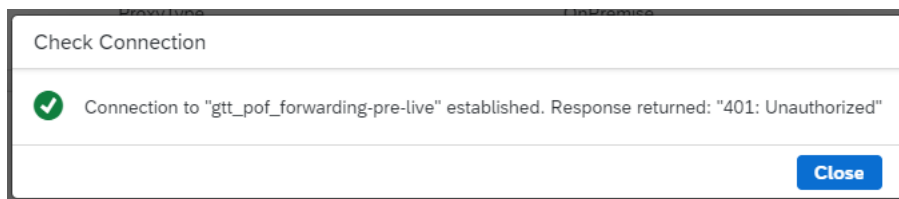
11. Check Connection in RFC Configuration returns 403 Forbidden.

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.



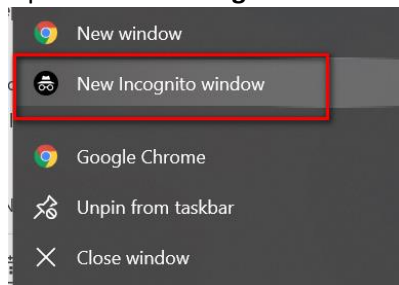
13. How to check whether technical user is configured correctly in SAP Business Network Global Track and Trace?

- 1) Firstly, fetch the Fiori Launchpad URL of SAP Business Network Global Track and Trace as instructed below.
Click “Instances and Subscriptions” and find the Global Track and Trace application.
Click “Go to Application”.
After successful logon, copy the Fiori Launchpad URL of SAP Business Network Global Track and Trace in the newly opened page:



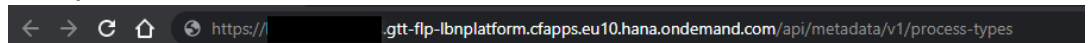
- 2) Secondly, use the Fiori Launchpad URL of SAP Business Network Global Track and Trace to compose a URL endpoint that will help you check if the technical user is correctly configured.

Open Chrome **incognito** window.



Enter the Fiori Launchpad URL of SAP Business Network Global Track and Trace 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.

```
[{"value":{"processType":"com.lingttmple.gtt.app.test1.FP1","abbrProcessType":"FP1","lastChangedAt":"1624803000","modelNameSpace":"com.lingttmple.gtt.app.test1","description":""},
{"processType":"com.lingttmple.gtt.app.testof2.InboundDelivery","abbrProcessType":"InboundDelivery","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Inbound Delivery"},
{"processType":"com.lingttmple.gtt.app.testof2.Resource.Resource","abbrProcessType":"Resource","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Resource"},
{"processType":"com.lingttmple.gtt.app.testof2.Shipment.Shipment","abbrProcessType":"Shipment","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Shipment"},
{"processType":"com.lingttmple.gtt.app.testof2.InboundDeliveryItem","abbrProcessType":"InboundDeliveryItem","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Inbound Delivery Item"},
{"processType":"com.lingttmple.gtt.app.testof2.PurchaseOrder.PurchaseOrder","abbrProcessType":"PurchaseOrder","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Purchase Order"},
{"processType":"com.lingttmple.gtt.app.testof2.PurchaseOrderItem","abbrProcessType":"PurchaseOrderItem","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Purchase Order Item"},
{"processType":"com.lingttmple.gtt.app.testof2.Delivery.Delivery","abbrProcessType":"Delivery","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Delivery"},
{"processType":"com.lingttmple.gtt.app.testof2.Shipment.Shipment","abbrProcessType":"Shipment","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Shipment"},
{"processType":"com.lingttmple.gtt.app.testof2.Delivery.Delivery","abbrProcessType":"Delivery","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Delivery"},
{"processType":"com.lingttmple.gtt.app.testof2.Shipment.Shipment","abbrProcessType":"Shipment","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Shipment"},
{"processType":"com.lingttmple.gtt.app.testof2.SalesOrder.SalesOrder","abbrProcessType":"SalesOrder","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Sales Order"},
{"processType":"com.lingttmple.gtt.app.testof2.SalesOrderItem","abbrProcessType":"SalesOrderItem","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Sales Order Item"},
{"processType":"com.lingttmple.gtt.app.testof2.Delivery.Delivery","abbrProcessType":"Delivery","lastChangedAt":"1627231849","modelNameSpace":"com.lingttmple.gtt.app.testof2","description":"Delivery"}]
```

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 SAP Business Network Global Track and Trace?
- 2) Whether the URL and other settings are correct:

Name	gtt_core_engine_flp_base_url
Type	HTTP
Description	<optional>
URL	Enter the 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 this Fiori Launchpad URL.
Proxy Type	Internet
Authentication	BasicAuthentication
User	Email of Technical User
Password	Password of Technical User