



ProSAPCONN[©] & Kettle[©]

Version 2.2

FAQ and Trouble Shooting Guide

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1 About this guide

This guide helps you to answer questions and solve problems. It is part of the ProSAPCONN documentation. For an overview of changes, see the chapter “History” in the “Quick Start and Reference Guide”, the latest version can be found on www.proratio.de/prosapconn .

2 How to request support

Do not hesitate to contact us in case of unanswered questions or unresolved errors on support@proratio.de .

Please add the following information for a support request:

1. The problem or error message (usually beginning with PSC).
2. The Kettle version
3. The ProSAPCONN version
4. Any information that could help us to analyse the problem (e.g. you could send us the log with log level “Debug” or “Row Level” – see “PSCFAQ0005 – How to get detailed error information”)

If applicable (optional):

1. SAP® version used
2. operating system client used
3. Java Virtual Machine version used
4. JCo version (if applicable) used
5. if it could be a problem with the ABAP® RFC, please send us the source

3 FAQ

3.1 PSCFAQ0001 - How to set the correct Java Runtime Version

If you get an error like "Registry key 'Software\JavaSoft\Java Runtime Environment\CurrentVersion' has value 'x.y', but '1.4' is required." you probably have installed a different Java version or not the one needed (you can check it by running the command "java -version").

If you have not installed it yet, please download version 1.4 or higher from <http://java.sun.com/j2se/> and install this.

Set the correct path (remember it from the Java installation) in the .bat files like Spoon.bat etc. and change the line:

```
REM set PATH=C:\j2sdk1.4.2_01\bin;.;%PATH%  
to  
set PATH=C:\your java path\bin;.;%PATH%
```

3.2 PSCFAQ0002 - How to install an updated version of ProSAPCONN without installing Kettle

Unzip an updated ProSAPCONN.zip in the directory plugins\steps\ProSAPCONN below the kettle path:

e.g. C:\Program files\Kettle\plugins\steps\ProSAPCONN

The following files should be there:

Filename	Description
plugin.xml	Kettle plugin meta data
ProSAPCONN.jar	ProSAPCONN kernel
ProSAPCONN.png	ProSAPCONN logo
ProSAPCONN-Kettle.jar	ProSAPCONN Kettle plugin

3.3 PSCFAQ0003 - How to get access to the SAP® Service Marketplace

If you have a valid S-User (OSS) or SAPNet user account, you could use this. If you do not have a login for the SAP® Service Marketplace, ask your SAP® administrator or request the data if you have an installed SAP® GUI:

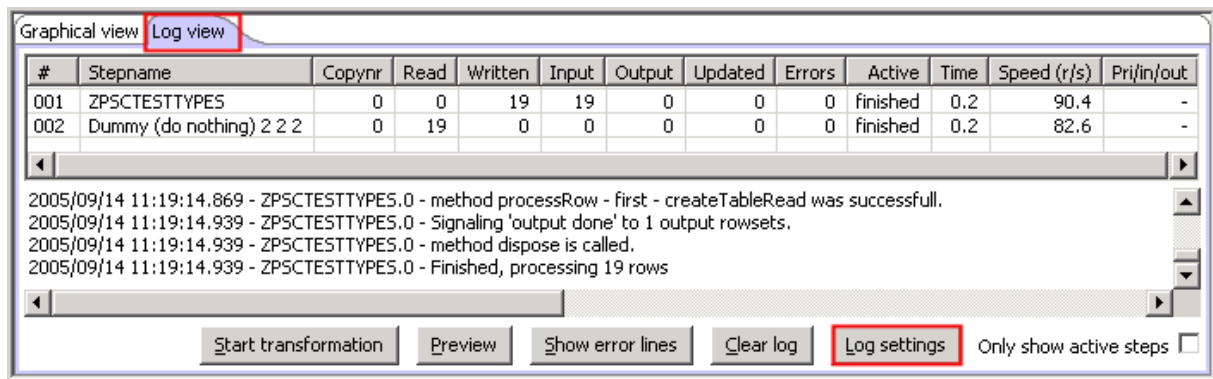
1. Start SAP® GUI and log on
2. In the menu choose System / Status and get the installation number
3. Start <http://service.sap.com>
4. Select "New user? Register here!" or similar
5. Enter your data with the above installation number
6. You will get an E-Mail from SAP® with the login data

3.4 PSCFAQ0004 – What is the maximum row size

The maximum row size is limited to 32.000, so all queries should fit in this. The limitation of the default RFC_READ_TABLE (512) is overridden by the special query solution of ProSAPCONN. Better performance is given by doing the customizing described in chapter "Customizing the SAP® System for optimization" in the "Quick Start and Reference Guide".

3.5 PSCFAQ0005 – How to get detailed error information

In the “Log view” set the “Log settings” to “Debug or “Rowlevel”.



If you want to have a really detailed console output of ProSAPCONN: Set the Log settings to “Row level” and change, for example, in the Spoon.bat file, the following:

- 1) Change “kettlew %OPT%...” to “java %OPT%...” to get console output
- 2) Add at the end of this line “>spoonlog.txt” to write this console output to the file spoonlog.txt. This file could then be sent to us.

To get information about your ProSAPCONN, JCo and SAP® environment see “Get Information about ProSAPCONN, JCO and the SAP® Environment” in the “Quick Start and Reference Guide”.

3.6 PSCFAQ0006 – Can I specify the client in the where clause?

For security reasons the client in the queries is fixed to the client you log on. If the MANDT field is in the where clause, it is ignored by the RFC. By default the MANDT field is not used in where clauses. If you need to specify different clients you could:

- 1) Use a second connection with a different SAP® Client
- 2) Customize the RFC with a CLIENT SPECIFIED SELECT. In this case you could contact us for support.

4 Trouble shooting

4.1 General errors

4.1.1 Registry key 'Software\JavaSoft\Java Runtime Environment\CurrentVersion' has value 'x.y', but '1.4' is required.

The installed Java version is below 1.4 or there is more than one Java version on the system.

see PSCFAQ0001 - How to set the correct Java Runtime Version?

4.1.2 Unexpected error loading class com/sap/mw/jco/IMetaData

The SAP® JCo seems not be installed or is installed incorrectly

see chapter “SAP® JCo” in the “Quick Start and Reference Guide”

4.2 ProSAPCONN errors beginning with PSC

4.2.1 PSC0001 - Error opening the connection to the SAP® System: [details]

Detail message: You are not authorized to logon to the target system (error code 1).

This error indicates that you reached the system but were denied permission to logon. Possible reasons for this:

- 1) Either your username or password is incorrect (the password could be case sensitive – on some systems you have to use uppercase letters even though your GUI logon does not need it in uppercase). You should double check that they are correct.
- 2) For some other reason (i.e. wrong password entered 3 times) your account was blocked by R/3. Your R/3 admin would need to unblock it. But if you can attach to this system with the SAPGUI, then this isn't the issue.
- 3) Your user account does not allow a connection except with the SAPGUI. Check with R/3 admin to see if you have RFC access.

Detail message: Connect to SAP gateway failed [...] ERROR partner not reached [...] ERRNO 10060,ERRNO TEXT WSAETIMEDOUT: Connection timed out

There is no response from the server. Please check your network configuration (also see “Firewall configuration” in the “Quick Start and Reference Guide”).

Detail message: User X has no RFC authorization for function group SYST [or: RFC1, SDIFRUNTIME, SG00, SRFC, SYSU, SDTX, ZPSCSDTX]

You do not have RFC authorization for this function group.

see “Customizing security on your SAP® system (basics)” in the “Quick Start and Reference Guide”

4.2.2 PSC0002 - JCo seems not to be installed correctly (see installation documentation for details): [details]

The SAP® JCo seems not to be installed or is installed incorrectly

see chapter “SAP® JCo” in the “Quick Start and Reference Guide”

4.2.3 PSC0012 - Table data could not be read: [details]

Detail messages: Error in ASSIGN statement in program SAPLSDTX

There is a floating point field in your query and the RFC_READ_TABLE is not customized.

You should customize a special RFC_READ_TABLE - see chapter “Customizing the SAP® System for optimization” in the “Quick Start and Reference Guide”

4.2.4 PSC0026 - WARNING: Query is split in multiple queries due to limited row size of your RFC_READ_TABLE...

This is only a warning: The performance could be bad and there could be changes to the SAP® source table between the queries. To solve this issue we recommend using a larger row size of your RFC_READ_TABLE.

see chapter “Customizing the SAP® System for optimization” in the “Quick Start and Reference Guide”