PRORATIO
SMART SOLUTIONS

ProSAPCONN© & Kettle©

Version 2.1

FAQ and Trouble Shooting Guide

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1 About this guide

This guide helps you answering questions and solving problems. It is part of the ProSAPCONN documentation. For the latest version see www.proratio.de/kettle .

2 How to request support?

Don´t hesitate to contact us on any not answered question or unresolved error on support@proratio.de .

You should add the following information for a support request:

1. The problem or error message (mostly beginning with PSC).
2. The Kettle version
3. The ProSAPCONN version
4. Any information that could help us analysing 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. used SAP version
2. used client operating system
3. used Java Virtual Machine version
4. used JCo version (if applicable)
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 different Java versions or not the needed one (you can check it with running the command "java –version").

If you havn´t installed it yet, please download a version 1.4 or higher from http://java.sun.com/j2se/ and install it.

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 don´t have a login for the SAP Service Marketplace ask your SAP administrator or request the data if you have an installed SAP GUI:
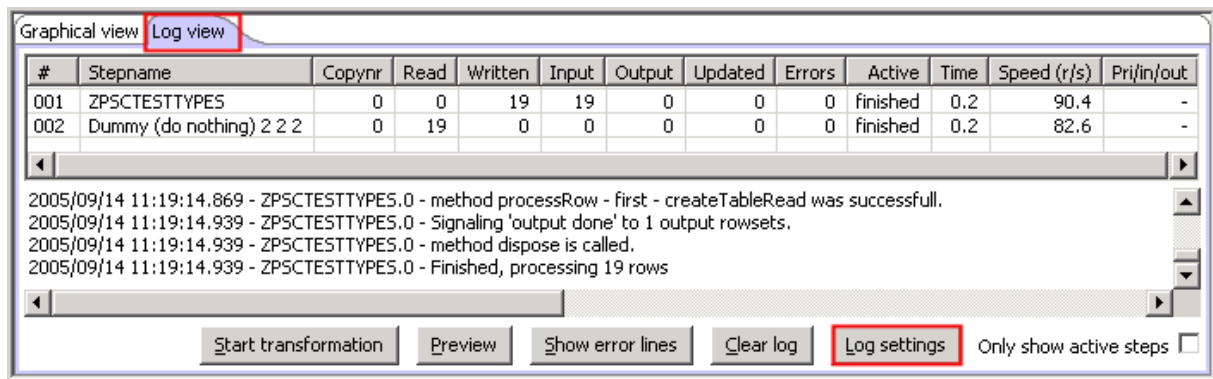
1. Start SAP GUI and log on
2. In the menu choose System / Status and get the installation number
3. Start http://service.sap.com
4. Select "New user? Register here!" or similar
5. Enter your data with the above installation number
6. You will get an E-Mail from SAP with the login data

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 be 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 in this line at the end >spoonlog.txt for writing this console output to the file spoonlog.txt. This file could then be sent to us.

For getting 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 specifiy 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 are 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 inidicates that you reached the system but were denied permission to logon. Possible reasons for this:

1) Either your username or password is incorrect (mind the password could be case sensitive – on some systems you have to use uppercase letters even though your GUI logon don´t 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 don´t 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 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 splitted 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 to use a larger row size of your RFC_READ_TABLE.

see chapter "Customizing the SAP System for optimization" in the "Quick Start and Reference Guide"