

SAP - No active external product for the fuzzy search

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Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

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Title

SAP – No active external product for the fuzzy search

Purpose:

Follow this procedure when a user reports receiving a message No active external product for the fuzzy search

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Advise the user when they are searching for vendors, they need to use search options Vendor by Company Code or Vendors by Account Group that the customer is receiving the error message when trying to create a purchase order. An Error appears when trying to save a purchase order. Customer notices multiple blank line items appearing on purchase order.

5.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Inquiry / Help

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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