# OEM L2 : XBOX: SAP Header Has Been in a Return Status 98 or 99 for more than 240 minutes

KB0040141



5 views

**GOAL:**To get the XBOX SAP RFC service to send and receive status updates.

**Description:** XBOX SAP HeaderID statuses have not changed from either a 99 or 98 in over 240 minutes

**STEP 1:**

Check the SAPHeader table in COAtransaction for records that are waiting to be sent to SAP via the XBOX SAP RFC service - these records will have a returncode of 99. For records with a returncode of 98, these records have been sent to SAP but for one reason or another are stuck in processing.

--OEMP1SQLCOR

use coatransaction

SELECT \* FROM SAPHeader (NOLOCK)

WHERE ReturnCode IN (98,99)

AND BusinessStreamID = 2

AND DATEDIFF(DAY,CREATEDDATE,GETUTCDATE()) < 30

STEP 2:

If records are returned, check **I01OPDBSVCAPP01** to make sure that the XBOX SAP RFC Service is running. If it has or has not stopped, restart it again once and run the above query. The records returned above should start changing from 99, 98, to 0 fairly quickly.

STEP 3:

If the above does not work, reflag the records to reprocess them. Run the below update statement after getting approval from COAData.

BEGIN TRAN

UPDATE SAPHeader

SET ReturnCode = 99

WHERE ReturnCode IN (98)

AND BusinessStreamID = 2

AND DATEDIFF(DAY,CREATEDDATE,GETUTCDATE()) < 30

 --ROLLBACK

--COMMIT

**STEP- 4 :**

Ensure that the XBOX SAP RFC service is enabled and run the query seen in step 1 to make sure that nothing gets returned.