

2090142 - HCM Processes and Forms - Troubleshooting Guide

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Please find the original document at <https://launchpad.support.sap.com/#/notes/2090142>

Symptom

You are using Processes and Forms framework and have questions to solve some issues. This guide collects some known incidences and possible solutions.

You can access to our P&F Troubleshooting guide on the following wiki link:

<https://wiki.scn.sap.com/wiki/x/TgwUGg>.

Environment

- HCM Processes and Forms
- Human Capital Management (HCM)
- SAP enhancement package 4 for SAP ERP 6.0
- SAP enhancement package 4 for SAP ERP 6.0 on SAP enhancement package for SAP NetWeaver 7.0
- SAP enhancement package 5 for SAP ERP 6.0
- SAP enhancement package 6 for SAP ERP 6.0
- SAP enhancement package 7 for SAP ERP 6.0
- SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA
- SAP enhancement package 8 for SAP ERP 6.0

Cause

You can find detailed explanations to the next points on Resolution section:

1. How to start the analysis of a P&F issue.
2. Portal webdynpro application
 - a. Adobe forms
 - b. FPM forms
3. Workflow
4. Process Browser
5. Digital Personnel File
6. Miscellaneous
 - a. Authorizations
 - b. Search helps
 - c. Time constraint 3 infotypes
 - d. Drafts
 - e. PD-PA integration
 - f. PD objects supported

Resolution

1) HOW TO START THE ANALYSIS OF A PA-AS INCIDENT

1. Issues with the infotype values updated on database: clarify whether issue happens in the backend.
 - a. Tx. **pa30**: update infotypes using old infotype framework.
 - b. Tx. **puitt_ui**: update PA or PT infotypes using new infotype framework.
If incidence can be reproduced in any of these transaction codes, contact the team responsible of the affected infotype (components PA-PA-?? or PT).
 - c. Tx. **HRBAS_CHECK_INFITY**: update PD infotypes using new infotype framework.
If incidence can be reproduced here, contact OM expert (component BC-BMT-OM).
 - d. Tx. **hrasr_test_process**: test the process, without webdynpro application.
Try to find an standard example process which might be similar to the custom process and check whether incidence happens with the standard process. This might be useful to compare how infotypes should be managed, which fields are required to update each infotype...
2. You could get useful information to continue with the analysis checking next transaction codes:
 - tx. **swi1**: to analyze workflow incidences. Here you can check the workflow log to get more details about the error in the execution of the workflow, which is the affected step, which information is available in the container, etc.
 - tx. **slg1**: application log where some generic errors might appear.
 - tx. **st22**: when a dump is generated. If there is an exception in the portal, a dump is usually generated in the backend.
 - tx. **scase**: to check which information is saved in Case management.
3. Check where it's raised an error, running a process via **hrasr_test_process** or any webdynpro application.
Set a breakpoint somewhere to start our debugging.
Goto menu option Breakpoints > Breakpoints at > Breakpoints at Statement:
 - Include statement MESSAGE on ABAP Commands tab:
 - Continue debugging till you find where it's raised the searched error and analyze the code to know the reason.

2) PORTAL WEBDYNPRO APPLICATIONS

1. If incidence can just be reproduced in the portal:
 - a. Try to reproduce the issue executing standard webdynpro application from tx. **se80**
 - b. If it's necessary to use the portal, ensure that affected iview is the standard one and in negative case, use the standard from Content Administration role.
2. Form values aren't sent to the next processor when a '**back to author**' step is executed on the workflow.
 - a. Check whether information is saved on Case management (tx. **scase**) and if it's not available on last step, find when the values are lost.
 - b. Confirm that next notes are applied:
 - FPM form -> Note [2061583](#) - FPM Forms: Updated values are not displayed when MSS Form is sent Back to Author by HR Admin
 - Adobe form -> Note [1855543](#) - MSS Form is blank when Send Back to Author by HR Admin

2.A) ADOBE FORMS

1. Adobe form isn't displayed on webdynpro application:
KBA [1828273](#) - Adobe forms aren't displayed using HCM Processes & Forms
2. Form doesn't displayed search helps after clicking on a button
KBA [1713476](#) - Adobe form doesn't work when clicking on a button or search help
3. Resizing problems on adobe form or a single line is displayed instead of the form:
KBA [1799158](#) - Adobe Form is not displayed correctly when executing a process
4. Enter changed by '#' in comments field:

KBA [1917927](#) - HCM P&F comments display hash character #

2.B) FPM FORMS

1. Standard FPM processes aren't available on customer system.
 - Business function HCM_ASR_CI_4 (available from EA-HRGXX 607 SP00) should be activated to have processes HR_PA_XX_CHANGE_WORKINGTIME_1_WD and HR_PA_XX_SPECIAL_PAYMENT_1_WD.
http://help.sap.com/erp_hcm_ias_2012_03/helpdata/EN/7b/05b739f1c141179dd6fe0e869832b0/content.
 - BF HCM_ASR_CI_5 (available from EA-HRGXX 607 SP05) is required to have processes HIRE_01_WD and HR_PD_CHANGE_ORG_UNIT_ATTR_WD.
http://help.sap.com/erp_hcm_ias_2012_03/helpdata/EN/06/6f5c78d47643db8b1e803685dc7180/content
2. Issues on the activation of BFs **HCM_ASR_CI_4** or **HCM_ASR_CI_5**:
 - Upgrade your system to SP40 EA-HR 607 or SP17 EA-HR 608
OR
 - Unpack manually data from BC, as explained in note [2178608](#) - Switch BC Set cascade attributes not correct - HRASR_T5ASRFSCNFPMCONF_REN_DE_01 (check document attached "Manually unpacking data from BC set for DEV system.pdf")
3. Error "*No Internal Service Request scenario was specified*" starting a process from wda application asr_process_execute or asr_process_execute_fpm:
 - FPM Forms should be run using Application Configuration "**ASR_PROCESS_EXECUTE_OVP_CFG**".
 - Note [1805346](#) - Old Applications don't support Web Dynpro UI based processes
 - KBA [1847154](#) - User gets error "No Internal Service Request scenario was specified" when trying to fill out FPM based forms
4. Process start application ASR_PROCESS_START_OVP_CFG doesn't find future PD objects:
 - OADP search uses the framework of the 'Selection Ids', note [1106196](#) (FM FUNCTION HRWPC_RFC_OADP_EXEC_OBJSEARCH).
5. Field isn't displayed on FPM form.
 - Confirm the field attribute assigned on fields node:
 - If UI attribute is step-dependent, navigate to scenario steps node to check the attribute:
 - If UI attribute is defined by a custom generic service, goto se18, enhancement spot **HRASR00GENERIC_SERVICES**, open the implementing class of the GS and check whether field attribute is changed.

3) WORKFLOW

1. Workflow error "*Call of interface SAP_WAPI_WRITE_CONTAINER within the runtime system not permitted*" .
 - It is usually caused by missing parameter **UPDATE_IN_NEW_TASK** on save task.
Set parameter UPDATE_IN_NEW_TASK to 'X' when task TS17900108 is used on the affected workflow, as explained on note [1410069](#).
2. Message '*Error when reading the process object*' saved on SLG1
OR
error "*Work Item Not Found; Workflow Not Started*" "*Process Object Not Created*" is displayed when running a process
OR
a dump on class CL_POBJ_CASE is generated:
FAQ Case Customizing: <http://wiki.sdn.sap.com/wiki/x/74FRCw>
3. Workflow isn't started when running a process:
 - **Event type linkage** doesn't exist on the process: run tcode hrasr_dt, open workflow node and click on Generate Event Type Linkage button:

- Check next documentation links to make sure that start event is defined on the workflow and type linkage is activated on tx. SWE2:

[Assignment of a Workflow Template to the Process](#)

[1.2.6 Activating the Start Event and Setting Up Type Linkage for the Process](#)

4. Workflow error raised in class **CL_HRASR00_WF_COMPONENTS** at method **SAVE_FORM_DATA_TO_DB_WD**. Error '*An exception with the type CX_HRASR00_PROCESS_MODELLING occurred, but was neither handled locally*' is raised on workflow log:

If this error happens in a background task, please make sure that there is **no program exit maintained**. You can check it on next documentation link:

[Special Features of the Standard Tasks](#)

4) PROCESS BROWSER

1. Process Browser – missing form values, form is blank:
 - Note [2028412](#) - FPM form: Field attributes are not saving

When this note is applied, **ui_attributes** will be saved correctly so running a new process instance, form should be opened correctly.

If Process Browser is already used on a production system where some processes have this problem, contact to SAP to get a report that should solve this inconsistency.

Important point: existing process instances won't be corrected after applying this note, as ui_attributes were saved wrongly, when process was completed. So it's required to run a new process instance to make sure that issue is solved.
2. Error '*There is no iview available for system "SAP_ERP_HumanResources": object "employee".'*' is displayed when trying to open a form using old Process Browser application
 - Check the **OBN customizing** as per KBA [2063999](#) - P&F Process Browser - Form isn't opened clicking on Details button
3. FPM processes aren't shown using old Process Browser applications (asr_pa_pd_processes_display, asr_processes_display, asr_srch_pd_process):
 - New process browser application '**ASR_PROC_BROWSER_OVP**' should be used to open FPM forms, as per note [1805346](#) - Old Applications dont support Web Dynpro UI based processes.
4. Opening a step in status New, a message is displayed:
 - KBA [1857528](#) - "Process step not executed yet. Form not available" shown in Process Browser
5. Using **dropdown** fields in FPM forms, **key** is shown instead of text description. Please apply next notes on your system:
 - [2089891](#) - Key is displayed instead of Text for the dropdown fields in Process & Forms
 - [2037168](#) - Dropdown in List Uibb shows only keyvalue during APPROVE step of process execu
 - [2011560](#) - Process Browser Dropdown text description not displayed

5) DIGITAL PERSONNEL FILE

1. A dump ASSERTION_FAILED on class CL_HRASR00_CREATE_PERS_FILE is generated when completing a process.
 - This is how DPF is created, when workflow is completed and FM HR_ASR_START_PERSFILE_CREATION is called:

tx. swe2:

```
Object Type CL_HRASR00_WF_PROCESS_OBJECT
Event COMPLETED
Receiver Type HR ADMINISTRATIVE SERVICES
Receiver Function Module HR_ASR_START_PERSFILE_CREATION
FM HR_ASR_START_PERSFILE_CREATION -> FM HR_ASR_DIGITAL_PERS_FILE -> If PA
```

process, cl_hrasr00_create_pers_file=>create_append_pers_file.

A DPF will be created to a PA process, so pernr and process values should be provided. DPF shouldn't be executed to a PD or EREC process.

2. Check on tcode **ORGANIZER**. If reproducible, contact BC-SRV-RM.
3. When expanded the hierarchy on wd HRASR00_PERSONNEL_FILE, it's not possible to get the dpf available:
 - BC-SRV-RM note [1945327](#) - When a record is displayed the hierarchy cannot be expanded.
4. Message '*Error while reading component info*' displayed when trying to open a DPF on wd application:
 - Note [685521](#) Logon data for /sap/bc/contentserver service

6) MISCELLANEOUS

A. AUTHORIZATIONS

- Check the incident with a **SAP_ALL** user to confirm whether it's an authorization error.
- Compare the authorizations assigned to a user with/out the issue using tcode **hrauth**.
- If standard authorizations don't fulfill the custom requirements, you can create a custom implementation of badi **HRASR00AUTH_CHECK**.
- Relevant KBAs:
 - [1910741](#) - Authorization check in HCM P&F Hiring/Transfer process
 - [2025647](#) - Start process fails with authorizations error or an error trying read or create a process object

B. SEARCH HELPS

- a. Search help missing running a process:
 - On tx. **hrasr_test_proccss**: note [1959294](#) - Value helps created using generic service are not showing values using test report
 - If search help is created by a generic service, set a breakpoint on the implementing class, methods IF_HRASR00GEN_SERVICE~INITIALIZE, IF_HRASR00GEN_SERVICE~DO_OPERATIONS and/or IF_HRASR00GEN_SERVICE~GET_HELP_VALUES to confirm whether search help is correctly created.
 - WDA search help in **FPM form**: KBA [1838074](#) - Value from WDA search help not available in the context
- b. KBA [1805388](#) - Error getting values for input help from back end

C. TIME CONSTRAINT 3 INFOTYPES

- Error "*Subtype field and subtype contain different values*"
- Note '[1043692](#) - Handling Time Constraint 3 Infotypes in HR Processes & Forms'
 - Wrong operation defined

D. DRAFTS

- KBAs:
- [1946336](#) - How to hide the "SAVE DRAFT" button in HCM process and forms
 - [1958454](#) - No new draft workitem created when saving draft on the second step of a process
 - [1986221](#) - Comments are lost when a requisition request is saved as draft
 - [1986223](#) - Process reference number not generated when saving a draft

E. PD-PA INTEGRATION

If there is any issue related to PD-PA integration, please make sure that next notes are applied on your system:

- [1610719](#) - PD->PA integration in new infotype framework
- [1925661](#) - PD-PA Integration: Error 5A 297 ("Object P &2 is locked by user &3") or error 5A 301("No authorization for P & &")
- [1970742](#) - Runtime error ASSERTION_FAILED in CL_PD_TO_PA_INTEGRATION
- [1978345](#) - PD-PA integration: Runtime error ASSERTION_FAILED when delimiting a position
- [1987977](#) - Integration PD to PA: Infotype 0001 is not updated

- [1991465](#) - PD-PA integration: Delimitation of A011 relationship causes error message
- [1990097](#) - PD-PA integration: Error message "Change too far in payroll past (&1)" is issued incorrectly
- [1996229](#) - Integration PD to PA: Incorrect cost center in infotype 0001
- [1996245](#) - Create position via PD form, missing T750X update in EHP6
- [1994467](#) - Integration PD to PA: Org Unit gets cleared
- [2039900](#) - PD-PA integration: Delimiting position causes error PB092
- [2085722](#) - Integration from PA to PD gets deactivated

F. **PD OBJECTS SUPPORTED**

Using P&F application, custom requires to manage PD objects, different than Org Unit (O), Job (C) and Position (S) in their processes.

Due to technical limitations, the only PD objects supported are O, S and C. Please check next documentation link: [Organizational Management Processes](#)

See Also

Please note you can also find relevant PA-AS environment information to solve your issue using SAP Help Portal (https://help.sap.com/viewer/p/SAP_ERP).

Keywords

[adobe forms](#), [asr_proc_browser_ovp](#), [asr_process_execute](#), [asr_process_execute_ovp](#), [asr_process_execute_ovp_cfg](#), [assertion_failed](#), [authorizations](#), [back to author](#), [case management](#), [cl_hrasr00_create_pers_file](#), [cl_hrasr00_wf_components](#), [digital personnel file](#), [dpf](#), [draft](#), [event type linkage](#), [fpm processes](#), [hcm p&f](#), [hrasr00_process_execute](#), [new itf](#), [obn](#), [organizer](#), [pd-pa integration](#), [process](#), [process browser](#), [processes and forms](#), [save_form_data_to_db_wd](#), [scase](#), [search help](#), [tc3](#), [time constraint 3](#), [ui attributes](#), [update in new task](#), [uwl](#), [workflow](#)

Products

- SAP enhancement package 1 for SAP ERP 6.0
- SAP enhancement package 2 for SAP ERP 6.0
- SAP enhancement package 3 for SAP ERP 6.0
- SAP enhancement package 4 for SAP ERP 6.0
- SAP enhancement package 4 for SAP ERP 6.0 on SAP enhancement package for SAP NetWeaver 7.0
- SAP enhancement package 5 for SAP ERP 6.0
- SAP enhancement package 6 for SAP ERP 6.0
- SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA
- SAP enhancement package 7 for SAP ERP 6.0
- SAP enhancement package 8 for SAP ERP 6.0
- SAP enhancement package for SAP ERP 2005

Attachments

| File Name | File Size | Mime Type |
|-----------|-----------|-----------|
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| | | |
|--|-----|-----------------|
| Manually unpacking data from BC set for DEV system.pdf | 301 | application/pdf |
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