

BDEx - Configuration Guide

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Basis Technologies

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Deployment Dependencies

The installation of Mass Data Runtime (MDR) version 8.0 or later is a prerequisite for the implementation of BDEx R4.5

To use UI5 applications you must have these versions (or later) of SAP components installed:

SAP Gateway Foundation 7.40 – SAP_GWFND release 740 SP-Level 0013

User Interface Technology 7.40 – SAP_UI release 740 SP-Level 0010.

Configuration Requirements

See the next topics to understand what requirements and configurations are needed to set up all the new functions.

The configuration requirements are listed for each topic to for the features.

My Log – Activation

My Log is activated in the options table /BTI/MDE_C_OPT

The screenshot shows the SAP S/4HANA configuration interface for 'MDE:Configuration of parameters'. The 'Option ID' is 39. The configuration details are as follows:

Field	Value
Opt. Desc.	DWC My Log
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	
Field Name	AS4FLAG
Search Help Name	
No Disp.	<input type="checkbox"/>
Temporary?	<input type="checkbox"/>
Value	X

If the option priority is set to Profile. The activation of the My Log can be set for each Profile. This can be updated in the Profile Manager using transaction code /BTI/MDE_PROF_MGR.



Users assigned to Profiles without My Log will not see the My Log listed in the menu layout in the Dynamic Work Center.

User Status – Activation

User status is activated using the options table /BTI/MDE_C_OPT (can be turned on or off as required). To activate update:

Option 44 – Team Log – Get User Status

The screenshot shows the SAP MDE:Configuration of parameters transaction. The top bar includes the SAP logo and the text "Change View 'MDE:Configuration of parameters': Details". Below the bar is a toolbar with icons for search, save, and other actions. The main area displays the configuration for Option ID 44. The fields are as follows:

MDE:Configuration of parameters	
Opt. Desc.	Team Log - Get User Status
Application	IS-Utilities
Component	BDEx work center
Option priority	System option
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	X



If this option is set to Profile then it can be updated using the Profile Manager transaction /BTI/MDE_PROF_MGR

Manual Work Configuration

Configuration tables required to be updated are:

- /BTI/MDE_C_OPT – Options table
- /BTI/MDE_C_MANWR – Manual Work Reasons
- /BTI/MDE_C_MANW – Manual Work Tracker
- /BTI/MDE_C_WRCLS – Work Request Classes
- /BTI/MDE_C_WRRES – Work Request Resolution Times

Manual work items need to be activated in the options table /BTI/MDE_C_OPT to enable the button to be displayed in the Dynamic Work Center to add these tasks.

Option ID 46 – Manual Work Tracker

This turns on the option to see the Manual Work Tracker button in the Dynamic Work Center and activates it.

Option ID	46
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MDE:Configuration of parameters

Opt. Desc.	Manual Work Tracker
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	
Field Name	AS4FLAG
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	X

Option ID 48 – Manual Work Tracker – Minimum task time in

seconds

This option enables you to set a default task time preventing a user from adding too many cases in a short period. For example if the value here is 5 and I add 12 cases I can not submit my time until at least 1 minute has passed. This option is to prevent over inflation of stats or incorrect volume of work being submitted.

Option ID	48
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MDE:Configuration of parameters	
Opt. Desc.	Manual Work Tracker - Minimum task time in seconds
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	
Field Name	INT4
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	5

Option 52 – Log out idle time when in Manual Work Tracker

For those customers using Log out idle you must set a log out idle time when the user is in the Manual Work Tracker. This will prevent the user being logged out of BDEx as idle if they are in another system or have not triggered an action in time for the idle job to log them out of BDEx.

Option ID

52

MDE:Configuration of parameters

Opt. Desc.	Log out idle time when in Manual Work Tracker
Application	IS-Utilities
Component	BDEX
Option priority	System option
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	525600

Manual Work Task Reasons

The manual work tasks are configured in table /BTI/MDE_C_MANWR. In this table you can add the task code and description which is used to determine the reason for the manual work task.

SAP

Change View "BDEX work center: Manual Work Tracker Reasons": Overview

New Entries

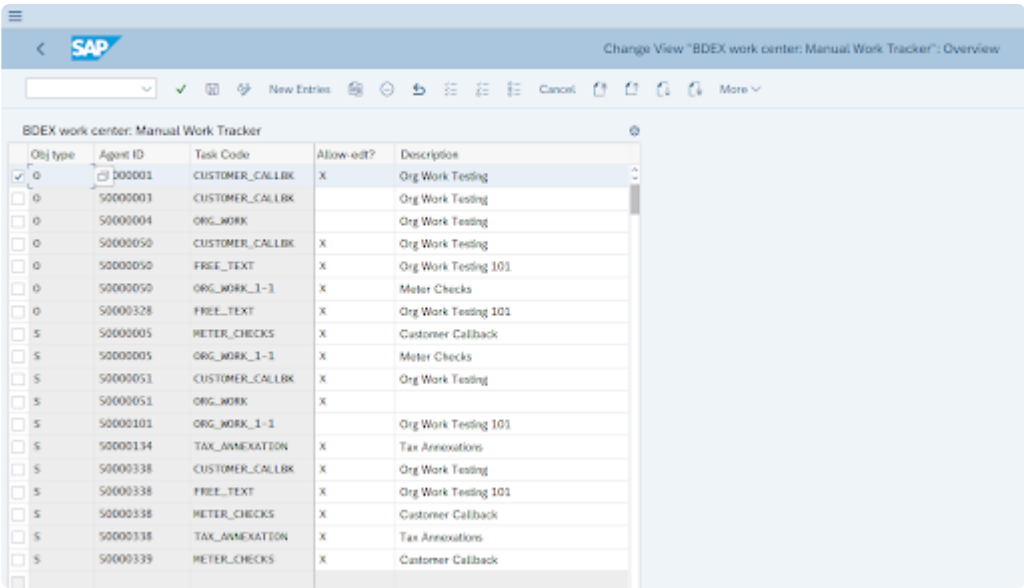
Cancel

More

Task Code	Description
<input type="checkbox"/> CUSTOMER_CALLBACK	Log Work Session
<input type="checkbox"/> FREE_TEXT	Org Work Testing 101
<input type="checkbox"/> METER_CHECKS	Customer Callback
<input type="checkbox"/> ORG_WORK	
<input type="checkbox"/> ORG_WORK_1-1	Meter Checks
<input type="checkbox"/> TAX_ANNEXATION	Tax Annexations

Manual Work Tasks Assignments

Once the tasks have been set up the organization units/positions or users can be assigned to the tasks to determine who can add a certain task. This is defined in table /BTI/MDE_C_MANW



The screenshot shows the SAP BDEX work center: Manual Work Tracker table. The table has columns: Obj type, Agent ID, Task Code, Allow-ed? and Description. The data is as follows:

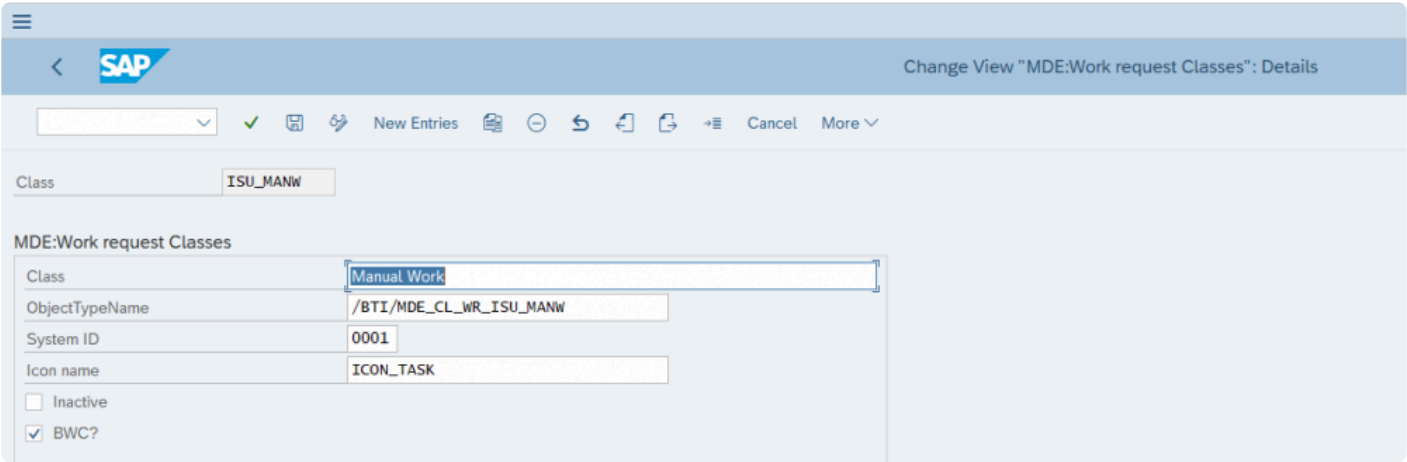
Obj type	Agent ID	Task Code	Allow-ed?	Description
0	000001	CUSTOMER_CALLBACK	X	Org Work Testing
0	50000003	CUSTOMER_CALLBACK		Org Work Testing
0	50000004	ORG_WORK		Org Work Testing
0	50000050	CUSTOMER_CALLBACK	X	Org Work Testing
0	50000050	FREE_TEXT	X	Org Work Testing 101
0	50000050	ORG_WORK_1-1	X	Meter Checks
0	50000328	FREE_TEXT	X	Org Work Testing 101
S	50000005	METER_CHECKS	X	Customer Callback
S	50000005	ORG_WORK_1-1	X	Meter Checks
S	50000051	CUSTOMER_CALLBACK	X	Org Work Testing
S	50000051	ORG_WORK	X	
S	50000101	ORG_WORK_1-1		Org Work Testing 101
S	50000134	TAX_ANNEXATION	X	Tax Annexations
S	50000338	CUSTOMER_CALLBACK	X	Org Work Testing
S	50000338	FREE_TEXT	X	Org Work Testing 101
S	50000338	METER_CHECKS	X	Customer Callback
S	50000338	TAX_ANNEXATION	X	Tax Annexations
S	50000339	METER_CHECKS	X	Customer Callback

In this table you can add the object type and ID and assign the task code to this. Acceptable Object Types are O – Organizational Unit, S – Position and US – User.

The Allow – Edit if = X means the user can update the description and add their note to the task. The task code remains unchanged so that the codes can be used for reporting.

Manual Work – Work Request in DWC

In addition in order to save resolution times for these tasks the task needs to be added as a Work Request to use in the Productivity Report an entry must exist in table /BTI/MDE_C_WRCLS as follows:



The screenshot shows the SAP MDE:Work request Classes configuration screen. The Class is ISU_MANW. The MDE:Work request Classes table is as follows:

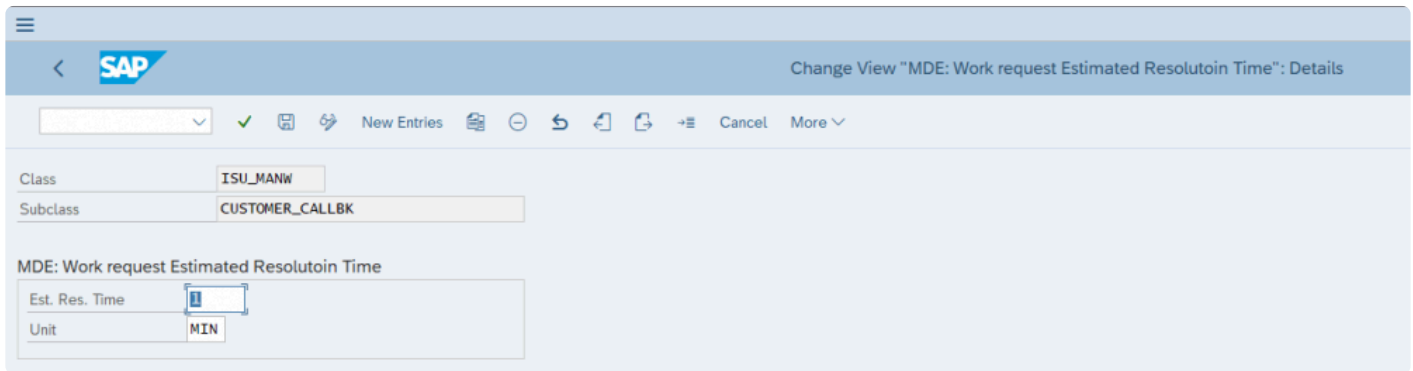
Class	ObjectTypeName	System ID	Icon name
Manual Work	/BTI/MDE_CL_WR_ISU_MANW	0001	ICON_TASK

Additional options: ☐ Inactive, ☒ BWC?

Manual Work Resolution Times

Once the new class is added you can add the work request ISU_MANW and task into the work request

resolution table /BTI/MDE_C_WRRES to save the resolution times for each task.



The screenshot shows the SAP S/4HANA configuration interface for the 'MDE: Work request Estimated Resolution Time' view. The interface includes a top navigation bar with the SAP logo and a title bar indicating the current view. Below the title bar is a toolbar with various icons and a 'New Entries' button. The main configuration area contains two input fields: 'Class' with the value 'ISU_MANW' and 'Subclass' with the value 'CUSTOMER_CALLBK'. Below these fields is a section titled 'MDE: Work request Estimated Resolution Time' which contains two input fields: 'Est. Res. Time' with a value of '1' and 'Unit' with a value of 'MIN'.

Class: ISU_MANW

Subclass: CUSTOMER_CALLBK

MDE: Work request Estimated Resolution Time

Est. Res. Time: 1

Unit: MIN

User Admin & BPEM Dashboard – Set up

The User Administration tool once installed to your system must be activated in the SAP UI5 services available.

This is a task for your Basis team and a reference document is attached with the steps required.

The activation of web screens must be completed in each environment and should be added to your cutover tasks.

Activation Web Screens

Navigate to the following node transaction SICF

Create/Change a Service

Path

/default_host/sap/bc/

Service Name

ui5_ui5

Service (Active)

Lang.

English

Other Languages

Description

Description 1

SAPUI5 Application Handler

Description 2

SAPUI5 Application called via HTTP out of SAPUI5 repository

Description 3

Service Data

Login Data

Handler List

Error Pages

Administration

Activate all relevant SICF services under bti (user admin and bwc_dash)

ui5_ui5	SAPUI5 Application Handler SAPUI5 Applic...
bt	namespace
mde_bwc_admin	BDEx:User Administration Console
mde_bwc_dash	BWC:BPEM Dashboard

Activate Gateway Services

Navigate to the following node in SPRO:

Create/Change a Service

Path: /default_host/sap/bc/

Service Name: Service (Active)

Lang.: [Other Languages](#)

Description

Description 1:

Description 2:

Description 3:

Service Data | Logon Data | Handler List | Error Pages | Administration

✳ Navigation path: SAP NetWeaver->SAP Gateway->Administration->General Settings
Activate and Maintain Services

Filter for /BTI/* services:

Activate and Maintain Services

Filter | Add Service | Delete Service

Service Catalog

Type	Technical Service Name	V...	Service Description
BEP	ADT	1	Gateway service for ADT
BEP	/IWBEP/ZTEA BATCH AT ONCE	1	Test implementation for batch@
BEP	C ICM LOCATIONT		
BEP	C ICM OBJECTTP		
BEP	CA DATA MODEL		

Filter for Service Catalog

Technical Service Name:

Activate Options

Once the UI5 service is activated by your Basis team the Admin screen can be activated in BDEx using the options table /BTI/MDE_C_OPT.

Option 47 – Admin Screen Access

Controls the type of access.

Enter value 'Display' for display only access to all users settings.

Enter value 'Change' to allow changing the various settings and parameters presented for all users.

Enter value 'Own' for display access to own settings only.

Leave value blank for no access to the screen.

Option ID	47
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MDE:Configuration of parameters

Opt. Desc.	Admin Screen Access (Display/Change/Team/Own)
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	Change

Option 49 – Routing Root Org Structures(s{csv{)

Specify the org structure (root node number example: 50000000) used for routing. Multiple root nodes can be entered separated by comma.

Option ID	49
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MDE:Configuration of parameters

Opt. Desc.	Admin Screen - Routing Root Org Structures(s{csv})
Application	IS-Utilities
Component	BDEx work center
Option priority	System option
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	50000327, 50000000, 50000050, 50000327, 50000300

Option 56 – Disable SSO for UI5 links

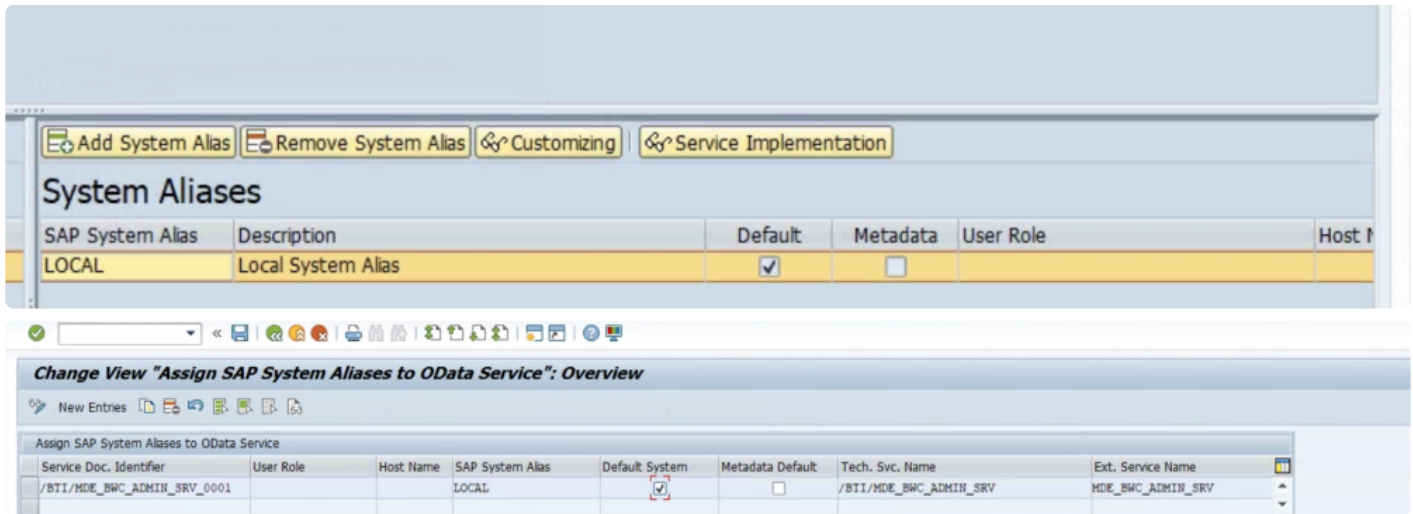
When turned on Single Sign On is deactivated for the UI5 Web screens. Therefore the user will be prompted with a password page to access the User Admin or other UI5 views.

Option ID	56
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MDE:Configuration of parameters

Opt. Desc.	Disable SSO for UI5 links
Application	IS-Utilities
Component	BDEx work center
Option priority	System option
Table Name	
Field Name	AS4FLAG
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	X

If this option is not selected BDEx will attempt to automatically sign the user on to the web application using SAP GUI credentials. This requires SAP service mysocntl to be active and is supported by internet explorer and edge browsers only.



- ✿ Option 56 enables users to override automatic sign on and use the standard logon procedure set by their company.
The url opens in the default browser, and is not restricted to internet explorer or edge.

Related Work and Locked Cases

Configurations are required to update the following tables:

Options are set to activate this function using table /BTI/MDE_C_OPT.

For options with Option Priority as Profile can be updated in the Profile Manager using transaction code /BTI/MDE_PROF_MGR.

Option 35 – Get Related Cases for the priority work

Field name is a mandatory field – this field must be a valid field within table /BTI/MDE_BWC_WRH to enable related cases to be identified. A valid field is any master data object or the master data object key defined in Dynamic Work Center. Please consider if you use an object that is not shared by all cases – related work cannot be identified for those cases.

The screenshot displays the SAP configuration interface for Option 35. The top bar shows the SAP logo and the view title 'Change View "MDE:Configuration of parameters": Details'. Below the navigation bar, the 'Option ID' is set to 35. The main configuration area is titled 'MDE:Configuration of parameters' and contains the following fields:

- Opt. Desc.:** Get related cases for the priority work
- Application:** IS-Utilities
- Component:** BDEx work center
- Option priority:** Profile option
- Table Name:** /BTI/MDE_BWC_WRH
- Field Name:** ZZMAINOBJKEY
- Search Help Name:** (empty)
- No Disp.:** ☐
- Temporary?:** ☐
- Value:** (empty)

Option 45 – Get Work Lock Related Cases

Set the value to X to activate this feature.

In order to Lock related work to work, related get work and lock get work both options will have to be enabled

✓

→

Cancel

More ▾

Option ID

45

MDE:Configuration of parameters

Opt. Desc.	Get work Lock Related cases
Application	IS-Utilities ▾
Component	BDEx work center ▾
Option priority	System option ▾
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	X

Batch Job Requirements

Schedule a background job for /BTI/MDE_UNLOCK_RELATEDCASES for every 30 minutes (or as frequent as desired) to find cases which are locked and unlock them (whereby the primary case has been completed or reassigned to a new user).

Job overview from: 11/27/2019 at: : :
 to: 11/27/2019 at: : :
 Selected job names: *
 Selected user names: BVISHWAN

☒ Scheduled ☒ Released ☒ Ready ☒ Active ☒ Finished ☒ Canceled
☐ Event controlled Event ID:
☐ ABAP program Program name :

JobName	Spool list	Job documentation	Job CreatedBy	Status	Start date	Start Time	Duration(sec.)	Delay (sec.)
/BTI/MDE_UNLOCK_RELATEDCASES			BVISHWAN	Finished	11/27/2019	11:54:46	0	0
Summary							0	0

The job will find the locked cases and the associated primary case.

The primary case will be checked to see if it has been completed or if the processor of the case has changed.

If the primary case is completed or the processor has changed the case will be unlocked (by removing the irrelevant flag).

Output – Lock Cases Job

✓
Cancel
↑
↶
↷
↓
More


Get Work Unlock Related Cases

2 Cases are Unlocked.

Cases are unlocked from /BTI/MDE_BWC_ANS table

✓

↺



Cancel

More ▾

Table to be searched

/BTI/MDE_BWC_ASN

BDEx work center: work request assignments

Number of hits

















2

Runtime

0

Maximum no. of hits

500





Details

<input type="checkbox"/>	Class ID	Key	Seq	AsgnTyp	Obj type	Agent ID	Irrelevant	No execut.	Indicator: Work Item was Forwarded
<input type="checkbox"/>	ISU_BPEM	0000000749	1	1	US	HHARFORD			

Entries would be deleted from /BTI/MDE_LCK_REL table.

✓





Cancel

More ▾

Table to be searched

/BTI/MDE_LCK_REL

Get Work - Lock Related Cases

Number of hits


























0

Runtime

0

Maximum no. of hits

500



Glossary of Terms

Glossary of Terms

Term	Description
ABAP	Advanced Business Application program – ABAP is the programming language in SAP. All enhancement, interfaces, forms will be written in this programming language. ABAP programs are SQL statements to pull data from tables, update tables and processing logic to perform a specific task.
Application Log	Application Log is a place where all Success, Warning or Error messages are written after the execution of SAP programs.
Application Table	Application tables are maintained directly in production usually by business people.
BDEx	SAP add-on offering some extended functionalities and used to manage exceptions for back and front office personnel.
BPEM	Business Process Exception Management – is a case creation tool for capturing specific errors, warning or success messages. BPEM cases will be assigned to a specific user group and will warrant action based on the messages.
Case Type	A clarification case type categorizes a clarification case and is for information and administration purposes only. It can be used to group clarification cases in work lists. A clarification case type does not have any further functionality. All manual cases created from the Interaction call center could, for example, share a common case type for quick identification. Or the case type can be used to identify which group is responsible to resolve the case.
CCH	Customer Centric Hub – This is the 360 degree view of the customer in BDEx.
Custom Table	Custom Tables are specific tables built for storing specific data. These custom tables are required when data can't be maintained in SAP provided table structures.
DWC	Dynamic Work Center – BDEx tool for work management and allocation.
Organizational Structure	Used to represent the organizational chart in SAP and also used to determine the work queues for work allocation.
Root Node	This is the parent level organisational unit to which the other org units belong to.
Security Authorization	Security Authorizations are associated with every user. Every user in the system is assigned specific roles. These roles are configured to perform only certain transactions in the system.
Transaction Code (TCODE)	Transaction Codes are triggers to invoke a program, screen or configuration. These are like shortcut codes and can be saved to the user menu's favourites in the Easy Access Screen.
SAPUI5 Service	(SAP user interface for HTML 5) is a collection of libraries that developers can use to build desktop and mobile applications that run in a browser. With SAP's SAPUI5 JavaScript toolkit,

	developers can build SAP web applications using HTML5 web development standards.
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