

Symptom

When you try to *download* or *upload* a file in SNC, the download profile status stays as **New** and upload profile status stays as **Queued**.

Environment

SAP Supply Network Collaboration (SNC) – release independent

Reproducing the Issue

For *downloading* a file:

1. On SNC WebUI screen, go to **Tools > File Transfer > Download Center**
2. Select an existing profile - or create a new one
3. Click on **Generate Download File**

For *uploading* a file:

1. On SNC WebUI screen, go to **Tools > File Transfer > Upload Center**
2. Select an existing profile - or create a new one
3. Click on **Upload**

Resolution

This issue can be caused by misconfigurations in SNC. In order to avoid it, make sure you have the following settings done:

1. In **Customizing** for **SNC > Tools > File Transfer > Make Settings for Global Constants**, maintain a **qRFC destination**, looping back to the same SAP system:
 1. Create such a destination in **SM59**
 2. Enter this RFC destination to the FTR constants table as a **qRFC Destination for FTR**



The screenshot shows the SAP Customizing table 'Make Settings for Global Constants' with the title 'Change View "Make Settings for Global Constants": Overview'. The table has two columns: 'Constant' and 'Value for Global Constant'. The first row shows 'qRFC Destination for FTR' with the value 'TS1CLNT001'. The second row shows 'Sender E-Mail' with the value 'FTR@TEST.SAP'.

Constant	Value for Global Constant
qRFC Destination for FTR	TS1CLNT001
Sender E-Mail	FTR@TEST.SAP

- After trying to *download* or *upload* the file, go to **SM37** and check if a **job** has been created for the download/upload. If not, then make sure the following **authorizations** have been provided to the SNC user:
 1. **S_BTCH_ADM**
 2. **S_BTCH_JOB**
 3. **S_BTCH_NAM**

Keywords

SNC, Supply Network Collaboration, FTR, Tools, File, upload, download, center, RFC, qRFC, constants, destination, new, queued, profile, status, job, file transfer, csv

Header Data

Released On 30.01.2015 18:54:38
Release Status Released to Customer
Component SCM-ICH-FTR File Transfer
Priority Normal
Category Problem

Product

Product	Product Version
SAP Supply Network Collaboration	SAP Supply Network Collaboration 2007
	SAP Supply Network Collaboration 7.0
	SAP enhancement package 1 for SAP Supply Network Collaboration 7
	SAP enhancement package 2 for SAP Supply Network Collaboration 7