

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

# Setup and End User Guide: Handle Tenant Move-In Date Changes with SAP Workflow Management or SAP Build Process Automation

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# Overview

This document provides information about setting up the SAP Business Technology Platform account to consume the workflow content package “Automate Owner Move-Out With Service Order Update”. The main audience of this document are technical IT/system administrators.

When a tenant contacts a utility company to change future move-in, the user agent performs validation if the tenant has a contract and whether it has a valid owner exists for a particular contract. Once the Move-In date is changed for a tenant a workflow will be triggered to perform Move-Out for Owner. Initially in the workflow there is a check to see if there is tenant-Owner relationship existing based on the Move-Out Document Number. If there is no tenant-owner relationship, the service order of the tenant is updated with Move-In date.

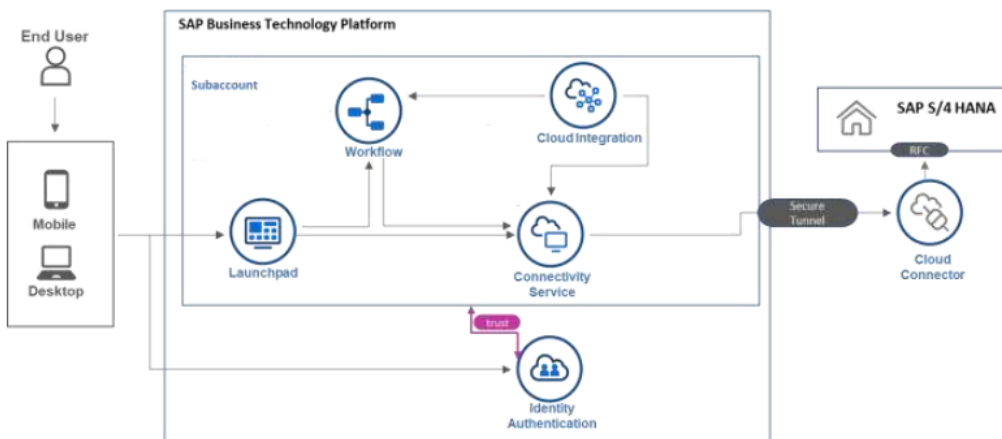
If in case tenant-owner relationship exists, Move-Out date of the owner is changed and then the corresponding service order of the tenant is also updated with the Move -In date.

## Move-Out date of owner happens one day prior to the Tenant Move-In date

Salient features of the content package are:

- Plug and Play with SAP S/4HANA without any additional development.
- Provision for exception handling with the help of out-of-the-box workflow features.
- Auto Update service order.
- Cancellation of previously running workflow instances for the same Move-In Document number.

Solution Diagram:



## Required SAP BTP Services

The workflow content package “Automate Owner Move-Out with Service Order Update” is intended to be used for applications on SAP S/4HANA 1809 and requires the following services in SAP Business Technology Platform.

- SAP Build Process Automation or SAP Workflow Management to orchestrate the process.
- SAP Integration Suite to push Move-In/Move-Out lifecycle events to workflow.
- SAP Connectivity service (cloud connector) to establish access to SAP S/4HANA on-premise.
- (Optional) SAP Business Application Studio to modify/deploy the SAPUI5 applications.
- SAP BTP, Cloud Foundry runtime.
- SAP Cloud Portal Service / SAP Launchpad Service
- SAP Cloud Identity Services - Identity Authentication

# Setup and Configuration

The **Handle Tenant Move-in Date Changes** content package requires SAP Build Process Automation or SAP Workflow Management subscription or a CPEA contract. Based on which service you plan to use, follow the appropriate section to configure either SAP Build Process Automation or SAP Workflow Management

## Configure SAP Build Process Automation

Follow the setup and configuration section of SAP Build Process Automation:

1. [Subscribe to SAP Build Process Automation \(Standard Plan\)](#)
2. [Configure Destinations for Live Process Projects](#)
  - a. Import Package Destination
  - b. Business Rules Destination to support start and step conditions
3. [Optional] [Configure SAP Launchpad Service for SAP Build Process Automation](#)

### Configure Process Automation Destination

A HTTP destination is required in the BTP subaccount where SAP Build Process Automation is subscribed. Create a destination with name "sap\_process\_automation\_service" with the following configuration if it doesn't exist already. Please refer how to [create a HTTP destination](#) OAuth 2.0 Authentication (client credentials).

Name	sap_process_automation_service
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentias
URL	<"endpoints"."api">
Client ID	<"uaa":"clientis">
Client Secret	<"uaa":"clientsecret">
Token Service URL	<"uaa":"url"/>/oauth/token

Note: While creating the service instance for SAP Build Process Automation service, make sure that at least the required scopes are assigned (help documentation to enable technical authentication to [access the SAP Build Process Automation APIs](#)). If the scopes are not assigned, you can also [update the service instance](#) with the required scopes.

### Configure OAuth2ClientCredentias SAP Build Process Automation Destination (Service Instance)

Ignore this step if there is already a destination using SAP Build Process Automation service instance created.

Create new destination to call SAP Build Process Automation APIs using a service route from SAP UI5 component. For more details, follow the help document:

<https://help.sap.com/viewer/cca91383641e40ffbe03bdc78f00f681/Cloud/en-US/685f383cebb54c009b2fac633b32c90f.html>.

Destination Configuration Blank Template Service Instance

Service Instance: \* sap\_processautomation

Name: \* process\_atuomation\_service\_destination

Description: Call SAP Process Automation APIs using a service route

Additional Properties New Property

Next Cancel

Destination Configuration

Name: \* process\_automation\_service\_destination

Type: HTTP

Description: Call SAP Process Automation APIs using a s...

URL: \* https://sap.com/DUMMY\_URL

Proxy Type: Internet

Authentication: OAuth2ClientCredentials

Use mTLS for token retrieval

Client ID: \* sb- I9...

Client Secret: \*\*\*\*\*

Token Service URL Type: \* Dedicated Common

Token Service URL: \* https:// ...

Token Service User:

Token Service Password:

Additional Properties

endpoints	{ "api": "https://..." }	
html5-apps-...	{ "app_host_id": "..."	
saasregistry...	true	
sap.cloud.s...	com.sap.spa.process...	
sap.cloud.s...	spa	

Use default JDK truststore

Save Cancel

## Configure SAP Workflow Management

Handle Tenant Move-In Date Changes content package requires SAP Workflow Management subscription or a CPEA contract. Follow the setup and configuration section of SAP Workflow Management.

<https://help.sap.com/viewer/6f55baaf330443bd8132d071581bbae6/Cloud/en-US/d7910e2bf7f64afc9d0eb21b0cc9e84d.html>

Note: While creating the service instance for Workflow service, make sure that at least the following scopes are assigned (help documentation to [enable technical authentication](#) to access the workflow APIs). If the scopes are not assigned, you can also [update the service instance](#) with the following scopes.

- WORKFLOW\_INSTANCE\_GET
- WORKFLOW\_INSTANCE\_START
- WORKFLOW\_INSTANCE\_CANCEL

## Configure Workflow Email Destination

Configure workflow email destination to automatically send email notification to the involved parties. For more information on configuring the destination, see [configure workflow email destination](#).

## Configure Cloud Integration Destination

To call an integration flow, a HTTP destination is required in the SAP BTP tenant where the SAP Workflow Management is subscribed. Create a destination called CPI with either Basic Authentication or OAuth2ClientCredentials.

Note: Ensure that the destination name is the same as below.

### Destination with Basic Authentication

Name	CPI
Type	HTTP
Proxy Type	Internet
Authentication	Basic Authentication
URL	<runtime.url>
Username	<user>
Password	<password>

### Destination with OAuth2ClientCredentials Authentication

Name	CPI
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
URL	<runtime.url>
Client Id	<client ID>
Client Secret	<client secret>
Token Service URL	<oauth.url.for.clientCredentials>

### [Optional] Configure Cloud Connector

For SAP S/4HANA on-premise landscape, configure cloud connector to enable secure tunnel to SAP BTP tenant. Please refer the help documentation to [configure Cloud Connector](#).

Services/Resources that need to be exposed from SAP S/4HANA on-premise using Cloud Connector are as mentioned below:

Resources	Protocal	Use
TH_GET_VIRT_HOST_DATA	RFC	To fetch the Host and Port of the backend system
ZW_FETCH_SERVICE_ORDER_NUMBER	RFC	To fetch the Service Order details
ZWRAPPER_SERVICE_ORDER_UPDATE	RFC	Service Order change Date
ZW_MOVE_OUT_DATE_CHANGE	RFC	Wrapper to update the Move out Date

### Configure OAuth2ClientCredentials Workflow Destination

A HTTP destination is required in the BTP subaccount where SAP Workflow Management is subscribed. Create a destination with name "Workflow" with the following configuration, if it doesn't exist already. Please refer how to [create a HTTP destination](#) OAuth 2.0 Authentication (client credentials).

Name	Workflow
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
URL	<rest_api_url>
Client ID	<client ID>
Client Secret	<client secret>
Token Service URL	<uaa.url>/oauth/token

Note: While creating the service instance for Workflow service, make sure that these following scopes are assigned (help documentation to [enable technical authentication](#) to access the workflow APIs). If the scopes are not assigned, you can also [update the service instance](#) with the following scopes.

- WORKFLOW\_INSTANCE\_START
- WORKFLOW\_INSTANCE\_CANCEL
- WORKFLOW\_INSTANCE\_GET

### Configure RFC Destination

Check the integration guide for the package **SAP Workflow Management Integration with S/4HANA-Update the Owner Move-out and Service Order**



## Deploy Custom UI and Workflow module

The project consists of the module **Automate Owner Move Out with Service Order** (as additional artefacts) that includes a workflow to orchestrate the update process, and also include the user interface for exception handling.

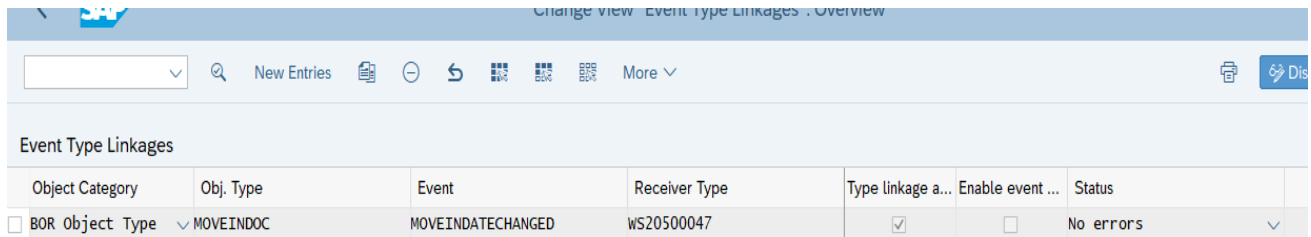
These modules will be automatically deployed when importing the workflow management package to the SAP BTP tenant.

# Deploy Custom ABAP Objects

Configure BOR Event in SAP S/4 HANA

Create and Deploy the Move-In/Move-Out Events in SAP S/4HANA

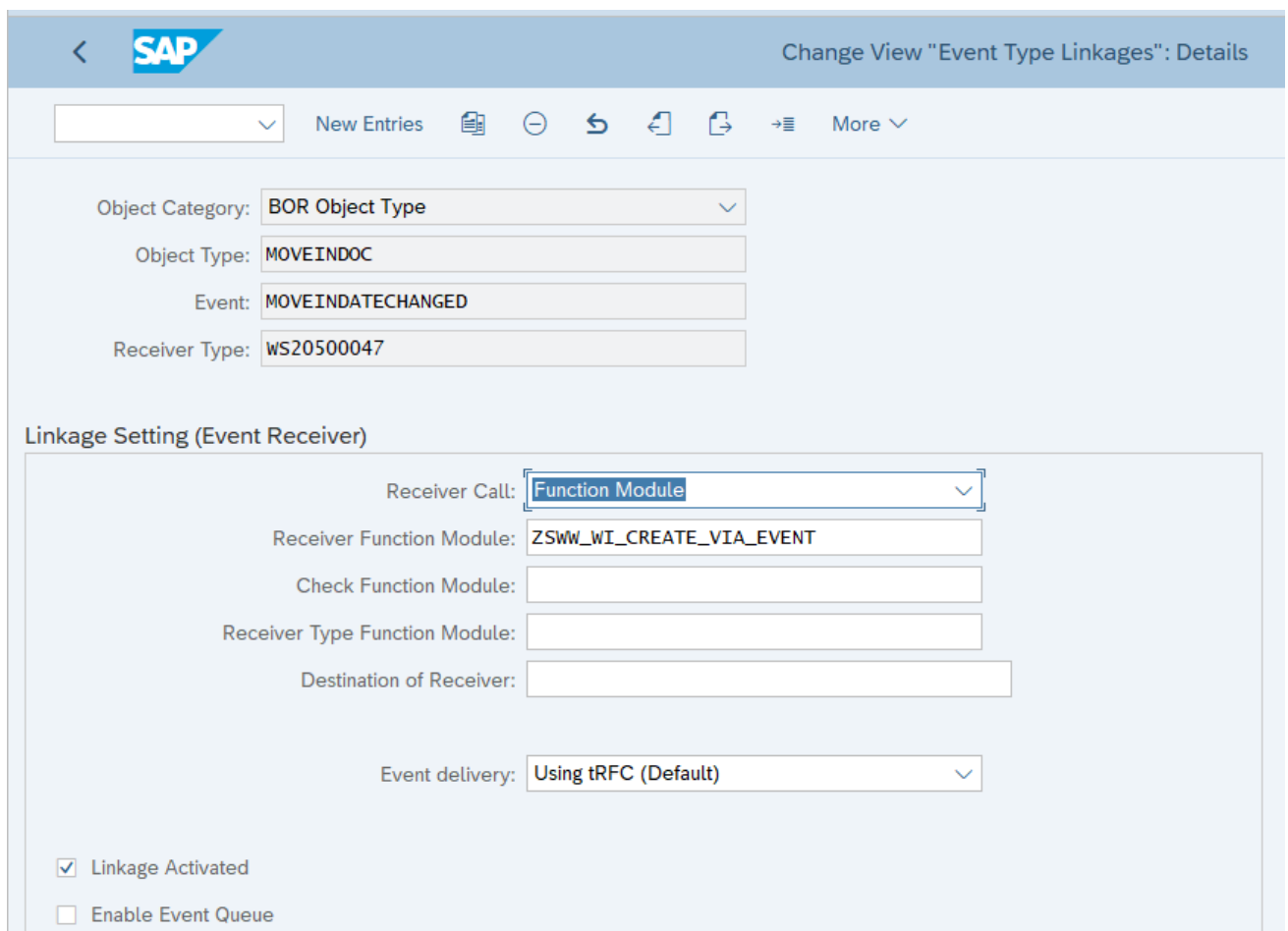
1. Create a Workflow Event and Configure it in the Transaction code SWE2.



The screenshot shows the 'Event Type Linkages' overview in SAP SWE2. The table has the following columns: Object Category, Obj. Type, Event, Receiver Type, Type linkage a..., Enable event ..., and Status. One entry is visible:

Object Category	Obj. Type	Event	Receiver Type	Type linkage a...	Enable event ...	Status
BOR Object Type	MOVEINDOC	MOVEINDATECHANGED	WS20500047	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No errors

2. Double click on the Event and find the below screen.



The screenshot shows the 'Event Type Linkages' details screen in SAP SWE2. The fields are as follows:

- Object Category: BOR Object Type
- Object Type: MOVEINDOC
- Event: MOVEINDATECHANGED
- Receiver Type: WS20500047

**Linkage Setting (Event Receiver)**

- Receiver Call: Function Module
- Receiver Function Module: ZSWW\_WI\_CREATE\_VIA\_EVENT
- Check Function Module: (empty)
- Receiver Type Function Module: (empty)
- Destination of Receiver: (empty)
- Event delivery: Using tRFC (Default)

Linkage Activated:    
 Enable Event Queue:

3. Redefine the standard Function Module SWW\_WI\_CREATE\_VIA\_EVENT to a wrapper Function module ZSWW\_WI\_CREATE\_VIA\_EVENT.
4. Save.

Note: -

-> Create a Transport Request number before creating the Repository objects.

-> Create a Package and Save all the Repository objects under the same Package.

-> Find below the Function modules that is required to execute the Scenarios.

No	Function Module Name	Description
1	ZSWW_WI_CREATE_VIA_EVENT	To trigger the Move-In Date change
2	ZWF_FM_MOVEIN	To trigger the Data flow by using Oauth2.0
3	ZW_MOVE_OUT_DATE_CHANGE	Wrapper to update the Move out Date
4	ZW_FETCH_SERVICE_ORDER_NUMBER	To fetch the Service Order details
5	ZWRAPPER_SERVICE_ORDER_UPDATE	Service Order change Date

#### Create a Function Group

1. Go to the Transaction SE37.
2. Select in menu as GOTO->FUNCTION GROUPS->CREATE GROUP.
3. Then a pop-up window will come write function group name starting with Z or Y and Short Description. In this case ZSWW\_SRV as Function group name.
4. Then Save it in appropriate package and attach to a transport request.

Use the same function group ZSWW\_SRV to while creating the Function Modules.

#### Create Function Module ZSWW\_WI\_CREATE\_VIA\_EVENT

1. Go to the Transaction SE37.
2. Enter the Function Module name ZSWW\_WI\_CREATE\_VIA\_EVENT, Function Group name ZSWW\_SRV and Short text Move In document Change Date.
3. Then Save it in appropriate package and attach to a transport request.
4. Assign the Importing parameters.

Parameter Name	Typing	Associated Type	Default Type	Optional	Pass by Value	Short text
EVENT	LIKE	SWEYPECOU-EVENT		No	Yes	Name of Event
RECTYPE	LIKE	SWEYPECOU-RECTYPE		No	Yes	Type of Event Receiver, Here: Task ID
OBJTYPE	LIKE	SWEYPECOU-OBJTYPE		No	Yes	Type of Triggering Object
OBJKEY	LIKE	SWEINSTCOU-OBJKEY		No	Yes	Key of Triggering Object
EXCEPTIONS_ALLOWED	LIKE	SWEFLAGS-EXC_OK	SPACE	Yes	Yes	Indicator Showing Whether FM Can Raise Exceptions

X_AUSZBELEG	TYPE	EINZBELEG		Yes	Yes	Consecutive number of move-out document
X_NEWAUSZDAT	TYPE	EINZDAT		Yes	Yes	Move-In Date

5. Assign the Exporting parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
REC_ID	LIKE	SWELOG-RECID	Yes	Key of Receiving Object
Y_DB_UPDATE	LIKE	REGEN-DB_UPDATE	Yes	Database updated (x) or not (SPACE)

6. Assign the Tables.

Parameter Name	Typing	Associated Type	Optional	Short text
EVENT_CONTAINER	LIKE	SWCONT	Yes	Event Container
TY_NEW_SM_ORDERS	TYPE	ISU06_T_SM_ORDERS	Yes	Service Orders (Notifications)

7. Assign the Exceptions.

Exception	Short text
READ_FAILED	Read Definition for Task Failed
CREATE_FAILED	Create Work Item Failed

8. Implement the custom logic in the Receiver Function Module ZSWW\_WI\_CREATE\_VIA\_EVENT to trigger the Workflow event and transfer the required details to the CPI(IFLOW).

Copy the code snippet from [SAP Note 3135241](#) and paste it in the Source code section of the Function Module ZSWW\_WI\_CREATE\_VIA\_EVENT. Then Save and activate it.

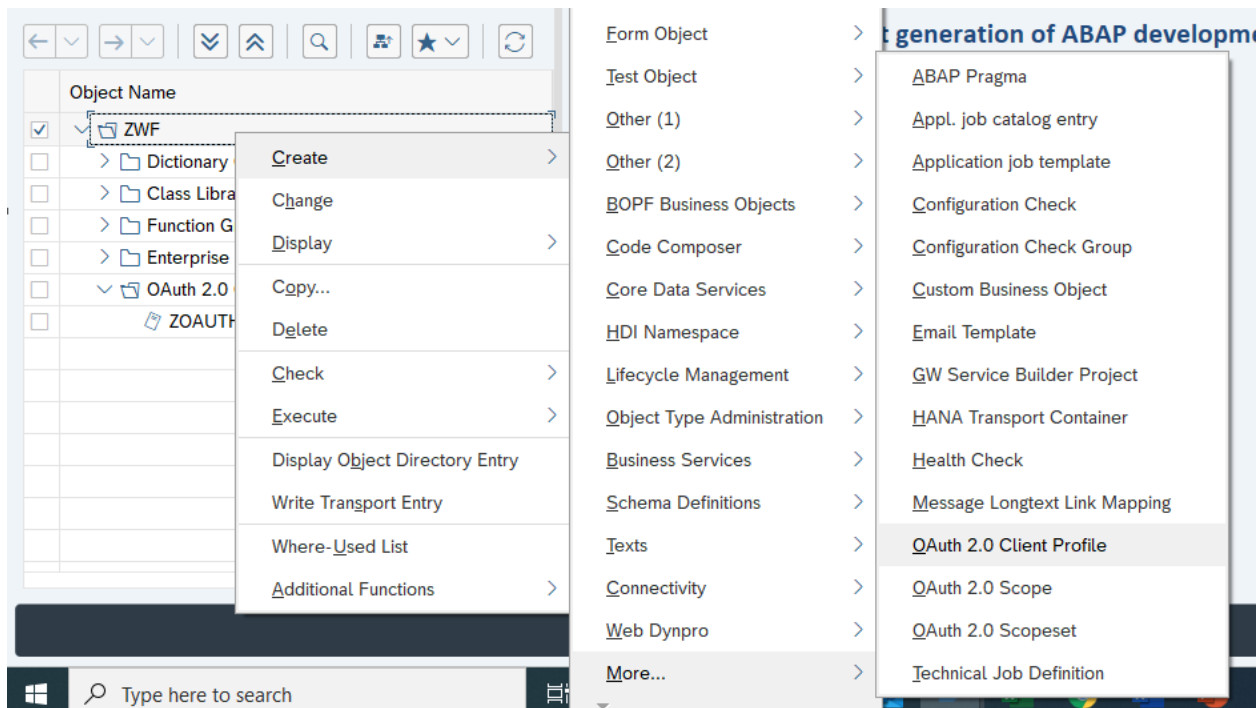
## Create & Configure the OAuth Setup

OAuth2.0 allows an application to request authentication on behalf of users with third party user accounts, without the user having to grant its credentials to the application.

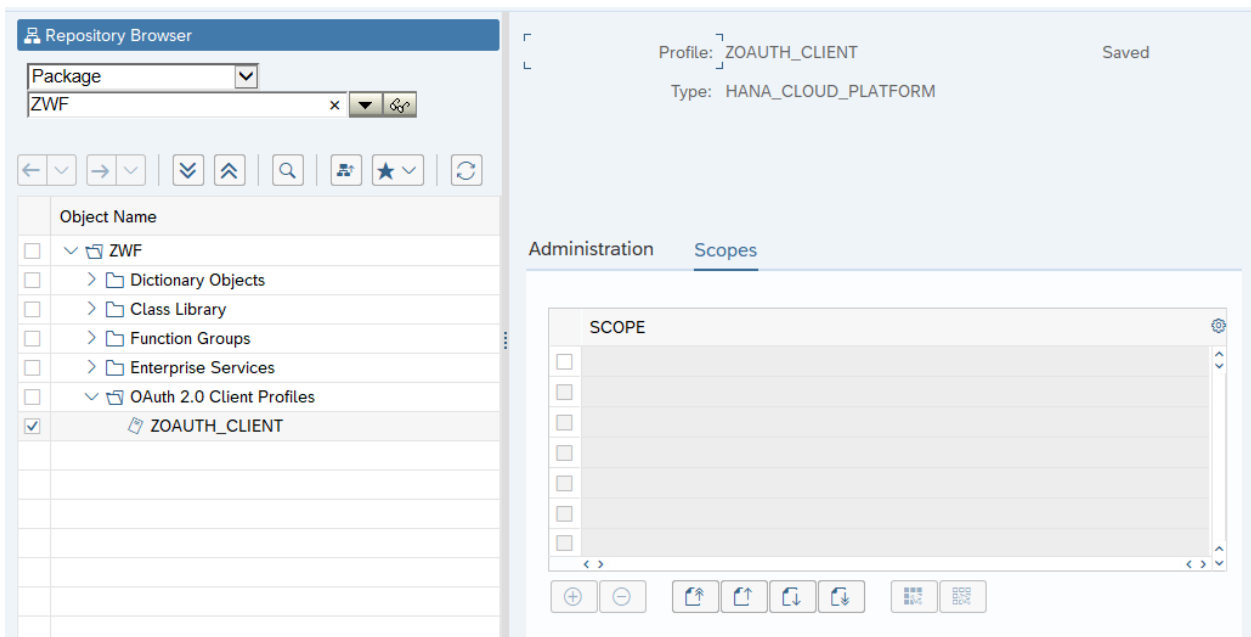
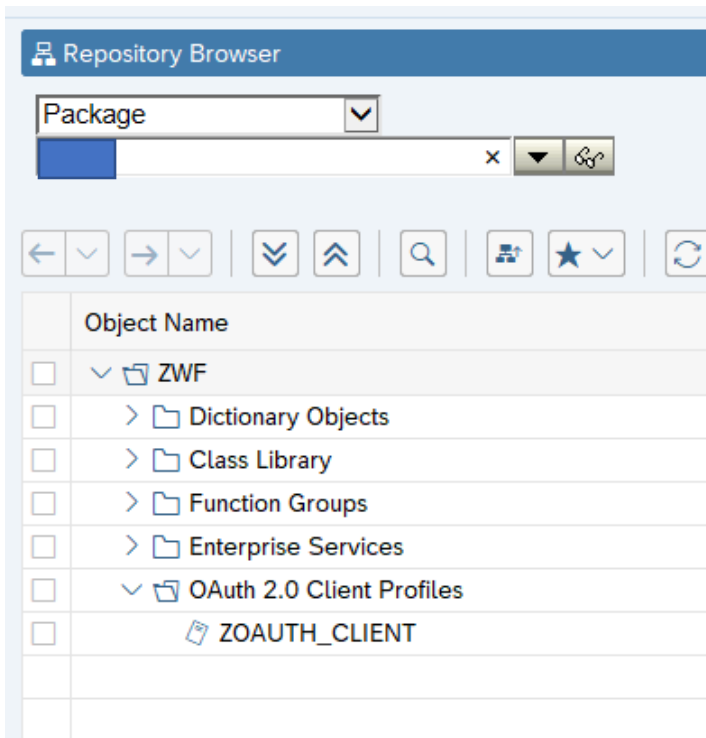
Need to Create and Configure the OAuth authentication by creating a custom Function module and configure the Client Profile in the Transaction SE80.

### Creating OAuth2.0 client profile

Go to the transaction SE80-> Choose the Package name

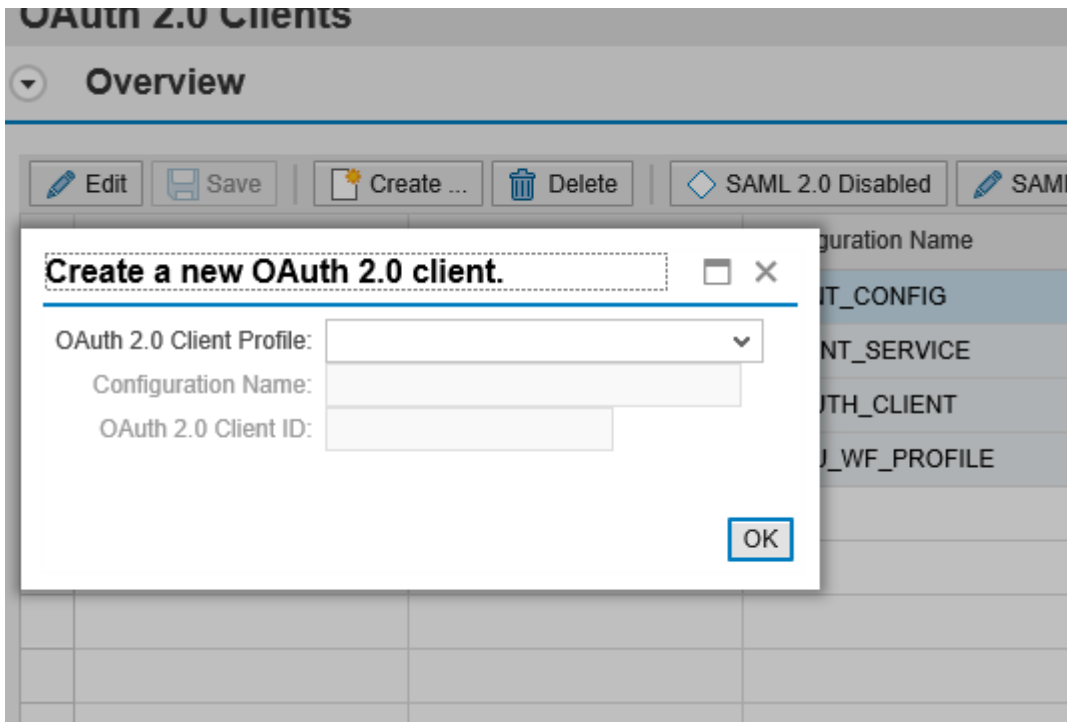


Enter the name of client profile which you want to create and Provide the type as HANA\_CLOUD\_PLATFORM.



### Configure the OAuth2.0 Client

1. Go to transaction OA2C\_CONFIG to configure the OAuth2.0.
2. Click on 'Create'.

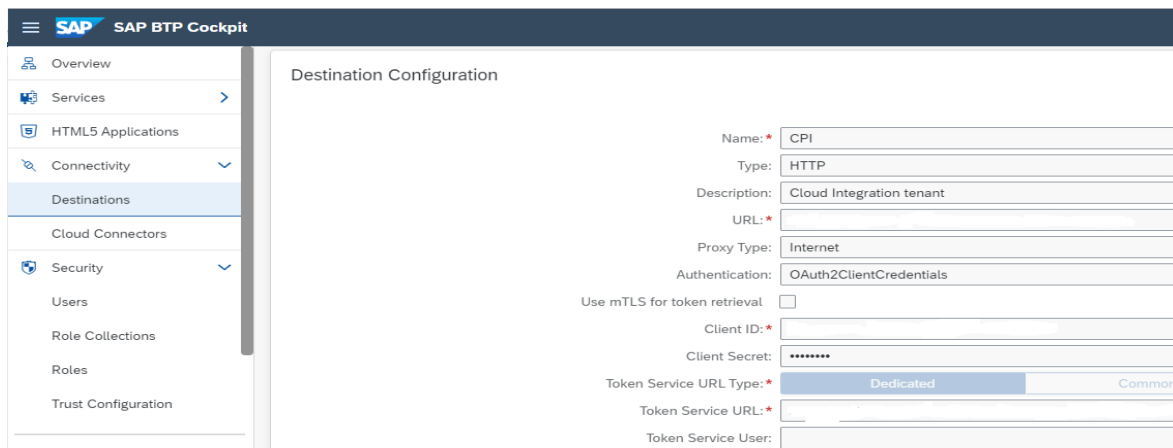


3. Select the OAuth2.0 Client Profile as 'ZOAUTH\_CLIENT\_PROFILE', provide the Configuration name which was created during the Step -> Create and Configure the Oauth Setup (Refer the transaction SE80 and provide the Package name then check under the Oauth2.0 Client Profiles.

How to get the Oauth2.0 Client Id:

The Client Id will be available from the CPI destination in BTP cockpit.

Go to SAP BTP Cockpit-> Open Destinations



4. Then press OK.

4. In the Administration section maintain the Client Secret

**Details**

Administration | Scopes | Enhancement Settings

Created By [redacted] Created On [redacted] Created At [redacted] Changed By [redacted] Changed On [redacted] Changed At [redacted]

**General Settings**

Service Provider Type: HANA\_CLOUD\_PLATFORM  
 Profile: ZOAUTH\_CLIENT  
 Configuration Name: ZOAUTH\_CLIENT  
 OAuth 2.0 Client ID: [redacted]  
 OAuth 2.0 Client ID (Internal): [redacted]  
 Client Secret: [redacted]

5. Also provide the Token Endpoint and Authorisation Endpoint in the Authorization Server Settings.

**Authorization Server Settings**

Authorization Endpoint: https:// [redacted]  
 Token Endpoint: https:// [redacted]  
 Revocation Endpoint: https:// [redacted]

6. Press the check box as 'Basic', Resource Access Authentication as 'Header Field' and select grant type as 'Client Credentials'.

**Access Settings**

Client Authentication:  Basic  
 Form Fields

Resource Access Authentication:  Header Field  
 Form Field

Selected Grant Type:  Current user related  
 Client Credentials

Grant Type (Current User related):  Authorization Code  
 SAML 2.0 Bearer Assertion

Redirection URI Server: https:// [redacted]  
 Redirection URI: [redacted]  
 Target Endpoint: [redacted]

SAML 2.0 Audience: [redacted]  
 SAML 2.0 Recipient: [redacted]  
 User E-Mail for SAML 2.0 Name ID: [redacted]

Resource Owner Password Credentials:  Request Tokens ...

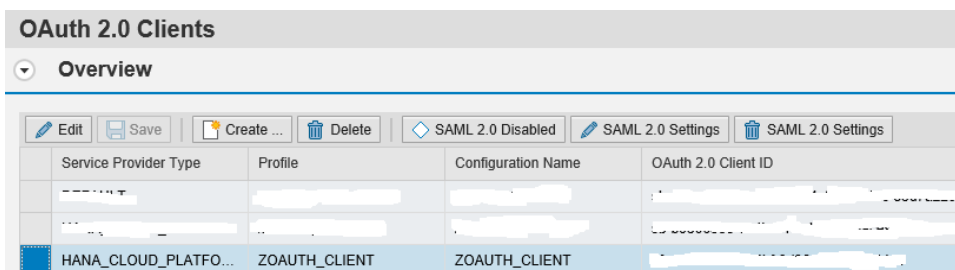
Refresh Token Validity: [redacted] -1 [in days]

7. Click on save.

Now go to the transaction OA2C\_CONFIG and verify the Configuration.

In this scenario the OAuth2.0 configuration name is 'ZOAUTH\_CLIENT\_PROFILE'.





**Note:** The OAuth Configuration name ZOAUTH\_CLIENT\_PROFILE should be used in the remote enabled Function Module ZWF\_FM\_MOVEIN which was configured in the next section.

## Create Remote Enabled Function Modules

### Function Module ZWF\_FM\_MOVEIN

1. Create an RFC enabled function module ZWF\_FM\_MOVEIN and Provide the Function group as ZSWW\_SRV and the short description.
2. Assign the Importing parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
MOVE_OUT_DOCUMENT	TYPE	CHAR12	Yes	Move Out document
MOVE_OUT_DATE	TYPE	DATUM	Yes	Move Out Date
MOVE_IN_DOCUMENT	TYPE	CHAR12	Yes	Move In Date
MOVE_IN_DATE	TYPE	DATUM	Yes	Move In Date
INSTALLATION	TYPE	CHAR10	Yes	Installation
PREMISE	TYPE	CHAR10	Yes	Premise
CONTRACT_ACC_NUMBER	TYPE	CHAR12	Yes	Contract Account Number
CONTRACT	TYPE	CHAR10	Yes	Contract
EMAIL_ADDRESS	TYPE	AD_SMTPADR	Yes	E-Mail Address
FIRSTNAME	TYPE	AD_NAMEFIR	Yes	First Name
USERNAME	TYPE	AENAM	Yes	Name of person who changed object

3. Assign the Exporting parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
ET_MESSAGE	TYPE	BAPI_MSG	Yes	Message Text

We first read the destination having profile. After fetching the profile, we create it and set the token. If set token fails, then we will execute client credential flow to get token and set the token again. Using the token, we will get data from Cloud. This is how we fetch the data from APIs.

Copy the code snippet from [SAP Note 3135241](#) and paste it in the Source code section of the Function Module ZWF\_FM\_MOVEIN.

Make the following changes in the function module:

In the call CL\_HTTP\_CLIENT->CREATE\_BY\_URL, provide the URL for Integration flow end point in the Exporting Parameters. For more details on how to get the URL, refer to the [SAP Help Portal](#).

In the call L\_OAUTH2\_CLIENT->CREATE, if needed, update the profile name (Refer Creating OAuth2.0 client profile section) and configuration name (Refer Configure the OAuth2.0 Client section) in the Exporting Parameters.

Save and Activate the function module.

### Function Module ZW\_MOVE\_OUT\_DATE\_CHANGE

After Move-In Date has changed and Workflow got triggered. Now Move-out Date change will be trigger from BTP and it will call the Function Module ZW\_MOVE\_OUT\_DATE\_CHANGE to update the Date change at S4HANA side.

Create a Wrapper Function Module to Update the Move Out Change Date in the Transaction EC56E.

1. Go to the transaction SE37.
2. Create a Remote enabled Function module ZW\_MOVE\_OUT\_DATE\_CHANGE and enter the Function group as ZSWW\_SRV and Short description.
3. Save it.
4. Assign the Importing parameters.

Parameter Name	Typing	Associated Type	Optional	Pass by Value	Short text
X_AUSZBELEG	TYPE	AUSZBELEG	Yes	Yes	Consecutive number of move-out document
X_NEWAUSZDAT	TYPE	AUSZDAT	Yes	Yes	Move-Out Date

5. Assign the Exporting parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
Y_DB_UPDATE	LIKE	REGEN-DB_UPDATE	Yes	Database updated (x) or not (SPACE)
Y_EXIT_TYPE	TYPE	REGEN-EXIT_TYPE	Yes	Function with which editing was exited

6. Assign the Tables.

Parameter Name	Typing	Associated Type	Optional	Short text
----------------	--------	-----------------	----------	------------

TY_NEW_SM_ORDERS	TYPE	ISU06_T_SM_ORDERS	Yes	Service Orders (Notifications)
------------------	------	-------------------	-----	--------------------------------

7. Assign the Exceptions.

Exception	Short text
NOT_FOUND	Object Not Found
FOREIGN_LOCK	Object is currently locked
GENERAL_FAULT	Other
INPUT_ERROR	Input error
ACTION_FAILED	Could Not Execute Action
NOT_AUTHORIZED	You are not authorized to make changes
PARAM_ERROR	
CANCELLED	
BILLED	Billed
DPP	Data Privacy and Protection

Copy the code snippet from [SAP Note 3135241](#) and paste it in the Source code section of the Function Module ZW\_MOVE\_OUT\_DATE\_CHANGE. Then Save and Activate it.

#### Function Module ZW\_FETCH\_SERVICE\_ORDER\_NUMBER

After Move-out Date change has been updated then again, a RFC call will get trigger from BTP by calling the function module ZW\_FETCH\_SERVICE\_ORDER\_NUMBER to fetch the associated Service order number from S4HANA side.

1. Go to the transaction SE37.
2. Create a Remote enabled Function module ZW\_FETCH\_SERVICE\_ORDER\_NUMBER and enter the Function group as ZSWW\_SRV and Short description.
3. Save it.
4. Assign the Importing parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
MOVE_IN_DOCUMENT	TYPE	CHAR12	Yes	Move In Document

5. Assign the Exporting parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
ET_MESSAGE	TYPE	BAPI_MSG	Yes	Message Text
SERVICE_ORDER_NUMBER	TYPE	AUFNR	Yes	Order Number

Copy the code snippet from [SAP Note 3135241](#) and paste it in the Source code section of the Function Module ZW\_FETCH\_SERVICE\_ORDER\_NUMBER. Then Save and Activate it.

## Function Module ZWRAPPER\_SERVICE\_ORDER\_UPDATE

Once Service order is picked up then again there is RFC call from BTP to update the Service order number in the S4HANA side by calling a function module ZWRAPPER\_SERVICE\_ORDER\_UPDATE.

1. Go to the transaction SE37.
2. Create a Remote enabled Function module ZWRAPPER\_SERVICE\_ORDER\_UPDATE and enter the Function group as ZSWW\_SRV and Short description.
3. Save it.
4. Assign the Importing parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
SERVICE_ORDER_NUMBER	TYPE	AUFNR	Yes	Order Number
DATE	TYPE	DATUM	Yes	Date

5. Assign the Importing parameters.

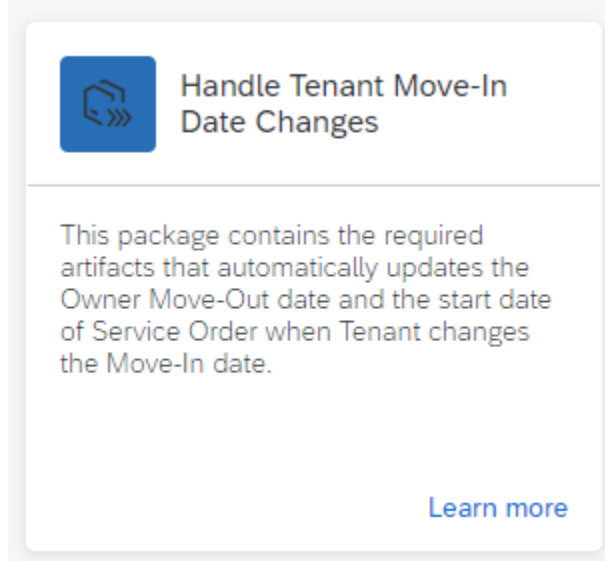
Parameter Name	Typing	Associated Type	Pass by Value	Short text
Y_DB_UPDATE	TYPE	REGEN-DB_UPDATE	Yes	Database updated (x) or not (SPACE)
ET_MESSAGE	TYPE	BAPI_MSG	Yes	Message Text

Copy the code snippet from [SAP Note 3135241](#) and paste it in the Source code section of the Function Module ZWRAPPER\_SERVICE\_ORDER\_UPDATE. Then Save and Activate it.

# Configuration of Workflow Management Content

## Import Handle Tenant Move-In Date Changes Process Content

- Open the SAP Workflow Management app. For information on accessing the app, see [Subscribe to SAP Workflow Management](#).
- Import content package **Handle Tenant Move-In Date Changes**. Refer to the standard help document about [how to import a content package](#)



## Process Visibility

Process visibility enable Process Owners and Process Operators to gain real time visibility on processes and key process performance indicators. Process visibility capability in SAP Workflow Management or SAP Build Process Automation enables customers gain out of the box process visibility into their deployed processes. Please refer [help documentation](#) for more details.

## Configure Visibility Scenarios

- Go to Process Flexibility Cockpit
- Select **Handle Tenant Move-In Date Changes**.
- Click Visibility Scenarios and Select **Insights to Tenant Move-In Date Changes**
- You can modify the scenario to cater to your business requirement

# User Interface in Update Owner Move-Out

## Exception handling

When an exception occurs while updating the owner move-out date, the user who is the service agent (one who changes the Move-In date) will receive a task in My inbox in SAP BTP to take relevant actions.

The user id (AENAM-Name of person who changed object) of the service agent is fetched from the table **EEIN** by passing move-in document number.

The user has two options to handle the exception case:

1. Cancel – When the user clicks on the cancel button, the workflow instance will get cancelled and the move-out date is not updated automatically.
2. Retry – If it was an error that is already fixed outside the scope of workflow, the user can re-trigger the workflow to automatically update the owner moveout date.

### Error Handling for OwnerMoveOut

**Error while updating OwnerMoveOut date for MoveOut Doc : 900000000260**

Created On: Dec 27, 2021 RESERVED  
MEDIUM

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**Document details**

MoveOut Document Number:	900000000260
Premise:	5000000342
MoveIn Document Number:	<u>800000000318</u>
Installation:	8000000340
MoveOut Date:	2022-02-27
Error:	Foreign lock

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## Process Visibility Workspace

Process Visibility enables Process Owners and Process Operators to gain real time visibility on processes and key process performance indicators. Process visibility capability in SAP Workflow Management or SAP Build Process Automation enables customers gain out of the box process visibility into their deployed processes. Please refer [help documentation](#) for more

details.

Handle Tenant Move-In Date Changes content package provides out of the box visibility in SAP Workflow Management or SAP Build Process Automation.

## **Access Process Workspace with SAP Build Process Automation**

1. The administrator would have added a tile in the central Fiori Launchpad that corresponds to the scenario “Handle Tenant Move-In Date Changes”. For more information on how to add scenario-specific tiles, refer to the [help documentation](#).
2. Click the scenario-specific tile in the Fiori Launchpad.
3. User will see the detailed process visibility dashboard.

## **Access Process Workspace with SAP Workflow Management**

- Go to Process Flexibility Cockpit.
- Select **Handle Tenant Move-In Date Changes**.
- Click Live Process Insights - Insights to Tenant Move-In Date.

Please go through [help documentation](#) how to access process workspace

## Optional: Making Custom changes in SAP Workflow Management

**Prerequisite:** an account with access to SAP Business Application Studio as well as space developer permissions in BTP.

The source code for both the process and the SAPUI5-based user interfaces are available as part of the content package. With this, custom modifications can be implemented to adapt the content for specific needs.

- in **Manage Package** app, select **Sources** tab
- select the archive you want to download in the list on the left side
- click on the blue filename behind **File (tar, zip)** to download the attached source archive
- Import the archive into SAP Business Application Studio
- make any necessary modifications
- Build and deploy the MTA archive, using the space developer credentials

Please refer to the documentation for [SAP Business Application Studio](#), the documentation for [Modeling a Workflow](#) and the documentation for [Creating User Interfaces](#) for details.



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