



The Retail Innovators

SAP Dynamic Pricing by GK

Survival Guide

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1 Introduction

The document guides support engineers with common issues and descriptions of common workarounds.

2 Security Management (1)

2.1 1-0001 User can not access business unit

2.1.1 Problem Description

After login a user is not able to see a business unit in the business unit list in the top right corner of the toolbar.

2.1.2 Solution Description

2.1.2.1 Reason: The user is not assigned to the business unit

1. Settings → Business Units
2. Select Business Unit
3. Click User Icon in toolbar
4. Select User
5. Authorize

3 2 - Importing Data

3.1 2-0001 Importing CSV Master Data fails

3.1.1 Problem Description

Importing master data fails for one data type like item categories. The error in the protocol looks something like that:

```
"Duplicate for xxx.csv in input 1. record = xxx, key = category hierarchy."
```

3.1.2 Solution Description

3.1.2.1 Reason: Wrong regular expression in the inbound mapping section of your import XML configuration

In this example there is a conflicting regular expression. Because of `".*categories.csv"` also `itemcategories.csv` files are matched as categories and those files are then imported as categories. This leads to many errors in the protocol.

```

<inboundDataMapping>
  <mappingId>Item</mappingId>
  <regExpression>.*items.*csv</regExpression>
  <type>Item</type>
  <defaultName>items.csv</defaultName>
</inboundDataMapping>
<inboundDataMapping>
  <mappingId>Category</mappingId>
  <regExpression>.*categories.*csv</regExpression>
  <type>Category</type>
  <defaultName>category.csv</defaultName>
</inboundDataMapping>
<inboundDataMapping>
  <mappingId>ItemCategory</mappingId>
  <regExpression>.*itemcategories.*csv</regExpression>
  <type>ItemCategory</type>
  <defaultName>itemcategories.csv</defaultName>
</inboundDataMapping>

```

Fix if your files look like mycompany_itemcategories.csv and mycompany_categories.csv:

```

<inboundDataMapping>
  <mappingId>Item</mappingId>
  <regExpression>.*items.*csv</regExpression>
  <type>Item</type>
  <defaultName>items.csv</defaultName>
</inboundDataMapping>
<inboundDataMapping>
  <mappingId>Category</mappingId>
  <regExpression>.*_categories.*csv</regExpression>
  <type>Category</type>
  <defaultName>category.csv</defaultName>
</inboundDataMapping>
<inboundDataMapping>
  <mappingId>ItemCategory</mappingId>
  <regExpression>.*_itemcategories.*csv</regExpression>
  <type>ItemCategory</type>
  <defaultName>itemcategories.csv</defaultName>
</inboundDataMapping>

```

4 3 - Optimizing Prices

4.1 3-0001 Optimizing Prices fails with no results.

4.1.1 Problem Description

A pipeline or computation fails with no results.

4.1.2 Solution Description

4.1.2.1 Reason: Missing transactions or not enough transactions

Please check in the computation protocol this line: "Provided aggregated translog count: X"

If the count is 0 then please check:

- Are there any sales transactions imported (see: Import → Aggregated Transactions Count)?
- Are there transactions for your segment item filter available?

- Are there enough transactions for your segment item filter available? If not, then you could activate the additional training filter to increase the amount of items. Then also transactions for those items are analyzed.
- Strategy extended configuration: is the time interval for transaction analysis large enough? Default is 90 days.

5 4 - Accessing the Service

5.1 4-0001 Service is unavailable regularly after clicking on some functions

5.1.1 Problem Description

Service is unavailable regularly after clicking on some functions and the server displays in browser: Service unavailable.

5.1.2 Solution Description

5.1.2.1 Reason: Memory Settings for Java Heap are too low

Fix the container service startup settings for Java Heap (details see sizing guide)

5.1.2.2 Reason: Memory Settings for Java Metaspace are too low

Fix the container service startup settings for Java Metaspace (details see sizing guide)

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