SAP SuccessFactors

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Using the Check Tool

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Content

1 Before Starting: Is the check tool available in the application I'm using?

Here's a list of the applications where the check tool is available. You have to install and activate the relevant application before you can use the related checks.

Check Tool Availability

> **Note**
>
> Remember that, in addition to the individual applications listed in the table, there is an option to display all applications on each tab. If you choose this, you can run checks for all the applications you have installed and activated.

List of Applications Where The Check Tool Is Available

Application
360 Reviews
Admin Alerts
Advances
API
Benefits Management
Business Rules
Check Tool
Center of Capabilities
Clock In Clock Out
Company Structure Overview
Compensation
Contingent Worker
Data Replication
Data Replication Monitor

Application
Development
Document Generation
Employee Central Core
Employee Central ERP Replication
Goals
Higher Duty/Temporary Assignment
Integration Center
Job Description Manager
Job Profile Builder
Metadata Framework (MDF)
Onboarding
Payment Information
Payroll Information
Performance Management
Position Management
Public Sector Management
Read Access Logging
Recruiting
Reporting
Role-Based Permissions
Succession Planning
Time Off
Time Sheet
Upgrade Center
User Management
Workflow

Application
Work Structure

2 Using the Check Tool to Solve Issues

Get an overview of potential problems and errors in your configuration that you can try to solve yourself before you contact Technical Support about an issue.

Prerequisites

- You've enabled the Metadata Framework.
- You have the following *Administrator Permissions* > *Check Tool* permissions:
  - *Access Check Tool* authorizes users to access the tool.
  - *Allow Configuration Export* authorizes users to attach configuration information to a ticket.
  - *Allow Check Tool Quick Fix* authorizes users to run quick fixes for the checks that have this feature. A quick fix can be used to immediately correct any issues found by that check.

  For more information about role-based permissions, refer to List of Role-Based Permissions.

> → Tip
>
> Refer to Guided Answers for the Check Tool for a guided navigation through the available check tool checks and more information on each check.

Context

The check tool provides an overview of the issues found in the system. New checks that are being added in a new release go through a first initial run to return a result. After the initial run, checks are run on a regular basis (at least monthly). We recommend you open the check tool after you upgrade to a new release to see whether issues have been found by new checks.

In addition to these runs performed by the system, you can also run individual checks after you make changes to the system, for example, after updating data models or picklists. For more information, refer to the application-specific documentation.

Procedure

1. Go to *Admin Center* > *Check Tool*.

   The *Check Tool* page opens displaying the results of the first tab **System Health**.
2. Depending on the check type of the check you're interested in, select the corresponding tab.

Tab	Description
System Health	Displays configuration checks that have returned errors or warnings after the last run. We recommend you solve these in a timely manner. To display all checks, select all result types in the *Result Type* search filter and select *Go*.
Migration	Displays the migrations that are still pending, either because the check tool couldn't automatically migrate all issues or because new issues have been found after the last run. We recommend you solve these in a timely manner. To display all checks, turn on the *Show completed migrations also* search filter and select *Go*.
Validation	Displays a list of all validation checks. ⓘ Note Validation checks require one or more parameters for execution, therefore we can't run these checks automatically. You need to enter input parameters and run the corresponding check manually to get results.

3. To solve a check that returned issues, select it.

   The detail view opens to the right side of the screen with more information on the check and on how to solve the issue.
4. Evaluate the results and resolve the issues. If the check provides a quick fix that you can use to immediately correct issues found during a check run, select the *Quick Fix* button.
5. If you encounter an error you can't resolve, contact Technical Support by creating a ticket.

Next Steps

To verify that you've solved the underlying issue, select the checkbox for the corresponding checks and choose *Run Checks*. You can also wait until the next automatic run to see if the issue has been solved.

> ⓘ Note
>
> If the check you selected requires one or more prechecks (checks that need to be run successfully first), the prechecks are run first even if you haven't selected them.

Related Information

Running Checks [page 8]

Using the Quick Fix Feature [page 12]

2.1 Benefits of the Check Tool

The SAP SuccessFactors check tool helps you identify and resolve issues when your system doesn't work as you expect.

If your SAP SuccessFactors applications are behaving in unexpected ways, it is likely that it has a configuration or data conflict: you have some data that is inconsistent or a configuration error. The check tool quickly identifies these types of problems so that you can avoid support tickets. You might still need to create a support ticket if the problem is severe, but even in severe cases, the check tool can save you time because it can export the results of the check and your configuration for Technical Support. The support engineer, therefore, can identify the issue more quickly.

When you open the check tool, you see:

- A list of issues in your configuration or data and the severity of each issue.
- A solution or recommendation to address the issue.

2.2 Running Checks

Trigger the execution of individual checks to find potential issues in the system, or to check if an issue has been solved in the meantime.

Prerequisites

- You've enabled the Metadata Framework.
- You have the following *Administrator Permissions* > *Check Tool* permissions:
  - *Access Check Tool*
  - *Allow Configuration Export*
  - *Allow Check Tool Quick Fix*

Context

In addition to the job runs performed automatically by the system, you can also run individual checks. For example:

- You want to check whether the issue has been solved.
- You want to run a check as a prerequisite or post-step of a task. For example, you made changes to the system (such as updating data models or picklists), and you want to verify that your changes didn't cause any new issues. For more information, refer to the application-specific documentation.

- Validation checks need to be run manually as they require input parameters.

Procedure

1. Go to *Admin Center* > *Check Tool*.

   The *Check Tool* page opens displaying the results of the first tab *System Health*.
2. Depending on the check type of the check you want to perform, select the corresponding tab.

   A list of checks is displayed in the results table according to the predefined selection criteria.
3. **Optional:** If the check you're searching for is not listed in the results table, adjust the selection criteria and choose *Go*.

   You get a list of checks that fulfill the selection criteria you've entered.
4. Select the corresponding checks, and choose *Run Checks* from the top right of the results table.

   > Note
   >
   > Please note that, for checks on the *Validation* tab, you can only select one row at a time. Execution of multiple checks at once is not possible.
   >
   > Also, for validation checks you need to enter the required input parameters when running a check.

   > Note
   >
   > If the check you selected requires one or more prechecks (checks that need to be run successfully first), the prechecks are run first even if you haven't selected them.

   The *Results* column displays any issues found.

Next Steps

Investigate and solve the underlying issue.

2.3 Check Types

Overview of the different check types and their purpose.

The check type groups those checks that have a common purpose. On the *Check Tool* page, each tab represents a check type.

Overview of Check Types

Check Type	Description	Automatic Job Runs
System Health	Checks that run without parameters and check configuration and data issues that need to be fixed. The predefined selection criteria displays only those that have returned errors or warnings after the last run. We recommend you solve these in a timely manner. To display all checks, select all result types in the **Result Type** search filter and select *Go*.	• Automatic initial run at the beginning of a new release • Periodic runs (usually monthly)
Migration	Checks that perform an automatic migration of features. When you open the page, only pending migrations are displayed. To display also the competed migrations, turn on the *Show completed migrations also* search filter and select *Go*.	• Automatic initial run at the beginning of a new release • Periodic runs (usually monthly)
Validation	Checks which need one or more parameters for execution, for example: • A specific template • A specific user • A specific time frame Validation checks can be triggered by single selection and choosing the *Run* button. A popup appears with input fields for the parameters. Execution of multiple checks at once is not possible.	Only triggered through user

2.4 Check Results

After you run checks in the check tool, it returns the results of the checks so that you can resolve the issues found.

The results of a check are displayed in the *Result* column. If you run the checks multiple times to see how you're resolving issues, you can select a previous result from the *History* dropdown list.

> ⓘ Note
>
> To display the *History* dropdown list, select a check. On the details screen that opens on the right side of the page, expand the header. The *History* dropdown list is directly below the check title.

Possible Results of Check Tool

Result	Action
No issues found	If the tool can't find issues, you see a green check mark in the *Result* column.
Issues found	If the tool finds issues, it reports the number of issues and a yellow warning icon or a red alarm icon. • The yellow icon indicates a low severity issue. The system proposes a solution. • The red icon indicates a high severity issue. You must take action, which could include creating a support ticket.
Pending migrations	If the tool finds pending migrations that need to be completed by the user, you can see a yellow warning icon or a red alarm icon in the *Status* column on the *Migration* tab.
Completed	If the tool finds no issues with migration, or the migration has already been completed, you see a green check mark in the *Status* column on the *Migration* tab.

> ⓘ Note
>
> - Select the *Export Results* button to download the check results. Ensure you run the check before exporting the check results. If not you can view only the first 100 check results.
> - The downloaded check result table can display a maximum number of 10,000 rows.

Related Information

Creating Technical Support Tickets from the Check Tool [page 11]

2.5 Creating Technical Support Tickets from the Check Tool

When the check tool reports a serious issue that you can't solve, you might need to contact Technical Support. You can create a support ticket from within the check tool.

Prerequisites

You've run the check tool. You can find the check tool by going to *Admin Center* > *Check Tool*. You create the ticket from the details page of the tool.

Procedure

1. Select the check you can't solve.

   The detail view opens to the right side of the screen with more information on the check and on how to solve the issue.
2. On the *Result* tab, scroll down to the results table to look for the errors you want to report on.

   You usually contact Technical Support for high severity issues not low severity issues.
3. On the *Check Information* tab, under *Need Assistance?*, copy the component ID.

   For example, LOD-SF-EC is the component ID for Employee Central.
4. Create a customer case in the relevant category.
5. When you create the ticket, paste the component ID into the ticket.

2.6 Using the Quick Fix Feature

The check tool includes a quick fix feature that you can use to immediately correct issues found during a check run.

Prerequisites

The checks you want to solve with a quick fix have run and provide a check result with error or warning.

Procedure

1. Go to *Admin Center* > *Check Tool*.

   The **Check Tool** page opens.
2. Select the check you want to fix.

   The details screen opens on the right side of the page with more information about the check. If the check includes a quick fix, the *Quick Fix* button is displayed on the *Result* tab, under *Proposed Solution*.
3. Choose *Quick Fix* to start fixing the issue.

   A third screen opens to the right side, with step 1, called *Select Correction*, that shows one or more corrections for the issue.
4. Select the correction you want to carry out and choose *Step 2* to proceed to *Final Approval*.

   In the *Final Approval* step, you can opt to change your mind and not carry out the fix.
5. If you want to proceed, choose *Step 3*.

   The system confirms that the fix is now running.

6. Choose *Close* to complete the procedure.

   After a short time, the system runs the check again to verify that the fix has run correctly.

2.7 Exports

2.7.1 Exporting Configuration Information

Export the configuration information from your system and attach it to the Support ticket created from the check tool. This information can help Support identify the issue of a check you can't solve yourself.

Prerequisites

You have the *Administrator Permissions* > *Check Tool* > *Allow Configuration Export* permission.

Context

> **Restriction**
>
> Export of configuration information is supported only in the following applications:
>
> - Payroll Information
> - Position Management
> - Time Off
> - Time Sheet

Procedure

1. Go to *Admin Center* > *Check Tool*.

   The *Check Tool* page opens with a list of all applications for which you can use the check tool..
2. Select the corresponding application.

   If the application has the export configuration feature enabled, you can see an information message at the bottom of the page with a link.
3. Choose the *Export Configuration* link in the information message.

Results

The system downloads a file with the configuration information for the application you've selected.

Next Steps

Attach the downloaded file to the Support ticket you created from the check tool.

2.7.2 Exporting Check Results

After you run checks in the check tool, you can export the results.

Context

- Ensure you run the check before exporting the check results. If you don't do this, you can view only the first 100 check results.
- The downloaded check result table can display a maximum number of 10,000 rows.

Procedure

On the *Result* tab, select the *Export Results* button to download the check results.

2.7.3 Exporting a List of All Checks

Get an overview of all checks available in the system by exporting a CSV file.

Procedure

1. Go to *Admin Center* > *Check Tool*.

   The *Check Tool* page opens.
2. In the top-right corner, select *Export all checks*.

   A CSV file with all checks available in the system is downloaded, including check descriptions and application area.

ⓘ Note

The list includes also checks that you can’t access from the user interface if you don’t have the corresponding applications set up, or if you lack the required permissions.

3 Change History

Learn about changes to the documentation for Using the Check Tool in recent releases.

1H 2024

Type of Change	Description	More Info
Change	We've updated the documentation on exporting configuration information.	Exporting Configuration Information [page 13]

2H 2023

Type of Change	Description	More Info
Changed	We have moved the Change History to the end of the guide.	Before Starting: Is the check tool available in the application I'm using? [page 3]

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