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Managing Scheduled Jobs





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1 Scheduled Jobs

A scheduled job is a background task or process that's scheduled to run at given time. A job scheduler allocates system resources and manages the job queue so that jobs are executed efficiently.

Scheduled jobs are used for system integrations, such as importing or exporting employee data, and for batch processing, such for the daily execution of business rules. Jobs can be run automatically generated by the system or manually scheduled. If a job takes too long or fails, you can use the job monitor to check the status or view the troubleshooting information.

SAP SuccessFactors provides the following tools for managing and monitoring scheduled jobs:

- Scheduled Job Manager is available in the Admin Center. It enables you to create, manage, and monitor **some** scheduled jobs, **for supported job types**, without contacting Product Support.
- *Managing Job Scheduler* is available in the Provisioning application. It enables Provisioning users, to create, manage, and monitor scheduled jobs for **all job types**.

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Related Information

Managing Scheduled Jobs in Admin Center [page 13] Scheduled Job Occurrence Options [page 3]

1.1 Scheduled Job Occurrence Options

Occurrence options define when a scheduled job occurs.

Scheduled jobs can have the following types of occurrence:

- One-Time: The job only runs once.
- Recurring: The job runs at a specified frequency, at a scheduled time.
- Dependent Of: The job is dependent on another job. It only runs when the prerequisite job completes.

Note

- At most three layers of "Dependent Of" jobs are allowed.
- A prerequisite job can have at most three dependent jobs.

1.2 Scheduled Job Statuses

Job Request Status

Here's a list of possible job request statuses:

New	The job request was created.
Submitted	The job request is submitted.
Canceled	The job request is canceled.

Job Execution Status

Here's a list of possible job execution statuses:

Waiting	The job is waiting in queue to be picked up by the server.
Started	The job was picked up by the server and starts to run.
Skipped	The job is invalid and was ignored by the server.
In Progress	The job is running.
Completed	The job completed.
Failed	The job failed.
Interrupted	The job execution was interrupted by users.
Recovered	The job was interrupted by the server and will automatically rerun as a new job.

1.3 Data Retention of Job Requests

To protect your data and privacy, historical data shouldn't be stored any longer than is required. Once the required retention time has passed, data should be purged. Job requests are no exception.

Job requests whose effective date range expired longer than a certain time period will be purged.

- For a one-time job, if the start date is 6 months ago, the job is purged .
- For a recurring job, if the end date is 6 months ago, the job is purged.
- For an FTP job of deleted status, if the effective date is 1 month ago, the job is purged.

In exceptional cases, job requests are kept even when the effective date range already expired 6 months. Here is a list of examples:

- The last modified date for the job request is still within 6 months.
- The job is related with a valid "Dependent Of" job.
- The job is referred by change audit, Employee Central import jobs, or in the generic object table.

1.4 Notes on Some Common Job Types

Learn more about some of the more common job types and what they do.

① Note

This **isn't** a complete list of all available job types. It describes some of the more commonly-used job types, including notes with additional information or links to more documentation.

For modules, please use the conkeyrefs from the What's New Viewer referable content topics if available. WNV Modules: SuccessFactors or simply copy/paste from the following: Analytics Career Development Compensation Employee Central Employee Central Payroll Learning Onboarding 1.0 Opportunity Marketplace Performance and Goals (Note: This conkeref will be deprecated in b2305. Choose from among the more precise modules such as 360 Reviews, Goal Management, and so on.) Platform Recruiting Succession Planning Time Tracking If your module supports a new job type but there's no module-specific information or limitations you want to call out, you don't need to add an entry to the table. If a cell contains multiple entries that should appear individually in the dropdown list (Module and Feature columns), make it a simple list by using the <sl> in parenthesesstead of tag.

Module	Job Type	Description
Platform	Refresh Synthetic Group Data	In job parameters, you can select:
		All: Refreshes all user data of all group types.
		Common Data Model Content Deep-Link Access User Group (deepLinkActivationPermission): Refreshes the data of all modules that use SAP SuccessFactors Platform for user management. Products or configurations that don't use SAP SuccessFactors Platform for user management are excluded. For example, it excludes some configura- tions of Learning, Onboarding, and Recruiting.
		 Mobile Access User Group (mobileAccessPermission): re- freshes the data of users who have access to the SAP SuccessFactors Mobile app.
		• Story Report Access User Group (embeddedAnalyticsAccessPermission): Refreshes the data of users who have Report Center permissions.
Platform	Refresh RBP Model	A one-time job type to refresh RBP permission list. For this job type, you need to wait for one job to finish before starting another.
Analytics	Ad Hoc Reports Export	To regularly synchronize the HRIS data between third-party clients and SAP SuccessFactors

Module	Job Type	Description
Platform	Bulk Export Profile Photos	To export profile photos for employees in bulk
		The job can run up to 10 times each day in the Admin Center.
		For more information, refer to Exporting Multiple Profile Photos.
Platform	Bulk Upload Profile Photos	To upload profile photos for employees in bulk
		The job can run up to 10 times each day in the Admin Center.
		For more information, refer to Uploading Multiple Profile Photos.
	Benefits Birthday Job	To automatically trigger claims for a birthday benefit for all eligible employees
	Benefits Service Anniversary Job	To automatically trigger claims for a service anniversary benefit for all eligible employees
Employee Central	Business Configuration Audit	To fetch Business Configuration UI change audit job report.
	Job	① Note
		The recurring job request for this job type is canceled automatically if during the past 90 days, all recurring jobs have failed and there are at least 100 failed jobs for the job request. The job owner and concerned recipients get email notifications accordingly.
		To ensure that the jobs run as expected, we recommend that the job owner manages the failed jobs once notified.
		The maximum times that the job can run each day in the Admin Center:
		• 1 time a day.
		There's no recurring schedule for this job.
		For more information, refer to Business Configuration Audit Job in Scheduled Job Manager.
Platform	Delete All Profile Photos	To delete all the profile photos before instance refresh
Employee Central	EC Alerts and Notifications	To regularly check which records are valid for alerts and create and send alert messages accordingly
		The maximum times that the job can run each day in the Admin Center:
		• 10 times a day.
		• 1 time for a recurring job.
	Employee Data Replication Element Deletion	To manually delete the records in Data Replication Monitor

Job Type	Description
Feedback Migration To JPB Job	To migrate competency related data from Performance Management forms to the Job Profile Builder
Goal notification email	To enable email notifications in Goal Management
	In job parameters, you can select:
	Start Date and End Date
	• Today
	Yesterday
	For more information, refer to Creating a Scheduled Job for Using Goal Modification Notifications.
Sync HRIS Data	To sync data from Employee Central to the user data tables
	The maximum times that the job can run each day in the Admin Center.
	• 3 times for a <i>One-Time</i> job
	• 3 times for a <i>Recurring</i> job
	For more information, refer to HRIS Sync Jobs.
Sync HRIS Data for Specific Users	To sync all Employee Central data about the employees listed in an FTP file to user data tables
	The job can run up to 3 times a day in the Admin Center.
	For more information, refer to HRIS Sync Jobs.
Automated Hierarchy Adapta-	You can only create one job of this type.
tion	Only employees with an active employment are set as managers by the Automated Hierarchy Adaptation.
Automated "Position to Job Information" Synchronization Job	You can only create one job of this type.
Automated "Position Matrix Relationship to Job Relation- ship" Synchronization Job	You can only create one job of this type.
	Feedback Migration To JPB Job Goal notification email Sync HRIS Data Sync HRIS Data for Specific Users Automated Hierarchy Adaptation Automated "Position to Job Information" Synchronization Job Automated "Position Matrix Relationship to Job Relation-

Module	Job Type	Description
Platform	Live Profile Export	To export extended user data files respectively for personal information, background information, or trend information
		For background information, you can export a type of background information by selecting <i>Export selected background information</i> under the <i>Job Parameters</i> section.
		① Note
		The recurring job request for this job type is canceled automatically if during the past 90 days, all recurring jobs have failed and there are at least 100 failed jobs for the job request. The job owner and concerned recipients get email notifications accordingly.
		To ensure that the jobs run as expected, we recommend that the job owner manages the failed jobs once notified.
		For more information, refer to Extended User Information.
Platform	Live Profile Import	To add or update extended user information, including personal information, background information, and trend information
		① Note
		The recurring job request for this job type is canceled automatically if during the past 90 days, all recurring jobs have failed and there are at least 100 failed jobs for the job request. The job owner and concerned recipients get email notifications accordingly.
		To ensure that the jobs run as expected, we recommend that the job owner manages the failed jobs once notified.
		For more information, refer to Extended User Information.
	MDF Object Definition To DB SYNC	To sync changes of pre-delivered MDF object definitions to database
		Jobs of this type are triggered automatically when changes are made to pre-delivered MDF objects. You don't need to do anything about these jobs except when they fail continually, then you can contact Technical Support.
	MDF Solr Indexing Job	To index MDF Position objects for search
		Jobs of this type are automatically triggered when you have enabled Solr indexing for MDF Position objects. Solr indexing for MDF Position objects isn't required and not recommended in most cases.

Module	Job Type	Description
	Competency Library Export	To export competencies from Platform to Learning
	Instance Synchronization	To sync data artifacts from the source instance to target instance
	Job Requisition Import Candidate Import Application Import	To import recruiting data to your system, including job requisition, candidate, and application data
	OnStartDateStatusChange	To link Onboarding user records from your external HRIS with the corresponding employee records in SAP SuccessFactors HCM suite in a batch
	Position Job Requisition Processing	To ensure that the requisitions planned for creation in the fu- ture are created from the Position Org chart
	RCM Entity Anonymization Job	To prepare for using candidate and application purge with DRM 2.0
	RCM Rule Execution Job	To schedule a business rule for Recruiting
Platform	Recalculate the Percentage Complete of People Profile	To update the percentage complete of People Profile in the system, including on the UI and in reporting, for all active users whose percentage complete is not updated on the current date. Note that this job doesn't affect those users who don't have data of percentage complete.
		The percentage complete of a People Profile page is calculated when employees visit the profile or edit the profile through the <i>Complete Profile</i> widget. So the percentage complete of some users is probably outdated. By running this job, you ensure that the percentage complete for all active users is up-to-date.
	Internal to External Candidate Profile Conversion	To automatically convert an internal candidate profile to an external candidate profile
	External to Internal Candidate Profile Conversion	To automatically convert an external candidate profile to an internal candidate profile
	Send Pending Nomination Emails	To automatically send emails to remind approvers of the nominations requiring their approval
		In job parameters, you can select:
		 Resend emails to approvers if nominees have not yet been approved
		For more information, refer to Enabling Pending Approval Emails.

Module	Job Type	Description
Employee Central	Synchronize Business Configuration	To automatically push updates in Business Configuration to Succession Data Model
		The maximum times that the job can run each day in the Admin Center:
		• 1 time a day.
		• There's no recurring schedule for this job.
		For more information, refer to Synchronize Business Configuration Job in Scheduled Job Manager
Employee Central	Workflow Action Reminder	To automatically send batch reminders for all stalled workflows in the system
		The maximum times that the job can run each day in the Admin Center:
		• 1 time a day.
		• 1 time for a recurring job.
Employee Central	Workflow Auto Approval	To automatically check and approve steps of stalled workflows
Employee Central	Workflow Auto Escalation	To check for stalled workflows that meet a specified escalation criterion and trigger escalation
		The maximum times that the job can run each day in the Admin Center:
		• 1 time a day.
		• 1 time for a recurring job.
	Schedule Form Creation	To launch forms for a recurring review
		① Note
		The job owner and additional email recipients don't receive email notifications on job start, failure, or completion.
	Employee Data Import	To schedule a specific type of employee data import
		① Note
		The recurring job request for this job type is canceled automatically if during the past 90 days, all recurring jobs have failed and there are at least 100 failed jobs for the job request. The job owner and concerned recipients get email notifications accordingly.
		To ensure that the jobs run as expected, we recommend that the job owner manages the failed jobs once notified.

Module	Job Type	Description
	Auto Route Based on Due	To automatically route forms to the next step on the due date
	Date	① Note
		There should only one job scheduled for this job type.
Employee Central	Push Date of Birth and Anniversary Data for Cards on Latest Home Page (Daily) Push Date of Birth and Anniversity	To check birthday and service anniversary event of employees, and show the information on the manager's home page ① Note
	versary Data for Cards on Latest Home Page (Monthly)	The monthly job should be run on the first day of the month, and both jobs should be run at UTC 00:00.
Employee Central	Initialize migration of picklist fields payscale area and types to mdf objects	The maximum times that the job can run each day in the Admin Center:
		Only 1 time for each instance.
		Recurring isn't applicable for this job.
Employee Central	HRIS PayComponentGroup Sums Sync	The maximum times that the job can run each day in the Admin Center:
		• 1 time a day.
		• 1 time for a recurring job.
Employee Central	Compensation Information Effective Date	In Provisioning, the system only runs jobs with the <i>One-Time</i> occurrence option. To use other job occurrence options, manage the job in the Admin Center.
Employee Central	Off Cycle Event Batch Processing Job	With the help of an Off Cycle Event Batch, you can configure your system to execute a customized set of instructions in the background for transactions that are recurring. As a result, the periodic requirement for manually updating the employee records is practically eliminated.
		⊙ Note
		The BizX Daily Rule Processing Batch job is now renamed to Off Cycle Event Batch Processing Job.
Goal Management	Migrate Goal Data to the Lat-	This job is triggered after your configure the setting <i>Trigger</i>
	est Home Page Job	Completion in Admin Center Manage Templates and choose the Refresh button. The job is view-only.
Performance Management	Auto-Complete Inactive Users' Performance Management Forms for Configured Tem- plates	To route inactive users' forms to completion. For more information, refer to the entry "Auto-complete inactive users' Performance Management forms if the job is scheduled" in Form Template Settings.

1.5 Error Codes

For failed jobs, you can refer to the following table for troubleshooting information.

Code	Cause and Solution
KB-2	The FTP file cannot be found. Check whether the file is uploaded to the FTP server.
KB-3	The job owner is invalid. Run the job with a valid user.
KB-5	The SFTP connection timed out. Try again later.
KB-6	The server address is incorrect. Check the SFTP server address in Job Definition.
KB-7	The FTP connection timed out. Change to an SFTP server, or try again later.
KB-8	Unknown server host. Check the SFTP server address in Job Definition.
KB-9	Failed to upload the file. Check whether your FTP account is able to upload files.
KB-10	Failed to upload the file. Check whether your SFTP account is able to upload files.
KB-11	Failed to log in to the FTP server. Check whether your FTP account is able to log in.
KB-12	Failed to authenticate your connection to the SFTP server. Check whether your SFTP account is able to log in.
KB-101	PGP encryption failed due to no data in the PGP file. Download and check the PGP file.
KB-113	Database resources are busy. Try again later.
KB-118	The number of concurrent jobs exceeds the limit. Try again later.

Managing Scheduled Jobs in Admin Center

You can use Scheduled Job Manager in the Admin Center to create, manage, and monitor some scheduled jobs, for supported job types.

Scheduled Job Manager isn't intended to fully replace all functionality in Provisioning. It's only intended to provide customer administrators with self-service access to **some** job types, for **some** actions.

Please note:

· Available actions vary for each supported job type. For example, for some job types you can create and submit a job request, but you can't run the job immediately. For other job types, you can only monitor the job execution, but it has to be set up initially in Provisioning.

→ Tip

To see which actions are available for a given job type, go to Scheduled Job Manager Job Scheduler and find the job type. Then check the Actions menu.

If there's no Actions menu, the job type only supports monitoring.

 Not all job types are supported. We continue to add support for more job types over time, but some job types are only available in Provisioning.

→ Tip

To see a list of job types that support monitoring on the Job Monitor, go to Scheduled Job Manager Job *Monitor* and check the *Job Type* menu.

To see a list of job types that support creation on the Job Scheduler, go to Scheduled Job Manager Job Scheduler > Create Job Request and check the Job Type menu.

To identify job types that support more actions than just monitoring, but not creation, go to Scheduled Job Manager > Job Scheduler \ and find the job type. Then check the Actions menu.

- Scheduled Job Manager doesn't support canceling or interrupting jobs.
- Scheduled Job Manager doesn't display parameters for all job types. When you view the job details for certain job types, you might see the message No job parameters or parameters only available in Provisioning.
- The Job Type dropdown in Job Scheduler displays all the job types that are available in Scheduled Job Manager. However, if you search for "Run It Now" job requests in Job Scheduler, you won't see any search results.

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Monitoring Scheduled Jobs in Admin Center [page 14]

Use the Job Monitor tab in Scheduled Job Manager to monitor the execution of scheduled jobs, for supported job types. You can check the job status and get troubleshooting information about failed jobs.

Creating a Scheduled Job Request in Admin Center [page 16]

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Create a scheduled job request, for supported job types, on the *Job Scheduler* tab in *Scheduled Job Manager*.

Submitting a Scheduled Job Request in Admin Center [page 20]

Submit a job request to the job scheduler so that it starts to run at the scheduled time, for supported job types.

Running a Scheduled Job Request Immediately in Admin Center [page 21]

Run a job request immediately in *Scheduled Job Manager*, instead of waiting for the next scheduled time, for supported job types.

Editing a Scheduled Job Request Immediately in Admin Center [page 22]

Edit a job request in Scheduled Job Manager, for supported job types.

Canceling a Scheduled Job Request in Admin Center [page 23]

Cancel a submitted job request in *Scheduled Job Manager* so it doesn't run anymore, or so that you can edit or delete it.

Deleting a Scheduled Job Request in Admin Center [page 24]

Delete a saved job request from *Scheduled Job Manager* when it's no longer needed, for supported job types.

Exporting Job Data in Scheduled Job Manager [page 25]

You can export job data in Scheduled Job Manager.

Viewing Upcoming Scheduled Jobs in Admin Center [page 26]

View the next run time and last run time of upcoming scheduled job requests.

Customizing Email Notification Templates for Scheduled Jobs [page 26]

You can customize the content of the *Scheduled Job Started Notification* and the *Scheduled Job Completed Notification* email notification templates.

2.1 Monitoring Scheduled Jobs in Admin Center

Use the *Job Monitor* tab in *Scheduled Job Manager* to monitor the execution of scheduled jobs, for supported job types. You can check the job status and get troubleshooting information about failed jobs.

Prerequisites

- This action is supported in the Scheduled Job Manager, for the selected job type.
- You have Admin Center Permissions Monitor Scheduled Jobs permission.

① Note

Some job types have more module-specific permission controls. Check the module guides to know all the details. For example, for the Employee Data Import job type, see Monitoring Jobs for Imports.

Context

Not all job types are available in *Scheduled Job Manager*. To view a list of job types that support monitoring, go to the *Job Monitor* tab and open the *Job Type* menu. If the job type you're looking for isn't listed, contact Technical Support.

Procedure

- 1. Go to Admin Center Scheduled Job Manager .
- 2. On the Job Monitor tab, you can view a list of job requests, the job execution status, and other information.
 - Use filters to narrow down your search.
 - Go to the *All Jobs* tab to see all jobs that meet your searching criteria. Go to the *My Jobs* tab to view job requests created, owned, or last modified by yourself.
 - The date and time in the table is shown in the local time zone of your web browser.
- 3. Choose the job name to view the schedule information and e-mail notification recipients.
 - In the **Job Details** popup, there's a **View More Details** button. After clicking this button, you'll be redirected to a page of more job details. You can see basic job request information in the **Job Details** popup, and see detailed information in the new **View Job Details** page, for example, FTP configuration and notification information.
- 4. Choose *View Details* to view details about the execution of the job.
 - For a failed job, the troubleshooting information includes error codes. For more information about the error codes, see the related link.

① Note

Currently, job logs don't support translation.

- 5. If you can't find your job in *Job Monitor*, navigate to the *Upcoming Jobs* tab.
- 6. Go to Job Scheduler to view the details of scheduled job requests.

Related Information

Error Codes [page 12]

2.2 Creating a Scheduled Job Request in Admin Center

Create a scheduled job request, for supported job types, on the Job Scheduler tab in Scheduled Job Manager.

Prerequisites

- This action is supported in Scheduled Job Manager, for the selected job type.
- You have the following permissions:
 - Admin Center Permissions Monitor Scheduled Jobs
 - Admin Center Permissions Manage Scheduled Jobs

Context

Not all job types are available in *Scheduled Job Manager*. To view a list of job types that support the creation of job requests, go to *Job Scheduler Create Job Request* and open the *Job Type* menu. If the job type you're looking for isn't listed, please contact Product Support.

Procedure

- 1. Go to Admin Center Scheduled Job Manager 1.
- 2. On the Job Scheduler tab, choose Create Job Request.
- 3. In the *Job Definition* section, enter the following information.

Setting	Description
Job Name	The name given to the job.
Job Type	The type of the job that you want to schedule.
Job Owner	The user who's recorded as running the job. Select an owner to be responsible for the job and who has all necessary permissions. ① Note For system jobs, the job owner will always be System user. System jobs are for refreshing system data, integrating with other applications, etc.
Job Parameters	Job parameters vary by job type.

4. For an FTP or SFTP job, the following *FTP Configuration* information (*Server Access* and *File Access*) is required.

Option Description

Host Server Address

Address of the FTP or SFTP server that is used to import or export the file.

- SAP-Hosted SFTP Server: This is the default option.
- SFTP: Select this option is you want to transmit data using encrypted SFTP/port 22 file transfer protocol. For more information on creating SFTP destinations, see the Creating SFTP Destination Settings topic in the Related Information.
- FTP: Select this option is you want to transmit data through the public Internet FTP/port 21 channel.

Login Name FTP/SFTP server account.

Login Password

Password of the FTP/SFTP server account.

FTP Passive Mode

This option is only available if you selected *FTP* in the *Host Server Address* field.

Option Description

File Path Location of the file to be imported or exported.

The name of the data file for importing or exporting. You can use the following segments to name the file:

File Name

- Company ID: We recommend that you add your SuccessFactors company ID as a prefix to the file name. Example: CompanyABC_Filename.csv)
- Date: You can use the \$DATE variable to append a date segment to the file. If you add \$DATE, select a date format below. Example: Filename_\$DATE.csv
- For an import job, ensure that the file has an extension name such as .csv or .txt, otherwise the job fails.
- For file that is encrypted using PGP, add .pgp to the end of the file name. Example: Filename.csv.pgp

Note

The file name cannot have any spaces or any of the following characters: \, /, :, *, ?, ", <, >, and |.

Date Format

Format of the date when the job request is created. The date is appended to the file name.

Select PGP if you use PGP to encrypt your files. For an export job, you need to provide a PGP encryption key. For more information on PGP file encryption, see the PGP Keys Used in Scheduled Jobs topic in the Related Information.

5. In the Job Occurrence section, define how frequently you want the job to run.

Occurrence	The job runs only once. Select the start time and date of the only occurrence in the Start field. The job runs at a specified frequency. Select a recurrence pattern from these values: Daily, Weekly, Monthly, or Yearly. Select the time and date for the Start and End fields.	
One-Time		
Recurring		
Dependent Of	The job runs when the prerequisite job, selected a smitted job in the <i>Prerequisite Job</i> field, completed.	

O Note

At most three layers of "Dependent Of" jobs are allowed.

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Occurrence Description

A prerequisite job can have at most three dependent jobs.

O Note

Please note that "Run It Now" doesn't support the prerequisite-dependent job relationship. If you run the prerequisite job using the "Run It Now" feature, after the prerequisite job completes, the dependent job won't be triggered.

Note

Not all job types support "Dependent Of" job occurrence

- For the Start field, you can choose from one of the three values:
 - *Immediately*: The job runs immediately after the prerequisite job completes.
 - After Number of Minutes: The jobs runs after a certain number of minutes of the completion of the prerequisite job.
 - At: The jobs runs at a certain time after the completion of the prerequisite job.

Note

If the prerequisite job completes before the time you set, the dependent job is triggered at the time you set.

If the prerequisite job completes after the time you set, the dependent job will be triggered immediately after the prerequisite job completes. If the prerequisite job completes the next day but before the time you set, the dependent job will be triggered at the set time the next day.

6. In the Notification section, define who receives email notifications besides the job owner.

Setting Description

Recipients

Specify additional recipients of email notifications, besides the job owner. Use commas to separate multiple email recipients. If the recipient has turned off email notifications, or if email notification is disabled for this job type, no email is sent.

O Note

The job owner always receives email notifications.

Send Emails When Job Starts

If selected, an email notification is sent when the job starts.

Setting	Description	
	NoteFor system jobs, this field is grayed out.	
Send Emails When Job Fails	If selected, an email notification is sent if the job fails.	
Send Emails When Job Completes	If selected, an email notification is sent if the job completes.	

7. To finish, choose one of two options:

- Choose *Submit* to save the job request and submit it to the job scheduler, so that the job is scheduled to run at the specified time.
- Choose *Save* to save the job request, but not submit it. Configurations are saved but the job isn't scheduled to run yet.

Results

Submitted job requests are scheduled to run at the specified time.

Saved job requests are inactive. The job doesn't run yet.

Next Steps

Submit saved job requests when you want them to start running.

Related Information

PGP Keys Used in Scheduled Jobs [page 33] Creating SFTP Destination Settings

2.3 Submitting a Scheduled Job Request in Admin Center

Submit a job request to the job scheduler so that it starts to run at the scheduled time, for supported job types.

Prerequisites

- The job request has been created and saved.
- This action is supported in Scheduled Job Manager, for the selected job type.
- You have the following permissions:
 - Admin Center Permissions > Monitor Scheduled Jobs >
 - Admin Center Permissions Manage Scheduled Jobs

Context

This procedure is only necessary if the job request wasn't submitted when it was created or edited.

Procedure

- 1. Go to Admin Center Scheduled Job Manager .
- 2. On the Job Scheduler tab, find the saved job request you want to submit and choose Actions.
- 3. Choose Submit to submit the job request to the job scheduler.

Results

The job is scheduled to run at the specified time.

2.4 Running a Scheduled Job Request Immediately in Admin Center

Run a job request immediately in *Scheduled Job Manager*, instead of waiting for the next scheduled time, for supported job types.

Prerequisites

- The job request has been created. (If the job type doesn't support creation in *Scheduled Job Manager*, the job request must be created in Provisioning.)
- This action is supported in *Scheduled Job Manager*, for the selected job type.
- You have the following permissions:
 - Admin Center Permissions Monitor Scheduled Jobs
 - Admin Center Permissions > Manage Scheduled Jobs >

Procedure

- 1. Go to Admin Center Scheduled Job Manager .
- 2. On the Job Scheduler tab, find the job request you want to submit and choose Actions.
- 3. Choose Run It Now to send the job request to the job scheduler immediately, then OK to confirm.

Results

The job request is sent to the job scheduler immediately, instead of waiting for the next scheduled time. The job is placed in the job queue and run as soon as possible.

2.5 Editing a Scheduled Job Request Immediately in Admin Center

Edit a job request in Scheduled Job Manager, for supported job types.

Prerequisites

- The job request isn't submitted.
- This action is supported in Scheduled Job Manager, for the selected job type.
- You have the following permissions:
 - Admin Center Permissions > Monitor Scheduled Jobs >
 - Admin Center Permissions > Manage Scheduled Jobs >

Context

You can only edit a job request that isn't submitted. If you want to edit a job that's already submitted, you need to cancel it first.

Procedure

- 1. Go to Admin Center Scheduled Job Manager 1.
- 2. On the Job Scheduler tab, find the saved job request you want to submit and choose Actions.
- 3. Choose Edit.
- 4. Edit the job request.
- 5. To finish, choose one of two options:
 - Choose *Submit* to save the job request and submit it to the job scheduler, so that the job is scheduled to run at the specified time.
 - Choose Save to save the job request, but not submit it. Configurations are saved but the job isn't scheduled to run yet.

Results

Your changes are saved.

2.6 Canceling a Scheduled Job Request in Admin Center

Cancel a submitted job request in *Scheduled Job Manager* so it doesn't run anymore, or so that you can edit or delete it.

Prerequisites

- The job request has been submitted.
- This action is supported in Scheduled Job Manager, for the selected job type.
- You have the following permissions:
 - Admin Center Permissions Monitor Scheduled Jobs
 - Admin Center Permissions Manage Scheduled Jobs

Procedure

- 1. Go to Admin Center Scheduled Job Manager 1.
- 2. On the Job Scheduler tab, find the saved job request you want to submit and choose Actions.
- 3. Choose *Cancel*, then *OK* to confirm.

Results

The job request is canceled.

Next Steps

After it's canceled, you can edit or delete the job request.

2.7 Deleting a Scheduled Job Request in Admin Center

Delete a saved job request from Scheduled Job Manager when it's no longer needed, for supported job types.

Prerequisites

- The job request isn't submitted.
- This action is supported in Scheduled Job Manager, for the selected job type.
- You have the following permissions:
 - Admin Center Permissions Monitor Scheduled Jobs
 - Admin Center Permissions Manage Scheduled Jobs

Context

You can only delete a job request that isn't submitted. If you want to delete a job that's already submitted, you need to cancel it first.

Procedure

- 1. Go to Admin Center Scheduled Job Manager .
- 2. On the Job Scheduler tab, find the saved job request you want to submit and choose Actions.
- 3. Choose *Delete* to submit the job request to the job scheduler, then *OK* to confirm.

Results

The job request is deleted.

Exporting Job Data in Scheduled Job Manager 2.8

You can export job data in Scheduled Job Manager.

Prerequisites

You have the Administrator Permissions Admin Center Permissions Monitor Scheduled Jobs permission.

Procedure

- 1. Go to Admin Center Scheduled Job Manager .
- 2. On the Job Monitor or Job Scheduler tab, use filters to narrow down your search.

To export job execution details, go to the Job Monitor tab. To export job request details, go to the Job Scheduler tab. Also, to ensure optimal system performance, use filters to narrow down the search results for export. You can download up to 200,000 entries.

- 3. Choose Go.
- 4. Choose Export. A double confirmation popup displays on the page.
- 5. Choose *Export* in the popup.

Results

An export job is triggered. To download export results, go to Job Monitor View Details Download Status . The export file will expire 48 hours after job completion. It might take some time completing the job execution. If you can't find your export job in Job Monitor, check Upcoming Jobs.

Posting Instructions

- Use a UTF-8 editor to open the export files.
- Dates in the export files use UTC time.
- When you export job data of the Export Job Data job type in Job Monitor, you'll find an In Progress job entry in the export files. This entry appears because, at the moment you choose Export, the job you triggered is
- When you search for Export Job Data job requests in Job Scheduler, you won't see any search results. This is because Export Job Data jobs are "Run It Now" jobs.

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2.9 Viewing Upcoming Scheduled Jobs in Admin Center

View the next run time and last run time of upcoming scheduled job requests.

Prerequisites

You have Admin Center Permissions Monitor Scheduled Jobs permission.

Procedure

- 1. Go to Admin Center Scheduled Job Manager .
- 2. Go to the Upcoming Jobs tab.

Results

You can see a list of upcoming scheduled jobs, showing the next run time and the last run time.

2.10 Customizing Email Notification Templates for Scheduled Jobs

You can customize the content of the *Scheduled Job Started Notification* and the *Scheduled Job Completed Notification* email notification templates.

Context

The two email notification templates are selected by default and can't be unselected in *Email Notification Templates Settings*. However, you can further modify the content of the email notification templates.

Procedure

1. Go to Admin Center Email Notification Templates Settings .

2. Select Scheduled Job Started Notification or Scheduled Job Completed Notification.

Default email template content displays on the right.

① Note

The two email notification templates are enabled by default.

- 3. Modify the email template content to meet your business needs.
- 4. Choose Save Changes.

Results

You've successfully customized the content of the two email notification templates.

Next Steps

After you click the hyperlinks to scheduled job requests in the email notifications, you are directed to different pages depending on your login status.

- If you've logged in your company instance, you're directed to relevant job requests.
- If you haven't logged in your company instance yet, you're directed to the login page. And after you log in the system, you're redirected to the creation page of a job request instead. You can go back to the *Job Scheduler* tab and search the job request by its ID.

3 Managing Scheduled Jobs in Provisioning

Use the Provisioning application to create, manage, and monitor all scheduled jobs, for any job type.

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Creating Job Requests [page 28]

As a company provisioner, you can create job requests to schedule jobs in Job Scheduler.

Submitting Job Requests [page 30]

After you create a job request, you need to submit the job request so that the job can run as scheduled.

Monitoring Scheduled Jobs in Provisioning [page 31]

Monitoring Scheduled Global Jobs [page 32]

3.1 Creating Job Requests

As a company provisioner, you can create job requests to schedule jobs in Job Scheduler.

Context

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

- 1. Go to Provisioning and choose the company name.
- 2. Choose Managing Jobs under Managing Job Scheduler.
- 3. On the Manage Scheduled Jobs page, choose Create New Job.
- 4. In the *Job Definition* section, enter the following information.

The name given to the job.	
The name given to the job.	
The user by whom that the job is run. The user needs to be valid and have the permission to run the job, otherwise the job fails.	
The type of the job that you want to schedule.	
This field may be required depending on the job type that you select. For information on commonly used job types and the associated job parameters, see <i>Notes on Some Common Job Types</i> in the related links.	

5. For an FTP job, the following *Server Access* information is required.

Option	Description	
Host Address	Address of the FTP server that is used to import or export the file. If the job uses an SF-hosted FTP server, you can check the SF hosted SFTP Server checkbox, and the field is automatically filled.	
FTP Login	FTP/SFTP server account.	
FTP Password	Password of the FTP/SFTP server account.	
FTP Passive Mode	Check with Operations team before you select this mode.	
SFTP Protocol	Select this field only if the job uses an SFTP server.	
Test Connection	You can test your connection to the FTP server without running the job.	
Test File Put Permission	You can check whether your FTP/SFTP account has the write permissions for export jobs without running the job.	

① Note

We recommend you use an SFTP server for stability and security.

6. For an FTP job, the following File Access information is required.

Option	Description	
File Path	Location of the file to be imported or exported.	
File Name	Name of the file to be imported or exported.	
	For an import job, ensure that the file has an extension name such as .csv or .txt, otherwise the job fails.	
	For file that is encrypted using PGP, add .pgp to the end of the file name.	
	① Note	
	The file name cannot have any spaces or any of the following characters: $ /, :, *, ?, ", <, >, $ and $ $.	

Option	Description	
Date Format	Format of the date when the job request is created. The date is appended to the file name.	
File Encryption	Select PGP if you use PGP to encrypt your files. For an export job, you need to provide a PGP encryption key.	
	For more information on PGP file encryption, see PGP Keys Used in Scheduled Jobs in the related links.	

7. In the *Job Occurrence & Notification* section, define how frequently you want the job to run and who receive email notifications besides the job owner.

Option	Description	
Occurrence	One-Time: The job runs only once.	
	• Recurring: The job runs at a specified frequency.	
	 Dependent of: The job runs only when its prerequisite job completes. 	

The new job request shows in the list.

Next Steps

After you create a job request, submit the job request so the job can run as scheduled.

You can choose *Run It Now* to immediately run the job without submitting the job request. This option allows you to get the job done right away and find out job error (if any) before the scheduled time.

Related Information

Notes on Some Common Job Types [page 5] PGP Keys Used in Scheduled Jobs [page 33]

3.2 Submitting Job Requests

After you create a job request, you need to submit the job request so that the job can run as scheduled.

Prerequisites

You have created a job request.

Context

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

- 1. Go to Provisioning and choose the company name.
- 2. Choose Managing Jobs under Managing Job Scheduler.
- 3. On the Manage Scheduled Jobs page, find your job request and choose Submit from the dropdown list.
- 4. In the confirmation dialog, choose Yes to submit.

The status of the job request turns Submitted.

Next Steps

You can choose *Run It Now* to immediately run the job. This option allows you to get the job done right away and find out job error (if any) before the scheduled time.

3.3 Monitoring Scheduled Jobs in Provisioning

Context

As a company provisioner, you can use Job Scheduler in Provisioning to check the job status.

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

- 1. Go to Provisioning and choose the company name.
- 2. Choose Monitor Jobs under Managing Job Scheduler.
- 3. On the *Monitor Jobs* page, view the list of scheduled jobs in your instance.
- 4. To view the schedule information of the job, choose the job name.
- 5. To view the running details of the job, choose *Details*.
- 6. If you cannot find your job, choose View Waiting Jobs.

The Waiting Jobs dialog is displayed.

3.4 Monitoring Scheduled Global Jobs

Context

As a company provisioner, you can monitor scheduled global jobs that run in a global company. Global jobs can take effect across companies.

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

1. Go to Provisioning and choose the company name.

① Note

You can monitor global jobs only in a global company.

- 2. Choose Monitor Global Jobs under Managing Job Scheduler.
- 3. On the *Monitor Results* page, you can view the running details of global jobs and download the information.

4 PGP Keys Used in Scheduled Jobs

You can use PGP keys for file encryption and decryption in scheduled jobs.

In scheduled jobs, we use Pretty Good Privacy (PGP) to encrypt or decrypt messages and data. The key-based process contains a public key and a private key. The public key can be shared for anyone to access, while the private key is kept secure in the system where it was created. The public key is used to encrypt data that you send, and the private key is used to decrypt data that you receive.

Using Managing PGP Keys in Provisioning, you can generate PGP keys that will be used to decrypt files in file import jobs, and export the generated keys. Or you can import customers' local PGP keys that will be used to encrypt files in file export jobs.

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

① Note

For data safety, we can only export the public key from Provisioning with no access to the private key.

PGP Key Feature Migration

From the 1H 2021 release, we've been gradually migrating the PGP Key features used in file import jobs from Provisioning to Admin Center Security Center Other Keys This Admin Center feature is enabled in phases. See the following table for different behaviors when the feature is enabled or not.

① Note

For the PGP keys used in file export jobs, you still need to contact SAP Cloud Support.

Feature Enablement	Behaviors in Admin Center Behaviors in Provisioning
Enabled	In the Admin Center Security Center Other Keys page, when you add a new Decryption Key (PGP), or edit an existing Decryption Key (PGP), the Scheduled Job Key checkbox is displayed. The PGP keys generation, test, and export features in Provisioning are disabled But the PGP keys import feature in Provisioning is still available.
	You can generate and manage PGP key used in scheduled jobs. For detailed procedures, see Generate Other Keys in the Related Information section.
	 Note In Security Center, you can only generate PGP keys of the RSA type. The DSA type was removed from options due to security enhancements. But the DSA keys previously generated through Provisioning are still valid for use. The PGP key downloaded from Security Center is in the format of ASCII Armor (a stream of printable ASCII characters), instead of the format used in the PGP key exported from Provisioning (a raw 8-bit binary octet stream). You can convert the key format if necessary. You can only have one active PGP Decryption Key used in scheduled jobs. If you already have a PGP Decryption Key used in scheduled jobs, creating a new key overrides the existing one.
Not enabled	The Scheduled Job Key checkbox isn't displayed when you create or edit Decryption Key (PGP) in the Admin Center Security Center All the PGP key features work. See Generating PGP Keys in Provisioning in the Related Information section.
	You can't generate or manage PGP key used in scheduled jobs.

Related Information

4.1 Generating New PGP Keys in Provisioning

As a company provisioner, create new PGP keys that will be used in file import jobs.

Prerequisites

You have installed a PGP software or the compatible GPG (Open Source) software.

Context

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

① Note

This feature is being migrated to Admin Center in phases. For details, see the Related Information section.

Procedure

- 1. Go to Provisioning and choose the company name.
- 2. Choose Managing PGP Keys under Managing Job Scheduler.
- 3. In the *Generate Encryption Key* section, select an encryption type.

We recommend that you create an RSA key, for a DSA key is smaller and only for backwards compatibility.

① Note

If you already have a key in the *Generated Key* section, create a new one when you want to replace the existing key.

4. Choose the *Generate Key* button.

The generated key is displayed in the *Generated Key* section

Next Steps

After you generated a new PGP key, you can perform the following actions:

- Test Key: Check whether the key works.
- Export Key: Download the key.
- Remove Key: Remove the key only when necessary. Once the key is removed, it can never be recovered, and the data encrypted with this key cannot be decrypted.

Related Information

PGP Keys Used in Scheduled Jobs [page 33]

4.2 Importing Your PGP Keys to Provisioning

As a company provisioner, import your local PGP keys that will be used in file export jobs.

Context

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

- 1. Go to Provisioning and choose the company name.
- 2. Choose Managing PGP Keys under Managing Job Scheduler.
- 3. In the Import Encryption Key section, select the key files you want to import.
- 4. Choose the *Import Key* button.

 The imported key is displayed in the *Imported Keys* section.

5 Change History

Learn about changes to the documentation for Managing Scheduled Jobs in recent releases.

1H 2025

Type of Change	Description	More Info
Added	Added information on the <i>All Jobs</i> and <i>My Jobs</i> tab.	Monitoring Scheduled Jobs in Admin Center [page 14]
Added	Added information that Scheduled Job Manager doesn't display parameters for all job types. When you view the job details for certain job types, you might see the message No job parameters or parameters only available in Provisioning.	Managing Scheduled Jobs in Admin Center [page 13]
Added	Added information on export scheduled job data in <i>Scheduled Job Manager</i> .	Exporting Job Data in Scheduled Job Manager [page 25]
Added	Added information about a new group type - mobile access user group.	Notes on Some Common Job Types [page 5]

2H 2024

Type of Change	Description	More Info
No Change		_

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