Workflow related status problems

Purpose
Sometimes wrong or inconsistent workflow statuses can be found in a document. In these cases further analysis is needed.

Overview
This page provides information about workflow status related problems.
This page is also intended to describe the document status check method for the SRM Workflow Analysis Tool, which was created to determine if the workflow status of the document is consistent and correct or not.

Workflow status issues
Sometimes the workflow is stuck in awaiting approval. An obvious sign of this problem is that the approver has approved the document but the status not changed to "Approved".

Checking the document the following erroneous scenarios can occur:
- In BBP_PD in the status section the "Awaiting approval" entry remains active, but the status in the workflow section shows: "Completed".
- In BBP_PD under the workflow section the status remains: "Started" but in the status section the "Awaiting approval" entry has already been set to inactive.
- In BBP_PD in the status section the "Awaiting approval" entry remains active and under the workflow section there is no entry at all.

These issues will cause that the decision will not be carried out completely. To resolve this issue, firstly the root cause must be identified. If it is done, the workflow can be restarted if it is possible.

Diagnostic check in the tool
The Workflow Analysis Tool will provide an error message if there is an error in workflow related statuses. According to the above mentioned scenarios the following messages can be raised:

- The document is " awaiting approval" and no workflow instance available - the following error message is shown:

  STA_NOI - No workflow instance found

- The document is " awaiting approval" and "approval without workflow" is used:

  STA_AWW - Approval without workflow failed

- The document is "awaiting approval" and workflow is completed:

  STA_CLO - Status is not set to approved

- The document is approved and the workflow is not completed:

  STA_OPE - Workflow is not completed

- The document is deleted:

  STA_DEL - Document is deleted
How to repair the document with wrong status and find the root cause of the issue

Read the following documentation for the mentioned problems:

Problems with 'Awaiting approval' status

Related Content

Related Documents

Problems with 'Awaiting approval' status