FCC: CRM_FICA 002 Incorrect backend release

Symptom

Error message CRM_FICA 002 "Incorrect backend release; activate corresponding ERP business function" is raised in CRM interaction center.

Solution

Read the details of the message CRM_FICA 002:

Short Text

Incorrect backend release; activate corresponding ERP business function

Diagnosis

You activated switch by activating the corresponding business function in the CRM system. This requires a corresponding backend release, and a corresponding active business function in the ERP system.

Procedure

Activate the corresponding business function in the ERP system.

For further information on which business function to activate in the ERP system, refer to the CRM business function documentation.

SAP note 1406261 (SAP for Utilities: Release combination CRM and ECC) describes the release combination of ECC and CRM recommended for customers implementing the SAP for Utilities Solution.

Example:

CRM 7.0 EhP3 (CRM 7.13) + ECC EhP7 (ECC 6.17)

   Check now the status of the switches (transaction SFW1):
   ERP-system: SFW1 FICA_EHP7
   CRM-system: SFW1 CRM_FCA_EHP3

Further Hints

746475 Financial Customer Care - Collections Management

Search Terms

CRM_FICA002, Falsches Backend-Release; aktivieren Sie die entsprechende ERP BF,

CL_CRM_FICA_SESSIONHANDLER, METHOD init_session.