

Case Study

Intercompany Performance and Troubleshooting

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1 Long In-Doubt Transactions Caused by DI API Unresponsiveness

Symptom:

Messages are blocked in queue. Transactions are stuck in STARTED phase.

COCKPIT

MONITORING

MAINTENANCE

CONFIGURATION

DEVELOPMENT

Monitoring

Monitor B1i-Apps

UpDown Events

B1iP Crashes

App-Init Status

IPO-Step Status

BizFlow Status

Execution Status

Scheduler Status

Logon Screens

HTTP Sessions

Auth.Events UI-Users

Auth.Events IPO-Users

TID-Panel

Single TID

TLog Summary

TLog GC Results

Recovery Results

DB-Queue Status

DB-Queue GC Results

X-View

BizStore Directory

BizStore GC Results

BizStore Status

Cache Statistics

SQL-Statements

Memory Usage

Transaction-ID Panel

Refresh!

Selection Criteria [127.0.0.1:8080]

From timestamp

20??-??-??_??-??-??

Until timestamp

20??-??-??_??-??-??

Execution time limit

0

IPO-Step URI

%

Execution Status

STARTED

User-Defined Msg ID

%

Result-Count

15

Oldest Entry

2016-03-02_10:33:22

Latest Entry

2016-03-02_10:39:00

Newest transactions first

true

Selected Transaction-ID's

16030210273265096545CE36A024BEE3

2016-03-02_10:39:00

0

[IPO-Log](#)

16030210273265096525CE36A0246D08

2016-03-02_10:38:52

0

[IPO-Log](#)

16030210273265096211CE36A02447E9

2016-03-02_10:38:14

0

[IPO-Log](#)

16030210273265096484CE36A024B114

2016-03-02_10:38:14

0

[IPO-Log](#)

16030210273265091475CE36A024F278

2016-03-02_10:38:12

0

[IPO-Log](#)

16030210273265076362CE36A0240A8B

2016-03-02_10:37:43

0

[IPO-Log](#)

16030210273265060741CE36A0248983

2016-03-02_10:37:22

0

[IPO-Log](#)

16030210273265049507CE36A0243D9B

2016-03-02_10:35:13

0

[IPO-Log](#)

16030210273265013491CE36A0249AA1

2016-03-02_10:33:25

0

[IPO-Log](#)

16030210273265013511CE36A0245B10

2016-03-02_10:33:25

0

[IPO-Log](#)

16030210273265012574CE36A0242C09

2016-03-02_10:33:24

0

[IPO-Log](#)

16030210273265011766CE36A0246F04

2016-03-02_10:33:22

0

[IPO-Log](#)

16030210273265011769CE36A0248FA5

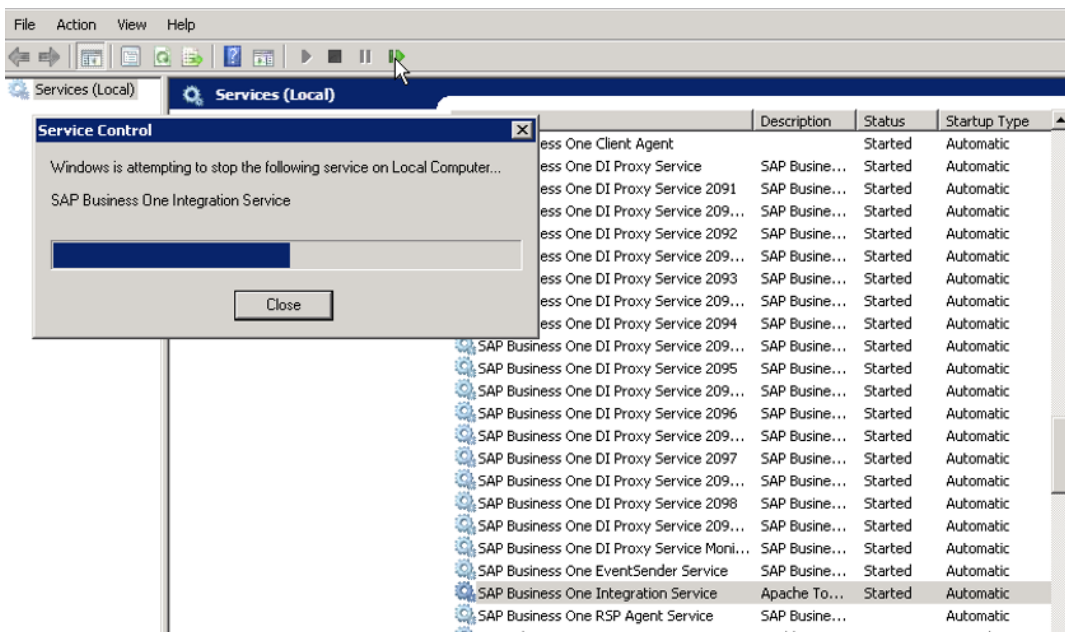
2016-03-02_10:33:22

0

[IPO-Log](#)

Troubleshooting Steps:

1. Restart B1i service to trigger recovery.



2. Check the started transactions. The old ones get processed.

App-Init Status	From timestamp	20??-??-??_??:??:??
IPO-Step Status	Until timestamp	20??-??-??_??:??:??
BizFlow Status	Execution time limit	0
Execution Status	IPO-Step URI	%
Scheduler Status	Execution Status	STARTED
Logon Screens	User-Defined Msg ID	%
HTTP Sessions	Result-Count	13
Auth.Events UI-Users	Oldest Entry	2016-03-02_11:09:11
Auth.Events IPO-Users	Latest Entry	2016-03-02_11:09:54
TID-Panel	Newest transactions first	true
Single TID	Selected Transaction-ID's	
TLog Summary	16030211081484538819CE36A0246881	2016-03-02_11:09:54
TLog GC Results	16030211081484538823CE36A024647A	2016-03-02_11:09:54
Recovery Results	16030211081484538869CE36A02440A9	2016-03-02_11:09:54
DB-Queue Status	16030211081484537258CE36A024BDD7	2016-03-02_11:09:52
DB-Queue GC Results	16030211081484506824CE36A02463A8	2016-03-02_11:09:12
X-View	16030211081484506417CE36A024F4A1	2016-03-02_11:09:11
BizStore Directory	16030211081484506421CE36A024F050	2016-03-02_11:09:11
BizStore GC Results	16030211081484506422CE36A024C84E	2016-03-02_11:09:11
BizStore Status	16030211081484506424CE36A0248A1F	2016-03-02_11:09:11
Cache Statistics	16030211081484506425CE36A024A81D	2016-03-02_11:09:11
SQL-Statements	16030211081484506426CE36A024F7E7	2016-03-02_11:09:11
Memory Usage	16030211081484506428CE36A024AF39	2016-03-02_11:09:11
	16030211081484506429CE36A024C464	2016-03-02_11:09:11

3. Check the log for the old "Started" transaction (by Transaction ID or by IPO-Step URI).

Selection Criteria [127.0.0.1:8080]	
From timestamp	20??-??-??_??:??:??
Until timestamp	20??-??-??_??:??:??
Execution time limit	0
IPO-Step URI	/B108_ B1Alert/com.cxs.b1i.ipo/ipo/CO.B1Alert.ipo/B1Alert
Execution Status	
User-Defined Msg ID	%
Result-Count	7
Oldest Entry	2016-03-01_10:45:23
Latest Entry	2016-03-02_11:09:11
Newest transactions first	true

Selected Transaction-ID's			
16030211081484506425CE36A024A81D	2016-03-02_11:09:11	0	IPO-Log MsgFlow Inq. MsgProcTmng.
16030210273265097081CE36A0240D63	2016-03-02_10:53:59	0	IPO-Log MsgFlow Inq. MsgProcTmng.
16030210273265011766CE36A0246F04	2016-03-02_10:33:22	1227380	IPO-Log MsgFlow Inq. MsgProcTmng.
16030210223671722231CE36A024D5C6	2016-03-02_10:25:46	0	IPO-Log MsgFlow Inq. MsgProcTmng.
16030210223671721921CE36A0245CC1	2016-03-02_10:25:29	16723	IPO-Log MsgFlow Inq. MsgProcTmng.
16030110414691899214CE36A024353F	2016-03-01_10:58:07	119056	IPO-Log MsgFlow Inq. MsgProcTmng.
16030110414691889483CE36A024BB24	2016-03-01_10:45:23	23611	IPO-Log MsgFlow Inq. MsgProcTmng.

4. The old transaction is now cancelled with exception "Resource is busy". The transaction was stuck in the DI adapter call.

<http://127.0.0.1:8080/?ltid=16030210273265011766CE36A0246F04&plt=htm&browser=ie6&xsrf.id=5ba96c> - Internet Explorer

IPO-Step Log

Summary [127.0.0.1:8080]	
IPO-Step URI	/B108_ B1Alert/com.cxs.b1i.ipo/ipo/CO.B1Alert.ipo/B1Alert
TID	16030210273265011766CE36A0246F04
Execution Status	CANCELLED
Started [yyyy-mm-dd_hh:mm:ss]	2016-03-02_10:33:22
Duration [mSecs]	1227380
Initiator	[HTTP]2044639498/B1iadmin
Log Records	37

XCL209 Handout of B1i Adapter-Instance for usage: B1DI 4.2.4

#184302 --- 2016-03-02T10:33:22, millis=1456911202839

Level **SEVERE**
 Logger com.sap.b1i.adapter.dia
 Class/Method com.sap.b1i.adapter.dia.DiaAdapter, call
 Thread 18681

DI Adapter is currently working on B1i transaction with the ID: 16030210273265011766CE36A0246F04 16030210273265012067CE36A02450CC

#449363 --- 2016-03-02T10:53:49, millis=1456912429806

Level **SEVERE**
 Logger com.sap.b1i.adapter.dia
 Class/Method com.sap.b1i.adapter.dia.DiaAdapter, checkUsabilityAfterCall
 Thread 18681

Adapter instance is NOT usable any more!

#449397 --- 2016-03-02T10:53:49, millis=1456912429822

Level	 SEVERE
Logger	com.sap.b1i.xcellerator
Class/Method	com.sap.b1i.bizprocessor.BizProcException, dumpBPEx
Thread	18681

```
com.sap.b1i.bizprocessor.BizProcException: BPE001 Nested exception: com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception:
com.sap.b1i.xcellerator.RejectedException: XCE208 resource is busy
BiServer(company =
    at com.sap.b1i.bizprocessor.AtomScheduler.process(AtomScheduler.java:188)
    at com.sap.b1i.bizprocessor.IncludeAtom.process(IncludeAtom.java:200)
    at com.sap.b1i.bizprocessor.IncludeAtom.processOuter(IncludeAtom.java:171)
    at com.sap.b1i.bizprocessor.BizProcessor.process(BizProcessor.java:451)
    at com.sap.b1i.xcellerator.IPOStepInstance.executeTransaction(IPOStepInstance.java:1094)
    at com.sap.b1i.xcellerator.IPOWorkResource.execute(IPOWorkResource.java:425)
```

5. To investigate further on why DI adapter did not give response, we need to look into the DI proxy log (with log level "FINER") and SQL trace.

2 Long In-Doubt Transactions Caused by DI Proxy Crash

Symptom:

Messages are blocked in queue. Transactions are stuck in INCOMMIT phase.

Troubleshooting:

1. Check the IPO step status from [Tools](#) → [Control Center](#) → [Monitoring](#) → [IPO-Step Status](#), choose "Deactivate IPO-Steps only", and submit.

IPO-Step Status Panel

Refresh

Selection Filter [127.0.0.1:8080]

IPO-Step URI

B1-App

Deactivated Steps only

true

Exception on last execution only

false

B1Alert/com.cxs.b1.Ipo/Ipo/CO.B1Alert/Ipo/B1Alert

De-Activation	activated	false	cause	recovery
	timestamp	2016-03-02_11:34:31	period	-1
On-Error Sequence	iteration-count	0	reactions	100
	timestamp	2016-03-02_11:34:31	TID	16030211081484506425CE36A024A81D
Last Exception	[HTTP]2044639498/B1admin			
	com.sap.b1.xcellerator.XcelleratorException: XCE001 Nested exception: com.sap.b1.xcellerator.XcelleratorException: XCE001 Nested exception: java.lang.RuntimeException: The DI-Proxy server has been replaced within the current transaction's calling sequence!			
Activities	Ping (Re-)Activate De-Activate -1 De-activation period			

B1Alert/com.cxs.b1.Ipo/Ipo/CO.B1Alert/Ipo/B1Alert

De-Activation	activated	false	cause	recovery
	timestamp	2016-03-02_11:35:03	period	-1
On-Error Sequence	iteration-count	0	reactions	100
	timestamp	2016-03-02_11:35:03	TID	16030211081484506425CE36A024C84E

2. Check the in-doubt transactions and exceptions.

Transaction-ID Panel

Refresh

Selection Criteria [127.0.0.1:8080]

From timestamp

20??-??-??_??:??:??

Until timestamp

20??-??-??_??:??:??

Execution time limit

0

IPO-Step URI

%

Execution Status

INCOMMIT

User-Defined Msg ID

%

Result-Count

2

Oldest Entry

2016-03-02_11:09:11

Latest Entry

2016-03-02_11:09:11

Newest transactions first

true

Selected Transaction-ID's

16030211081484506425CE36A024C84E

2016-03-02_11:09:11

1551982

IPO-Log

MsgFlow Inq

MsgProcTmng

ExecDetails

Profiler

Delete

Debug

16030211081484506425CE36A024A81D

2016-03-02_11:09:11

1519610

IPO-Log

MsgFlow Inq

MsgProcTmng

ExecDetails

Profiler

Delete

Debug

#1838060 --- 2016-03-02T11:35:03, millis=1456914903933

Level **SEVERE**
Logger com.sap.b1i.xcellerator
Class/Method com.sap.b1i.xcellerator.IPOStepInstance.finishTransaction
Thread 8818

```
com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception:
java.lang.RuntimeException: The DI-Proxy server has been replaced within the current transaction's calling sequence!
    at com.sap.b1i.adapter.dia.DiaAdapter.throwException(DiaAdapter.java:818)
    at com.sap.b1i.adapter.dia.DiaAdapter.throwException(DiaAdapter.java:779)
    at com.sap.b1i.adapter.dia.DiaAdapter.redo(DiaAdapter.java:644)
    at com.sap.b1i.xcellerator.IPOStepInstance.finishTransaction(IPOStepInstance.java:1226)
    at com.sap.b1i.xcellerator.IPOWorkResource.execute(IPOWorkResource.java:460)
    at com.sap.b1i.xcellerator.IPOStepInstance.executeInner(IPOStepInstance.java:683)
    at com.sap.b1i.xcellerator.IPOStepInstance.executeOuter(IPOStepInstance.java:518)
    at com.sap.b1i.xcellerator.Xcellerator.trigger(Xcellerator.java:1422)
    at com.sap.b1i.xcellerator.SingleAdapterPool.trigger(SingleAdapterPool.java:546)
    at com.sap.b1i.xcellerator.SingleAdapterPool.trigger(SingleAdapterPool.java:511)
    at com.sap.b1i.xcellerator.SingleAdapterPool.trigger(SingleAdapterPool.java:483)
    at com.sap.b1i.xcellerator.XclScheduler$JobRunner$JobThread.run(XclScheduler.java:284)
Caused by: java.lang.RuntimeException: The DI-Proxy server has been replaced within the current transaction's calling sequence!
    at com.sap.b1i.adapter.dia.DiaAdapter.request(DiaAdapter.java:968)
    at com.sap.b1i.adapter.dia.DiaAdapter.redo(DiaAdapter.java:643)
    ... 9 more
```

3. Check the DI proxy behavior. Error occurs when DI proxy crashes (*Event Viewer* → *System Error*).

System Number of events: 64,877				
Level	Date and Time	Source	Event ID	Task Category
Information	02/03/2016 11:40:53	Service Control Manager	7036	None
Information	02/03/2016 11:40:07	Service Control Manager	7036	None
Error	02/03/2016 11:40:00	TermDD	56	None
Error	02/03/2016 11:39:57	Schannel	36888	None
Information	02/03/2016 11:38:07	Service Control Manager	7036	None
Information	02/03/2016 11:37:35	Service Control Manager	7036	None
Information	02/03/2016 11:37:15	Service Control Manager	7036	None
Information	02/03/2016 11:35:38	Service Control Manager	7036	None
Error	02/03/2016 11:35:35	Service Control Manager	7034	None
Information	02/03/2016 11:35:15	Service Control Manager	7036	None
Information	02/03/2016 11:35:08	Service Control Manager	7036	None
Information	02/03/2016 11:34:25	Service Control Manager	7036	None
Error	02/03/2016 11:34:24	Service Control Manager	7034	None
Information	02/03/2016 11:34:14	Service Control Manager	7036	None
Information	02/03/2016 11:34:13	Service Control Manager	7036	None

Event 7034, Service Control Manager

General Details

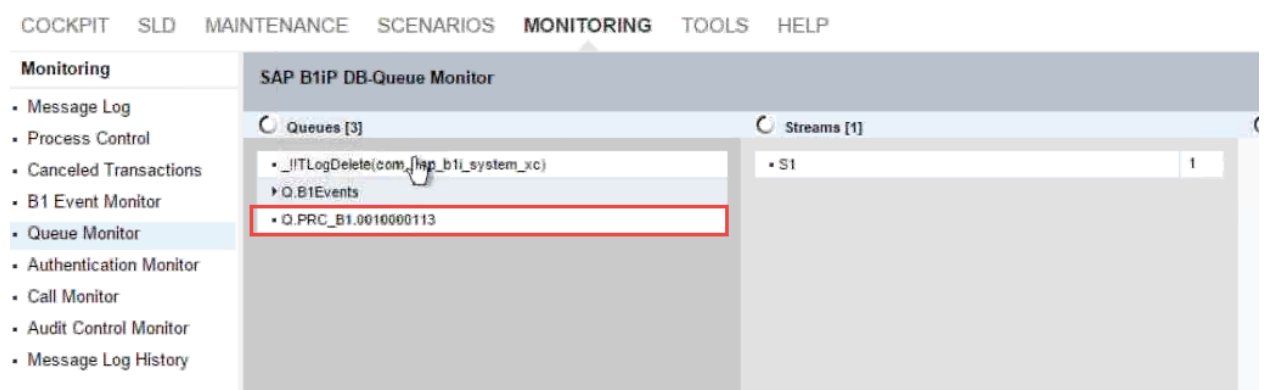
The SAP Business One DI Proxy Service 2095 service terminated unexpectedly. It has done this 42 time(s).

4. Follow up SAP Note [2166563](#) to collect information why DI proxy crashes.

3 Long In-Doubt Transactions Caused by Abnormal Behavior in DI Proxy Group

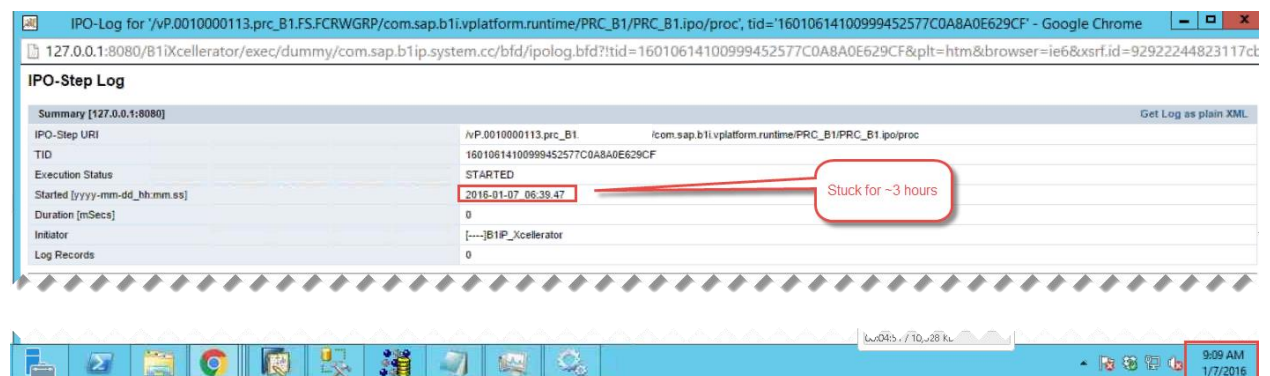
Symptom:

Messages are blocked in queue "Q.PRC_B1.0010000113".



Troubleshooting:

1. Check the in-doubt transactions.



2. Check the Bli log from ..\sap\SAP Business One Integration\IntegrationServer\Tomcat\temp folder. Search for the transaction ID.

```

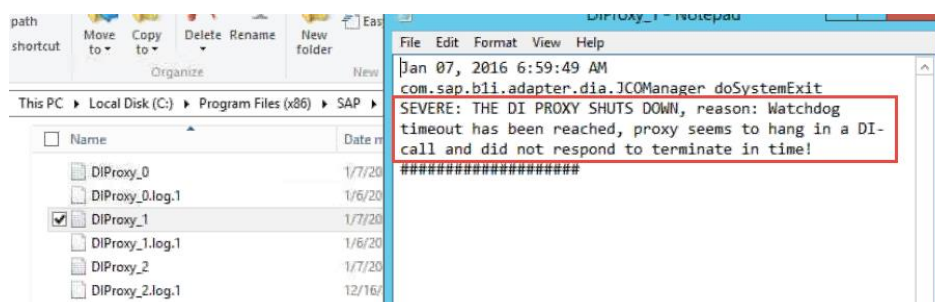
KONFIGURATION: XCL209 Handout of B1i Adapter-Instance For [REDACTED]
Jan 07, 2016 6:39:48 AM com.sap.b1i.adapter.dia.DiaAdapter [REDACTED]
SCHWERWIEGEND: DI Adapter is currently working on B1i transaction with the ID: 16010614100999452577C0A8A0E629CF 16010614100999452643C0A8A0E6FC95
Jan 07, 2016 6:39:48 AM com.sap.b1i.adapter.dia.CallStateLogger before
INFORMATION: cid: 16010614100999400079C0A8A0E6DCA1
cip: C0A8A0E6
tid: 16010614100999452577C0A8A0E629CF 16010614100999452643C0A8A0E6FC95
fic: true
sid: [REDACTED]

dbPassword: ???

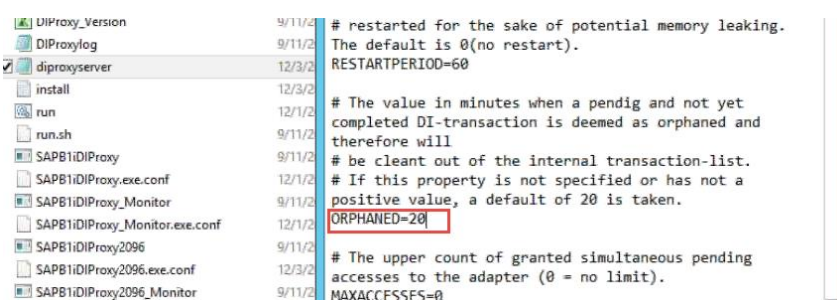
Jan 07, 2016 6:39:48 AM com.sap.b1i.adapter.dia.LoadBalancer$BraveSirRobin robinHood
INFORMATION: Did choose proxy 192.168.160.230:2096 out of proxy-group alpha
Jan 07, 2016 6:39:55 AM com.sap.b1i.adapter.dia.CallStateLogger after

```

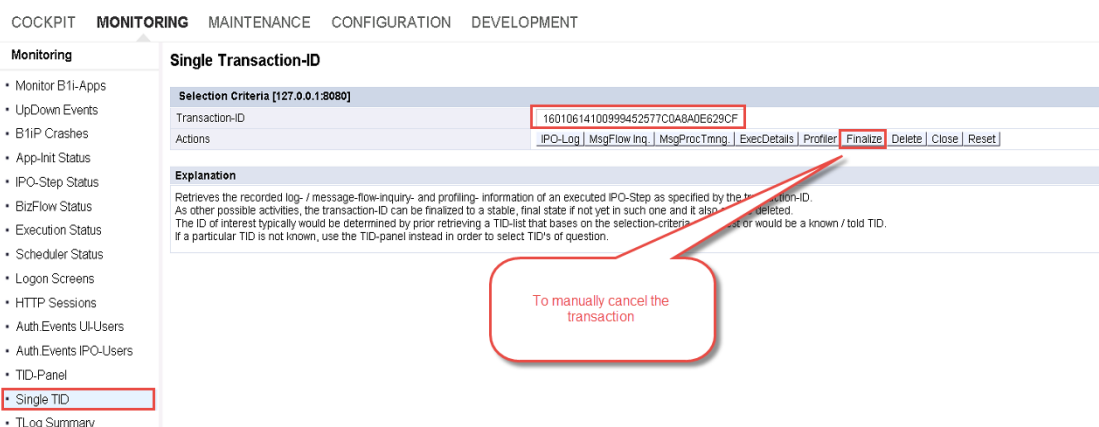
3. Check the DI proxy log, the DI proxy is terminated 20 minutes later. Orphaned timeout is set for 20 minutes.



..\SAP\SAP Business One Integration\DIProxy\diproxyserver.properties



4. Try to manually finalize the transaction ([B1iP Control Center](#) → [MONITORING](#) → [Single TID](#) → [Finalize](#)), B1i throw an exception, saying that I could not finalize this transaction ID because this transaction ID was still being executed.



-
5. Then we stopped DI Proxy 2096, and then tried to finalize this transaction ID again, this time it worked, this transaction ID's status was finalized to "CANCELLED" by B1iP, because B1iP detected that the connection to DI Proxy was lost.
 6. After this transaction ID was manually finalized, all the blocked messages in DBQ were processed again.

Note:

Current system behavior:

- DI proxy 2096 receives DI call request from B1i.
- The DI call reach up to 20 minutes, DI proxy 2096 gets restarted. This DI call is continuously handled by DI proxy that no response is returned back to B1i.
- This issue occurs only when DI proxy group is deployed.

After correction from 9.1 PL12 on:

When DI call reach up to 20 minutes, DI proxy 2096 will return below exception to B1i to cancel the transaction:

com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception:

com.sap.b1i.bizprocessor.BizProcException: BPE001 Nested exception:

com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception:

com.sap.b1i.xcellerator.XcelleratorException: XCE001 Nested exception:

com.sap.b1i.adapter.dia.exception.OrphanedTimeoutException: Orphaned Timeout happened

You can always set the orphaned time to a smaller number to avoid B1i transactions waiting for a long time.

4 Blocked Queue Due To Invalid XML Character

Symptom:

Messages blocked in queue.

Troubleshooting:

1. Check the transactions according to the blocked queue and the stream name.

Queues [2]		Streams [3]	
Q.PRC_B1.0010000102		S.CXS.B1BC.ERRORHANDLING	14
Q.PRC_QS.0010000000		S.CXS.B1BC.GENERICBIU.R_0010000100	79
		S.CXS.B1BC.GENERICBIU.R_0010000102	10

2. Click the [Debug](#) button to open the transaction list. The error handler transactions are cancelled.

Monitoring

- Message Log
- Process Control**
- Canceled Transactions
- B1 Event Monitor
- Queue Monitor
- Authentication Monitor
- Call Monitor
- Audit Control Monitor
- Message Log History

Process Control

Clear INCOMMIT Transactions

Scenario Processes - Inbound

										Activate	Deactivate
✓	0	0	0	0	21	Internal	CXS.B1BC.ERRORHANDI	Inbound Queue (vBIU-Specific)	Debug	ErrHdlg	
✓	0	0	0	0	52	Internal	CXS.B1BC.GENERICBIU.I	Inbound Queue (vBIU-Specific)	Debug	ErrHdlg	
✓	0	0	0	0	13	0010000100	*	Inbound SAP Business One	Debug	ErrHdlg	
✓	0	0	0	0	59	0010000101	*	Inbound SAP Business One	Debug	ErrHdlg	
✓	0	0	0	0	119	0010000102	*	Inbound SAP Business One	Debug	ErrHdlg	
✓	0	0	0	0	17	Internal	sap.XcelCacheRefresh	Inbound Timer-Triggered	Debug	ErrHdlg	

Scenario Processes - Processing

										Activate	Deactivate
✓	1	0	0	18	38	Internal	CXS.B1BC.ERRORHANDI	Processing Queue (vBIU-Specific)	Debug	ErrHdlg	
✓	1	0	0	30	46	Internal	CXS.B1BC.GENERICBIU.I	Processing Queue (vBIU-Specific)	Debug	ErrHdlg	
✓	0	0	0	0	13	0010000100	CXS.B1BC.GENERICBIU.:	Processing SAP Business One	Debug	ErrHdlg	
✓	0	0	0	1	59	0010000101	CXS.B1BC.GENERICBIU.:	Processing SAP Business One	Debug	ErrHdlg	
✓	0	0	0	26	119	0010000102	CXS.B1BC.GENERICBIU.:	Processing SAP Business One	Debug	ErrHdlg	
✓	0	0	0	0	17	Internal	sap.XcelCacheRefresh	Processing Timer-Triggered	Debug	ErrHdlg	

3. Click *IPO-Log* to view the exception.

Integration Framework - Transaction-ID Panel

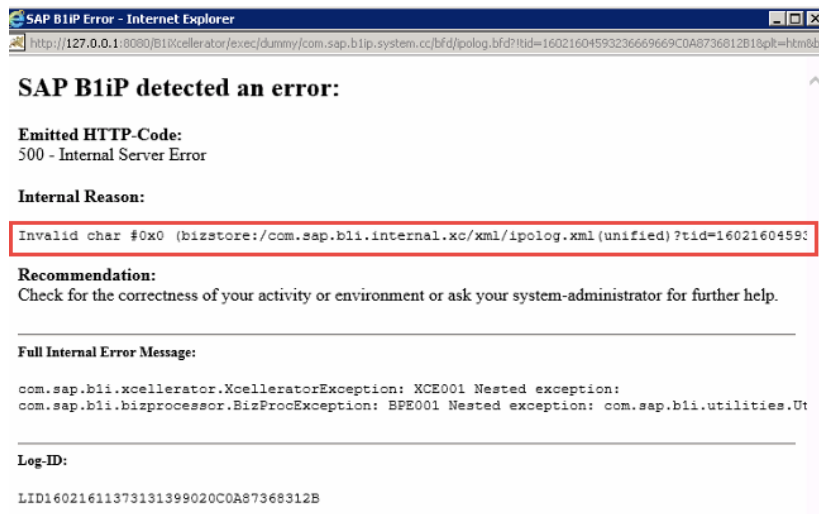
Transaction-ID Panel

Selection Criteria [127.0.0.1:8080]

IPO Step URI	/vP.0010000000.prc_QS.CXS.B1BC.ERRORHANDLING/com.sap.b1i.vplatform.runtime/PRC_QS/PRC_QS.ipi/proc
Result-Count	57
Oldest Entry	2016-02-15_20:08.53
Latest Entry	2016-02-16_11:48.21

Transaction Type / SysId / Status / Timestamp

Transaction Type	SysId	Status	Timestamp	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	C	2016-02-16_07:52.06	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	C	2016-02-16_07:16.18	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	C	2016-02-16_06:16.49	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	C	2016-02-16_05:11.06	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	C	2016-02-16_03:17.45	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	C	2016-02-16_02:53.24	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	C	2016-02-16_02:08.48	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	S	2016-02-16_02:08.32	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	S	2016-02-16_02:08.18	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete
PRC_QS	0010000000	S	2016-02-16_02:08.10	IPO-Log	MsgFlow Inq.	MsgProcTmng.	ExecDetails	Debug	Profiler	Delete



Solution:

To view which message contains the invalid character:

1. Open the URL in browser:

<http://127.0.0.1:8080/B1iXcellerator/exec/dummy/com.sap.b1i.internal.xc/xml/ipolog.xml>

2. Right click and view source

Solution:

Remove the first message from the queue. Filter out the invalid character in message from the external system, or report a support incident.

Note!

B1i provides the function to filter out the invalid character from the messages retrieved via JDBC or DI API call. You need to manually switch on the function in the scenario.

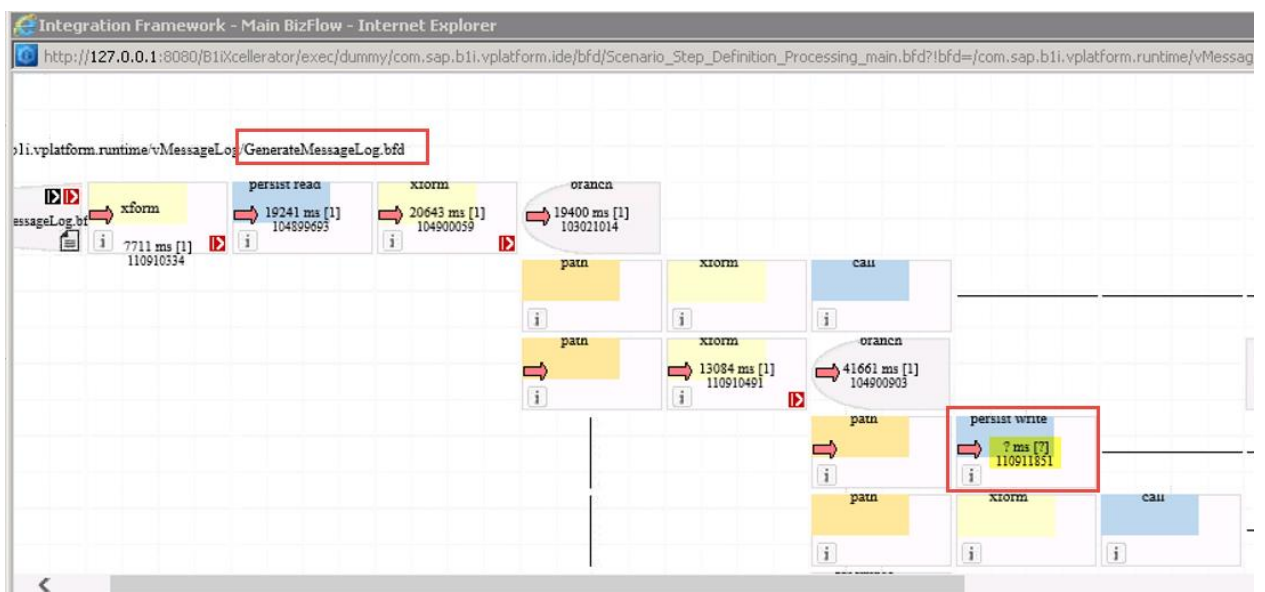
5 Blocked Queue Due To Out of Memory

Symptom:

Messages get blocked in queue.

Troubleshooting:

1. Debug the transaction log from the message log/IPO log. The document size reach up to 110 MB.



2. Open the first message from the queue. Find the document entry and Sender Company.

```

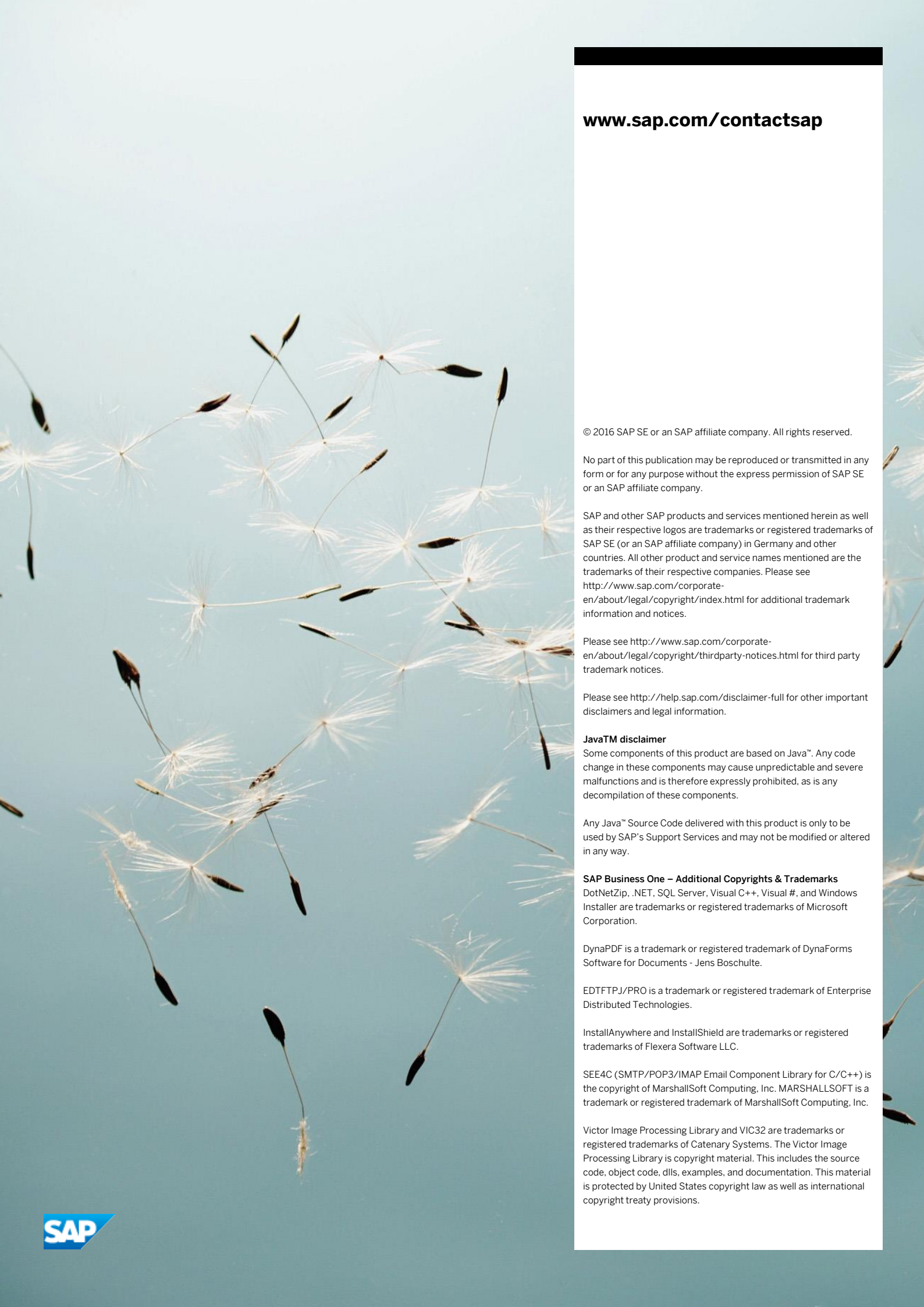
- <Msg xmlns="urn:com.sap.b1i.vplatform:entity" MessageId="1602161055364491/296C0A873682401" beginTimestamp="20160216105536" recording="false" logmsg="U"
- <Header>
  <msg.occ INB="1" PRQ="" PRQ="" OUTBIU="n.a." OUT="" />
- <Resumption>
  <start ipo="/vP.0010000000.in_IQ.CXS.B1BC.GENERICBIU.R/com.sap.b1i.vplatform.runtime/INB_IQ_INTQ_ASYN_QS/INB_IQ_INTQ_ASYN_QS.ipo/proc" />
  <restart id="processing" q="Q.PRC_QS.0010000000" s="S.CXS.B1BC.GENERICBIU.R_0010000100" u="1602161055364491/296C0A873682401.1" />
- <Resumption>
  <ProcStream>S.CXS.B1BC.GENERICBIU.R_0010000100</ProcStream>
  <IPO Id="INB_IQ_INTQ_ASYN_QS" tid="16021610500444916746C0A873685511" />
  <Sender Id="0010000000" ObjId="CXS.B1BC.GENERICBIU.R" />
  <vBIU Id="CXS.B1BC.GENERICBIU.R" SId="CXS.B1BC" filter="" sndfilter="" phase="" />
  <Successor Id="" Mode="" />
  <Identification Ident="Queue/Stream" IdPar="n.a." />
- <nsList xmlns="">
  <ns id="shm" ns="http://www.w3.org/2001/XMLSchema" />
</nsList>
</Header>
- <Body>
  <Payload Role="T" Type="Queue" add="CXS.B1BC.GENERICBIU.R_0010000100" />
  <Payload Role="S">
    <root xmlns="">
      <Payload xmlns="urn:com.sap.b1i.vplatform:entity" Role="T" Type="B1Event" add="">
        <Event xmlns="" B1EventFilter="false">
          <b1e:b1events xmlns:b1e="urn:com.sap.b1i.sim:b1event">
            <b1e:b1event EventID="16021110191563944241C0A87368CA851">
              <b1e:eventsources></b1e:eventsources>
              <b1e:objecttype>13</b1e:objecttype>
              <b1e:transactiontype>U</b1e:transactiontype>
              <b1e:usercode></b1e:usercode>
              <b1e:userid></b1e:userid>
              <b1e:keys count="1">
                <b1e:key>
                  <b1e:name>DocEntry</b1e:name>
                  <b1e:value>19149</b1e:value>
                </b1e:key>
              </b1e:keys>
              <b1e:sourcesite>:/b1e:sourcesite>
              <b1e:sourceport>1433</b1e:sourceport>
              <b1e:sourcetype>6</b1e:sourcetype>
              <b1e:sld value="" valueport="" />
            </b1e:b1event>
          </b1e:b1events>
        </Event>
      </Payload>
    </root>
  </Payload>
</Body>

```

3. Open the document from B1.

Solution:

Increase tomcat memory and set `xcl.thread=1`.



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