How to Implement an OSS Note in SAP

Learning how to implement an OSS Note in SAP is a core maintenance skill for keeping your system stable and free of known errors. SAP Notes (also called OSS Notes) are official documents released by SAP to address bugs, program errors, syntax errors, or to provide important system information. This guide walks you through recognizing an error, finding the correct note, reviewing its resolution, and applying it in your SAP system.

Understanding SAP Note implementation

SAP Notes fall into two categories:

- **Correction Notes** – contain code corrections or technical fixes that you can implement directly in the SAP system.
- **Informative Notes** – provide information, guidance, or manual steps to resolve an issue, but do not include direct code changes.

Each note describes the issue, the resolution or fix, and instructions for implementation. Some notes are implemented automatically, while others require manual steps. You should use SAP Notes whenever you encounter dumps, program errors, syntax errors, or other known issues, and you should check for new notes regularly as part of ongoing system maintenance.

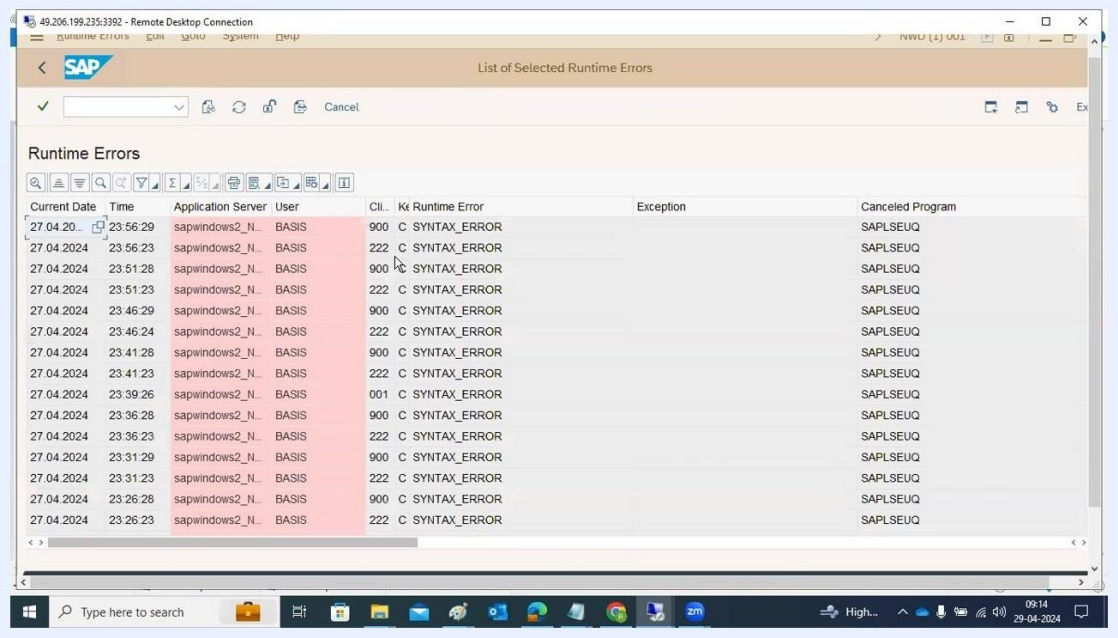
Prerequisites

Before you begin implementing an OSS note in SAP, make sure you have:

- Access to the **SAP Easy Access** screen.
- The necessary authorizations to implement notes or make system changes.

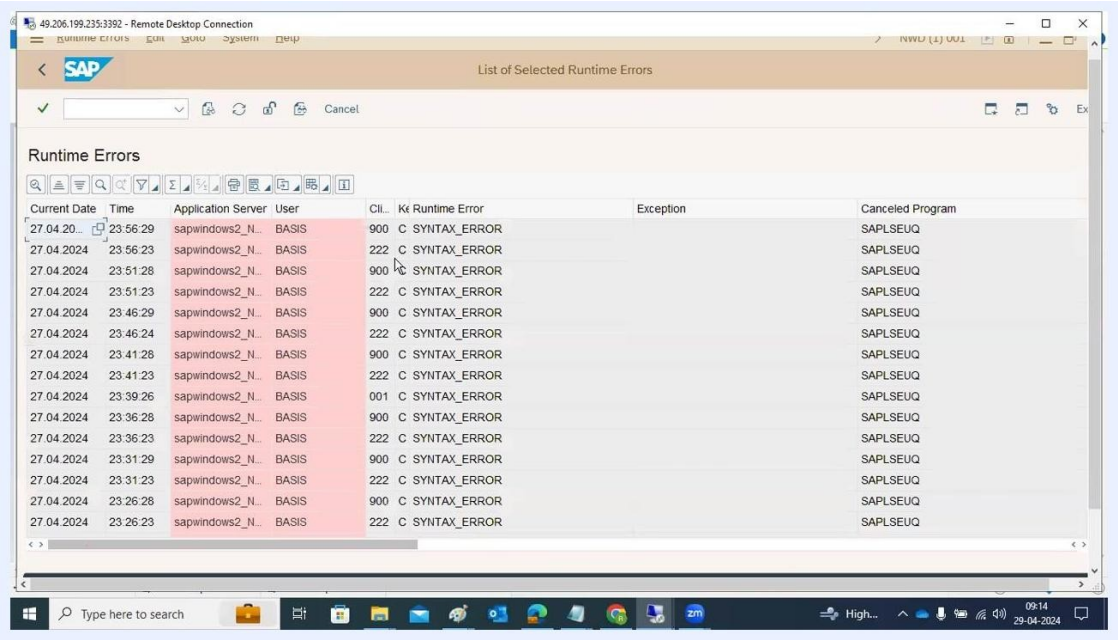
Step 1: View the list of runtime errors

Start on the **SAP Easy Access** screen to begin investigating the error. The left panel shows navigation options such as Favorites, ABAP Editor, and SAP Menu folders (Office, Cross-Application Components, Accounting, Information Systems, Tools), while the top bar offers options for creating roles and other menu actions.



SAP Easy Access screen with navigation panel and main menu options visible.

Open the runtime error log to view a list of recent errors. The log displays columns such as Current Date, Time, Application Server, User, Client, Runtime Error, Exception, and Canceled Program. Many entries are labeled **SYNTAX_ERROR** and are associated with the program **SAPLSEUQ**; these critical issues appear highlighted in red.

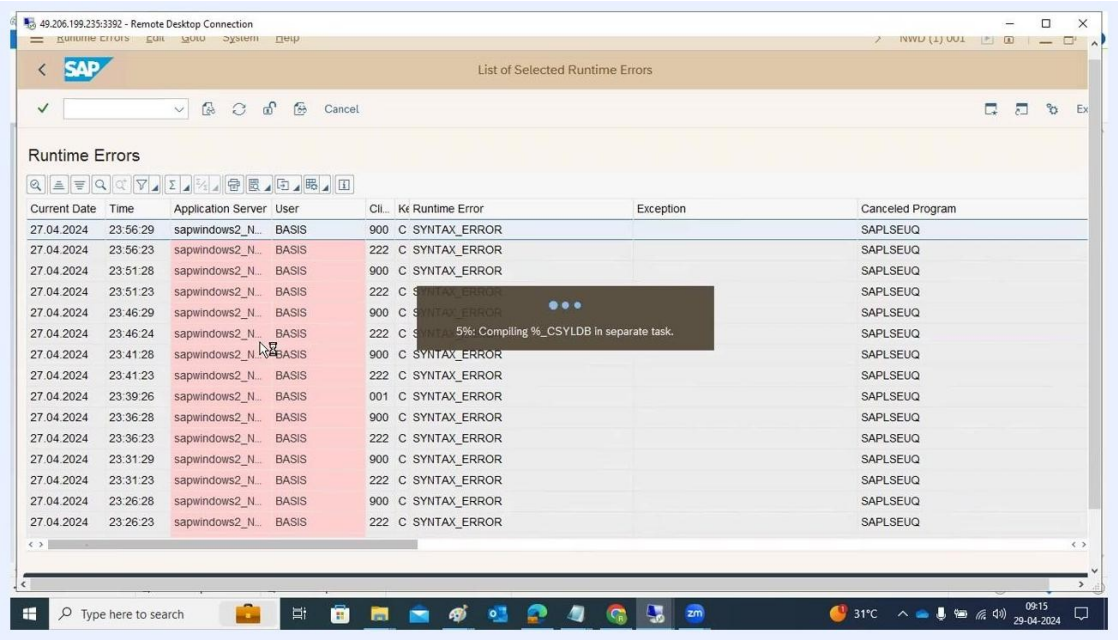


List of runtime errors showing multiple SYNTAX_ERROR entries, with details such as date, time, server, user, and canceled program.

Step 2: Analyze the error details

Select a specific error entry to open its detailed description. Review the error category (for example, ABAP programming error), the runtime error type (SYNTAX_ERROR), the ABAP program (SAPLSEUQ), and the application component (BC-DWB-UTL-BRR).

Check the **What happened?** section for a summary of the error, including the specific statement or type that caused the failure (for example, Type "BCWBN_CINTKEYSYS" is unknown). Then review the **Error analysis** section for technical details such as the include, row, and module type where the error occurred.

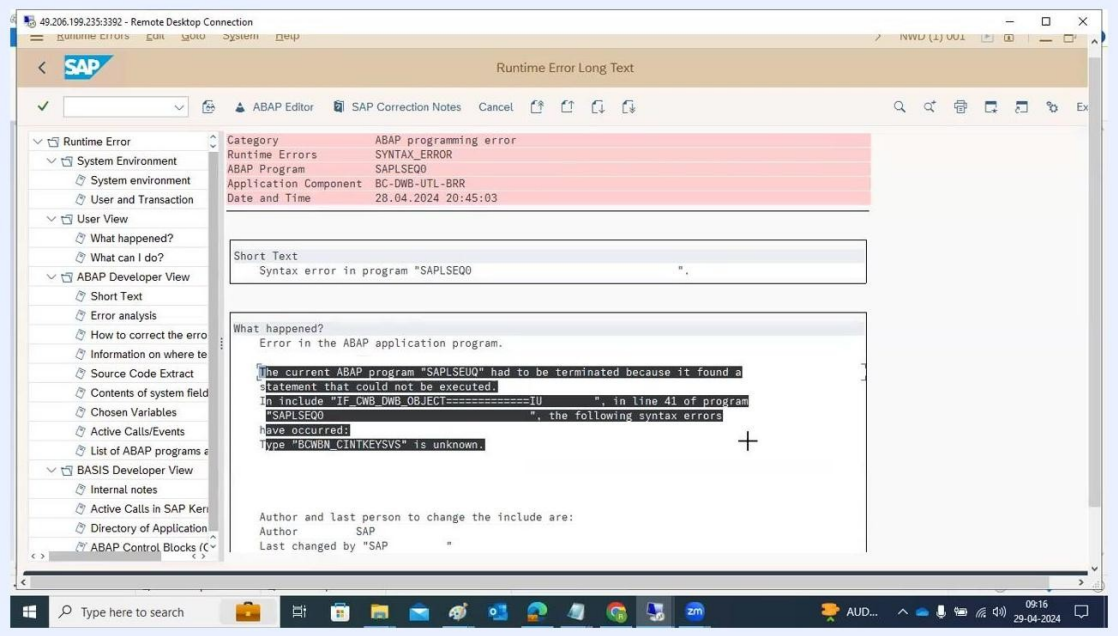


Detailed runtime error description showing the ABAP programming error, error analysis, and trigger location.

Step 3: Search for the relevant SAP Note

Open a web browser and navigate to a search engine. Copy the error message or a key excerpt, for example:

"the current ABAP program 'SAPLSEUQ' had to be terminated because it found a statement that could not be executed. In include 'IF_CWB_DWB_OBJECT' in line 41 of program 'SAPLSEUQ', the following syntax errors have occurred: Type 'BCWBN_CINTKEYSYS' is unknown."



Web browser search results showing SAP Note 2854490 for the syntax error, with the note title and related links visible.

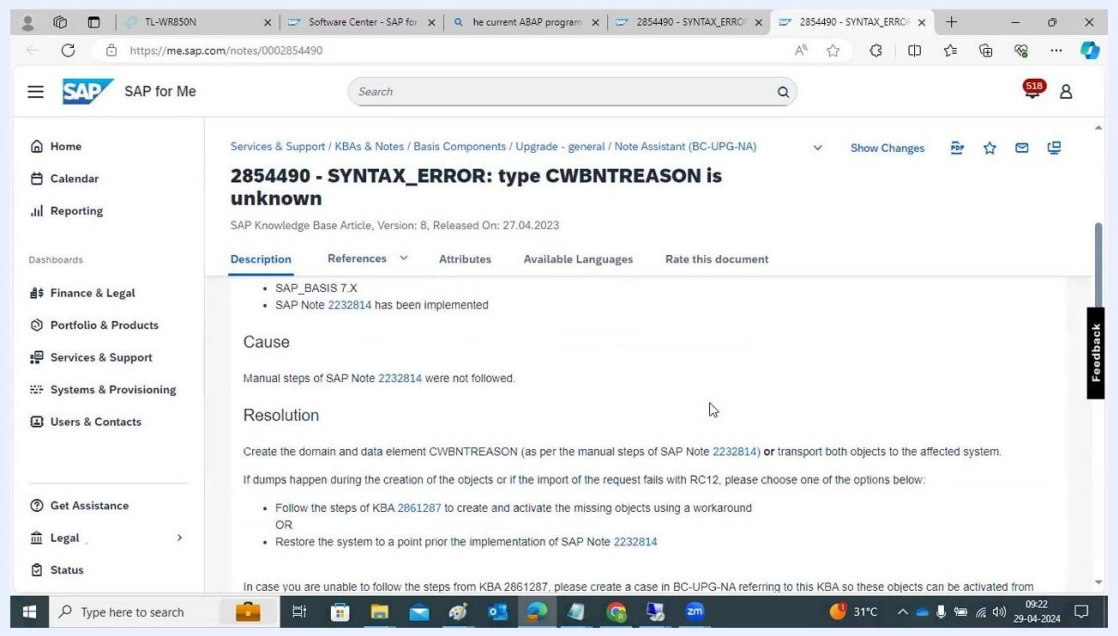
Paste the error message into the search bar and run the search. Review the results for SAP Notes or Knowledge Base Articles (KBAs) that match the error. In this case, the relevant result is SAP Note **2854490**, titled "SYNTAX_ERROR: type_CWBNTREASON is unknown."

Step 4: Review the SAP Note details and error context

Open the relevant SAP Note (2854490) in your web browser and confirm the following details:

- **Title:** 2854490 - SYNTAX_ERROR: type CWBNREASON is unknown
- **Release Date:** 27.04.2023
- **SAP_BASIS Version:** 7.X
- **Implemented Note:** 2232814
- **Cause:** The manual steps of SAP Note 2232814 were not followed.

- **Resolution:** Create the domain and data element CWBNREASON as per SAP Note 2232814, or transport both objects to the affected system.
- **Additional Guidance:** If dumps occur or the import fails with RC12, follow KBA 2861287, or restore the system to a point before SAP Note 2232814 was implemented.



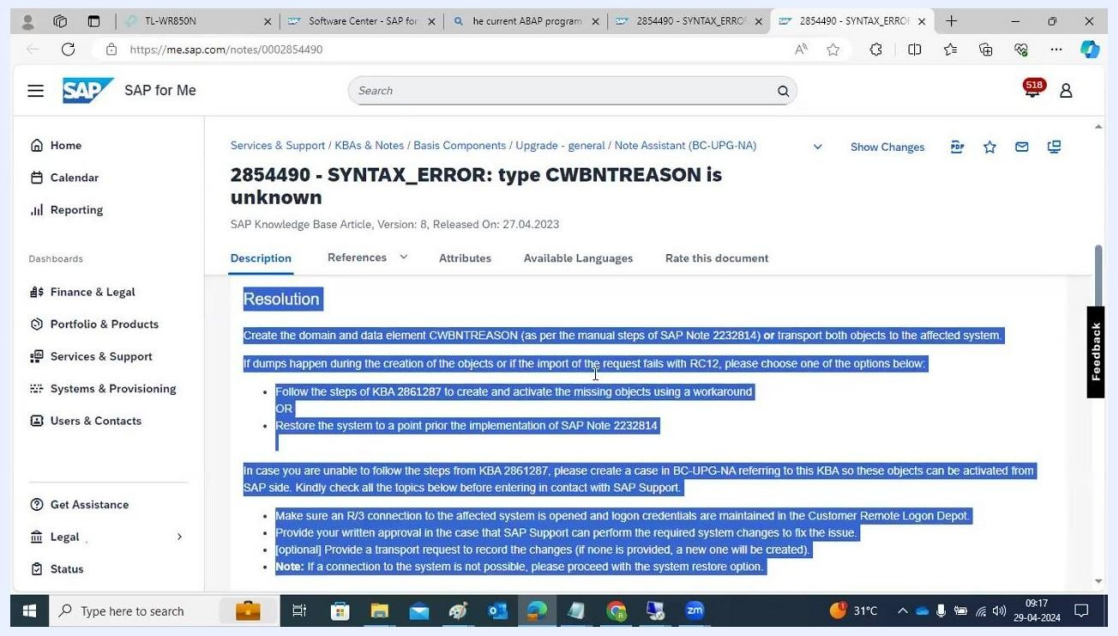
Web browser displaying SAP Note 2854490 with error description, cause, and resolution steps for SYNTAX_ERROR: type CWBNREASON is unknown.

Step 5: Review the resolution steps

On the SAP for Me portal, open SAP Note 2854490 and read the **Resolution** section carefully:

- Create the domain and data element **CWBNTREASON** following the manual steps of SAP Note 2232814, or transport both objects to the affected system.
- If dumps occur during object creation, or the import fails with RC12, choose one of the following:
    - Follow the steps of **KBA 2861287** to create and activate the missing objects using a workaround.
    - Restore the system to a point prior to the implementation of SAP Note 2232814.

- If you cannot follow the steps from KBA 2861287, create a case in **BC-UPG-NA** referencing this KBA so SAP Support can activate the objects.
- Before contacting SAP Support, make sure that:
    - The R/3 connection to the affected system is open and logon credentials are maintained in the Customer Remote Logon Depot.
    - You provide written approval for SAP Support to perform the required changes.
    - You optionally provide a transport request to record the changes (if none is provided, SAP will create a new one).
    - If a connection is not possible, you proceed with the system restore option instead.



SAP for Me portal displaying SAP Note 2854490, with the Resolution section highlighted and detailed steps for resolving the syntax error, including references to other SAP Notes and instructions for contacting SAP Support.

Note all prerequisites and recommendations before proceeding.

Before implementing the resolution, gather all necessary information and credentials for your SAP system:

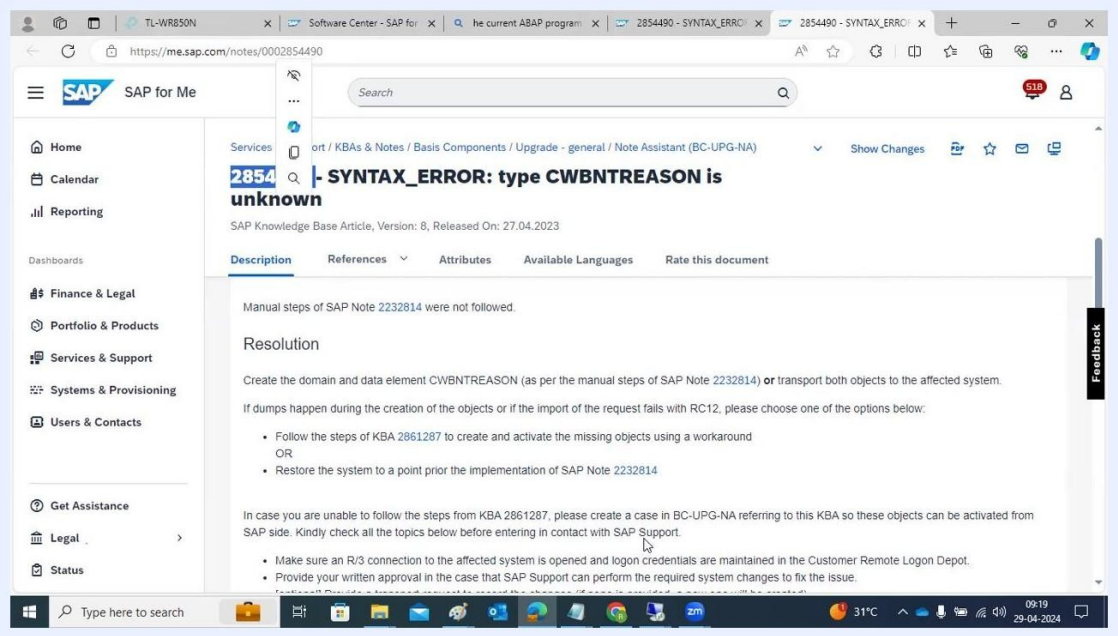
- Download or review SAP Note 2232814 and KBA 2861287 as referenced in the resolution.

- Confirm you have access to the affected SAP system and the ability to create or transport objects.
- If you need SAP Support, prepare the necessary approvals and transport requests as outlined above.

Step 6: Apply the SAP Note using SNOTE

To implement an OSS note in SAP, use transaction code **SNOTE** to apply the correction instructions provided in the note.

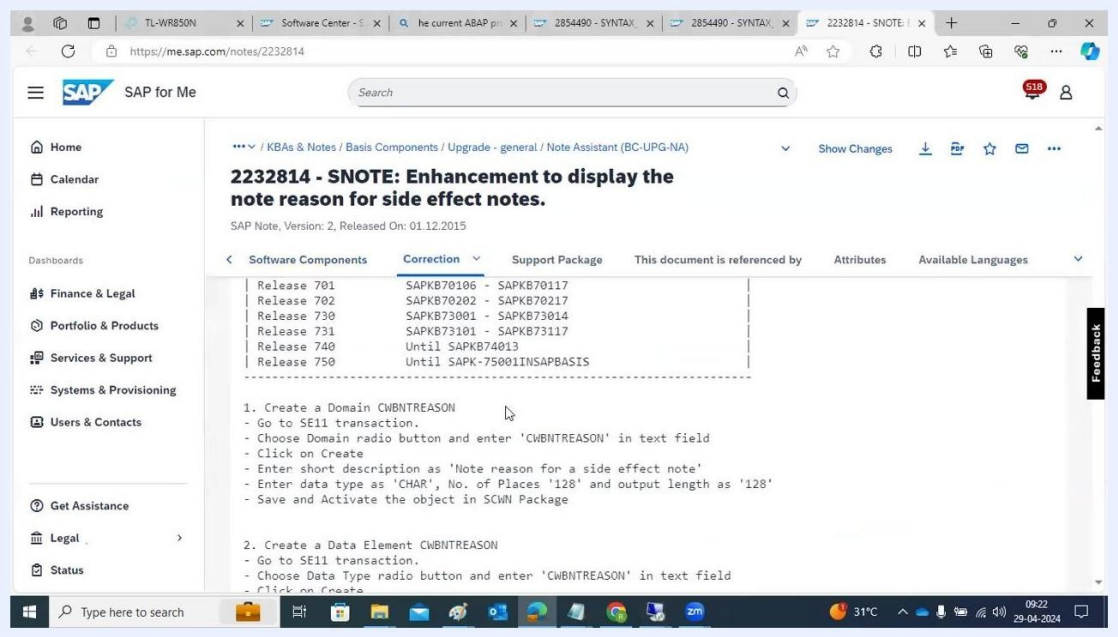
Copy the SAP Note number (2854490) from the SAP Note page, then go to the SAP GUI and enter transaction code **SNOTE**. Paste or enter the note number in the Note Assistant to begin the implementation process.



Web browser with SAP Note 2854490 open, user is being instructed to use SNOTE transaction code.

Step 7: Complete the required manual steps

Open SAP Note **2232814** for detailed instructions on the manual activities needed to resolve the error. This note provides step-by-step guidance for creating the required domain and data element.

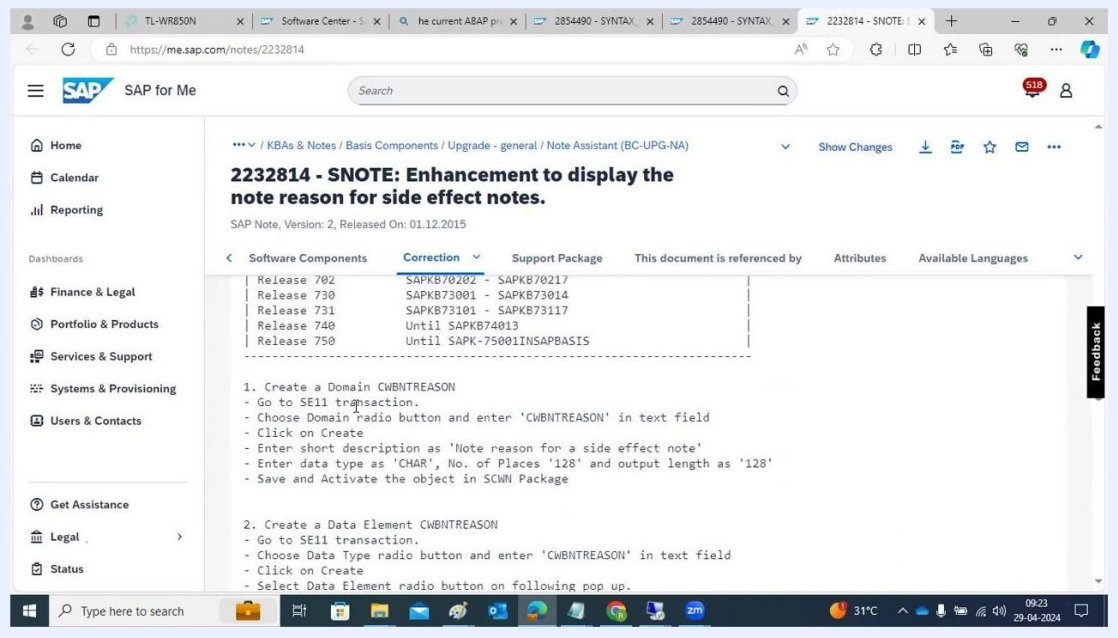


SAP Note 2232814 displayed, listing software components and manual steps for domain creation.

Follow the instructions to create the domain **CWBNTREASON**:

- Go to transaction code **SE11**.
- Choose the **Domain** radio button and enter CWBNTREASON in the text field.
- Click **Create**.
- Enter a short description: Note reason for a side effect note.
- Set the data type to CHAR, the number of places to 128, and the output length to 128.

- Save and activate the object in the **SCWN Package**.



SAP Note 2232814 with detailed manual steps for domain and data element creation.

The note may also instruct you to create a data element using similar steps.

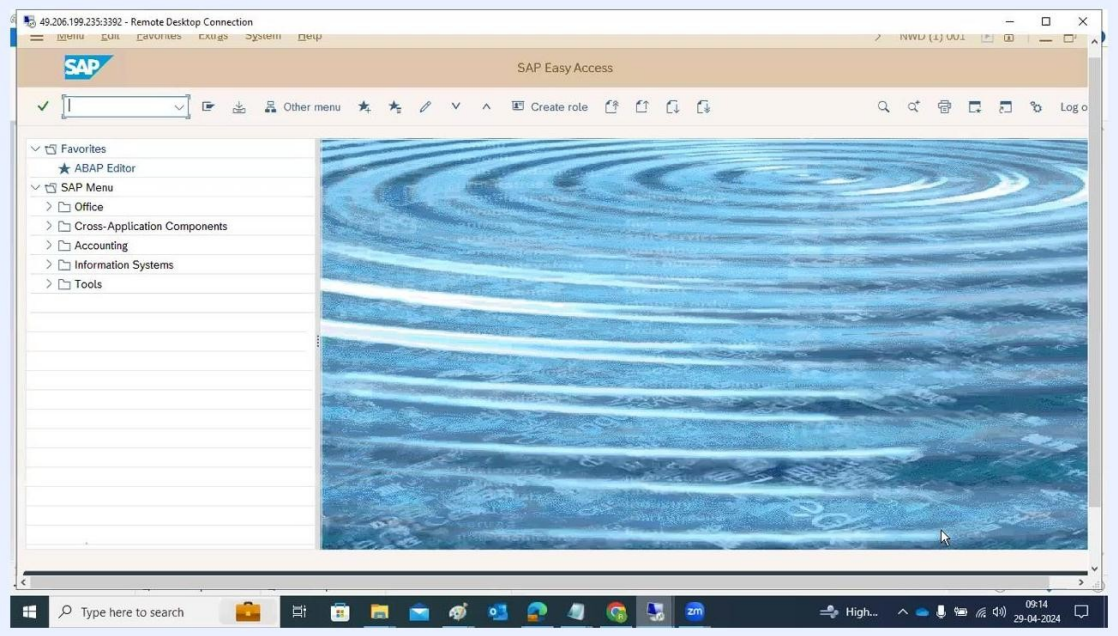
Step 8: Verify implementation and system status

After completing the manual steps or transporting the required objects, recompile the affected ABAP programs. Check the SAP GUI to confirm that the syntax error is resolved and that the relevant transaction codes open without issue. If errors persist, review the SAP Note and referenced KBAs again, or contact SAP Support for further assistance.

Summary

- SAP Note implementation is essential for maintaining system stability and resolving known issues.
- Correction Notes provide direct fixes, while Informative Notes provide guidance for manual resolution.
- Always review the content and instructions of a note fully before implementation.
- Use the SAP Easy Access screen and the runtime error log to identify and diagnose the issue.

- Search for the error message to locate the matching SAP Note, then review its Cause and Resolution sections.
- Use transaction **SNOTE** to apply correction instructions, and follow any referenced manual-step notes or KBAs exactly as documented.
- Document all changes and steps taken for future reference and compliance.



SAP Easy Access screen showing the main menu with navigation options such as Favorites, ABAP Editor, SAP Menu, Office, Cross-Application Components, Accounting, Information Systems, and Tools. The top bar includes options for creating roles and other menu actions.

What's next

After confirming the syntax error is resolved, continue monitoring the runtime error log for recurring issues. If problems persist after implementing the note and its referenced manual steps, escalate to SAP Support with all required information, including connection details, approvals, and transport requests.