

# Utility to Change the Status of Solution Manager Change Request Documents



## Applies to:

Applies to Solution Manager 7.0, Enhancement Pack 1, SP23 and above. For more information, visit the [Application Management homepage](#).

## Summary

Using Solution Manager Change Request Management, you may have some change documents in an inconsistent state and you need to change the status.

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**Created on:** 09 March 2011

## Author Bio



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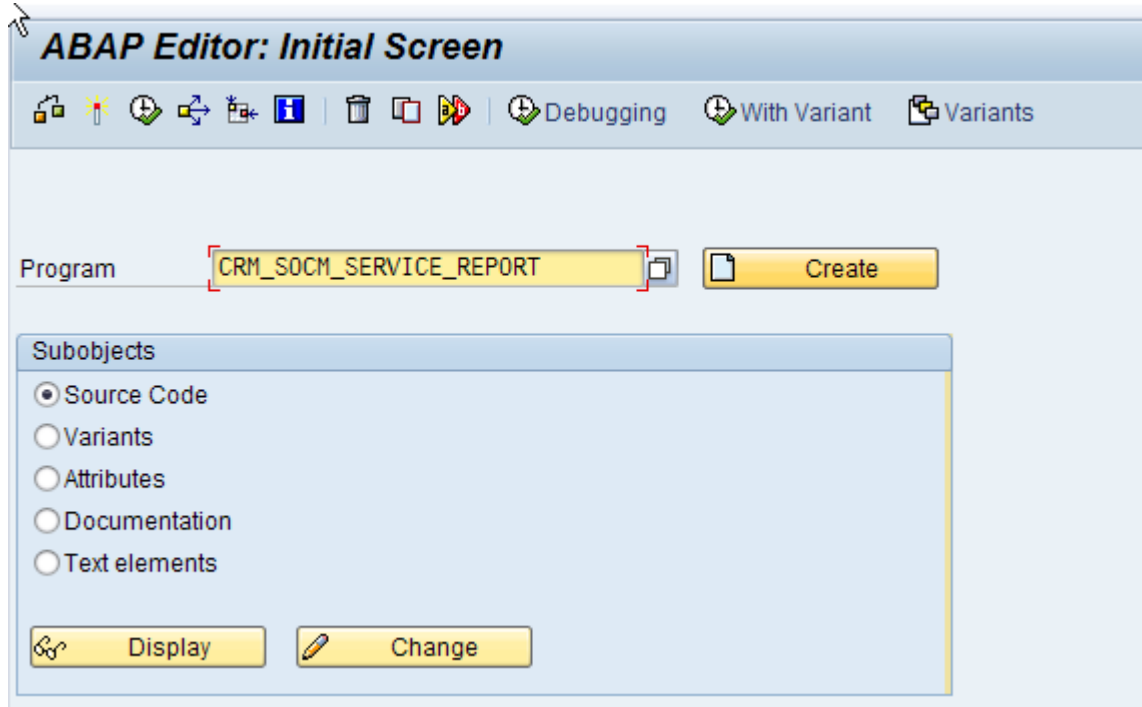
## Change Request Management – Change Status of Change Document

### Background:

You can use program CRM\_SOCM\_SERVICE\_REPORT to manually set the next status for a Change Document or Change Request in CHaRM, assuming you have documents that are in an inconsistent state and you cannot change them.



### Program CRM\_SOCM\_SERVICE\_REPORT

Use transaction SE38 or SA38 and press ENTER.




Click Execute to run the program.

### Utility Report for Change Transactions (Change Request Management)


**Business Partner**

Mine  
 My Department  
 My Colleagues  
 My Team(s)


Partner func.  to  


**Status**


Not Completed  
 Completed  
 All


Status  to  


**Service Process**


Transaction No.  to  


Posting Date  to  


Date of Last Change  to  

Transaction Type  to  

Created At  to  

Created By  to  


Description  to  

External Reference No.  to  

Card number

Payment card type

**Status Update for Change Transactions**





Component  to  

Unconditional Withdrawal  
 Update Without Status Change  
 Set Status to In Processing  
 Set Next Status Value  
 List Output Only (No Update)

















Enter the change document.

Note: last check box "List Output Only (No Update)". I recommend you keep that on as a "test".

### Display logs

Date/Time/User	Nu...	External ID	Object txt	Sub-object text	Tran
03/09/2011 16:35:31 TPOWLAS	4	CRM_SOCM_S...	CRM One Order...	Edit documents	SE38
- Problem class Other	4				

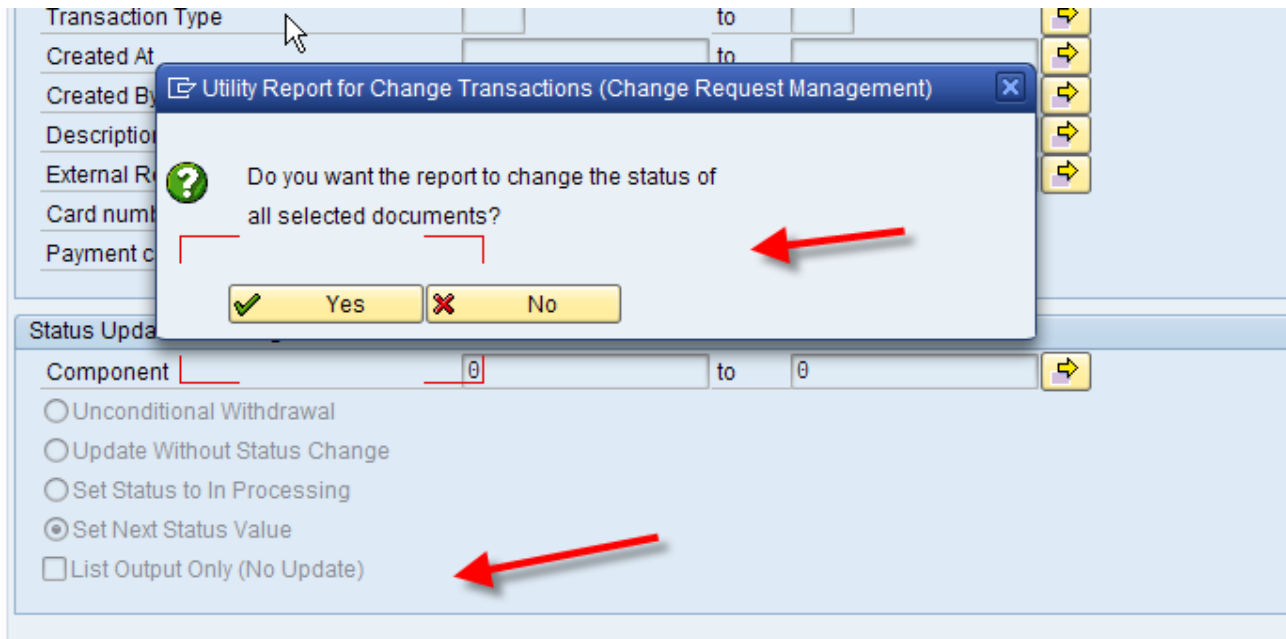
               

Ty... Message Text

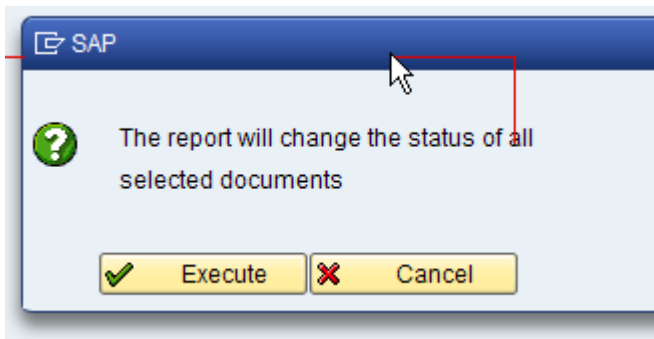
- Document 8000001744 My Service Desk Message selected:
- Procedure type: SDCR Change Request
- Status value: E0001 To Be Approved
- No database change made

This will provide information only.

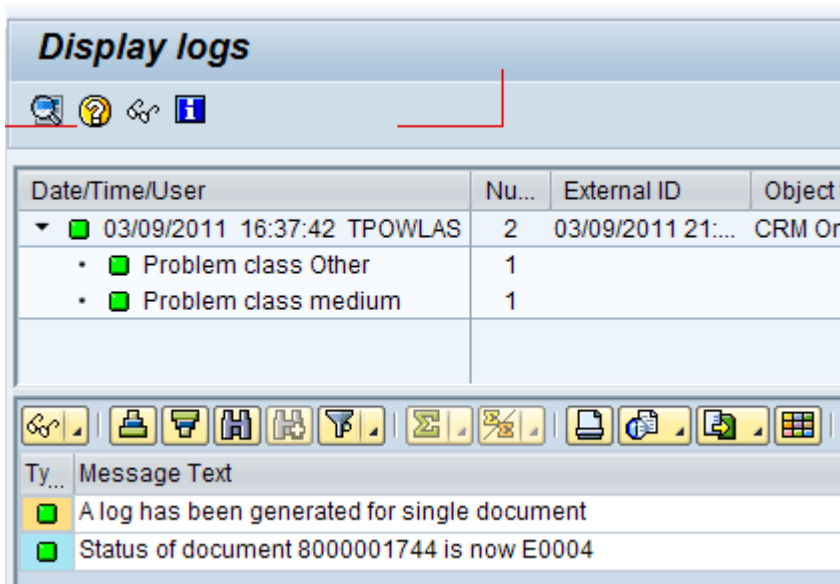
Return back to the selection screen and remove the flag.



The flag "List Output Only" is now clicked off, and you are prompted with the above message. Click Yes and then click Execute.



Click Execute



You will see the message and you can check the status has changed on the change document:

**Display: Change Request 8000001744**

Change Request | Normal Correction | Urgent Correction | Business P

Fast Entry | Transaction Data

Service Process

Change Request	8000001744
Status	Authorized   Release Items   Further Statuses
Description	My Service Desk Message

Reference

Sold-To Party	52	sold to / VA
Requester	33	MTM / Fairfax VA 22031
Change Manager	33	MTM / Fairfax VA 22031

Change Advisory Board

IBase / Component	28	38	SMG 0020250755 100
Product ID			

Time of Entry	MO 01/03/2011 09:41	Incoming Message
Decision Date		
Implementation Date		

Note: the status has changed from "To Be Approved" to "Authorized".

## **Related Content**

[Service Desk: Support team Determination](#)

[A workflow eye over Solution Manager Service Desk](#)

[SAP Help: Incident Management](#)

For more information, visit the [Application Management homepage](#).

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