

How to handle failed Infopackage which cannot be fixed and is necessary to open a ticket

Master Data:

1. Open a ticket
2. Exclude the infopackage from the IPG
3. Monitor the status of the ticket
4. When the ticket is resolved
5. Run the IP again to verify if the problem was fixed.
6. If the result is successful, put the IP back to the IPG
7. Ticket can be closed.

Transaction:

1. Open a ticket
2. **Delete the request from the Data Target**
3. Exclude it from the IPG
4. Monitor the status of the ticket
5. When the ticket is resolved
6. Run the IP again to verify if the problem was fixed.
7. If the result is successful, put the IP back to the IPG