



Customer Interaction Center Self Service and Incident Prevention

CUSTOMER

Contents

- SAP Support Sites

- How to access the Knowledge Base Search

- Search Repositories and Filters

- SAP Notes vs SAP Knowledge Base Articles

- Expert Search

- Incident Solution Matching

- Support By Product

- SAP Guided Answers

- Searching Tips & Examples

- Customer Interaction Center

- Appendix

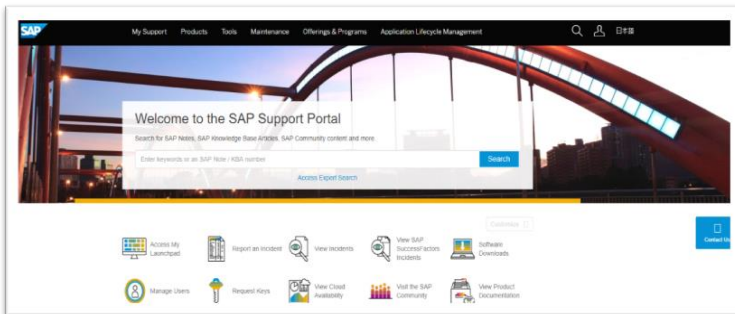


SAP Support Infrastructure

SAP Support Portal

- SAP Knowledge Base Articles and Note Search
- Product and maintenance information (Product Availability Matrix)
- Contact details for technical and non-technical assistance
- Guides for support applications via the SAP Help Portal (<https://help.sap.com>)

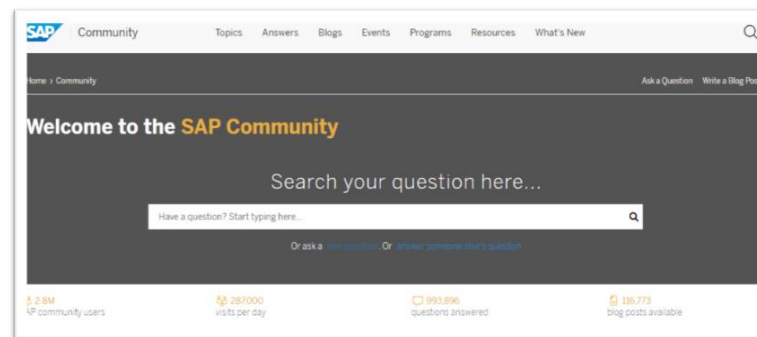
<https://support.sap.com>



SAP Community

- Review Blogs
- Questions and Answers section
- Quick access to expert advice
- Online Trainings
- Community Wiki

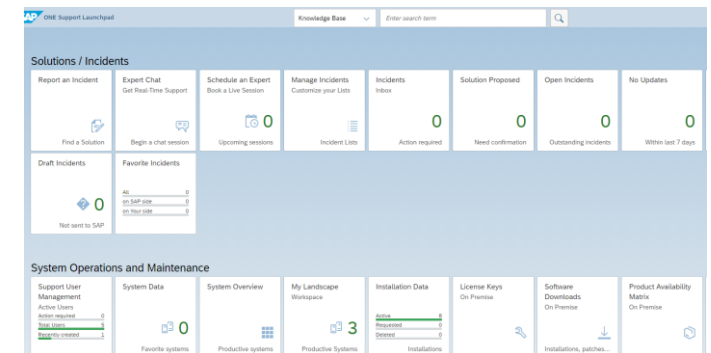
<https://community.sap.com>



SAP One Support Launchpad

- Access to support resources in a single, intuitive interface.
- By using customizable role profiles, the Launchpad displays only relevant applications for an efficient and user-friendly experience.
- Support applications such as Incident Management, License Keys, Software Download and many more!

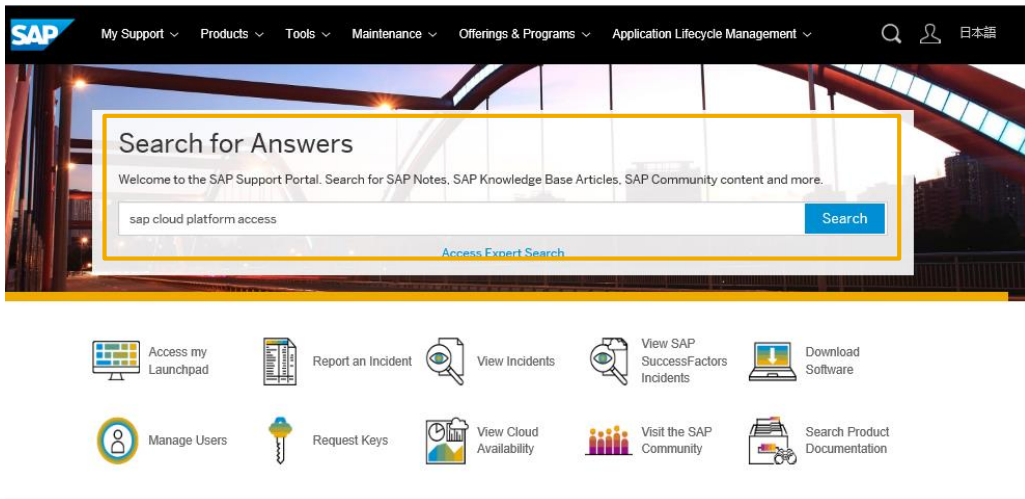
<https://launchpad.support.sap.com>



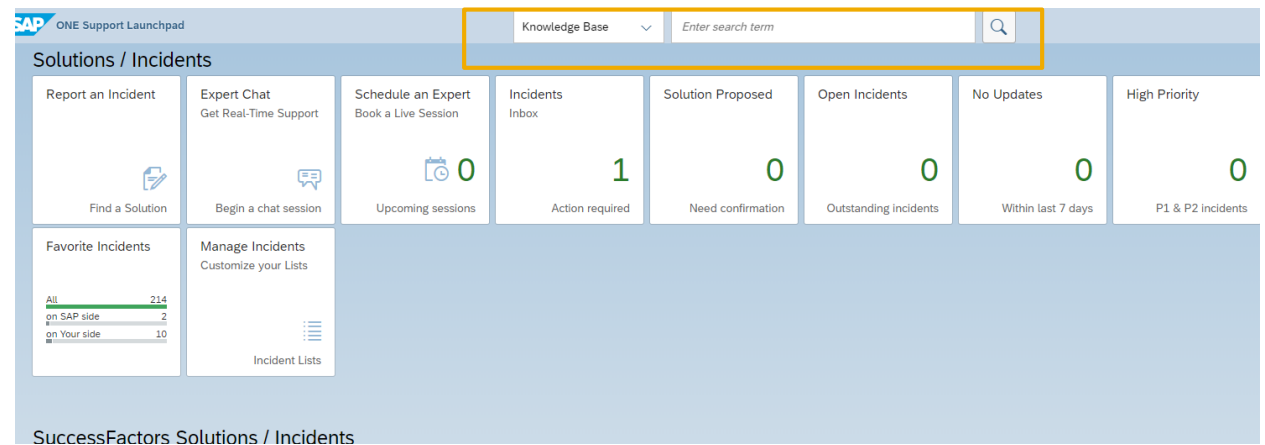


How to access SAP ONE Support Launchpad search

<https://support.sap.com/>



<https://launchpad.support.sap.com/#>

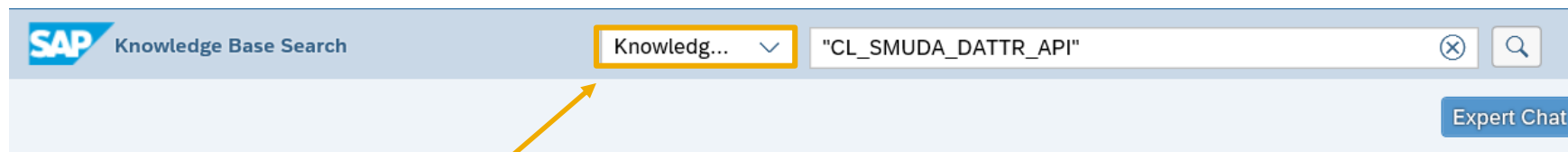
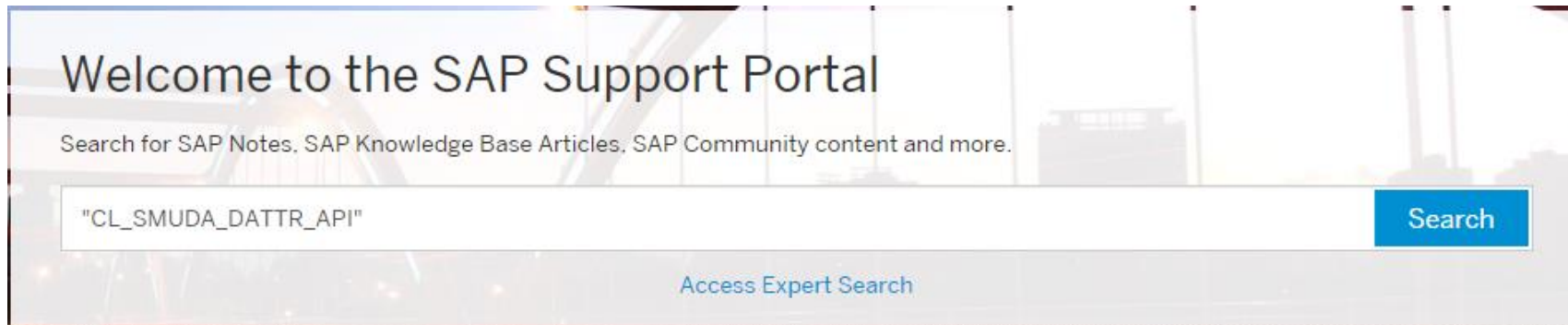


- You must be logged in with an S-user to access the search
- No specific S-user authorisations are required to search



Executing the Search

Choose 'Knowledge Base' and enter the key words for search or Note/Knowledge Based Article number



SAP ONE Support Launchpad: Search results - Search Repositories



SAP Knowledge Base Search Knowledge Base sybase license key Expert Chat

Search In: SAP Notes & KBAs

SAP Notes & KBAs	285
SAP Community	359
SAP Community Wiki	10
SAP Support Portal	90
Product Documentation	25+
SuccessFactors Community	7
Guided Answers	0
SAP Sales Cloud (Callidus)	0
SAP Litmos Training Cloud	1
SAP Qualtrics Support Pages	

285 document(s) found Sort

- [2609801 - Who to contact for Sybase license key questions or issues](#)
How to run SySAM utilities...New license key not recognized...How to rehost Sybase license keys...Need help installing Sybase license key...How to determ Sybase license key in Launchpad...How to check in Sybase
XX-SER-LIKEY-SYB (Sybase Products) 16.03.2020 SAP Knowledge Base Article
- [2345129 - License key for SAP/Sybase SQL Anywhere](#)
Your evaluation period for SQL Anywhere has ended but you require it for other products such as SAP IPS or SAP Mobile Platform. SQL Anywhere asks for
XX-SER-LIKEY-SYB (Sybase Products) 14.02.2017 SAP Knowledge Base Article
- [2184862 - Static license key SAP Sybase Replication Server Editions and options](#)
The Replication Server manual mentions "static license file" but there is no mention where to obtain such file....Error messages point to missing license key such license keys cannot be requested:...DC_ECDA...
XX-SER-LIKEY-SYB (Sybase Products) 18.09.2019 SAP Knowledge Base Article
- [2132057 - It shows "0 available" under license entitlement when requesting a sybase license key](#)
You are trying to create a new license key for sybase product, it shows "0 available" under license entitlement....SAP ONE Support Launchpad -...License K
XX-SER-LIKEY-SYB (Sybase Products) 27.04.2018 SAP Knowledge Base Article
- [2159812 - Sybase Error: Incorrect or Invalid Host ID after installing new license key](#)
SySAM will not start...SySAM: Invalid host error...Getting an error after installing license key...Getting an error that the license requested is not valid or that
XX-SER-LIKEY-SYB (Sybase Products) 29.11.2018 SAP Knowledge Base Article



- Written by SAP Developers
- Solve technical issues
- 80% of SAP Notes contain coding corrections
- Most SAP Notes contain a technical solution from a business point of view
- Pass several Quality Checks like dual-control principle and implementation/validation tests
- [SAP Note Assistant \(SNOTE\)](#) tool for implementing coding corrections
- Translated into Japanese, Portuguese, Spanish, Simplified Chinese, French, Italian, Russian, Korean and German

[2613605 - Automatic translation feature in SAP ONE Support Launchpad](#)

[Video : SAP Next-Generation Support: Automatic Translation](#)

SAP Note 356373 - Condition maintenance: Internal error VK067 after deletion

Version 6 from 16.04.2002 in English

Component: SD-MD-CM Category: Program error Corrections: 1 SAP Note/KBA Number:

Priority: Correction with medium priority Release Status: Released for Customer Manual Activities: 0

Prerequisites: 1

Description Software Components Corrections Support Packages References Attributes Languages

Symptom

In the condition maintenance for material determination, free goods or profile determination, the internal error
VK067 T XVAKE F DATENTEIL_READ_BINARY I MV130F02

Other Terms

Usages D, N and I
Condition, condition record, delete
Program SAPMV130
Transactions: for example VB12, VB13, VBN2, VBN3, QC12, QC13

Reason and Prerequisites

The error occurs if there are at least two (split) periods for one condition record and if you delete one of the two periods. In this case, the system deletes dependent data in other tables by mistake, but all the other periods remain.

Solution

You can correct the error in advance by the attached program corrections.
In addition, create the following text elements for program SAPMV130:
054 (Incl. dependent periods)
057 Records

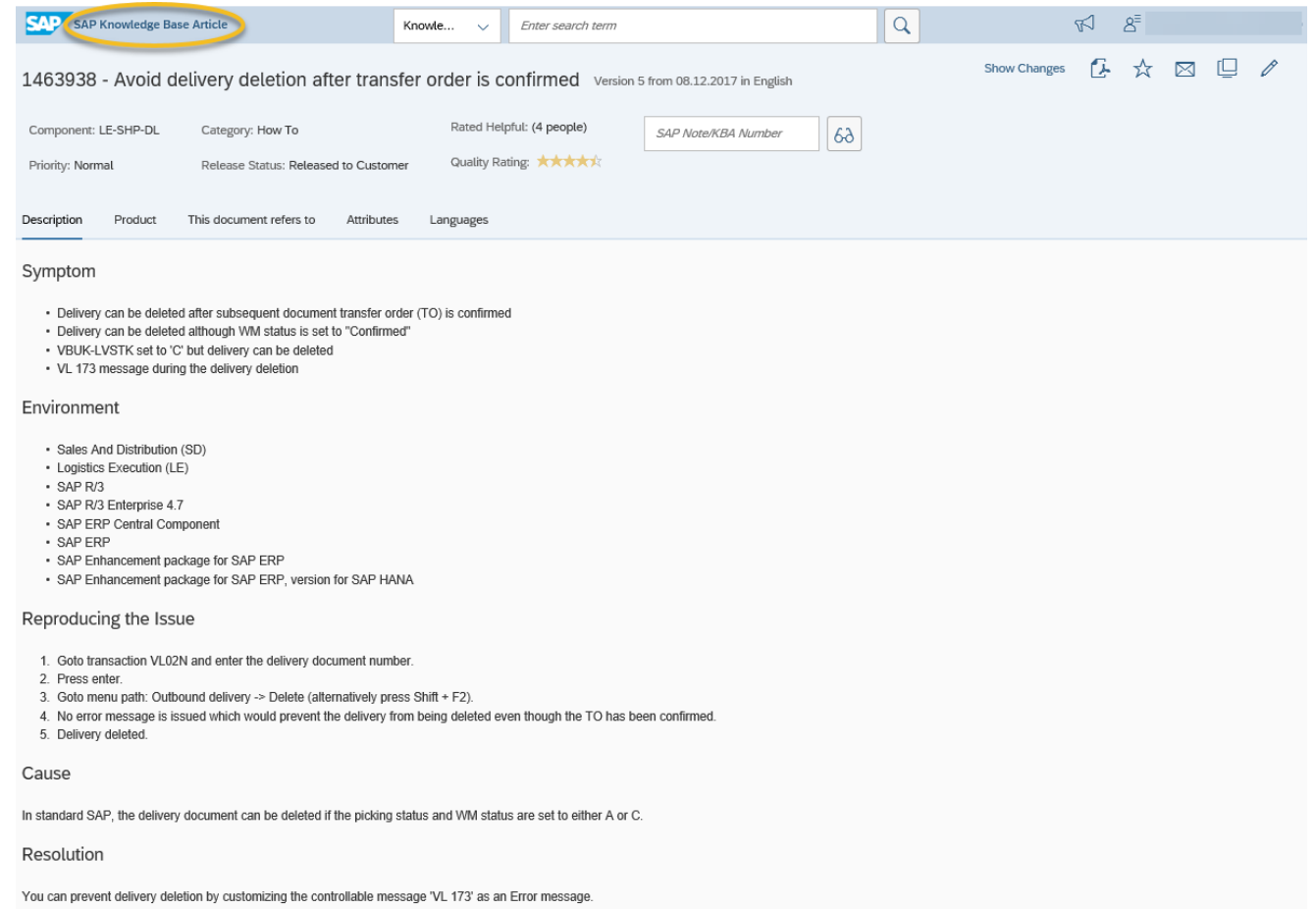
After you have implemented this note, the system response changes in such a way that if you delete one of the (split) periods, all respective periods (same KNUMH) are also deleted. (Note: Split periods must always be regarded as logically related).
In future, you can recognize whether additional dependent periods are affected during the deletion by the addition '(Incl. dependent periods)' in the confirmation prompt which must be confirmed during the deletion. The number of additional dependent periods is displayed as a quick info when you position the mouse pointer on the warning icon in the confirmation prompt.

SAP Knowledge Base Articles (KBAs)



- Written by all SAP Support Engineers
- Describe issues in a non-technical manner
- Incident-specific documents - Description and resolution in reference to customer incidents
- No coding corrections - not implemented into the system
- Embedded with visualizations e.g. screenshots/videos
- Instant publishing
- Rating features provide feedback on the quality of a Knowledge Based Article
- Translated into Japanese, Portuguese, Spanish, Simplified Chinese, French, Italian, Russian, Korean and German

[Blog: Support Knowledge Base Articles \(KBAs\) are now also searchable via Google](#)



The screenshot shows the SAP Knowledge Base Article interface. At the top, the SAP logo and 'SAP Knowledge Base Article' are visible. A search bar contains 'Enter search term'. The article title is '1463938 - Avoid delivery deletion after transfer order is confirmed', with a version of 5 from 08.12.2017 in English. The article is categorized as 'LE-SHP-DL' and 'How To', with a 'Rated Helpful' status of 4 people. The priority is 'Normal' and the release status is 'Released to Customer'. The quality rating is 5 stars. The article is available in multiple languages, including English, Japanese, Portuguese, Spanish, Simplified Chinese, French, Italian, Russian, Korean, and German. The 'Symptom' section describes the issue: 'Delivery can be deleted after subsequent document transfer order (TO) is confirmed', 'Delivery can be deleted although WM status is set to "Confirmed"', 'VBUK-LVSTK set to 'C' but delivery can be deleted', and 'VL 173 message during the delivery deletion'. The 'Environment' section lists the system components: 'Sales And Distribution (SD)', 'Logistics Execution (LE)', 'SAP R/3', 'SAP R/3 Enterprise 4.7', 'SAP ERP Central Component', 'SAP ERP', 'SAP Enhancement package for SAP ERP', and 'SAP Enhancement package for SAP ERP, version for SAP HANA'. The 'Reproducing the Issue' section provides a 5-step procedure: 1. Goto transaction VL02N and enter the delivery document number. 2. Press enter. 3. Goto menu path: Outbound delivery -> Delete (alternatively press Shift + F2). 4. No error message is issued which would prevent the delivery from being deleted even though the TO has been confirmed. 5. Delivery deleted. The 'Cause' section states: 'In standard SAP, the delivery document can be deleted if the picking status and WM status are set to either A or C.' The 'Resolution' section states: 'You can prevent delivery deletion by customizing the controllable message 'VL 173' as an Error message.'

SAP ONE Support Launchpad Search results: Other Filters



Filter By More Filter Options Clear

- > Component
- > Type
- > Product
- > System
- > Category
- > Released On
- > Priority
- > Support Package

- [2602008 - Why is Sybase license key starting in grace mode? \[Product/Release\] - SAP ONE Support Launchpad](#)
Why is SySAM showing new license key in grace mode?...New license key not recognized...Sybase license key is not valid...Newly-generated Sybase license key issue...Software still in grace mode after installing new Sybase license key...Error: Failed to obt
[XX-SER-LIKEY-SYB \(Sybase Products\)](#) 11.09.2018 [SAP Knowledge Base Article](#)
- [2613594 - How to use Manage Sybase Licenses by Host option in license key application - SAP ONE Support Launchpad](#)
How to use Manage Sybase Licenses by Host option...How to update all license keys based on host information...How to view all license keys for a specific Host ID...How to upgrade all license keys for a specific Host ID...
[XX-SER-LIKEY-SYB \(Sybase Products\)](#) 05.04.2019 [SAP Knowledge Base Article](#)
- [2609089 - How to get a valid license key for Sybase system when changing the location](#)
The KBA will explain on how to get a valid license key for Sybase system when changing the location. For example, the current Sybase license is owned in Singapore site. You would like to move the Sybase to new machine in Hong Kong site.
[XX-SER-LIKEY-SYB \(Sybase Products\)](#) 28.02.2018 [SAP Knowledge Base Article](#)
- [2278672 - How to request a license key for Sybase CEP \(Complex Event Processing\)](#)
Cannot generate a license key for Complex Event Processing (CEP)...The product CEP cannot be selected in the license key application...
[XX-SER-LIKEY-SYB \(Sybase Products\)](#) 15.02.2016 [SAP Knowledge Base Article](#)
- [2602302 - Sybase license key error: The quantity specified exceeds the maximum quantity allowed - SAP ONE Support Launchpad](#)
Error: The quantity specified exceeds the maximum quantity allowed...Cannot create Sybase license keys for the amount needed...Development shows Unlimited licenses available...Sybase error: Insufficient IQ_Core CPU licenses...Sybase error: IQ requires X I
[XX-SER-LIKEY-SYB \(Sybase Products\)](#) 12.02.2018 [SAP Knowledge Base Article](#)

SAP Expert Search



Access SAP Notes and SAP Knowledge Base Articles based on advanced selection criteria, and save these queries for future use. This is helpful if you carry out regular analysis of relevant information, e.g. identify SAP Notes regarding legal changes towards the end of your company's billing cycles.

My SAP Notes & KBAs
I Am Interested In

60

Favorites updated Yesterday

New **1**

Updated **5**

New Updated **Expert Search** My Favorites

Standard ▼ Hide Filter Bar Clear Restore Filters Go

Search Term: <input type="text" value="Enter search term"/>	Fuzzy Threshold: <input type="text" value="Close Match (0.9)"/>	Components (Start with): <input type="text" value="No Restriction"/>	Components (Exact): <input type="text" value="No Restriction"/>	Excluded Components (Exact): <input type="text" value="No Restriction"/>
Released On (Pre-Defined): <input type="text" value="No Restriction"/>	Released On (Free): <input type="text" value="MMM d, y - MMM d, y"/>	System: <input type="text" value="Enter System ID"/>	Soft.Comp.: <input type="text" value="No Restriction"/>	Soft.Comp.Version: <input type="text" value="No Restriction"/>
Support Package (Greater Than): <input type="text" value="No Restriction"/>	Support Package (Equal): <input type="text" value="No Restriction"/>	Product: <input type="text" value="No Restriction"/>	Product Version: <input type="text" value="No Restriction"/>	Priority: <input type="text" value="No Restriction"/>
Category: <input type="text" value="No Restriction"/>	Release Status: <input type="text" value="No Restriction"/>	Document Type: <input type="text" value="No Restriction"/>	Country/Region: <input type="text" value="No Restriction"/>	SAP Security Patch Day: <input type="text" value="No Restriction"/>

[2388433 - Information about using Expert Search for SAP Notes & KBAs - SAP ONE Support Launchpad](#)

[Blog: SAP Hot News, Security or Legal Change Notes – Get notified about basically anything](#)



SAP ONE Support Launchpad: Incident Solution Matching

Create an Incident

Alternative Support Channels: [Expert Chat](#) [Schedule an Expert](#) [Expert Search](#)

▼ *Description

Please provide us with more information about your issue or question. This detailed information will help to speed up incident processing.

I consent to SAP Support reproducing the described issue while connected remotely to all environments, including production, using any steps provided by me. This includes steps that might lead to changes being made for the purpose of applying a fix, change, or correction on my behalf. This consent remains valid until my issue is resolved.

*Subject:

*Description:

|

POWERED BY TIVMCE

*Language:

*Component:

> Attachments

> Priority & Contacts

This information might help you right away

💡 Did you know that once we provide you with an answer to your issue, only you can close the incident?

Please let us know whether we answered your issue by making a comment and confirming (closing) the incident. This helps our efforts to improve the service we provide to you by allowing us to better personalize help, advice, and content for you in the future.

Powered by Incident Solution Matching

Subsequent implementation of an additional ledger (Note 1229202)
Note (advance development) FI-GL
You want to activate an additional non-leading ledger in the new General Ledger Accounting (FI-GL...

New G/L: Deleting a generated ledger group (Note 1886379)
Note (program error) FI-GL-FL
In the new General Ledger, for each ledger, a ledger group with the same name is created, and pl...

Subsequent implementation of an additional ledger (Note 1227504)
Note (special development) FI-GL-MIG
In General Ledger Accounting (new), you want to subsequently assign an additional ledger to a com...

Ledgers and ledger groups (Note 1109620)
Note (consulting) FI-GL-GL
You require ledger groups with several ledgers. You may have changed the ledger group of the same...

Ledger code restriction for customer systems (Note 2191902)
Note (program error) FI-GL-GL

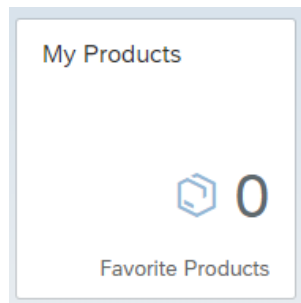
[Blog: For faster resolution, SAP launches an AI enabled incident wizard in SAP ONE Support Launchpad](#)



SAP Support **by Product**

- View product-specific information in one place
- SAP ONE Support Launchpad contains more than 2,000 product version pages
- Consolidates support documentation related to your chosen product
 - SAP KBAs
 - Grouped Help Portal Guides and Documentation
 - SAP Community blogs
 - SAP Community Questions and Answers
 - Guided Answers

Support by Product on the Support Portal



My Support Products Tools Maintenance Offerings & Programs Application Lifecycle Management

SAP Support Portal Home / Products / Support by Product

SAP BusinessObjects Business Intelligence platform

SAP BusinessObjects Business Intelligence platform 4.2 ▾

View Additional Product Content in the Launchpad

Featured Content SAP Knowledge Base Articles Documentation Guided Answers Questions & Blogs

Welcome to the featured content for the SAP BusinessObjects Business Intelligence Platform [BI Platform]. Here you will find information about the SAP BI Server Platform and related functional areas like Web Intelligence, and other Analysis products.

Important information:

- ✓ Check out our new Guided Answers decision tree to quickly access the most important *Best practices & KBAs* !
- ✓ Priority-One Support Maintenance Phase for BI 4.0 will be available until 31st December 2017. For XI 3.1 the Priority-One Support Maintenance Phase has been extended until 31st December 2018. For further information, please see *Priority-One Support Maintenance Phase for BI - KBA 2078591*

Business Intelligence Platform

Documentation:

- ✓ [SAP Help Portal – SAP Analytics landing page](#)
- ✓ [SAP Help Portal - SAP BI Platform landing page](#)
- ✓ [SAP Product Availability Matrix \(PAM\)](#)

Stay Connected:

Product Tutorials:

- ✓ [SAP Analytics official product tutorials](#)
- ✓ [SAP BI Platform official product tutorials](#)

Maintenance Information:

- ✓ [SAP Product Maintenance Schedules](#)

New Resources:

- ✓ [What's new in SAP BI Platform ?](#)
- ✓ [Promotion Management Wizard](#)
- ✓ [What's new in Fiori BI Launchpad ?](#)
- ✓ [Enabling SSL in 4.2 SP05](#)
- ✓ [Decoupling Restful Web Services from WACS](#)
- ✓ [Trigger Schedules from BW](#)

SAP Support by Product Products ▾ Enter search term 🔍

SAP BusinessObjects Business Intelligence platform 4.2 ▾
SBOP BI PLATFORM 4.2

Product Type: Standalone Product Version	Release Type: Standard
Product: SAP BusinessObjects Business Intelligence platform	SAP HANA Readiness: Ready
Product Line: SAP BusinessObjects Business Intelligence	Current Status: Unrestricted available
Product Category: Analytics	End of Mainstream Maintenance: 31.12.2022

Featured Content SAP Knowledge Base Articles Documentation Guided Answers Questions & Blogs ▾ Downloads



- Step-by-step guidance through a particular problem
- SAP experts document the steps taken when analysing an issue or when following a process
- Uses visual decision-trees concept
- Find the answer through multiple channels

Resources:

[Access Guided Answers](#)

[Blog: Guided Answer – A New Way to Troubleshoot Your Product Issues](#)

The screenshot displays the SAP Guided Answers interface. At the top, it says "SAP Guided Answers" and "Interactive documentation designed to help troubleshoot issues, navigate processes and guide through tasks." Below this is a search bar. The main content area shows a decision tree for "How to troubleshoot HANA High Memory Consumption". The current step is "Is high memory usage currently happening?". The text below the question reads: "If HANA Studio is responsive please check the memory counters in the Administrator's Perspective. Is the system currently using a large amount of memory?". There are two blue buttons for answers: "Yes, the system is currently using a high amount of memory." and "No, the system is not currently experiencing high memory usage." The left sidebar shows a navigation tree with "OOM Dump Generated" and "Is high memory usage currently happening?".

Searching Tips

- Enter **specific search terms** such as Transaction ID; Main Program; Function module; Error message code; Technical Field Name
- **Avoid using generic words** such as 'error' / 'request' or articles (the / a / an), prepositions (of / in / from).
- **Less is more:** two or three search terms will give you the broadest results.
- **Use copy & paste** to avoid misspelling words, e.g. 'Mikrosoft Wort error'
- Use **quotation marks** "" - the search will only display documents which contain all the key words within the quotation marks
- Experiment with different search methods
- **Fuzzy search** (returns results in case of misspellings e.g. 'eror mesage' or variations e.g. messages) vs. **Exact search**
 - **AND** - results that contain all terms connected by AND (sybase AND license)
 - **OR** - results that contain at least one of the terms (Database OR system)
 - Fuzzy search will display all notes / KBAs that contain the **number** entered – place in quotation marks for an accurate result



Searching Tips – Examples Using specific error message



SAP Knowledge Base Search

Knowledge Base

163 document(s) found

Search In: SAP Notes & KBAs

SAP Notes & KBAs	163
SAP Community	185
SAP Community Wiki	9
SAP Support Portal	79
Product Documentation	25+
SuccessFactors Community	6
Guided Answers	0
SAP Sales Cloud (Callidus)	0
SAP Litmos Training Cloud	3
SAP Qualtrics Support Pages	

- 2159812 - Sybase Error: Incorrect or Invalid Host ID after installing new license key**
 SySAM will not start...SySAM: Invalid host error...Getting an error after installing license key...Getting an error that the license re
 XX-SER-LIKEY-SYB (Sybase Products) 29.11.2018 SAP Knowledge Base Article
- 2602302 - Sybase license key error: The quantity specified exceeds the maximum quantity allowed - 5**
 Error: The quantity specified exceeds the maximum quantity allowed...Cannot create Sybase license keys for the amount neede
 Insufficient IQ_Core CPU licenses...Sybase error: IQ requires X I
 XX-SER-LIKEY-SYB (Sybase Products) 12.02.2018 SAP Knowledge Base Article
- 2609801 - Who to contact for Sybase license key questions or issues**
 How to run SysAM utilities...New license key not recognized...How to rehost Sybase license keys...Need help installing Sybase I
 Sybase license key in Launchpad...How to check in Sybase
 XX-SER-LIKEY-SYB (Sybase Products) 16.03.2020 SAP Knowledge Base Article
- 1961465 - In**
 SySAM Error "
 BC-SYB-ASE (S
- 2184862 - St**
 The Replication
 such license key
 XX-SER-LIKEY-S

SAP Knowledge Base Search

Knowledge Base

1 document(s) found

Search In: SAP Notes & KBAs

SAP Notes & KBAs	1
SAP Community	0
SAP Community Wiki	0
SAP Support Portal	0
Product Documentation	25+

- 2277782 - "Failed to open .../cep_license.prop file: errno=13 Permission denied" licensing error - 6**
 The Sybase Complex Event Processor (CEP) server software installation uses an unlimited life-time unserved license....Previo:
 CEP server failed to start with the following error
 BC-SYB-CEP (Sybase Aleri Streaming Platform (CEP)) 25.12.2016 SAP Knowledge Base Article

Searching Tips - Examples Using quotation marks



Without quotation marks

SAP Knowledge Base Search

Knowledge Base

Expert Chat

Search In: SAP Notes & KBAs

SAP Notes & KBAs	284
SAP Community	359
SAP Community Wiki	10
SAP Support Portal	90
Product Documentation	25+
SuccessFactors Community	7
Guided Answers	0
SAP Sales Cloud (Callidus)	0
SAP Litmos Training Cloud	1
SAP Qualtrics Support Pages	

284 document(s) found

Sort By:

- [2609801 - Who to contact for Sybase license key questions or issues](#)
How to run SySAM utilities...New license key not recognized...How to rehost Sybase license keys...Need help installing Sybase license key...How to determine Sybase license key in Launchpad...How to check in Sybase
XX-SER-LIKEY-SYB (Sybase Products) 16.03.2020 SAP Knowledge Base Article
- [2345129 - License key for SAP/Sybase SQL Anywhere](#)
Your evaluation period for SQL Anywhere has ended but you require it for other products such as SAP IPS or SAP Mobile Platform. SQL Anywhere asks for a n
XX-SER-LIKEY-SYB (Sybase Products) 14.02.2017 SAP Knowledge Base Article
- [2184862 - Static license key SAP Sybase Replication Server Editions and options](#)
The Replication Server manual mentions "static license file" but there is no mention where to obtain such file...Error messages point to missing license keys w
such license keys cannot be requested:...DC_ECDA...
XX-SER-LIKEY-SYB (Sybase Products) 18.09.2019 SAP Knowledge Base Article

With quotation marks ""

SAP Knowledge Base Search

Knowledge Base

Expert Chat

Search In: SAP Notes & KBAs

SAP Notes & KBAs	27
SAP Community	3
SAP Community Wiki	0
SAP Support Portal	1
Product Documentation	0
SuccessFactors Community	7

27 document(s) found

Sort By:

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Sybase license key in Launchpad...How to check in Sybase
XX-SER-LIKEY-SYB (Sybase Products) 16.03.2020 SAP Knowledge Base Article
- [2132057 - It shows "0 available" under license entitlement when requesting a sybase license key](#)
You are trying to create a new license key for sybase product, it shows "0 available" under license entitlement....SAP ONE Support Launchpad - ...License Key Wi
XX-SER-LIKEY-SYB (Sybase Products) 27.04.2018 SAP Knowledge Base Article
- [2692662 - Why is Sybase license key starting in grace mode? \[Troubleshooting\] - SAP ONE Support Launchpad](#)
Why is SySAM showing new license key in grace mode?...New license key not recognized...Sybase license key is not valid...Newly-generated Sybase license key
installing new Sybase license key...Error: Failed to obt
XX-SER-LIKEY-SYB (Sybase Products) 11.09.2018 SAP Knowledge Base Article

Searching Tips – Examples **Using component filter**



SAP Knowledge Base Search

Knownled...

Expert Chat

Search In: SAP Notes & KBAs

211 Document(s) found

Results filtered by type. [Click here to remove all filters.](#)

SAP Notes & KBAs	211
SAP Community Wiki	13
SAP Support Portal	99
SAP Help Portal	25+
SuccessFactors Community	6
Guided Answers	2

Filter By

Component

- BC-SYB-ASE (Sybase... 56
- XX-SER-LIKEY* (Lice... 42
- BC-SYB-SQA* (SQL A... 31
- BC-SYB-IQ (Sybase IQ) 17
- MOB-AFA (Afaría) 15

2609801 - Who to contact for **Sybase license key** questions or issues

How to run SysAM utilities...New license key not recognized...How to rehost Sybase license keys...Need determine the Host ID for Sybase...How to create a Sybase license key in Launchpad...How to check in

XX-SER-LIKEY-SYB (License Keys for Sybase Products) 03.05.2018 SAP Knowledge Base Article

2345129 - **License key for SAP/Sybase SQL Anywhere**

Your evaluation period for SQL Anywhere has ended but you require it for other products such as SAP IF a registration key.

XX-SER-LIKEY-SYB (License Keys for Sybase Products) 14.02.2017 SAP Knowledge Base Article

1845621 - **How to delete a license key or maintenance certificate - SAP ONE Supp**

How to delete a license key or maintenance certificate...Delete license key...How to delete a license key remove a license key from a system...Created a temporary license key by mistake and would like to

XX-SER-LIKEY (License keys for SAP systems) 02.01.2018 SAP Knowledge Base Article (1 p

2132057 - **It shows "0 available" under license entitlement when requesting a syba**

You are trying to create a new license key for sybase product, it shows "0 available" under license entitlement Key Wizard...

XX-SER-LIKEY-SYB (License Keys for Sybase Products) 27.04.2018 SAP Knowledge Base Article

2511372 - **How to request a permanent license key for SAP Sybase SQL Anywher**

Request permanent license keys...How to request new license keys for SQL Anywhere...Cannot create version

SAP Knowledge Base Search

Knownled...

Expert Chat

Search In: SAP Notes & KBAs

32 Document(s) found

Results filtered by component, type. [Click here to remove all filters.](#)

SAP Notes & KBAs	32
SAP Community Wiki	13
SAP Support Portal	99
SAP Help Portal	25+
SuccessFactors Community	6
Guided Answers	2

Filter By

Component (XX-SER-LIKEY-SYB)

- XX-SER-LIKEY-SYB (... 32

Type (SAP Knowledge Base Article)

- SAP Knowledge Base... 32

2609801 - Who to contact for **Sybase license key** questions or issues

How to run SysAM utilities...New license key not recognized...How to rehost Sybase license keys...Need determine the Host ID for Sybase...How to create a Sybase license key in Launchpad...How to check in

XX-SER-LIKEY-SYB (License Keys for Sybase Products) 03.05.2018 SAP Knowledge Base Article

2345129 - **License key for SAP/Sybase SQL Anywhere**

Your evaluation period for SQL Anywhere has ended but you require it for other products such as SAP IF a registration key.

XX-SER-LIKEY-SYB (License Keys for Sybase Products) 14.02.2017 SAP Knowledge Base Article

2132057 - **It shows "0 available" under license entitlement when requesting a sybas**

You are trying to create a new license key for sybase product, it shows "0 available" under license entitlement Key Wizard...

XX-SER-LIKEY-SYB (License Keys for Sybase Products) 27.04.2018 SAP Knowledge Base Article

2511372 - **How to request a permanent license key for SAP Sybase SQL Anywhere**

Request permanent license keys...How to request new license keys for SQL Anywhere...Cannot create a version...

XX-SER-LIKEY-SYB (License Keys for Sybase Products) 10.08.2017 SAP Knowledge Base Article

1827225 - **Information about license keys for SAP Sybase products**

Request Sybase license key...Require a permanent license key for a SAP Sybase product...Do not know product...

Searching Tips – S-user roles on ONE Support Launchpad



S-user with On-Premise role

KBAs focused on Launchpad component (for S-user administration)

Knownled... administrator

Expert Chat Schedule an Expert Submit an Incident

31240 Document(s) found Sort By: Relevance

- [1614304 - How a Super or Cloud Administrator can use the Copy User's Authorization feature - SAP ONE Support Launchpad](#)
How to create another administrator...Clone authorizations...Copy authorizations...New Super Administrator...Assign full authorizations...Adding a new Super Administrator...How to change super administrators...How to grant Super Administrator authorizatio
XX-SER-SAPSMP-LAUNCH (SAP Support Portal Launchpad) 30.04.2018 SAP Knowledge Base Article (6 people found this document helpful)
- [2288884 - Administrator cannot change passwords for other users - SAP ONE Support Launchpad](#)
Password reset...Reset passwords...Cannot reset user ID passwords...Administrator cannot change password for other users...Cloud Administrator cannot change user passwords in the Launchpad...Super Administrator cannot change user passwords in the Launchpad
XX-SER-SAPSMP-LAUNCH (SAP Support Portal Launchpad) 01.11.2017 SAP Knowledge Base Article (4 people found this document helpful)
- [2198153 - How does a SuccessFactors Cloud Administrator add/remove S-User ID authorizations - SAP ONE Support Launchpad](#)
Assign permissions...Remove authorizations...Update authorizations...Remove user permissions...Add user permissions...Establish Cloud Administrator...Cannot update user authorizations...How to assign authorizations...Unable to access the ONE Support Launc
XX-SER-SAPSMP-LAUNCH (SAP Support Portal Launchpad) 03.11.2017 SAP Knowledge Base Article (1 people found this document helpful)
- [1271482 - How does a super or user administrator create or delete S-User IDs - SAP ONE Support Launchpad](#)
How does an administrator create or delete S-User IDs...Delete S-User...Add new S-User...Adding new users...How to add a contact...Create new user IDs...Adminstrating user IDs...How to remove a contact...Delete obsolete S-User IDs...How to request a new
XX-SER-SAPSMP-USR (SAP Support Portal - User Administration) 20.08.2018 SAP Knowledge Base Article (5 people found this document helpfu
- [2211704 - How does a SuccessFactors Cloud Administrator create a new S-User ID - SAP ONE Support Launchpad](#)

S-User with Success Factors role

KBAs focused on Success Factors component (SF product system administration)

Knownled... administrator

Expert Chat Schedule an Expert Submit an Incident

1313 Document(s) found Sort By: Relevance

Results filtered by component, type. Click here to remove all filters.

- [2609864 - SAP SuccessFactors Security Domains for Administrators - User Assistance Documentation Links](#)
SAP SuccessFactors Security Domains for Administrators...User Assistance Documentation...This KBA describes how to access the User Assistance Documentation for...SAP SuccessFactors Security Domains for Administrators...topics...Create security domains for
LOD-SF-LMS-WOR (Workflows/ Permissions) 26.02.2018 SAP Knowledge Base Article
- [2678743 - How to add two domains for an administrator](#)
You have some domains created on your instance and desire that an administrator have access on two of them.
LOD-SF-LMS-WOR (Workflows/ Permissions) 06.08.2018 SAP Knowledge Base Article
- [2665246 - Super administrators are unable to edit the PUBLIC domain](#)
Super administrators (ex. admins assigned the ALL role) can view the PUBLIC domain but cannot edit it - see screenshot below...
LOD-SF-LMS-WOR (Workflows/ Permissions) 30.07.2018 SAP Knowledge Base Article
- [1614304 - How a Super or Cloud Administrator can use the Copy User's Authorization feature - SAP ONE Support Launchpad](#)
How to create another administrator...Clone authorizations...Copy authorizations...New Super Administrator...Assign full authorizations...Adding a new Super Administrator...How to change super administrators...How to grant Super Administrator authorizatio
XX-SER-SAPSMP-LAUNCH (SAP Support Portal Launchpad) 30.04.2018 SAP Knowledge Base Article (6 people found this document helpful)

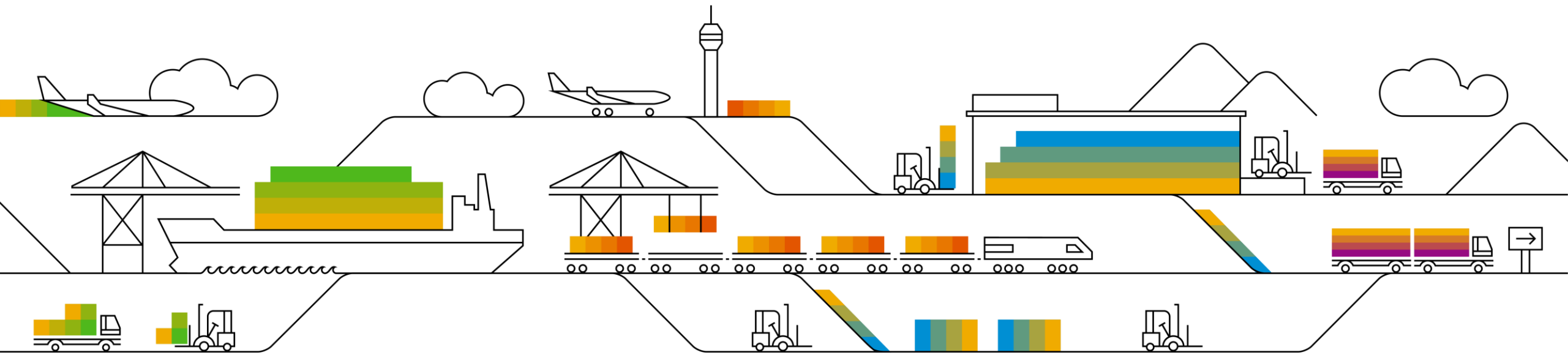
[2365146 - Error: "The user has no valid user profile roles" - SAP ONE Support Launchpad](#)

[Edit your roles on the ONE Support Launchpad](#)



Helpful Knowledge Base Articles

- [2342391](#) - How to use the SAP Hot News application - SAP ONE Support Launchpad
- [2371996](#) - How to access the SAP Security Notes application - SAP ONE Support Launchpad
- [2372245](#) - How to access the SAP Legal Change Notes application - SAP ONE Support Launchpad
- [2361791](#) - How to filter SAP Legal Change Notes, Security Notes, and Hot News based on Systems - SAP ONE Support Launchpad
- [2478289](#) - How to get notifications for SAP Notes or Knowledge Based Articles (set up expert search filters)
- [2341971](#) - Overview of KBAs and SAP Notes applications > SAP Hot News / SAP Legal Changes Notes / SAP Security Notes - SAP ONE Support Launchpad
- [2421423](#) - How to search for relevant information in the Knowledge Base - SAP ONE Support Launchpad
- [2081285](#) - How to get best results from an SAP search?
- [2388433](#) - Information about using Expert Search for SAP Notes & KBAs - SAP ONE Support Launchpad
- [Practical Help to Tackle COVID-19 Disruptions](#) - Free Access to Select SAP Software and Additional Tools to Support Your Business



You can contact CIC by:



Phone: <https://service.sap.com/call1sap>



Email: <https://go.support.sap.com/contactus/#/email>



Chat: <https://go.support.sap.com/contactus/#/chat>



Twitter: <https://twitter.com/sapsupporthelp>

Appendix:

Product Support Accreditation



Make the best out of SAP's product support tools and Next-Generation Support offerings!

- Available to all SAP Customers and Partners with an S-user at no additional cost
- Gain empowerment and awareness to all the available resources from Product Support
- Consists of 3 modules and a final assessment, which can be taken at your own pace and time
 - incident prevention offerings
 - real-time interactions
 - digital support experience
- Product Support Accreditation badge is awarded once the final assessment is completed, which can be shared on social media

- [Product Support Accreditation welcome video](#)
- [SAP News Center: Make the Best Out of Interactions with Product Support](#)
- [Access the Product Support Accreditation program](#)

A screenshot of the SAP Product Support Accreditation program interface. The page has a dark blue header with the SAP logo on the left, 'Product Support Accreditation' in the center, and 'Welcome' on the right. Below the header, there are three main sections: 'ABOUT THIS PROGRAM', 'BENEFITS', and 'HOW DOES IT WORK?'. The 'ABOUT THIS PROGRAM' section contains text about the accreditation process and a 'Subscribe' button. The 'BENEFITS' section lists three benefits: 1. Empowerment, 2. Badge, and 3. Entry pass for SAPPHIRE NOW 2020. The 'HOW DOES IT WORK?' section features a video player with a play button. Below these sections is a 'Training Modules' section with four cards: 'Self-service and Incident Prevention' (0% progress, 25 min), 'Real-time Interactions' (0% progress, 25 min), 'Digital Support Experience' (0% progress, 15 min), and 'Assessment' (Not Started, Certificate). At the bottom, there are links for 'Terms of Use', 'Copyright and Trademarks', 'Legal Disclosure', 'Privacy', 'FAQs', and 'Feedback'.

Support Offerings and Remote Services

Your company can purchase various support offerings from SAP. Depending on the support program your company has purchased, you are might be entitled to various services that aim to monitor your SAP landscape, and help prevent incidents from occurring.

To learn more about the scope of the different support offerings and the corresponding remote services please see:

<https://support.sap.com/support-programs-services/offerings.html>

<https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/continuous-quality-check-improvement-services.html>

To request a support service please create a customer incident on the [SAP ONE Support Launchpad](#) under component SV-BO-REQ or contact CIC.



Please be advised that SAP recommends at least 8 weeks notice for SAP Standard Support and SAP PSLE customers and 3 weeks notice (5 weeks if SAP Solution Manager is not ready for delivery) for SAP Enterprise Support when requesting to book any service.

Please provide the following information when requesting a remote support service:

- customer number
- installation number
- type of service requested
- system ID
- project live date
- product
- contact person (phone number and email address)

SAP Solution Manager

SAP carries out the remote support services in the customer's SAP Solution Manager. During service delivery, the SAP support engineer has access to important project information in SAP Solution Manager which saves time and enables SAP to carry out the service in a more efficient way.

In order to deliver support services, SAP strongly recommends that you update your SAP Solution Manager to the latest release and support package stack. This ensures that the latest service content is available and can be leveraged during service delivery.

- [SAP Note 1170668](#) - The role of SAP Solution Manager in Remote Service Delivery
- [SAP Note 2253047](#) - Technical prerequisites for service delivery in SAP Solution Manager 7.2

Service Preparation

- [SAP Note 91488](#) - SAP Support Services - Central preparatory note

Shape SAP Support with your participation in our research

Participate in SAP Support's User Research activities and help shape your experience on the SAP Support Portal / SAP ONE Support Launchpad

- One-on-One Skype session with SAP User Researcher
- 30-60-minute session
- Held at a time that is convenient to you
- Conducted in English
- Studies held every month – sign up for as few or as many as you wish!

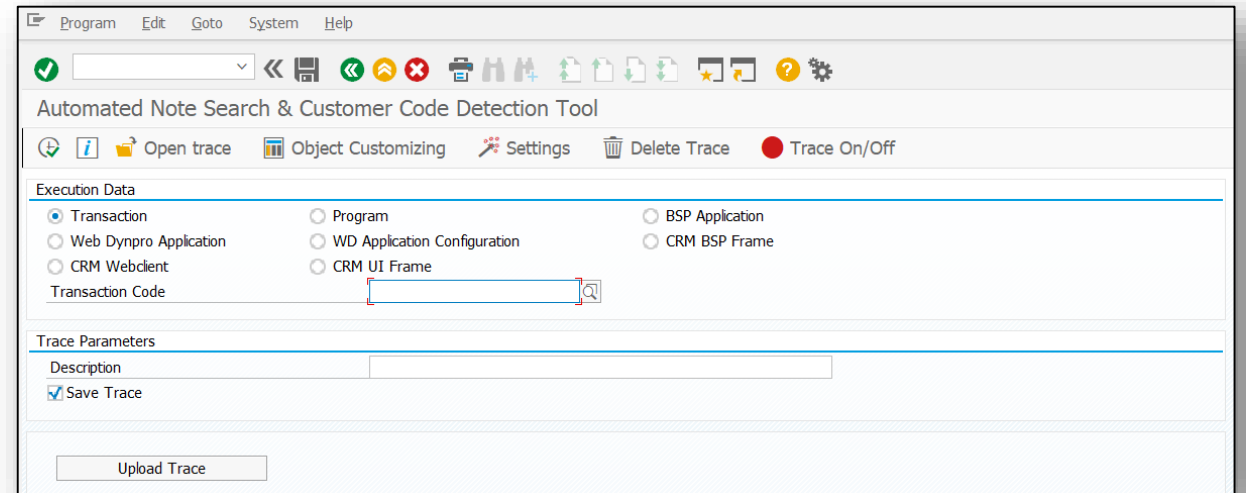
Contact supportusability@sap.com to express interest!



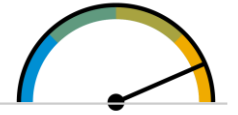
Automated Search for SAP Notes (ANST)



- Identifies SAP correction notes for functional issues, codes, and customizing tables
- Based on specific ABAP objects
- Works directly from the customer system where the issue occurs
- Only notes that are relevant for the issue are identified
- **Access:** start transaction 'ANST' and reproduce the issue
- **Resources:**
- [1818192 - FAQ: Automated Note Search Tool](#)
- [Blog: What is ANST....and why aren't you using it?](#)
- [Video: Supportability Tools: ANST PA41](#)
- [SAP Help Portal: Working with ANST](#)



Performance Assistant (PANKS)



- Easy note and KBA search tool for ABAP messages
- Based on the relevant message code (message class and number)
- If a new SAP Note is created and contains the ABAP message code, the Performance Assistant identifies it
- **Access:** double click on the error message then click on the binoculars/ search icon

- **Resources:**
- [2096401 - FAQs: Performance Assistant - SAP Notes and KBAs search by PANKS](#)
- [Blog: Got an error message? The new tool PANKS is here to help you!](#)
- [Video: Performance Assistant Notes & KBA's Search Tool \[aka PANKS\]](#)

Performance Assistant

Date must be within the interval 01.01.1800 - 31.12.9999

Message no. RP213

Date must be within the interval 01.01.1800 - 31.12.9999

SAP

ALA (1) 800 | pwdf6373 | INS

Thank you.

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