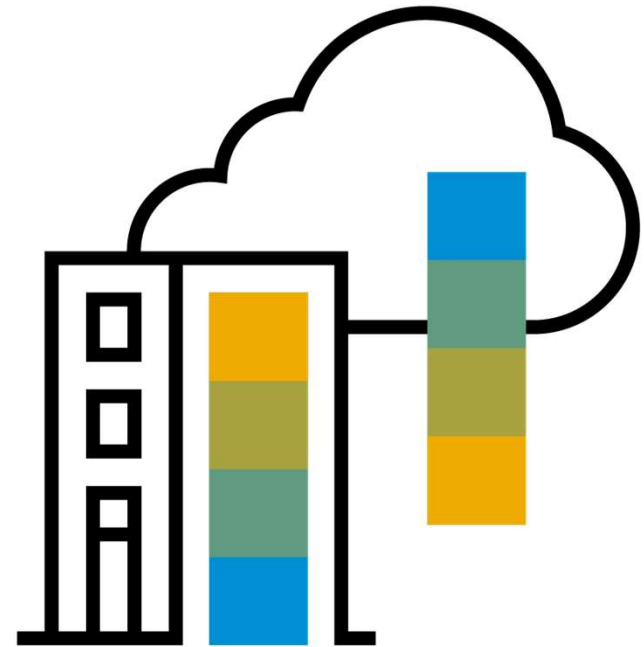


What a Customer Should Know About SAP Incident Management Next-Generation Support for the Digital Enterprise

SAP Digital Business Service
April, 2020

PUBLIC



Agenda

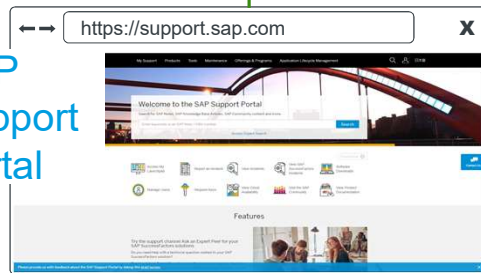
1. **SAP support basics, Support Backbone, Live Business / Live Support Tools that support you in our own system to find solutions**
2. How to search for a solution in SAP One Support Launchpad
3. How to create a customer incident via SAP One Support Launchpad
4. Real Time Support
How to use the Expert Chat
How to use Schedule and Expert Session
5. How to speed up and escalate an incident and provide feedback to SAP

SAP support basics

Support Backbone



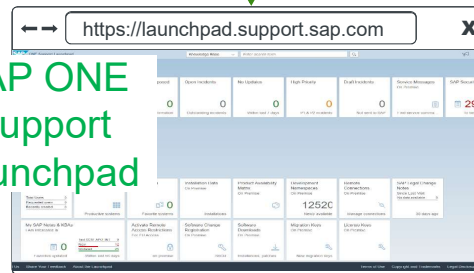
SAP Support Portal



Contains a variety of target-group-specific Internet portals

- SAP One Support Launchpad
- Help for SAP Support Application
- Release, Upgrade & Maintenance
- SAP Community Network
- Offerings & Programs
- SAP Solution Manager
- Access for SAP Ariba, SAP Fieldglass, SAP Hybris and SAP Concur Support Channels

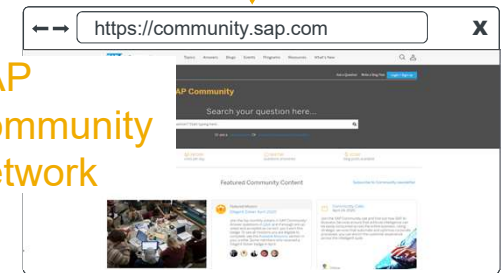
SAP ONE Support Launchpad



Your one stop for all support and service-related needs

- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key and requests
- SAP service and software catalog
- SAP HANA Enterprise Cloud, SuccessFactors and Support Partner

SAP Community Network



SAP's professional social network to get help, share ideas, and connect with others

- Discussion forums, blogs, and videos
- Quick access to expert advice
- Online trainings
- Software downloads

SAP support basics

What is support?

For On-Premise Solutions

- A problem incident dealt with by SAP Support in accordance with the Enterprise Support Cloud Edition maintenance agreement exists if:
- there is an error in the software
- an error in the software causes subsequent errors
- problems exist when implementing corrections (by implementing the SAP correction instructions)
- standard functions have incorrect documentation
- As long as the custom code was developed in an SAP development environment, SAP performs a root cause analysis for this custom code as part of mission-critical support for incidents that have "Very high" or "High" priority in accordance with SAP Note 67739. As long as the custom code is documented in accordance with the applicable standards, SAP can support you in solving the problem.

For Cloud Solutions

- there is an error in the software or SAP provided Best Practice configuration or with expert configuration done by SAP requested by the customer
- an error in the software causes subsequent errors or configuration causes subsequent errors
- standard functions have incorrect documentation

SAP support basics

What is consulting?

For On-Premise Solutions

- the processing logic of the software, the business processes and Customizing (questions regarding transactions, programs and screens, the contents of screens and printouts and so on)
- the administration (including archiving and recovery) or the tuning of the SAP system, the database or the operating system
- errors that were caused by a modification to the system (for example, using user exits and so on)
- Customizing or problems that occur due to Customizing being incomplete or containing errors
- whether the solution is clear from the short text or from the help text of the system error

For Cloud Solutions

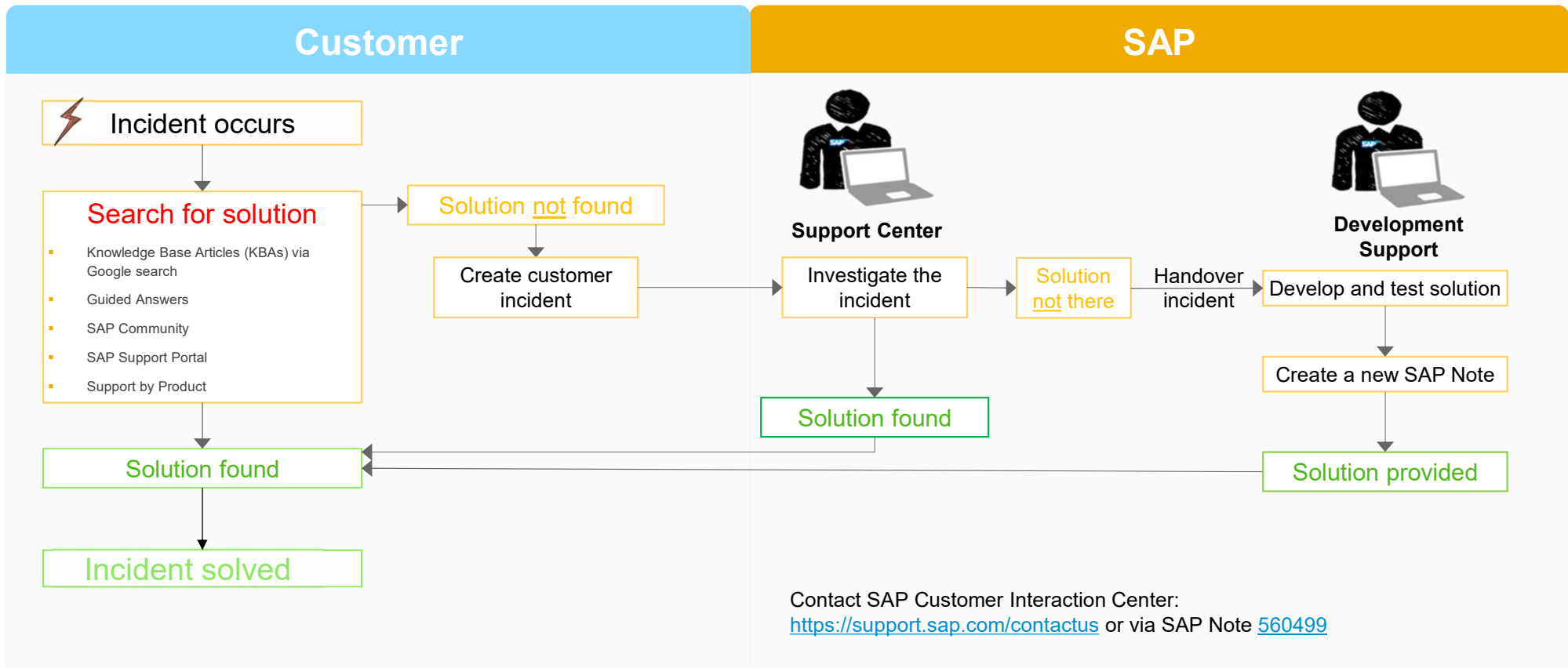
- The processing logic of the software, the business processes and Customizing (questions regarding transactions, programs and screens, the contents of screens and printouts and so on)
- Customizing or problems that occur due to Customizing performed by the customer being incomplete or containing errors
- Whether the solution is clear from the short text or from the help text of the system error

Details in SAP note [83020](#) - What is Support – What is Consulting: On Premise Solutions

Details in SAP note [2706322](#) - What is Support – What is Consulting: Cloud Solutions

SAP support basics

SAP incident solving process at a glance



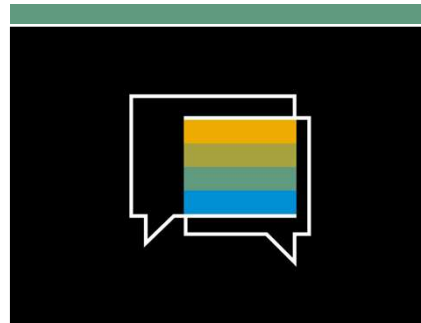
Live Business needs live support

Next-Generation Support for the digital enterprise



Self-service and incident prevention

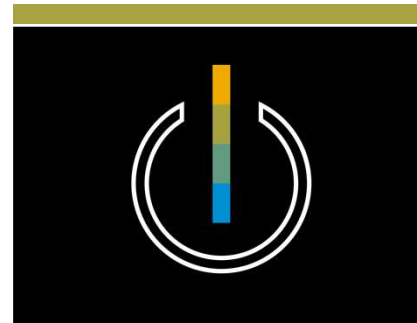
[Next-Generation Support](#) has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.



Real-time interactions

We offer real-time support channels with live and direct access to SAP's support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer (Feature Trial)
- Call-1-SAP & Customer Interaction Center (CIC)



Digital support experience

Benefit from a seamless and intuitive omnichannel support experience with personalized, context-sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center
- Social Media integration



Innovation engine

SAP constantly innovates to improve our products and provide you with a world-class support experience. As thought leaders, we aim to provide you with state-of-the-art support including machine learning and cognitive computing driven services.

- Thought leadership
- Cognitive computing

Next-Generation Support for the digital enterprise

Self-service and incident prevention



Self-service and incident prevention.

[Next-Generation Support](#) has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- Knowledge Base Articles (KBAs) through Google search
- Guided Answers
- SAP Community
- SAP Support Portal
- Support by Product
- Proactive outreach through info sessions and WhatsApp

Self-service and incident prevention

Knowledge Base Articles (KBAs) with Google indexing



A **KBA** provides you with incident-specific information through the SAP ONE Support Launchpad or a search engine – right at your fingertips.

Overview

- Incident-specific documents
- Instant publishing
- Enriched content (embedded screenshots)
- Rating and free text commenting features to provide feedback on the quality of a KBA
- Preview available for external search engines**

Benefits

- Information you can easily access through the SAP ONE Support Launchpad or a search engine when you need it
- Provides you with quick information on your topic of interest

Access

- Both KBAs and SAP Notes can be accessed with a valid S-User through the SAP ONE Support Launchpad, or using a search engine (Google)
- Launchpad notification by e-mail: Configure your SAP ONE Support Launchpad to get notifications when SAP Notes or SAP Knowledge Base Articles in your area of interest are created or updated. Check out KBA # [2468675](#) to learn more.

Preview

The screenshot displays a SAP Knowledge Base Article page. The title is "1842840 - Diagnostics Agent disconnecting from Solution Manager System - Solution Manager 7.1". Below the title, there is a "Symptom" section with the text: "Diagnostics Agents are disconnecting from SAP Solution Manager sometimes. As a result: The Diagnostics Agent is not online under tab: Connected Agents in Agent Administration UI under [http://<host>:...". Below this, there is a table titled "Connected Agents" with columns for "Full Host Name" and "Agent Table Size". At the bottom, there is a log file snippet showing an error: "In SMDSysSystem.X.log log file of the Diagnostics Agent logs there is the following error: Mar 20, 2013 2:41:34 PM \[ThreadConnector.5.main\] \] Error \[ms://<host>-8113/P4\] Ping failed \[com.sap.smd EXCEPTION\] There occurred when calling method 'ping' on object \[com.sap.smd.smi.ISMDServerHandle_Sub@522912f\] after 30001 possible cause: com.sap.smd.server.util.concurrent.TimeoutException at com.sap.smd.server.exec.sso.AsyncInvocationHandler.invoke\(AsyncInvocationHandler.java:140\)".](#)

Self-service and incident prevention

Guided Answers



Guided Answers offers you help by providing a step-by-step guide through an issue or a process.

Overview

- Helps you to find the answer through multiple channels
- Uses decision trees concept
- Content grows over time and helps to accommodate new or unforeseen scenarios
- Captures the workflows of support engineers
- Leads you to relevant content (KBAs, SAP Notes, wikis, and more) to address your issues
- Check out the [Guided Answers video](#)

Benefits

- Receive step-by-step guidance through a particular problem
- Learn how to use the product as well as troubleshoot it
- Select a scenario and be guided towards a solution without any further intervention from a support engineer
- Obtain faster resolution of problems
- Navigate through an easy-to-use interface

Access

- [Guided Answers on SAP Support Portal](#)
- [Direct Access To Guided Answers](#)
- Or access Guided Answers through the [SAP Support Portal](#) using the search
- [Knowledge Base](#) through header navigation

Preview

Self-service and incident prevention

SAP Support Portal



SAP Support Portal allows you to access support anytime, anywhere, and from any device.

Overview

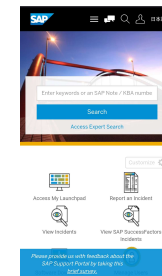
- The SAP Support Portal is your central location for important support updates and tasks
- Easy navigation through simplified navigation structure with five key navigation areas
- Mobile-optimization allows you to access support from anywhere, at any time, and with any device
- Easy and fast access to information and applications on SAP ONE Support Launchpad

Benefits

- Expanded top tasks area for one-click-access to the things you do most – from reporting incidents to downloading software, managing users to viewing your cloud status dashboard
- Access to knowledge management, most up-to-date information, and helpful resources
- Quick and efficient search bar at the center of the home page

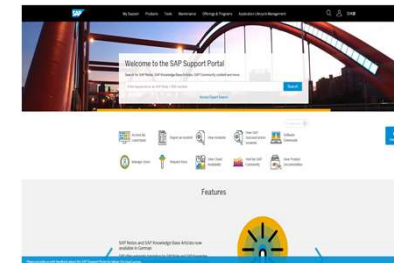
Access

- <https://support.sap.com>
- Check out the [SAP Support Portal video](#)



Mobile

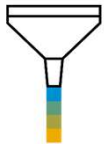
Preview



Desktop

Self-Service & Incident Prevention

Support by Product



With **support by product pages**, you get an at-a-glance view of support-related content for products and product versions in the SAP ONE Support Launchpad and the SAP Support Portal.

Overview

- Find support information about your products faster and easier with support by product pages in the [SAP ONE Support Launchpad](#) and the [SAP Support Portal](#)
- Product pages in both major support properties contain all you need to know about your product (version) – or guide you to more helpful content if needed
- SAP ONE Support Launchpad offers a broader range of SAP products
- Read the [FAQ](#) or this [news](#)

Benefits

- On the support by product pages, you will have at-a-glance view and access to helpful content and resources for your product (version): KBAs, documentation, blogs, web pages, tutorials, release notes, and more
- Receive easier and faster access of product-related content relevant to you – all compiled on one web page
- On the product pages, you will find content from different resources consolidated for you

Access

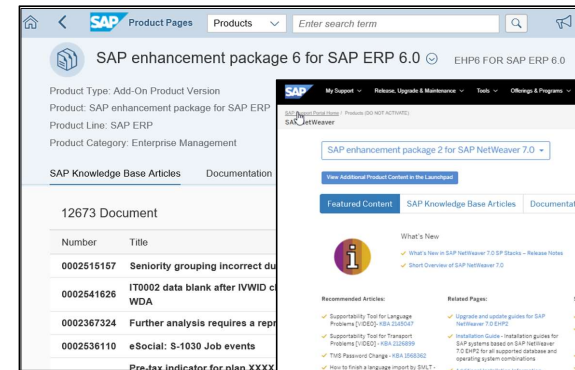
SAP ONE Support Launchpad (S-user required):

- [Add the “My Products” tile](#) to your personalized home screen or use the new search functionality called [“Products”](#) and enter the product name you are looking for
- Easily navigate through the content on the product pages
- Save product pages as “favorites” for future quick access

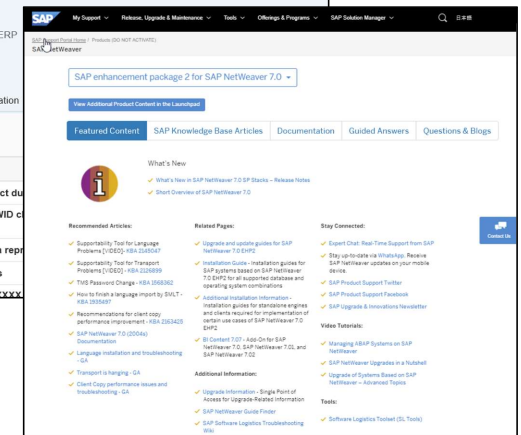
SAP Support Portal:

- [Access through “Products”](#) in the header navigation
- Then easily navigate through the product pages

Preview



Example: Product page in launchpad



Example: Product page in SAP Support Portal

Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support
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SAP tools that support you to find solutions

Support Log Assistant

The Support Log Assistant is a new service/tool that allows users to automatically analyze their support-related files directly from within their browser. This leverages the knowledge of SAP Product Support experts and connects known issues that are found within log, trace and other text-based files with solutions and troubleshooting steps.

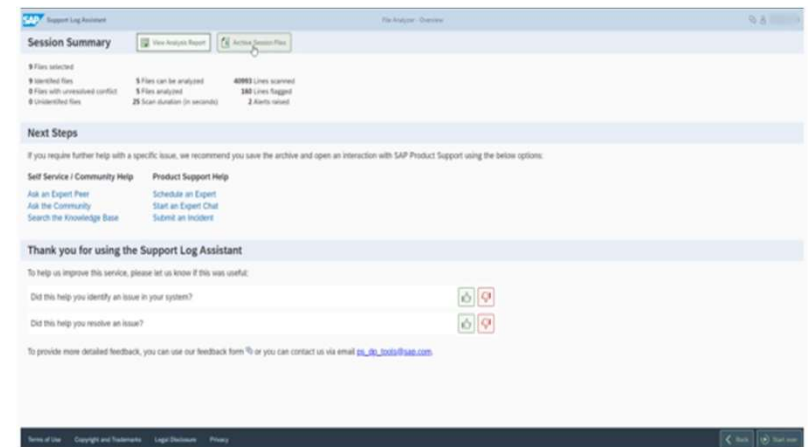
The Support Log Assistant provides:
24/7 automated expert-level analysis of support related files

- Content based file analysis and solution matching
- Faster issue resolution time

See the [Support Log Assistant - Wiki](#) for detailed steps on how to get started or watch the video to the right!

The Support Log Assistant is also available directly within the SAP ONE Support Launchpad inside the Incident Form. This feature allows you analyze files that have been attached to the incident to help find solutions before the incident is submitted.

For more information on this feature, see the [SAP ONE Support Launchpad Release Notes for Wave 6 2019](#)



SAP tools that support you in our own system to find solutions

Automated Note Search Tool (ANST)

The Automated Notes Search Tool (ANST) is an application that helps customers search for SAP Notes in order to solve a specific issue and works based on the issue replication in the customer system.

See [SAP Note 1818192 - FAQ: Automated Note Search Tool](#) for availability.
[Read more about ANST on the SAP Community](#)

Due to the SAP Support Backbone update, calls to SAP Notes search using RFC protocol (RFC destinations such as SAPOSS/SAPSNOTE) will not be allowed for ABAP systems having SAP NetWeaver 740 and above effective January 1st, 2020.

SAP Note [2730525](#) provides a new API, valid for SAP NetWeaver 740 and above, that calls the SOAP based SAP Note search web service in the SAP Support Backbone. The ANST tool has been adapted to this change by replacing the call to the old RFC API with the call to the new API provided by SAP Note [2730525](#). This change is available in SAP Note [2732094](#) and applicable for SAP NetWeaver 740 and above.

For SAP NetWeaver 731 and below, the above-mentioned SAP Notes are not applicable. Hence, SAP Notes search functionality will no longer be supported in ANST effective January 1st, 2020.

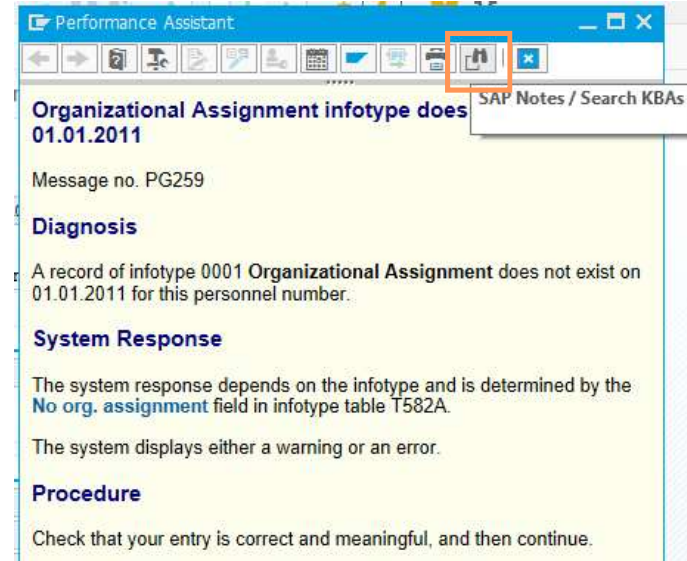
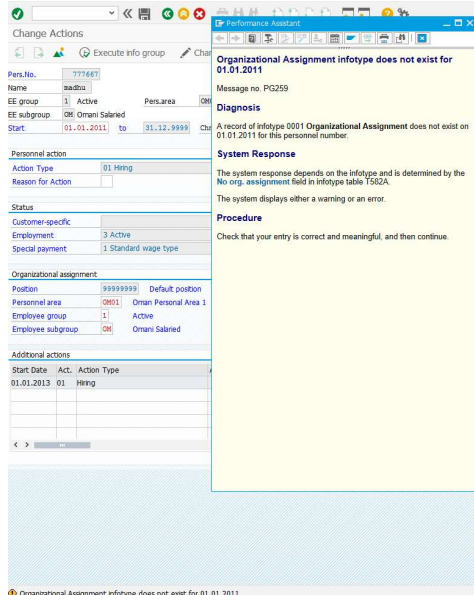
The screenshot displays the user interface of the 'Automated Note Search & Customer Code Detection Tool'. At the top, there is a title bar and a navigation menu with icons for 'Object Customizing', 'Settings', 'Open trace', 'Delete Trace', and 'Trace On/Off'. The main interface is divided into several sections: 'Execution Data' with radio buttons for 'Transaction', 'Web Dynpro Application', 'CRM BSP Frame', 'Program', 'WD Application Configuration', and 'BSP Application', 'Fiori-UI5 Application (Backend)', and a text field for 'Transaction Code'; 'Filter Criteria' with input fields for 'Application Component', 'Software Component', and 'Package', each with a search icon, and a checkbox for 'Customer Code Only'; 'Save Trace Parameters' with a 'Description' field and a 'Save Trace' checkbox; and 'Upload Trace' with an 'Upload Trace' button.

SAP tools that support you in our own system to find solutions

Performance Assistant Notes and KBAs Search (PANKS)

Performance Assistant Note and KBA Search (PANKS) consists of a new button added to the performance assistant that searches for SAP Notes and KBAs that are relevant to the incident. PANKS can be installed in customer's system by applying [SAP Note 2020356](#). It has been included with Support Packages since Support Package 10 in 740.

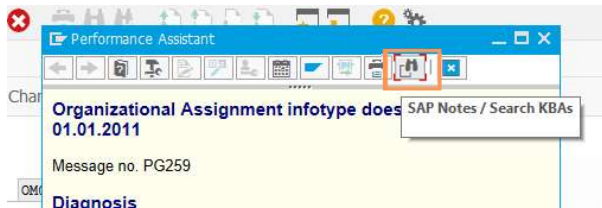
Whenever you get an error message, the performance assistant is there to help you:



Looking more closely at the performance assistant, you will notice there is a new button.

SAP tools that support you in our own system to find solutions

Performance Assistant Notes and KBAs Search (PANKS)



Click on it and you will get KBAs and SAP Notes related to the error code that are relevant to your **SAP NetWeaver** system. In the example, **PG 259**

Automatic Search Display: Notes

The system has searched for existing solutions with this error signature :

Transaction PA41 Message: PG 259

Following 1 Notes Match Error Signature:

Impl.	Status	Number	Component	Prio.	Title
Not in System		2113436	LOD-EC-GCP-PY	Recommendations / Additional Info	You want to change the hire date of an employee which is replicated from Employee Central to the ERP system.

No matching SAP Note/KBA found?

How to get best results from an SAP search

Or the search parameter is shown if nothing is found

Q63(1)/002 Search for Notes & Knowledge Base Articles (KBA)

Parameter for searches done

Transaction:
CFC3 / -

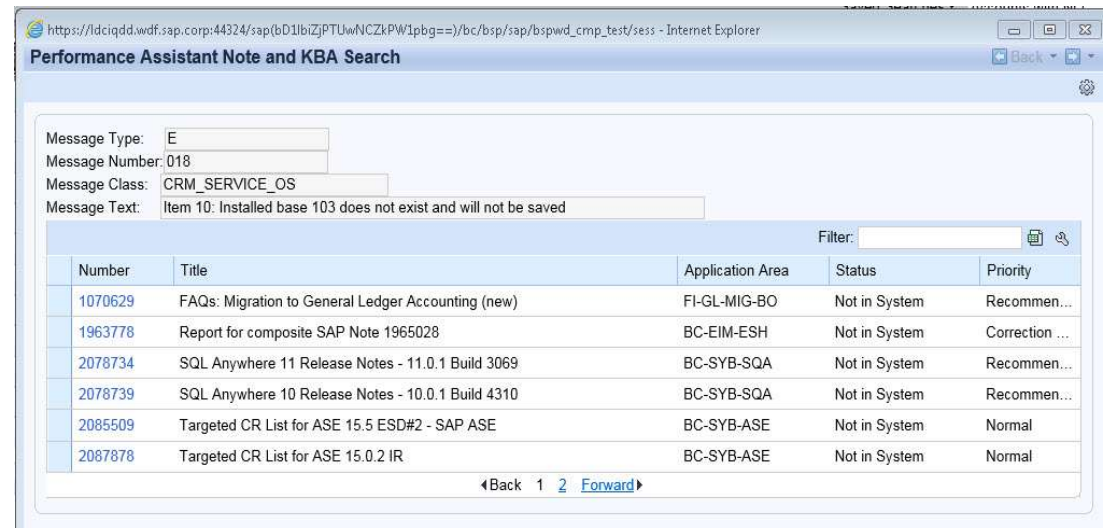
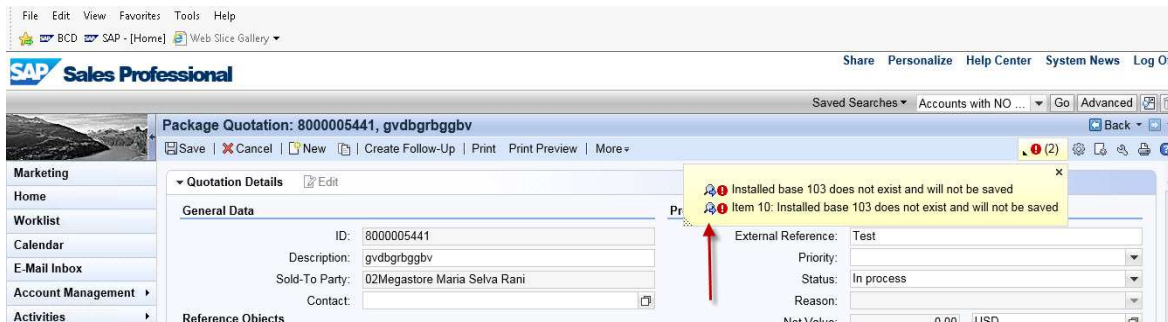
Program(s):
SAPMSVMA
SAPLCIFC
SAPLSVIM

Message:
SV 117

No relevant Notes/ KBAs found

SAP tools that support you in our own system to find solutions

Performance Assistant Notes and KBAs Search (PANKS) for Web UI



In order to implement PANKS for Web UI, you can have a look to the following note:

[2337800 – PANKS Integration WUI](#)

If you still don't have the PANKS for SAP GUI, you must implement first the following note:

[2020356 – Search for SAP Notes in document viewers not possible](#)

[Read about PANKS on the SAP Community](#)

Other troubleshooting tools

SAP NetWeaver Java Support Tool, Note Assistant, and Landscape Analysis Utility (LAU)

SAP NetWeaver Java Support Tool

The SAP NetWeaver (NW) Java Support Tool connects to a NetWeaver AS Java system and automatically collects the information required for you to troubleshoot an issue before uploading such data to SAP Product Support. It also provides guidance and assistance in the case of needing to apply a patch and analyzing all patch dependencies.

[Read about the SAP NW Java Support Tool on the SAP Community](#)



Note Assistant Easy and Continuous Improvement for your SAP Solution

Note Assistant is a powerful tool for rapidly implementing specific SAP Notes. Note Assistant makes it easy to install specific corrections to SAP solutions. It also recognizes any dependencies on SAP Notes, Support Packages, and modifications that have already been implemented, which helps to ensure you implement all appropriate fixes for your SAP solutions. These capabilities make Note Assistant a useful complement to SAP's support services.

[Read more about Note Assistant](#)

With the SAP Support Backbone update and mandatory digital signing of SAP Notes, the download and upload process of SAP Notes has changed.

Post January 1, 2020, the download and upload process will stop working unless Note Assistant (SNOTE transaction) is enabled in ABAP systems to work with digitally signed SAP Notes.

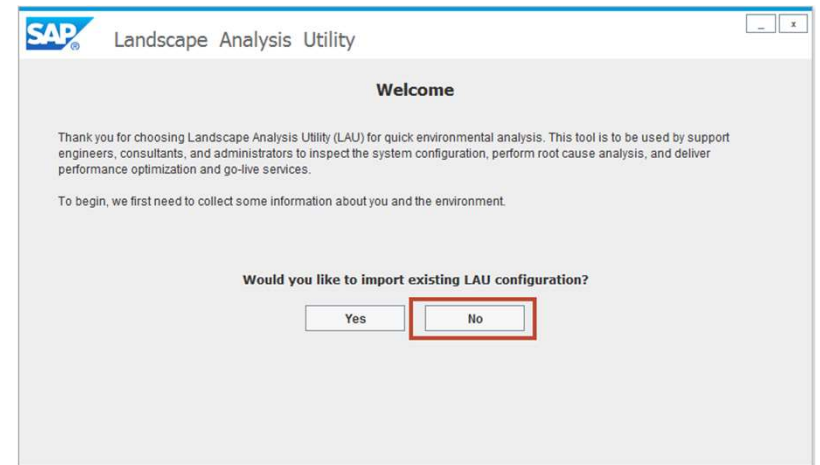
Other troubleshooting tools

SAP NetWeaver Java Support Tool, Note Assistant, and Landscape Analysis Utility (LAU)

Landscape Analysis Utility (LAU)

The Landscape Analysis Utility (LAU) is to be used by support engineers, consultants, and mobility product administrators. It is designed for supporting many aspects of the products and simplifies the process of reporting on the product and landscape configuration, and performing root cause analysis tasks.

[Read about LAU on the SAP Community](#)



Purpose

The purpose of this page is to introduce the Landscape Analysis Utility (LAU) for Afaria, a free of charge tool which will be maintained with enhancements and corrections for the foreseeable future. LAU is a Java based tool to be used by support engineers, consultants, and mobility product administrators. It is designed for supporting many aspects of the products and simplifies the process of reporting on the product and landscape configuration, and performing root cause analysis tasks

Agenda

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How to search for a solution in SAP One Support Launchpad

SAP Notes and KBAs search – free text search

The screenshot shows the SAP Knowledge Base Search interface. At the top, there is a search bar with the text 'incremental load' and a search icon. Below the search bar, there are several callouts: 'Enter your search term' pointing to the search bar, 'Start the search' pointing to the search icon, and 'Expert Chat', 'Schedule an Expert', 'Submit an Incident', and 'Expert Search' buttons. On the left side, there is a 'Search In: SAP Notes & KBAs' section with a list of repository objects and their counts. Below this is a 'Filter By' section with 'Component' and 'Type' filters. Callouts include 'Repository objects' pointing to the list, 'Here you can set your filter' pointing to the filter section, 'Start Expert Search' pointing to a button, and 'Reset your filter' pointing to a button. The main area displays a table of 397 document(s) found, with columns for SAP Component, Number, Version, Title, Category, Priority, and Released On. Callouts include 'Chat/SaE/Incident/Search' pointing to a button and 'Change display List/Table view' pointing to a button. At the bottom, there is a footer with '© 2020 SAP SE' and various links like 'Contact Us', 'Share Your Feedback', 'About the Launchpad', 'Status', 'Terms of Use', 'Copyright and Trademarks', 'Legal Disclosure', and 'Privacy'.

Search Bar: Knowledge... incremental load

Buttons: Expert Chat, Schedule an Expert, Submit an Incident, Expert Search

Search In: SAP Notes & KBAs

SAP Notes & KBAs	397
SAP Community	575
SAP Community Wiki	9
SAP Support Portal	18
Product Documentation	25+
Guided Answers	0
SAP Qualtrics Support Pages	

Filter By More Filter Options Clear

Component

<input type="checkbox"/> LOD-SF-EC* (Employee Central)	54
<input type="checkbox"/> BC-SYB-ASE* (Sybase ASE Database...)	37
<input type="checkbox"/> SCM-APO-INT* (Interfaces)	15
<input type="checkbox"/> PY-US* (USA)	14
<input type="checkbox"/> BC-UPG-RDM (README: Upgrade Su...)	13

Show More

Type

<input type="checkbox"/> SAP Note	262
<input type="checkbox"/> SAP Knowledge Base Article	135

397 document(s) found

<input type="checkbox"/> SAP Component	Number	Version	Title	Category	Priority	Released On
<input type="checkbox"/> LOD-SF-EC-CWF	2643193	2	Incremental load and Full Purge import of Work Order on various scenarios of Contingent Worker.	Problem	Normal	
<input type="checkbox"/> BNS-ARI-CI-FND	2850850	1	Incremental load of cost center not pulled correctly	Program error	Correction with medium priority	
<input type="checkbox"/> BNS-ARI-CI-FND	2835689	1	Time stamp was not updated in the ARBCIG_INCRDTTIM table for WBS incremental load	Program error	Correction with medium priority	06.09.2019
<input type="checkbox"/> BNS-ARI-CI-BUY	2690689	1	Incremental load for WBS : blank time stamp updated when No records are extracted	Program error	Correction with medium priority	06.09.2018
<input type="checkbox"/> SCM-APO-INT-MD-P...	1641550	2	The import of master data in the incremental load to SAP Ariba Procurement solutions that contained deleted user information failed	Program error	Correction with medium priority	12.07.2019
<input type="checkbox"/> LOD-SF-EC-EDP	2878338	1	INT-PDS: Incremental load in case of errors on ERP side	Program error	Correction with medium priority	19.10.2015
<input type="checkbox"/> LOD-SF-EC-EDP	2878338	1	Existing emergency contact information purged when performing incremental load	Problem	Normal	06.01.2020
<input type="checkbox"/> BNS-ARI-CI-FND	2854702	2	The export of incremental load of WBS Element master data to SAP Ariba Procurement solutions failed in SAP S/4HANA	Program error	Correction with medium priority	30.10.2019
<input type="checkbox"/> LOD-SF-EC	2887008	1	Incremental data load does not work in SAP Analytics Cloud (SAC)	Problem	Normal	30.01.2020
<input type="checkbox"/> LOD-SF-EC	2470701	1	"Composite Employee Data Import" job, in provisioning is set to run as incremental load but when saving job changes to full purge	Problem	Normal	09.05.2017
<input type="checkbox"/> SCM-APO-INT-MD-P...	1744247	2	INT-PDS: Incremental data load is not working with SubCont.	Program error	Correction with high priority	19.07.2012
<input type="checkbox"/> SCM-APO-INT	1389487	1	Inconsistency in CIF incremental load for material	Program error	Correction with low priority	19.10.2009
<input type="checkbox"/> EIM-DI	1302820	1	PeopleSoft General Ledger Rapidmart DELTA load doesn't include incremental data	Problem	Normal	13.02.2009
<input type="checkbox"/> SCM-EIS	2220918	2	Analytics DataMart Cleanup and Incremental Scenario Submission (Improve Slow DataMart Load Performance) - EIS	How To	Normal	24.09.2015
<input type="checkbox"/> LOD-SF-EC	2236949	1	Incremental load behaves like Full Purge for Dynamic Role Foundation Object Import	Problem	Normal	30.10.2015
<input type="checkbox"/> SCM-APO-SPP-SHA	1115009	1	SPP Alert Monitor: Download Excel - Incremental load	Consulting	Correction with medium priority	15.11.2007
<input type="checkbox"/> LOD-SF-EC-CWF	2518415	3	Incremental loads for contingent worker - data that is imported gets wiped out from the end contingent worker record	Bug Filed	Normal	06.09.2019

Sort By: Relevance

Buttons: Chat/SaE/Incident/Search, Change display List/Table view

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How to search for a solution in SAP One Support Launchpad

SAP Notes and KBAs search – expert search

System Operations and Maintenance

User Management: Active Users (Total: 0, Requested: 0, Recently created: 0)

Landscape: On Premise (Productive systems)

System Data: Favorite systems (0)

Installation Data: On Premise (12521)

Product Availability Matrix: On Premise

Development Namespaces: On Premise

Remote Connections: On Premise (Manage connections)

SAP Legal Change Notes: Since Last Visit (No data available)

My SAP Notes & KBAs
I Am Interested In

Test SCM APO INT: 0
New: 14
Updated: 25
Favorites updated: Within last 56 days

Click here to start using expert filter

Display notes directly

Using already saved filters

Using selected filter objects

Result list

1651 document(s) found

SAP Component	Number	Version	Title	Category	Priority	Released On
SCM-APO-INT-MD-PDS	2749682	1	Missing Operations after PDS Transfer	Problem	Normal	06.02.2019
SCM-APO-INT-MD-PDS	1753769	5	How to create a Subcontracting PDS	How To	Normal	30.09.2016
SCM-APO-INT-MD-PDS	2267818	1	PDS (Product Data Structure) in Subcontracting Scenario	How To	Normal	26.10.2016
SCM-APO-INT-MD-PDS	234528	1	INT-PDS: ITAB_DUPLICATE_KEY	Program error	Correction with medium priority	21.07.2016
SCM-APO-INT-MD-PDS	1778131	3	How to create a Subcontracting BOM PDS	How To	Normal	15.09.2016
SCM-APO-INT-MD-PDS	2346084	3	INT-PDS: ITAB_DUPLICATE_KEY	Program error	Correction with medium priority	05.09.2016
SCM-APO-PPS-ERP	2383464	2	PDS Report issue	Program error	Correction with medium priority	09.03.2017
SCM-APO-MD-PDS	1991097	3	Reports to resolve PDS inconsistencies	How To	Normal	09.08.2016
SCM-APO-INT-MD-PDS	2838525	5	Incorrect Storage Location determination in PDS	Program error	Correction with high priority	22.10.2019
SCM-APO-INT-MD-PDS	2048594	1	INT-PDS: Activities duplicated	Program error	Correction with medium priority	30.07.2014
SCM-APO-INT-MD-PDS	2229725	1	INT-PDS: Wrong procedure assignment	Program error	Correction with medium priority	14.10.2015
SCM-APO-INT-MD-PDS	2297618	3	INT-PDS: Activity relationships wrong	Program error	Correction with medium priority	24.11.2016

How to search for a solution in SAP One Support Launchpad

SAP Notes and KBAs search – expert search

Technical support package name

SCM-APO-PPS-ERP

Search Term: 1709

Fuzzy Threshold: Close Match (0.9)

Components (Start with): scm-apo-pps-erp

Components (Exact): No Restriction

Excluded Components (Exact): No Restriction

Released On (Pre-Defined): No Restriction

Released On (Free): MMM d, y - MMM d, y

Support Package (Greater Than): No Restriction

Support Package (Equal): No Restriction

System: Enter System ID

Soft.Comp.: No Restriction

Soft.Comp.Version: No Restriction

Product: No Restriction

Product Version: No Restriction

Priority: No Restriction

Document Type: Knowledge Base Articles | SAP Notes

SAP Security Patch Day: No Restriction

19 document(s) found

SAP Component	Number	Version	Title	Category	Priority	Released On
SCM-APO-PPS-ERP	2496628	9	Release Information Note: Production Planning and Detailed Scheduling for SAP S/4HANA 1709	Release planning information	Recommendations / Additional Info	07.02.2019
SCM-APO-INT-IMO	2608130	2	Order transfer on S/4 HANA 1610 and 1709 with embedded PPDS (APO) using report /SAPAPO/PPDS_DELTA_ORD_TRANS.	Product Enhancement	Normal	09.11.2018
SCM-APO-PPS-ERP	2489383	6	Release Information Note: Monitor Capacity Utilization app, Production Scheduling Board app on SAP Fiori for SAP S/4HANA 1709	Release planning information	Recommendations / Additional Info	28.03.2019
SCM-APO-INT-IMO	2617739	3	Orders are not send from S/4 to embedded PPDS (APO)	How To	Normal	25.04.2018
SCM-APO-PPS-ERP	2563986	2	PPDS_CUD_OBS1 - Automatic Maint Upload	Program error	Correction with low priority	29.04.2019
SCM-APO-PPS-ERP	2567366	2	PPDS_CUD_OBS1 - Automatic Maint Upload	Program error	Correction with low priority	29.04.2019
SCM-APO-PPS-ERP	2568122	2	PPDS_CUD_OBS1 - Automatic Maint Upload	Program error	Correction with low priority	29.04.2019
SCM-APO-INT	2434851	2	How to setup Advanced Planning (PPDS) in S/4 HANA (CIF Basic Setup)	How To	Normal	22.01.2020

My Views

Search

Standard

SCM-APO-INT

SCM-APO-PPS-ERP

Save View

*View

SCM-APO-PPS-ERP

Set as Default

Apply Automatically

Notification

OK Cancel

Filters

Search for Filters

Basic

Search Term: 1709

Fuzzy Threshold: Close Match (0.9)

Components (Start with): scm-apo-pps-erp

Components (Exact): No Restriction

Excluded Components (Exact): No Restriction

Released On (Pre-Defined): 0202B0301I07

Released On (Free): C3XKS30B01

System: C3XKS30B02

Soft.Comp.: C3XKS30B02

Soft.Comp.Version: C3XKS30B03

Support Package (Greater Than):

Support Package (Equal): No Restriction

Product: No Restriction

Product Version: No Restriction

Priority: No Restriction

Category: No Restriction

Release Status: No Restriction

Document Type: SAP Notes | SAP Knowledge Base Articles

Country/Region: No Restriction

SAP Security Patch Day: No Restriction

Go Save Clear Restore Cancel

Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support
Tools that support you in our own system to find solutions
2. How to search for a solution in SAP One Support Launchpad
3. **How to create a customer incident via SAP One Support Launchpad**
4. Real Time Support
How to use the Expert Chat
How to use Schedule and Expert Session
5. How to speed up and escalate an incident and provide feedback to SAP

The perfect customer incident

Content of an incident a must know!



CUSTOMER INCIDENT

Create customer incident with following content:

1. Choose the system where the issue happens or can be reproduced.
2. Select the correct component.
3. Enter S-user/person getting the error message.
4. Provide a meaningful short text description and a step-by-step description, including navigation and description of expected results.
5. Add a screenshot of error message and inform about any SAP Notes search that was done.
6. Open service connection and provide login data (SAP Note [1773689](#) and [2281599](#)).
7. Carefully select the incident priority (SAP Note [67739](#)).
8. **Record only one issue per incident** (SAP Note [50048](#)).
9. Provision of valid and accessible contact data by e-mail and telephone



Additional Information

- SAP ONE Support Launchpad: <https://launchpad.support.sap.com/>
- Customer-specific dialog boxes with nondisclosure agreements: SAP Note [1671319](#)
- Transaction SM59: see SAP KBA [1845010](#)
- Screen Sharing only with GoToAssist: [LogMeIn GoToAssist](#)
Please see KBA [2124588](#) for more Information

The perfect customer incident

Issue description and steps to reproduce – complete information provided

```
We are currently on ERP 6.0, Enhancement Pack 3 (EA-PS SAPK-60303INEAPS).

A budget document is created with a field status where the following fields are set to mandatory:
Header Text,
Text Name, and
Line Item Text.

When trying to copy this budget document from one version to another, using tcode FMCYDOC, the following errors occur:
FMKU138 (Enter a standard text)
FMKU143 (Enter a line text).

Please refer to the attached documentation, called Issue Description, for the step by step recreation of the problem.

Out of the 3 text fields set to mandatory, the program has NO problem with the Header Text (or Item Text). The issue only resides with the Text name (Standard Text) and the line item text, as shown in the attached document.

An OSS search was conducted with nil results.

Remote access is available for our environment N8D, client 040 with User ID REMOTE. The password has been set up in the <Maintain Access Data> section of this message.

Can SAP resolve these errors with the program?

Your support is greatly appreciated.

Best regards,
```



Scenario



Steps to reproduce



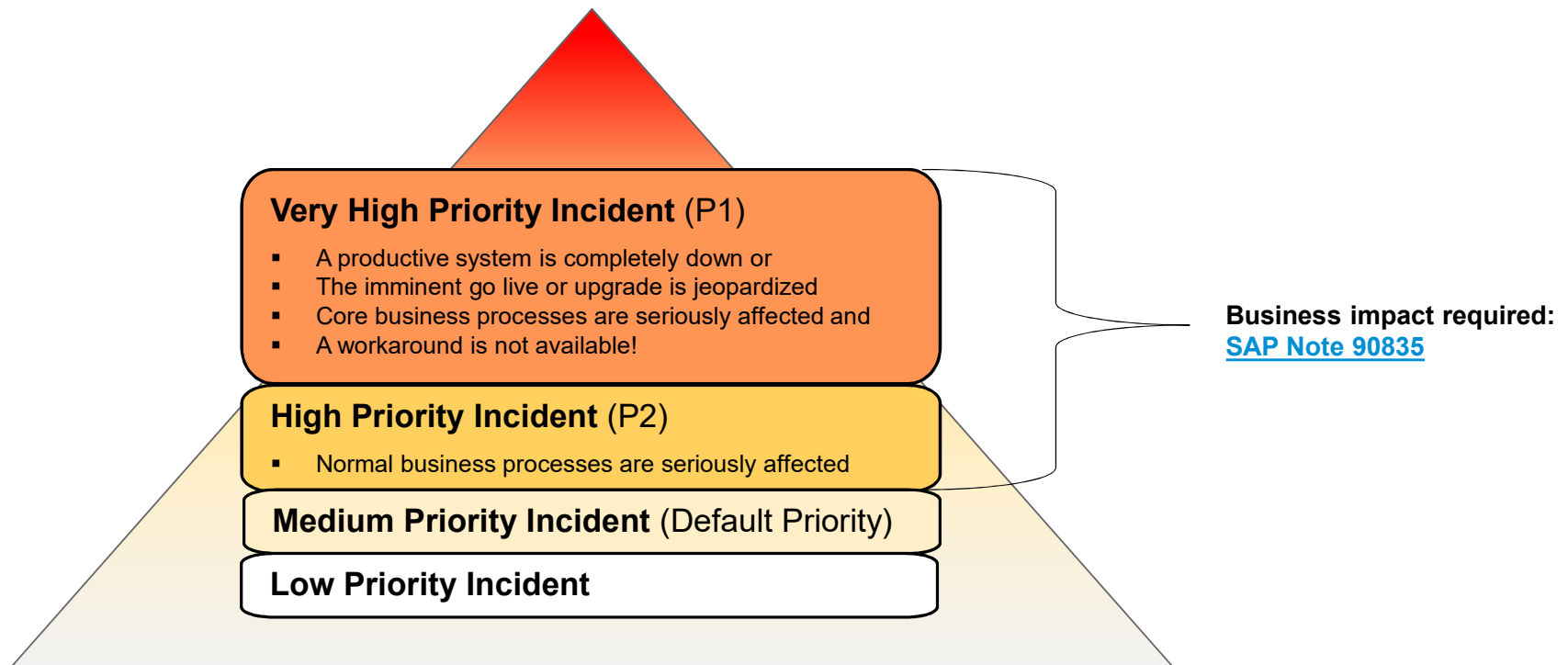
Connections opened

* More examples please check here the appendix

The perfect customer incident

SAP customer incident priority and criteria

[SAP Note 67739](#) explains how to use the different incident priorities and provides information about what must be done to ensure prompt processing of incidents with the priority “very high”.



Incident creation via SAP One Support Launchpad: very high/high priority

Incident – business impact

Very High Issue

We require some additional information for very high incidents in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

*Who can we contact 24 hours a day to discuss the issue?

Demo Show ✖

24h Contact

*Please explain the business impact:

✂ 📄 🗑 📌 📎 ↶ ↷ B U ☰ ☷ ☹ ☺ 🔗

This is a very urgent issue seriously affecting our employees' ability to logon to the Port. We are in the final week of benefits enrollment, which is due to be completed by April 22nd, 2020.

There is currently no workaround, and this is impacting about 17500 employees worldwide. Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

Save Cancel

Priority & Contacts

To ensure that your incident can be processed efficiently, please select the relevant **priority** and verify the contact details.

Priority: Very High - Problem is business-critical and has serious consequences for business operations.

Business Impact: ✎ This is a very urgent issue seriously affecting our employees' ability to logon to the Port. We are in the final week of benefits enrollment, which is due to be completed by April 22nd, 2020.

There is currently no workaround, and this is impacting about 17500 employees worldwide. Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

Contact Details +

Name	Role	Phone Number	E-Mail	Time Zone	
Demo Show	Reporter	+ -123456789 📞 +(Empty)-	demo_show@sap.com	CET	✎
Demo Show	24h Contact	+ 123456789 📞 +(Empty)-	demo_show@sap.com	CET	✎ ✖
Demo Show	System Opener	+ -123456789 📞 +(Empty)-	demo_show@sap.com	CET	✎ ✎ ✖

SAP1 **New layout**
SAP DBS; 20.04.2020

The perfect customer incident

Business impact: example of very high (production system down – portal)

This is a very urgent issue seriously affecting our employees' ability to logon to the Portal. We are in the final week of benefits enrollment, which is due to be completed by May 4, 2020. There is currently no workaround, and this is impacting about 27500 employees worldwide.

Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

We have an issue on our system!

* For more examples please read the appendix

Line Opener Program

Java Semi-Automatic Service Line Opener (LOP)

Whenever SAP requests a service connection to your system, such a connection has to be opened from your side. The LOP helps to reduce the manual effort involved by automating parts of the process.

If an SAP employee requires access to one of your systems, an opening request is created. This is only possible for systems where you explicitly granted SAP permission for independent opening. The LOP periodically contacts the Service Backbone using HTTPS to check for opening requests to one of your systems. If such a request is found, the LOP opens the connection between your SAProuter and SAP, notifying you by e-mail that the network connection was opened.

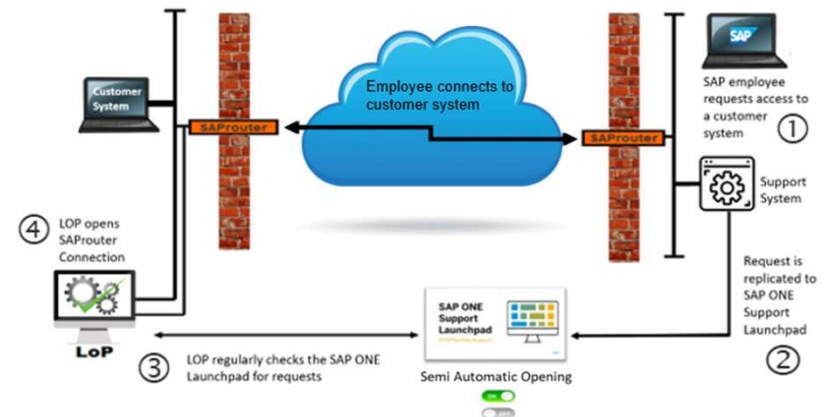
The Semi-Automatic Line Opener Program was rewritten in Java to offer platform independent Semi-Automatic Opening. Once configured it can either be run as a frontend tool or as a service.

Both the Solution Manager integrated LOP as the preferred solution, as well as the standalone Java LOP (mainly targeted towards customers without an own Solution Manager), continue to be supported.

Process Steps

1. SAP employee requests access to customer system
2. Request is replicated to SAP ONE Support Launchpad
3. LOP regularly checks the SAP Support Portal for requests
4. Upon receiving a request, LOP opens the network connection (email notification is sent out)
5. The SAP Employee can now connect to your system using the given SAProuter Infrastructure

Process Overview Semi-Automatic Opening



Resources

[SAP Note 797124](#)

[Line Opener program documentation](#)

The perfect customer incident

How to create an incident (1/7)

The screenshot shows a navigation bar with five main sections:

- Schedule an Expert**: Book a Live Session. Includes an icon of a calendar and a '0' for upcoming sessions.
- Expert Chat**: Get Real-Time Support. Includes a chat bubble icon and a 'Begin a chat session' button.
- Report an Incident**: Find a Solution. This section is highlighted with an orange border and includes a document icon.
- Support User Management**: Includes a table with user statistics:

Active Users	
Action required	0
Total Users	72
Recently created	14
- Ask an Expert Peer**: Submit a Question. Includes a group of people icon and a note 'For limited products'.

and you are
Search.

you can:

- ✓ Start an Expert Chat
- ✓ Schedule an Expert session
- ✓ Report an incident to SAP Product Support
- ✓ Use Incident Solution Matching
- ✓ Try SAP Built-In Support

Non-Technical Assistance Customer Interaction Center (CIC)

The **Customer Interaction Center (CIC)** is available 24 hours a day, 7 days a week, 365 days a year. CIC provides a central point of contact for non-technical queries such as:

- ✓ SAP ONE Support Launchpad
- ✓ User Management
- ✓ Incident Management
- ✓ Software Downloads
- ✓ License Keys
- ✓ Support Offerings and Remote Services
- ✓ Webinars and Info Sessions

The screenshot shows a dropdown menu titled 'Find your incidents' with the following options:

- Written Incident** (highlighted with an orange border)
- Expert Chat
- Schedule an Expert
- Phone
- E-Mail

At the bottom of the page, there are buttons for 'Contact Us', 'Share Your Feedback', and 'About the...'

A row of seven icons representing different support actions:

- Expert Chat (chat bubble icon)
- Schedule an Expert (calendar icon)
- Ask an Expert Peer (lightbulb icon)
- Submit an Incident** (document icon, highlighted with an orange border)
- Chat with CIC (speech bubble icon)
- Call Us (hand holding phone icon)
- Email CIC (envelope icon)

The perfect customer incident

How to create an incident – Select your system(2/7)

1. Logon the **Report an Incident** application to contact SAP Product Support: <https://launchpad.support.sap.com/#/incident/create>
2. If prompted, select a Customer Number for the customer that is affected (used for SAP Partners or Corporate (CCC) Groups)
3. System Information. Choose the affected System/Tenant or Product

For guidance on the correct selection refer to KBA [2848890](#)

- As you go through the following steps, recommended help will be presented on the right-hand side, only when enough information is entered into the elements, allowing the AI logic to present the recommended help accordingly.

The perfect customer incident


How to create an incident (3/7)

4. For non-cloud environments, customers can specify remote connection details and maintain a system opener contact at the same time as selecting the impacted system. Depending on the type of system/product chosen, your incidents will usually be resolved faster if SAP Product Support can [access the system remotely](#). In order to do so, logon details are required. The form indicates if these have been provided or not.

▼ *System Information

Search for a system or select one of your recently used systems from the dropdown list.

⚠ Connections are currently closed or system access data has not been maintained for the selected system. To speed up incident processing, please correctly maintain your remote connections for the selected system. Please also ensure that correct user roles are provided and that these roles are identical to where the reported error occurred.


*System: 



System Details: [Open the system data](#)

System Access Data: Access Data Missing - [Click to maintain](#)

System Connection: Connection Closed - [Click to maintain](#)

EU Data Processing: No

System Opener Contact: 

Product:  

The perfect customer incident

How to create an incident (4/7)

5. In the Description section all fields are required

- **Subject** - Add descriptive short text about the error/problem/question
 - **Description** - Enter a detailed description of the issue, include as much important information for SAP as possible
 - **Language** - This field defaults to your preferred language in your [User Profile](#); you can change this if desired
 - **Component** - It is important to choose the correct one so the incident gets routed correctly. You can access the [component predictor service](#) to spend less time searching for the right application component and minimize the overall resolution time by selecting the correct one from the beginning)
- Click the I approve checkbox to approve SAP to reproduce the issue.

The screenshot shows the 'Description' section of an incident creation form. At the top, there is a dropdown arrow and the label '*Description'. Below this, a message reads: 'Please provide us with more information about your issue or question. This detailed information will help to speed up incident processing.' A checkbox is present with the text: '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.' Below the consent text are four required fields: '*Subject:' with a text input field containing the placeholder 'Give the issue a title'; '*Description:' with a rich text editor toolbar (including icons for undo, redo, bold, italic, link, etc.) and a large empty text area; '*Language:' with a dropdown menu currently set to 'English'; and '*Component:' with a dropdown menu showing 'Select a component...'. A small 'POWERED BY TINYMCE' logo is visible at the bottom right of the description text area.

The perfect customer incident

How to create an incident (4/7)

6. Add Attachments if applicable - see KBA [1277146](#) for attachment types

7. Fill in the Priority & Contacts section

The screenshot shows the 'Priority & Contacts' section of an SAP incident form. At the top, there is a dropdown menu for 'Priority' set to 'Medium - Business operations are affected.'. Below this is a 'Contact Details' section with a table. The table has columns for Name, Role, Phone Number, E-Mail, and Time Zone. There are three rows: 'Reporter', '24h Contact', and 'System Opener'. Each row has an edit icon. A plus sign is visible to the right of the table header.

Name	Role	Phone Number	E-Mail	Time Zone
[Redacted]	Reporter	[Redacted]	[Redacted]	CST
[Redacted]	24h Contact	[Redacted]	[Redacted]	[Redacted]
[Redacted]	System Opener	[Redacted]	[Redacted]	[Redacted]

- Priority - The system will default to Medium priority. The Priority choices will only show what can be chosen for the incident based on the Component chosen. See SAP Note [67739](#) for information about incident priority,
 - For High priority a pop-up window will appear where you must fill in the business impact. This field needs to be filled out in order to be able to successfully submit the incident to SAP.

The screenshot shows a 'High Issue' pop-up window. It has a title bar 'High Issue' and a warning message: 'Providing additional context will help to speed up incident processing.'. Below the message is a text area with a rich text editor toolbar. The text area contains the text '*Please explain the business impact:'. At the bottom right of the text area, it says 'POWERED BY TINYMCE'. At the bottom of the window, there are 'Save' and 'Cancel' buttons.

The perfect customer incident

How to create an incident (5/7)

For Very High priority a pop-up window will appear where you must select a 24-hour contact from a list of S-users with the necessary authorizations, and also explain the Business Impact. These need to be filled out in order to be able to successfully submit the incident to SAP.

Contact Details

- By default your S-User contact information is added to the Contact Details. You can add additional people to be contacted if needed (*for Very High a 24-hour contact is required*). Note: you cannot edit name, phone numbers, e-mail address or time zones for contacts that are added via the list, as these details are pulled directly from the S-User ID profile.
- If you need to add an additional contact person (even someone without an S-User) click the '+' button on the right of the Contact Details section.

Contact Details					+
Name	Role	Phone Number	E-Mail	Time Zone	
[Redacted]	Reporter	[Redacted]	[Redacted]	CST	✎
	24h Contact				📄
	System Opener				📄

The perfect customer incident

How to create an incident (6/7)

8. Check everything over and if all required elements are filled in, click "Review" button prior to submission, to refine the information provided where required



9. Then, you can do one of the following:

- Click Edit within the element that needs changing, the user is taken back to the corresponding incident form section where changes can be made and then reviewed again prior to submitting to SAP Support.
- Click Submit in the lower right corner to send the incident to SAP (if Submit is grayed out, that means not all required information was filled in)
- Click Save as Draft on the lower right corner which saves it to send later from your [Draft Incident](#) tile
- Alternately, if the component you chose in the incident supports chat click Expert Chat on the top right of the page instead

See Also

- [KBA 2792745](#) - Information Required When Creating SuccessFactors Support Incident
- [KBA 2607729](#) - How to create a successful SuccessFactors incident
- [KBA 1502753](#) - links to SAP How-To-Videos on YouTube
- [KBA 1239839](#) - How to close a support incident in SAP ONE Support Launchpad
- Blog - [Select the right component in SAP ONE Support Launchpad using SAP's component predictor](#)

[1296527](#) - How to create a support incident (contact SAP Product Support) - SAP ONE Support Launchpad

The perfect customer incident

How to create an incident(7/7)

The screenshot shows the SAP Incident Management interface. The main header displays the incident title: "SAP S/4HANA (TEST INCIDENTED Webinar) - Stock is not send to ePPDS via MIGO". Below this, the incident header includes system details: "System: S4H - SAP S/4HANA 1610", "Installation: S4HANA - ERP Inst. for HANA internal", "Component: Stock (SCM-APO-INT-STK)", and "Customer: SAP S/4HANA". A status bar indicates "Connection Closed".

Annotations on the interface include:

- Incident header**: Points to the main title and system details.
- Create location PDF File**: Points to the PDF icon in the top right.
- Status, Priority**: Points to the "Sent to SAP" status and "Medium" priority.
- Incident „elements“**: Points to the navigation bar containing "Latest Info", "Communicat...", "Contacts", "Attachments", "KBA/SAP No...", and "Action Log".
- Incident „elements“**: Points to the "Latest Information" section.
- SaE on existing Incident**: Points to the "Schedule an Expert" button.
- Close incident / request to Close**: Points to the "Request to Close" button.
- change mode**: Points to the "Edit" button.
- SaM**: Points to the "Schedule a Manager" button.

The "Latest Information" section contains a "Problem Description" with the following text:

Dear SAP,

in our APO side by side system we had no issues.
Not on S4HANA PPDS .

Steps:

logon on S4H/100:

run MIGO enter material abc in plant 0001 and sloc 0001
Use Movementtype 561
Post a qty of 5 kg and flag ok
save

check the stock in APO via TX /SPAPO/RRP3 for
product abc and location 0001 in planning version 000
see that the stock is now 10 instead of 5 kg.

Why?

The right-hand side of the interface shows "This information might help you right away" with a "Powered by Incident Solution Matching" section. It lists several KBAs and FAQs, including "FAQ: Stock forwarding (Note 492591)", "How Stocks in Transit are handled in SCM APO (KBA 1749590)", and "Incorrect stocks are copied to all selected stock types (Note 2500811)".

At the bottom, there is a navigation bar with "Contact Us", "Share Your Feedback", "About the Launchpad", and "Status". Social media icons for Facebook, Twitter, YouTube, LinkedIn, and Instagram are also present.

Keeping track of incidents

Incident status



- **Not Sent to SAP** – An incident was created but not yet sent to SAP. This incident will be found in *Solutions / Incidents* → *Draft Incidents*.
- **Sent to SAP** – An incident was sent to SAP. This incident can be found in *Solutions / Incidents* → *Open Incidents*. Once you have sent the incident to SAP, you cannot change it but you can add further information and re-send the incident to SAP.
- **In Process at SAP** - The incident is in process at SAP. This incident can be found in *Solution / Incidents* → *Open Incidents*. You can add further information and re-send the incident to SAP.
- **Customer Action** - SAP asked the customer to take action or to provide more information. The incident will be found in *Solutions / Incidents* → *Incidents inbox*. Here you can check here your or all incidents that are currently on customer action.
- **Solution Provided** - SAP proposed the solution in the reply and in the attached SAP Notes. If you are not satisfied with the solution, you can send the incident back to SAP. The incident can be found in *Solutions / Incidents* → *Solution Proposed*.
- **Confirmed Incidents** - The incident was confirmed and, therefore, closed by the customer and can no longer be reopened. Confirmed incidents are no longer displayed in the Inbox but can be accessed using the Search option in *Status* → *Confirmed*.

Notification for incidents / Close incidents

Confirm and auto-confirm

Notification for incidents

If you have maintained an e-mail address in your SAP ONE Support Launchpad [user profile](#), you will be automatically notified by e-mail when the status of your incidents has changed to the following:

- *In Processing by SAP*
- *Customer Action*
- *SAP Proposed Solution*

A notification is also sent if the incident is with SAP and the processor shares an update with you ("Info to Customer").

To unsubscribe from these notifications, go to the [launchpad's Notification Center](#). Here you can also opt-in to receive SMS text messages; these are not activated by default. Notification via SMS is supported in most countries worldwide.

Automatic incident confirmation

All incidents with status *Customer Action* or *SAP Proposed Solution* will automatically be confirmed after a certain period of time.

With the exception of SAP SuccessFactors incidents, the confirmation date depends on the priority of the incident:

Very High:	14 calendar days
High:	21 calendar days
Medium:	45 calendar days
Low:	45 calendar days

SAP SuccessFactors incidents will be closed after 14 consecutive calendar days, regardless of their priority.

Example: An incident with priority 1 (very high) is automatically confirmed if it has not changed within 14 days.

Customer satisfaction with SAP's incident handling

SAP proposed solution/confirm

When a solution has been provided for a customer incident and the solution is accepted by the customer, the incident-solving process is completed as follows:

- **SAP Proposed Solution**

If the support engineer is able to provide a qualified solution, the incident is put into status *SAP Proposed Solution*.

- **Confirmed**

The customer is able to manually confirm the incident by putting it into status *Confirmed*. Afterward, the PCC survey allows the customer to give feedback on the particular incident and support experience.

The image shows a screenshot of the 'SAP Support Interaction Survey' form. The form is titled 'Your Feedback to SAP Support' and includes the following fields:

- Was your issue resolved?** (Dropdown menu: Yes)
- Please indicate how much you agree with the following statement: SAP made it easy for me to handle my issue.** (Dropdown menu: Strongly Agree)
- How satisfied are you overall with the support you received concerning this incident?** (Dropdown menu: Very Satisfied)
- How satisfied are you with the product for which you opened this incident?** (Dropdown menu: Very Satisfied)
- Further comments** (Text area with a placeholder: 'Please take a moment to explain your ratings above, or provide us with any other feedback. This helps us provide you with even better service in the future.') and a 'Save' button.

Below the main form, there is a smaller window titled 'SAP Support Interaction Survey' with a green checkmark icon and the text 'Thank you for your feedback.' and a 'Save' button.

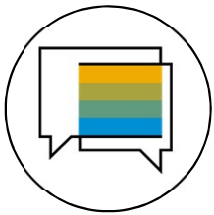
When you confirm an incident, you can tell us what you liked about the service and what you think should be improved. SAP uses this information to refine and adapt the incident-solving process. In this way, you can influence SAP Support and benefit from SAP's improved service.

Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support
Tools that support you in our own system to find solutions
2. How to search for a solution in SAP One Support Launchpad
3. How to create a customer incident via SAP One Support Launchpad
4. **Real Time Support**
How to use the Expert Chat
How to use Schedule and Expert Session
5. How to speed up and escalate an incident and provide feedback to SAP

The perfect customer incident

Real-time interaction



Real-time interaction.

We offer real-time support channels with live and direct access to SAP's support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Call-1-SAP and Customer Interaction Center (CIC)

The perfect customer incident

Live Support with Expert Chat



Expert Chat provides a live chat function that connects you to SAP technical support experts, instantly.

Overview

- Live support from SAP experts for any technical question related to a product
- Improves support experience with real-time interaction
- Available for almost all solutions
- For more information:
 - Learn more about [Expert Chat](#) on SAP Support Portal
 - [Expert Chat video](#)

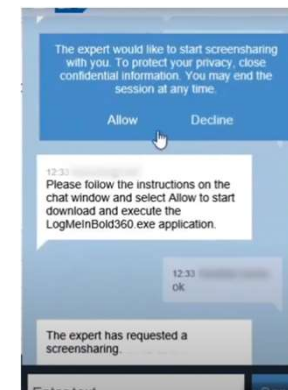
Benefits

- Connects you real-time with SAP support
- Offers screen-sharing option
- Provides access to the same technical experts as in the incident channel
- Resolves incidents significantly faster than those reported through traditional SAP support channels
- Offers quicker and more efficient issue resolution
- Reduces your project and operational costs

Access

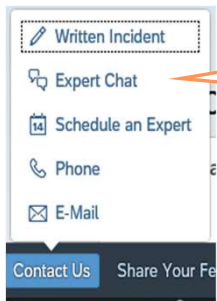
- Access Expert Chat through the [SAP ONE Support Launchpad](#) (several entry options):
 - a. Add the **Expert Chat tile** to your SAP ONE Support Launchpad home screen. See this [video to learn how to add the tile](#).
 - b. Carry out a search in the Launchpad's database. Click on the Expert Chat-button in the upper area.
 - c. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.
 - d. Access Expert Chat through the "Contact Us"-menu

Preview

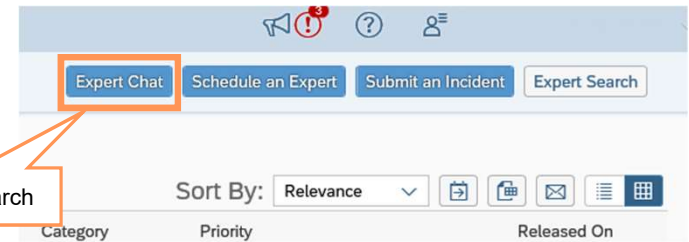


The perfect customer incident

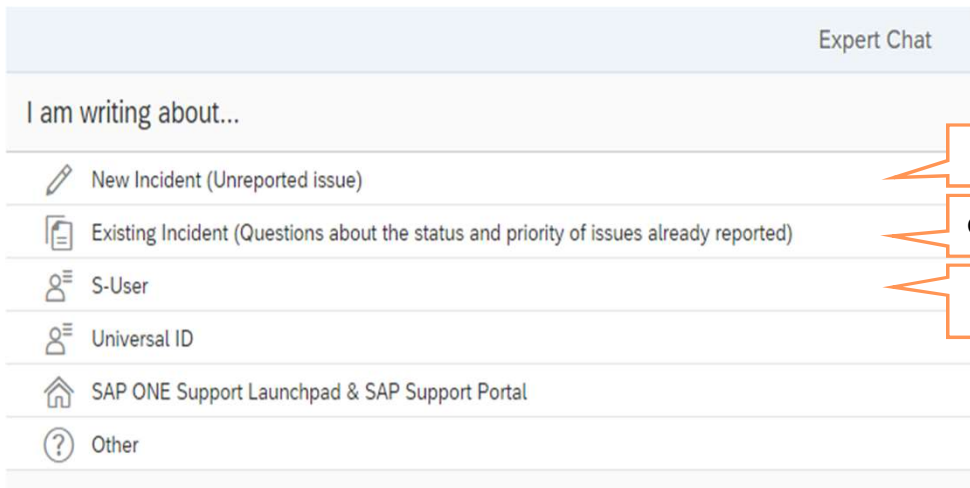
Live Support – How do start an Expert Chat



Contact Us - menu in SAP ONE Support Launchpad's footer bar



During search

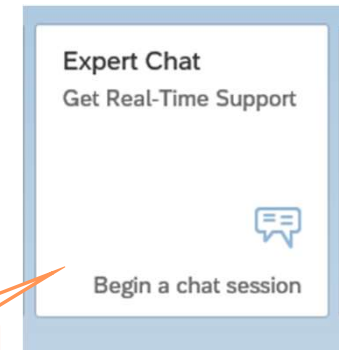


Application Expert Chat

CIC Contact update / information / request

CIC Contact S-User issues

As a tile on the homepage



The perfect customer incident

Starting the Expert Chat via the incident creation process

Simply begin the process of submitting an incident

1. Start “Find a Solution“ in the Launchpad and enter all necessary information for the incident.
2. After the component has been entered the system checks if a SAP support engineer is ready for chat conversation on this specific component. If **yes**, the “**Start Chat**“ button is shown if not then the “**Create Incident**“ button.
3. The chat can be started by pushing the “Start Expert Chat“ button.

The “Start Chat“ button is disabled after you have chosen to avoid that multiple chat requests are received.

We are sorry, there is currently no expert available to live chat with you in the area you have selected. Would you like to submit this question to SAP and someone will contact you as soon as possible?

A screenshot of the SAP Expert Chat interface. The title bar reads "Expert Chat". Below it are three tabs: "Expert's Area", "Categorize It", and "Description". The "Expert's Area" tab is active. It contains a heading "1. Expert's Area" followed by introductory text and a link to the Customer Interaction Center. Below this is a prompt to select an expert area or component, with a dropdown menu showing "SCM APO Production Planning and Detailed Scheduling (PP/DS)". The "Categorize It" tab is active, with a heading "2. Categorize It" and a prompt to specify the system. A dropdown menu shows "S4H - Defense (TEST)". The "Description" tab is active, with a heading "3. Description" and a prompt to provide details. A text area contains the text "Planned order profile color change" and "Dear SAP, we would like to change the display color of planned order and production orders in detailed scheduling board in your emb PPDS Solution." At the bottom, a message states "Your Expert Chat Support Engineer will create an incident for you. You will be able to view this in the normal way through the SAP ONE Support Launchpad." A "Start Expert Chat" button is highlighted with an orange border. A "Cancel" button is visible at the bottom left.

The perfect customer incident

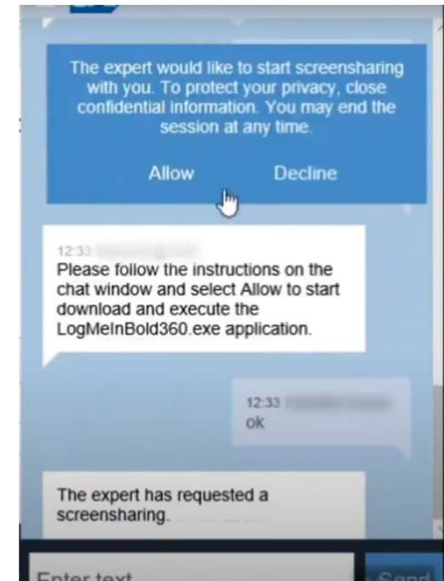
Expert Chat

- The **SAP expert must create the incident** and it will be displayed afterwards in your inbox. Therefore there is **no need to create a new incident** by yourself.
- If the **support engineer** is unable to resolve the issue during the chat session, he/she will **continue the incident** submission process **for you**.
- The **chat transcript** captures the chat session between you and the SAP expert. This information will be visible within the incident as well.
- If there your inquiry was answered by the SAP expert and no questions exist anymore, you can close the chat.
- Please note if there is no response for approximately 10 minutes from your side, the chat will be closed.

1. Expert's Area

This Expert Chat feature is for contacting SAP Product Support about new issues. If you have an existing incident then please click here, [Customer Interaction Center](#). Then press the [Launch Chat](#) button in the bottom right corner of the screen. Knowledge Base Article [2392095](#) describes all requirements for a successful Expert Chat session and Frequently Asked Questions can be found in KBA [2570790](#).

Select an expert area or a component so we can show you our availability.



The perfect customer incident

When to use/not use the Expert Chat

What kinds of questions can I submit via chat?

Use the chat functionality to get assistance for any technical support related problem that cannot be answered by an SAP Note or Knowledge Base Article (KBA).

For what the expert chat is not intended:

Speed up requests:

- For speed up processing or escalate an existing incident contact the Customer Interaction Center (CIC)

Multiple Chats or Requests on the same topic:

- No limitation of using the support via chat, but it is recommended to start only one chat session per problem or question.

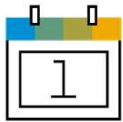
Complex scenarios where a lot of debugging is needed:

Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support Tools that support you in our own system to find solutions
2. How to search for a solution in SAP One Support Launchpad
3. How to create a customer incident via SAP One Support Launchpad
4. **Real Time Support**
How to use the Expert Chat
How to use Schedule and Expert Session
5. How to speed up and escalate an incident and provide feedback to SAP

The perfect customer incident

Schedule an Expert



Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Overview

- One-to-one 30-minute call delivered remotely through Skype for Business
- Book an appointment at least three business days in advance to allow engineers to prepare
- Check out the [Schedule an Expert video](#)
- Visit [SAP Support Portal](#) to learn more
- Learn more on [how to join your Schedule an Expert call](#)

Benefits

- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

Access

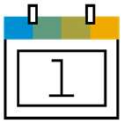
- Access Schedule an Expert through the [SAP ONE Support Launchpad](#) (several entry options):
 - Add the **Schedule an Expert** tile to your SAP ONE Support Launchpad home screen.
 - Carry out a search in the Launchpad's database. Click on the Schedule an Expert-button in the upper area.
 - Access Schedule an Expert through the "Contact Us"-menu in SAP ONE Support Launchpad's footer bar

Preview

„Contact Us“-menu in SAP ONE Support Launchpad's footer bar

The perfect customer incident

Schedule an Expert



Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Schedule an Expert for new issues

Schedule an Expert* is best used for [Low or Medium priority](#) issues:

- Live, one-on-one 30-minute call
- Quicker resolution compared to an average Low/Medium incident created in the Launchpad
- Opportunity to screen share for a better understanding of the issue

Scheduled appointments require a minimum of 48 hours notice to allow engineers to prepare for the session.

See our [User Guide](#) and [FAQ](#) for more details about Schedule an Expert.

See [SAP Knowledge Base Article 2482688](#) for detailed steps on how to get started.

Schedule an Expert for opened incidents

Schedule an Expert* for open incidents is now available to our customers:

- Available for *low, medium or high priority* incidents within Product Support only
- Live, one-on-one 30 minute call with the SAP incident processor
- Less ping pong and more efficient incident processing

Scheduled appointments require a minimum of 24 hours notice to allow engineers to prepare for the session.

See our [User Guide](#) and [FAQ](#) to learn more on how to get started with booking sessions for your open incidents.

See the video below to learn more about Schedule an Expert for open incidents.

The perfect customer incident

Schedule an Expert - What is needed!



Create a Schedule an Expert meeting with following content:

1. Provide a meaningful short text
2. Choose the system where the issue happens.
3. Select the correct component or expert area (check supported components)
4. Select a Day and Time for the Meeting (time zone of user profile is used)
5. A step-by-step description, including navigation and description of expected results.
6. Add screenshots to the error message and inform us about any SAP Notes search results.
7. Open the service connection and enter the logon data (SAP Notes [1773689](#) and [2281599](#)) if we log on to your system.
8. Record only one issue per Session (30 mins max session time).
9. Provision of valid and accessible contact data by e-mail and telephone



Additional Information

- SAP ONE Support Launchpad: <https://launchpad.support.sap.com/>
- Customer-specific dialog boxes with nondisclosure agreements: SAP Note [1671319](#)
- Transaction SM59: see SAP KBA [1845010](#)
- Screen Sharing only with GoToAssist: [LogMeIn GoToAssist](#)
Please see KBA [2124588](#) for more Information

The perfect customer incident

Schedule a Manager

Schedule a Manager allows you to book a 15-minute call on your high priority incident with an SAP Product Support manager from the corresponding area, with a 2 hour lead time.

The Schedule a Manager button will appear in the SAP ONE Support Launchpad, allowing you to book a session when the following conditions are met:

- The incident has been on priority high for at least 2 days after its creation
- A manager has been assigned to the corresponding product area and is available for scheduling via prompted calendar functionalities
- The incident is within Product Support

Note that Schedule a Manager is not offered for incidents processed within SAP Development support. Schedule a Manager is now available for all SAP products apart from SAP Success Factors, SAP Cloud for Customer and SAP Business ByDesign, which will be added in the near future.

[Learn more on Schedule a Manager](#)



Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support
Tools that support you in our own system to find solutions
2. How to search for a solution in SAP One Support Launchpad
3. How to create a customer incident via SAP One Support Launchpad
4. Real Time Support
How to use the Expert Chat
How to use Schedule and Expert Session
5. **How to speed up and escalate an incident and provide feedback to SAP**

The perfect customer incident

Call-1-SAP and Customer Interaction Center (CIC)



CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

Overview

- Contact channel for you for any nontechnical question such as:
 - Enquire about existing incidents
 - Ask questions about SAP ONE Support Launchpad and its applications
 - Get help for S-User queries
 - Request SAP remote services
- CIC can be reached by phone, chat, or e-mail

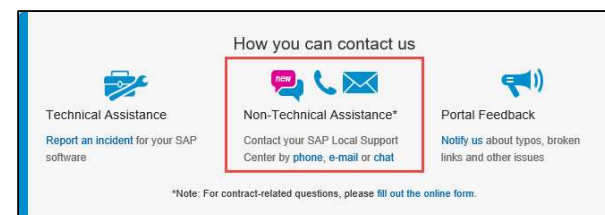
Benefits

- CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- Universal free-phone number for contacting SAP support
- Access to service menu to select a specific product area you require, now including SAP Ariba, Concur, and SAP Fieldglass solutions
- Toll-free number accessible in most countries through landline phones and some mobile providers

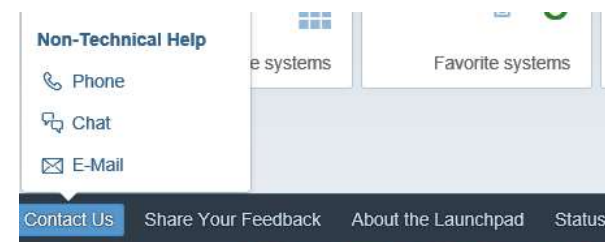
Access

- You can access CIC from the SAP Support Portal or through SAP One Support Launchpad
- Direct access:
 - [Chat with CIC](#)
 - [Call CIC](#)
 - [E-mail CIC](#)
- Learn more here:
 - [SAP Support Portal](#)
 - [Reference Guide](#)

How to connect!



SAP Support Portal



SAP ONE Support Launchpad

Accelerate an incident

When issues become more urgent



CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

What justifies an acceleration?

- To avoid negative business impact, the problem solving becomes more urgent
- See [SAP Note 67739](#) for more information on priorities of problem incidents.

What can you do?

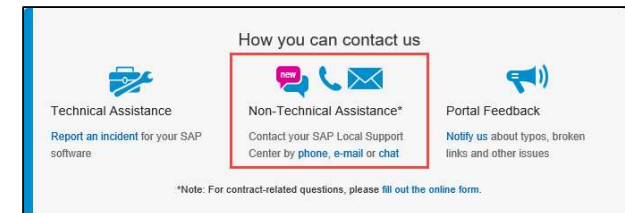
- Call the SAP Customer Interaction Center (CIC).
- Local CIC numbers (available 24x7) can be found via: [SAP Note 560499](#) or [SAP Support Portal](#)
- Ask to speed up the incident by explaining the business impact.

What you can expect!

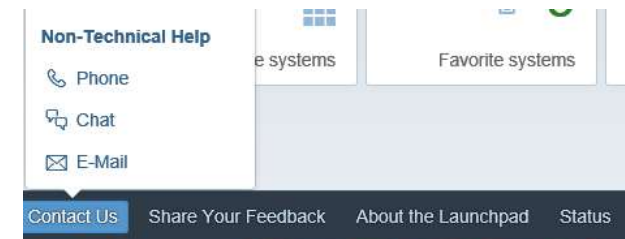
Customer Interaction Center (CIC) takes care of:

- Analysis of the options to speed up the incident

How to connect!



SAP Support Portal



SAP ONE Support Launchpad

Send an Info to SAP in your incident is not an acceleration!

Escalate an incident

Incident escalation via Customer Interaction Center (CIC)



CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

What justifies an acceleration?

- To justify an escalation, you need to explain the business impact!
Find more information in [SAP Note 90835](#)
- Criticality has changed:
Go-live now imminent and jeopardized - Business impact now severe

What can you do?

- Contact SAP's [Customer Interaction Center](#)
Please be prepared to provide the following information:
 1. Productive system:
 - Is the core business severely affected (financial loss)?
 - Is there an extensive manual workaround?
 - How many users are affected?
 - How long has the problem been going on?
 2. Test/development system:
 - Which project?
 - Live date, product, and release?
 - Showstopper: yes/no
 - Is the go-live date affected?
 3. Point of contact:
 - Work phone number (no 800x)
 - Cell phone number and e-mail address

What you can expect

- SAP incident escalation team ensures:
- Intensified attention and additional activity of support resources
- Increased coordination of internal incident handling
- Involvement of SAP Development or back office, if needed
- Execution of action plan and frequent feedback

Send an Info to SAP in your incident is not an escalation!

Give feedback to SAP

Complaints about support or a product



What justifies a complaint?

After the confirmation of an incident, the customer wants to reach SAP about his or her dissatisfaction with:

- Any of SAP's support services (incident solving, remote services)
- SAP products in general

What can you do?

Contact SAP's Customer Interaction Center

- Please provide a detailed description of the issue (complaints must be in a written form).

What you can expect

SAP takes care of the issue:

- Acknowledgement of complaint receipt within 24 hours and analysis of complaint reasons
- Involvement of responsible manager and processor for a detailed technical analysis
- Establishment of necessary steps to avoid such incidents in the future
- Provision of final statement
- Recording and categorization of all complaints to detect weakness tendencies in quality of product and support provided
- Based on these findings, management ensures continuous improvement

Thank you.

Appendix

More Information on SAP Support and the Next-Generation Support approach



Next-Generation Support

[SAP Support Portal](#)

Next-Generation Support landing page ([SAP Support Portal](#))

Press Release: Next-Generation Support Expansion ([press release](#))

Blog: Vision and Strategy ([LinkedIn](#))

Blog: The Future of Support ([Digitalist](#))

Blog: Next-Generation Support ([SAP News Center](#))

Blog: Next-Generation Support ([LinkedIn](#))

Blog: When support tickets can talk ([LinkedIn](#))

Blog: What intelligent enterprises can expect from SAP Support in 2018 ([SAP News Center](#))

Video: SAPHIRE NOW 2016 interview on [Next-Generation Support SAPHIRE NOW 2016](#)

Videos from SAPHIRE NOW 2017

Interview on [Next-Generation Support](#)

[Keynote BillMcDermott](#) – featuring support topics at 1:59

[Keynote Andreas Heckmann](#) – with demo of built-in support

[Interview](#): Live Support for Live Business

[Next-Generation Support](#) – Update

Video DSAG Annual Conference 2017 keynote [Built-in support, Expert Chat, Schedule an Expert](#) – at 45:30 (German)



Schedule an Expert

Schedule an Expert landing page ([SAP Support Portal](#))

Blog: SAP Expands Schedule an Expert Again ([SAP Community](#))

Blog: How to access SAP's live support channels ([SAP Community](#))

Video: [Schedule an Expert](#)

Video: SAP TechEd 2017, Next-Generation Support, [demo on Schedule an Expert](#)



Expert Chat

Expert Chat landing page ([SAP Support Portal](#))

Blog: Expert Chat ([LinkedIn](#))

Blog: Live Expert Chat Services ([LinkedIn](#); [Digitalist](#))

Blog: Real-Time Support ([LinkedIn](#))

Video: [Expert Chat](#)

Video: SAP TechEd 2016, Next-Generation Support, [demo on Expert Chat](#)

Press release and analyst guidance:

Expert Chat ([press release](#))

Expert Chat ([Gartner note](#))

Expert Chat in Gartner Note ([press release](#))

More information on SAP Support and the Next-Generation Support approach



Incident Prevention and Self-Service

Blog: Getting Support Your Way: Self-Service ([LinkedIn](#))

Video: [Guided Answers](#)

Video: [Cloud Availability Center for SAP SuccessFactors Solutions](#)

Video: [SAP Cloud Trust Center](#)

Video: SAP TechEd 2016, finding answers, [demo on Google search for Knowledge Base Articles](#)

Video: SAP TechEd 2016, Support and social media, [demo on "guided answers"](#)

Video: SAP TechEd 2017 interview on [self-service and community](#)



Social media

SAP Support Help on [Twitter](#)

SAP Cloud Support on [Twitter](#)



SAP ONE Support Launchpad

Blog: Tips and Tricks for SAP ONE Support Launchpad ([SAP Community](#))

Video: [SAP ONE Support Launchpad](#)

The perfect customer incident

Issue description and steps to reproduce – complete information provided

```
We are performing OS migration for our IR4 system (pi7.0) using SAP
standard export/import system copy method.
We have migrated IR4 system to create IZ4 system as part of our trial
migration.

Problem :

Post migration, while adjusting connectivity, we are adjusting
communication channels in Integration directory. We were able to
successfully adjust most of the communication channels and activate
them.

However we are facing problem for below mentioned four communication
channels while activation after adjustments.

JDBC_Inbound_BP_DWN_DEV_ORACLE_SCDB_001_CustData_OLAC_BP_1
JDBC_Inbound_BP_DWN_DEV_ORACLE_SCDB_001_CustData_OLAC_LG_1
SOAP_Sender_MDM_IB_webservices
File_Outbound_BP_DWN_DEV_CMDM_USFUELS_001_CustMod_OLAC_CM_1

Specific error message we are getting is :

The following objects have previous versions that are no longer
active: Communication Channel | DWN_PRD_CMDM_USFUELS_001 |
SOAP_Sender_MDM_IB_webservices Open these objects in the editor and
perform a conflict resolution

Please suggest any solution to this for us to move forward.

Attached is the screenshot of the error we are getting while activating
```



Scenario



Issue description



Screenshots

The perfect customer incident

Business impact: example of very high (critical core business process not working)

Business impact provided on August 2

This is a very urgent issue seriously affecting our ability to complete our Financial Close and file quarterly taxes, which are due on May 4th, 2020. If not resolved, this could have severe financial impact from a regulatory compliance perspective. Delays could result in fines of approximately \$100,000/day. There is currently no workaround and 25 people are impacted from our controller's organization.

Financial Closing not working

The perfect customer incident

Business impact: example of very high (go live endangered)

Business impact provided on August 2

Pending GoingLive is at risk. Going live to production on May 5th. Going live with SCM 7.13 SP11. Issue is a showstopper with no workaround in place. Project is at standstill. Without this support pack upgrade, we will lose the ability to create packing lists and bills of lading for the trucks. In some of our locations, an accurate bill of lading is a legal concern. 2 internal and 10 external consultants are at standstill. If the GoLive is missed, it will cause a financial impact of \$2 million per day as a result.

During testing, we found a bug in the display of long text. Only 80 characters are shown, but we have long texts with up to 100 Character. This issue is stopping our go live in 3 month. 5 Consultants are effect Go-Live endangered.

Useful SAP Notes

560499	Customer Interaction Center: Hotline Numbers & E-mail Addresses
38373	Support Center: Phone/fax numbers
67739	Priority of problem incidents
36677	Structure of components for customer incidents
1773689	How to add logon credentials securely to an incident - SAP ONE Support Launchpad
2281599	SAP Remote Support Guideline
83020	What is consulting - What is support?
873046	Processing customer messages in English
797124	LOP - Line Opener Program
50048	Several queries in an incident
90835	SAP Message Escalation Procedure
984434	How to speed up customer incident processing
1281633	Speed Up Processing of a Customer Incident
1292299	How to get notified via e-mail or SMS when incidents are updated by SAP
1228776	How to efficiently report a problem
357732	Entering development requests
736045	Feedback on SAP SE Service & Support

Useful SAP Notes

- [2848890](#) Choose the right System (and Product) for your Incident in the SAP One Support Launchpad
- [2792745](#) Information Required When Creating SuccessFactors Support Incident
- [2492603](#) How to use Guided Answers
- [2213344](#) Starting an Expert Chat with SAP Support [video]
- [2213305](#) Welcome screen keeps appearing, search results are empty, cannot create, view, or edit incidents - SAP ONE Support Launchpad
- [1922545](#) How to create a perfect support incident for SAP Product Support - SAP ONE Support Launchpad
- [1502753](#) How-To Videos about SAP ONE Support Launchpad on YouTube - English version
- [1296622](#) How to choose the correct component for an incident - SAP ONE Support Launchpad
- [1277147](#) How to add an attachment to a support incident - SAP ONE Support Launchpad
- [1277146](#) What file types can be attached to a support incident? - SAP ONE Support Launchpad
- [1271517](#) How to display My Important Contacts - SAP ONE Support Launchpad
- [1239839](#) How to close a support incident - SAP ONE Support Launchpad

Useful SAP links

SAP ONE Support Launchpad

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

SAP ONE Support Launchpad in 3 mins

<https://www.youtube.com/watch?v=9RutFZ1Qoag>

Create Customer Incident

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

How to get the fastest incident resolution

<https://www.youtube.com/watch?v=R-ox1CK8Bo8>

SAP Community Network

<http://scn.sap.com>

SAP Notes Search

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

SAP Support Journey

<http://go.sap.com/support.html>

Line Opener Program New Version

<https://support.sap.com/remote-support/saprouter/lop.html>

Incident Help Support Link

support-applications/online_help-incident_management.html

https://support.sap.com/content/dam/support/en_us/library/ssp/my-support/help-for-sap-

SAP Note display via SAP ONE Support Launchpad

[https://launchpad.support.sap.com/#/notes/note number/language](https://launchpad.support.sap.com/#/notes/note%20number/language)

Example:

<https://launchpad.support.sap.com/#/notes/2281599/E>