

# KBA Previews for External Search Engine Indexing

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# Agenda

Next Generation Support

What is Knowledge Centered Service (KCS®)

What is a SAP Knowledge Base Article (KBA)

- Structure of a KBA
- Difference between a SAP Note and SAP Knowledge Base Article
- How to provide feedback for a KBA

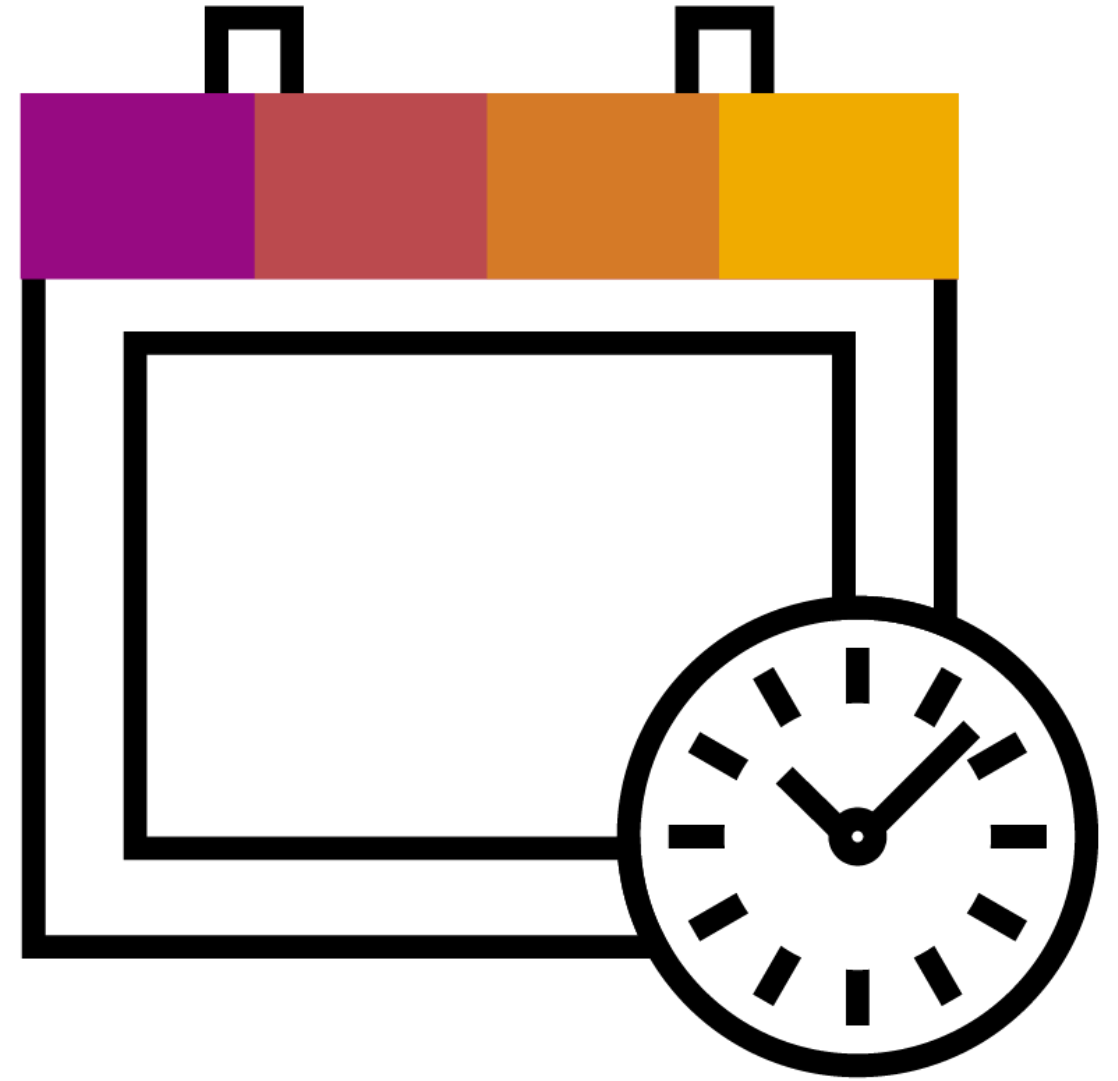
Why leverage External Search Engines

Live Demo

- KBA Preview vs KBA Public
- How to Identify a KBA in the Search Results
- Google Statistics

Key Take Away

- Social Media Links



# What is Next-Generation Support?

## Next-Generation Support

Support from SAP helps ensure the end-to-end safeguarding of our customers' investment in SAP solutions and is an integral part of the customers' experience. With the rise of digital technology trends such as cloud solutions, the Internet of Things, and real-time computing, support for business-critical processes in on-premise, cloud, and hybrid landscapes has become more important than ever for our customers.

SAP is reimagining support with [Next-Generation Support](#). Next-Generation Support focuses on effortless, anytime, anywhere support, leveraging the latest technology and tools to speed time to answers. In this presentation, you will learn more about our most recent improvements and innovations, with many more to come. Key areas of focus of Next-Generation Support include:

- Anywhere access through **mobile** and **built-in support**
  - **More channels** of access to SAP for help, and increased ease of access to expert help – seamlessly integrated
  - Easy-to-use and comprehensive **self-help tools and resources**
  - **Personalized** help and resources to speed time to answers
  - More interactive help through use of **social media**
  - New **cloud** product-specific **tools and dashboards**
- ..... **All seamlessly integrated for an effortless support experience**

**SAP's Next-Generation Support is about delivering an amazing support experience to our customers** in which we anticipate customers' needs, accelerate their path to accurate answers when they need them, and offer expert help at their fingertips.

# Our vision of the digital support experience



Anticipate

**You should never have to ask a question.**

Our collective focus with product development is to achieve high-quality, intuitive products that **anticipate** your needs.



Accelerate

**If you have questions, it's quick and easy to get answers.**

Access to SAP's comprehensive knowledge base notably **accelerates** your path to accurate answers when you need them.



Collaborate

**Our support experts will provide you with solutions quickly.**

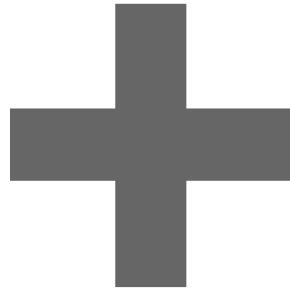
Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

# Live Business needs live support

Next-Generation Support for the intelligent enterprise

## Traditional SAP support

Industry-leading proactive and preventive support across all deployment scenarios



## Next-Generation Support

Groundbreaking support for the intelligent enterprise



**Self-service and incident prevention**  
to avoid incidents



**Real-time interaction**  
to speed your time to issue resolution



**Digital support experience**  
to seamlessly integrate with built-in support



**Artificial intelligence and machine learning**  
to accelerate paths to relevant answers

# Live Business needs live support

## Next-Generation Support for the intelligent 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.

- [SAP Support Portal](#)
- [SAP Knowledge Base Articles \(KBAs\) via Google search](#)
- [Automatic translation](#)
- [SMS notifications](#)
- [Guided Answers](#)
- [SAP BusinessObjects BI support tool](#)
- [Automated search for SAP Notes](#)
- [Performance Assistant](#)
- [SAP Community](#)
- [Support by Product](#)

## KBA Previews for External Search Engine Indexing



# **KBA Previews for** **External Search Engine Indexing**





# Knowledge Centered Service (KCS®)

Knowledge Centered Service (KCS) is a methodology by the [Consortium for Service Innovation](#) to create and maintain a Knowledge Base integrated into the work flow.

## Main Tasks:

- Capture knowledge
- Share knowledge
- Keep knowledge up to date
- Document issues early to avoid duplicate work
- Solve it once, reuse it often

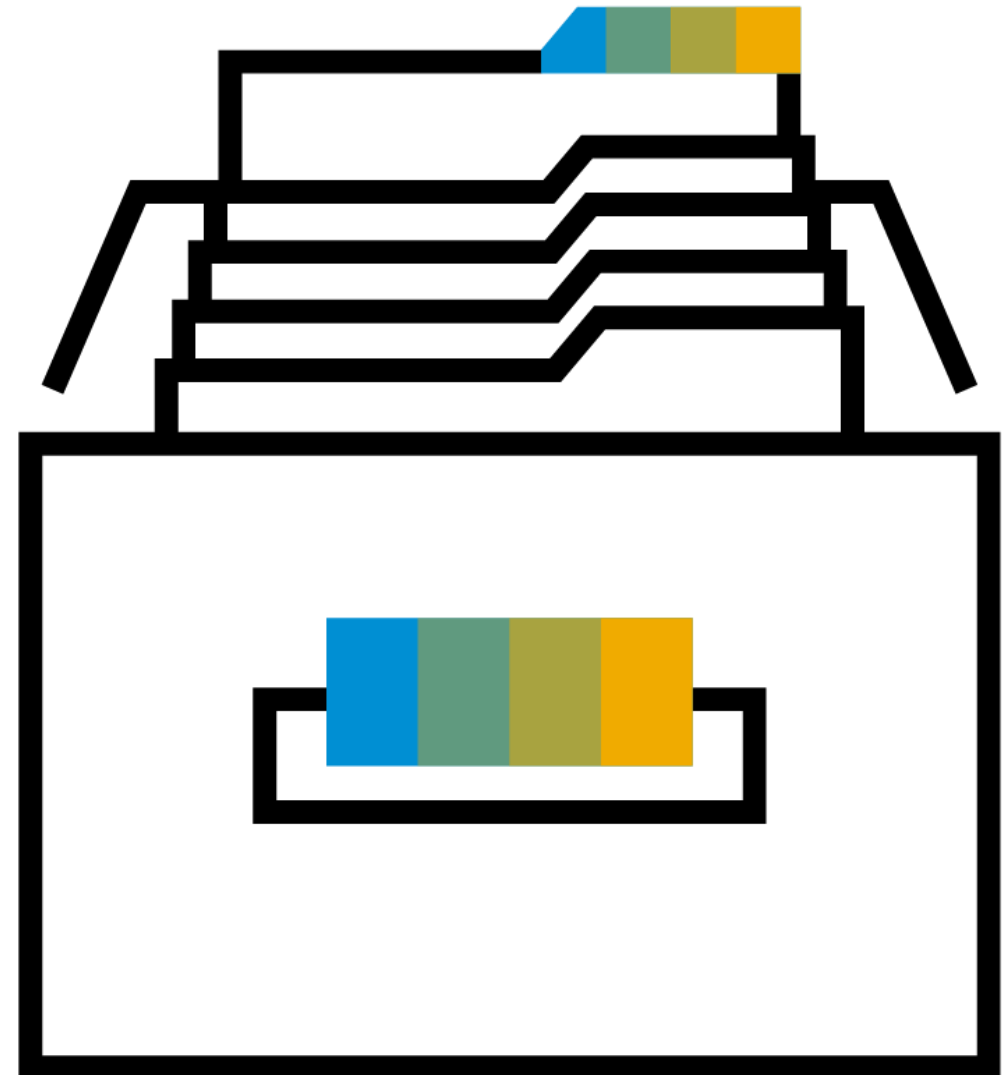
## Benefits for you:

- Enables you to find knowledge easily via self-service to solve issues by yourself
- Early access to content prevents you to run into known issues



# What is an SAP Knowledge Base Article (KBA)

- Based on the Knowledge Centered Service (KCS) principles
- Simple structure and formatting for better user experience
- KBAs lead from the Symptom to the Resolution of the issue
- KBAs are mainly created by SAP Product Support
- Instant publishing
- KBAs contain the solution to a very specific issue
- Enriched content via embedded screenshots & videos
- Rating and free text commenting features to provide feedback on the quality of a KBA
- **Preview available for external search engines like Google, Bing, Yandex**



# Structure of an SAP Knowledge Base Article

**SAP Knowledge Base Article** | Knowledge Base | Enter search term

## 2268643 - How to configure the P4S port with Solution Manager 7.2

Version 11 from 11.09.2017 in English

Component: SV-SMG-DIA-SRV-AGT | Category: Problem | Rated Helpful: (1 people) | SAP Note/KBA Number | 68

Priority: Normal | Release Status: Released to Customer | Quality Rating: ★★★★★

Description | Product | References | Attributes | Languages

### Symptom

- How to configure the P4S port with Solution Manager 7.2
- The Diagnostics Agents cannot be configured to use the MS P4/SSL option
- When switching the Diagnostics Agent to MS/P4S it switches automatically back to the previous setting

### Environment

Solution Manager configured for ssl

### Reproducing the Issue

- Log on to the Solution Manager
- Navigate to the Agent Administration
- Switch the Diagnostics Agent to use MS ssl/P4S
- The Diagnostics Agent switches back automatically to its previous setting

### Cause

- In Solution Manager 7.1 the P4 / P4S ports were configured as "Trusted Ports"
- In Solution Manager 7.2 a full Certificate Authentication for the Diagnostics Agents has been implemented

### Resolution

To have the Diagnostics Agent using the P4S port, the P4S port needs to be enabled and configured on the Solution Manager's Java server first

- Configure the Solution Manager's Java stack for ssl
- Set up the P4S port and P4SEC protocol

To do this please follow the KBA [2419031](#).

### Keywords

solman trusted p4 secure

### Product

**SAP Knowledge Base Article** | Knowledge Base | Enter search term

## 2268643 - How to configure the P4S port with Solution Manager 7.2

Version 11 from 11.09.2017 in English

Description | Product | References | Attributes | Languages

solman trusted p4 secure

### Product

Product or Product Version

SAP Solution Manager 7.2

### References

This document refers to

Number	Title
2419031	<a href="#">How to configure the P4S port for the J2ee NetWeaver Application Server</a>
2282164	<a href="#">ERROR: ERROR_INVALID_P4S_CONFIGURATION in the Agent Administration - Solution Manager 7.2</a>

### This document is referenced by

Number	Title
2819706	<a href="#">Which ports are needed between Managed Systems and SAP Solution Manager system</a>
2652939	<a href="#">Error "The certificate chain associated with the P4S port is not complete" while the Diagnostic Agent is not working - Solution Manager 7.2</a>
2282164	<a href="#">ERROR: ERROR_INVALID_P4S_CONFIGURATION in the Agent Administration - Solution Manager 7.2</a>
2816888	<a href="#">Invalid Configuration on P4S Port</a>

# Difference between SAP Note and SAP Knowledge Base Article

## SAP Notes

- 80% of SAP Notes contain coding corrections
- Most SAP Notes contain the description of the issue from a business perspective as well as the technical solution
- Implementation tool for the coding corrections is available to help customer to implement SAP Notes
- Mainly written by SAP Development Support

## SAP Knowledge Base Articles (KBA)

- No coding corrections
- Descriptions from customer perspective
- Embedded screenshots & videos
- Mainly written by SAP Product Support
- Rating and free text commenting features
- Cannot be applied via the transaction SNOTE

Both document types can be accessed with a valid S-User via SAP ONE Support Launchpad

- [SAP Knowledge Base Search](#)
- [My SAP Notes and KBAs Expert Search](#)

Only **Previews of KBAs** can be found via search engines like 

# Why & How to Provide Feedback for a SAP Knowledge Base Article

- SAP takes feedback seriously
- Internal processes in place to review feedback provided
- Logon to the SAP ONE Support Launchpad required to rate a KBA
- All feedback is welcome

This document is referenced by

Number	Title
2818988	Trust Agent Doesn't Work With Error: Credentials not found, the configuration is empty - SAP Solution Manager 7.2
2731921	"The Agent XXX is not connected" error in Metric Troubleshooting of system monitoring
2616195	Diagnostics Agent doesn't connect to the Solution Manager - MalformedURLException
2436684	Troubleshooting the Diagnostics Agent connection to Solution Manager - SAP Solution Manager 7.1 7.2
2543676	Error "Make sure that the LMSERVICE.SCA is deployed and that the Solution Manager Diagnostics (SMD) server is not running under maintenance mode" Whilst Installing Diagnostics Agent - SAP Solution Manager 7.2

Languages

日本語

Português (Machine Translation)

Rate This Document

Was this KBA helpful?

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# Why & How to Provide Feedback for a SAP Knowledge Base Article

- The more specific your feedback is, the better we can act on it
- High participation will benefit more customers

Rate This Document

Was this KBA helpful?  Yes  No

How would you rate this document's quality? ☆☆☆☆☆

The feedback collected will only be used to enhance the content of this article. Please make sure not to enter any personal data (e.g. names, phone numbers, addresses, or user IDs) or any kind of confidential data (e.g. system names or customer-related data).

*Tell us what we can do to improve this document*

- In case you would like to ask for a call-back, please use the Contact Us options on the SAP One Support Portal [Contact Us](#)

Written Incident No data

Expert Chat [Show More](#)

Schedule an Expert

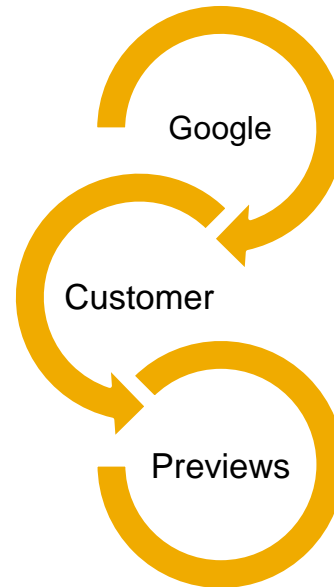
Phone

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[Contact Us](#) [Share Your Feedback](#) [About the Launchpad](#) [Status](#)

# Why Leverage External Search Engines

According to research Google continues to be where **80%** of all customers start searching for solutions to their issues.



Simple, familiar and powerful search via the most popular search engine. Faster resolution of problems as you can find solutions via self-service. Easy to find knowledge provides positive user experience.

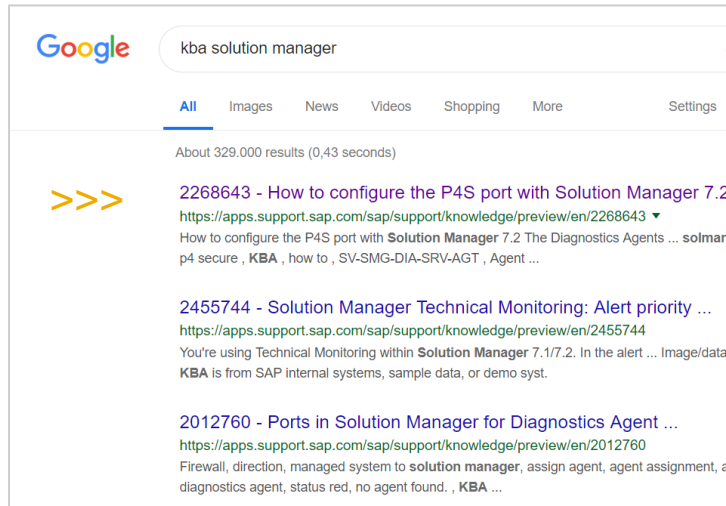
SAP created **KBA Previews** – a middle layer, where we only expose **KBA Number, Title, Symptom, Product, Product Version and Keywords** to external search engines like Google. For on-premise products with maintenance contracts a valid logon on to SAP ONE Support Launchpad is required to access the full KBA including **Cause, Reproducing the Issue and Resolution**. For other products the full KBA can be displayed without logon.

# Live Demo



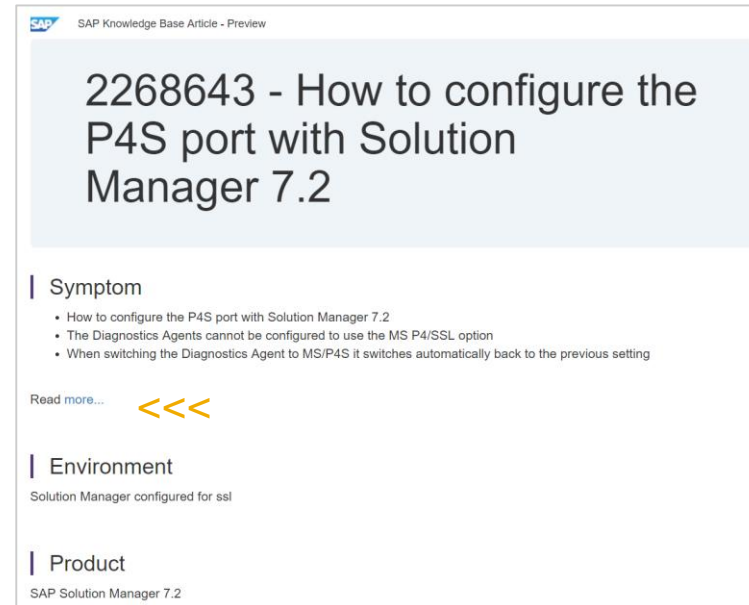
# How does it work for on-premise Products with Maintenance Contracts

## Google Search



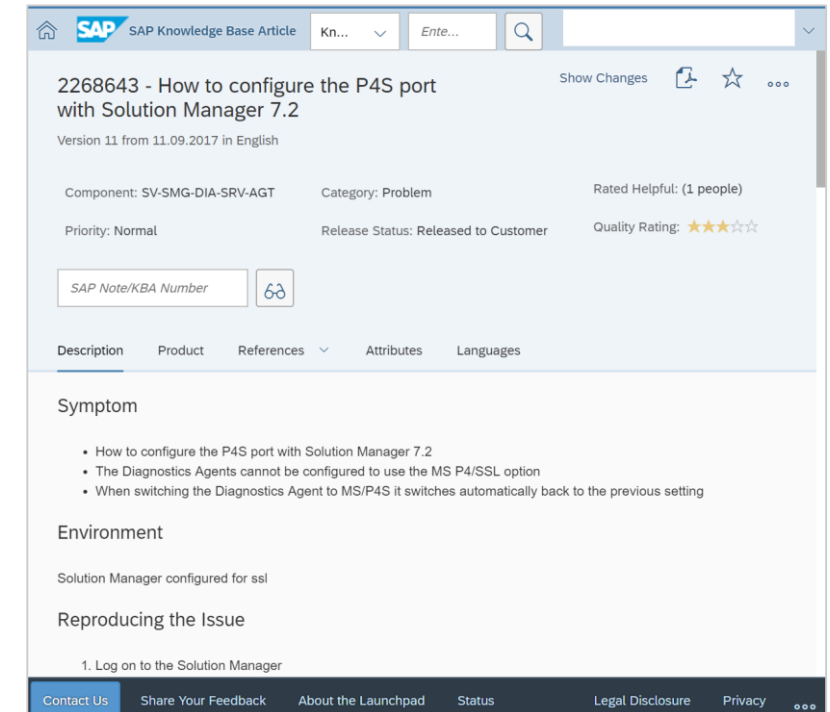
Search for an issue on Google, the term **KBA** is added in search bar

## KBA Preview



A click on the search result leads to the **KBA Preview**. This allows to see the Symptom, Environment, Product. You can check if it matches with your issue.

## SAP ONE Support Launchpad



If Symptom and issue match, click the “**Read More**” link. You will be redirected to the SAP ONE Support Launchpad (logon required) where you will also see the **Cause, Steps to Reproduce and Solution** of the KBA to solve the issue.

# Google

Search

Google Search

I'm Feeling Lucky

# How does it work for other Products

- E.g. SAP Lumira customers do not have a maintenance contract with SAP and therefore no access to SAP ONE Support Launchpad.
- KBAs for such products are therefore fully exposed as KBA Public (no SAP ONE Support Launchpad logon required) e.g. 2255102

SAP Knowledge Base Article - Public

## 2255102 - Installation and Configuration of SAP Lumira Server for BI Platform \*\*\* MASTER KBA \*\*\*

### Symptom

- This Master KBA is a starting point for finding existing information (KBAs, Installation Guides and PAM) that will help installing and configuring SAP Lumira.

### Environment

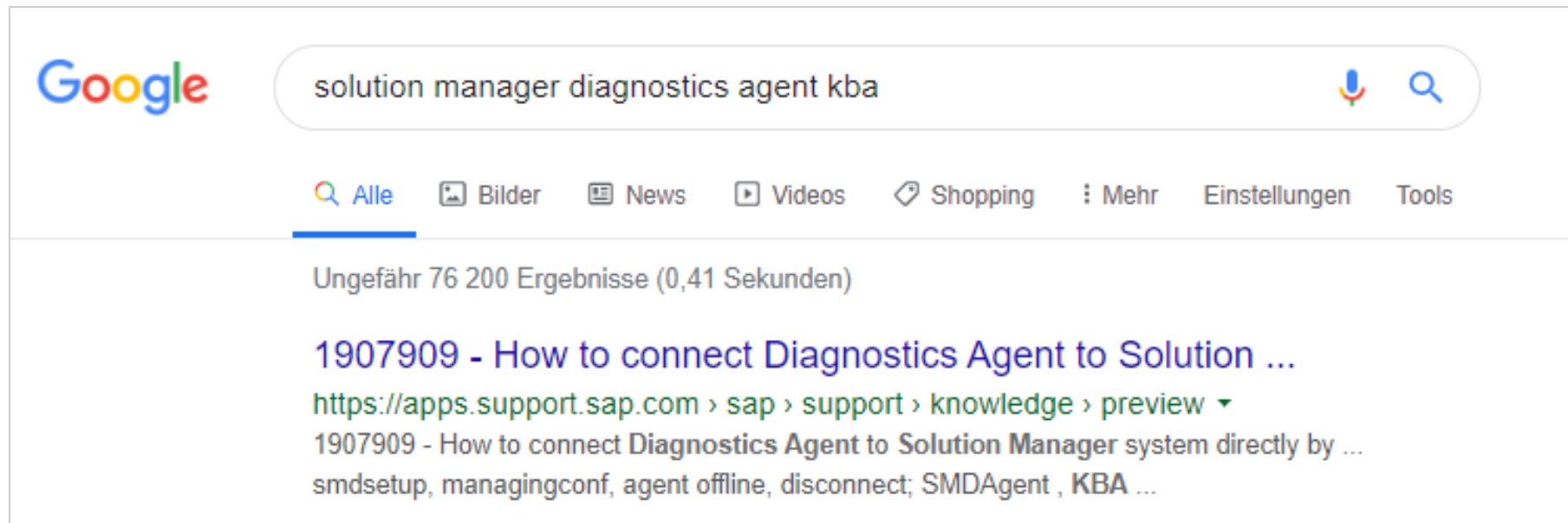
- SAP Lumira Desktop
- SAP Lumira Server for Teams
- SAP Lumira server for BI Platform

### Resolution

- Installation and Configuration documentation can be found at <http://help.sap.com/lumira?current=boall>.
- Direct links to Installation Guides:
  - [SAP Lumira Desktop 1.29, Installation Guide](#)
  - [SAP Lumira Server for Teams 1.29, Installation Guide](#)

# How to Identify a KBA in the Search Results

- KBA Number (7 digits) – KBA Title
- URL: <https://apps.support.sap.com> > sap > support > knowledge > preview
- URL: <https://apps.support.sap.com> > sap > support > knowledge > public
- KBA

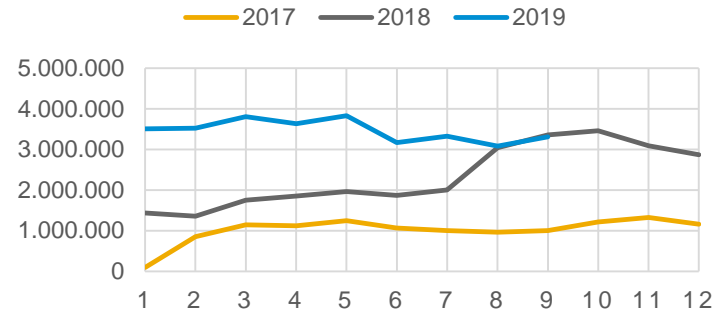


The screenshot shows a Google search interface. The search bar contains the text "solution manager diagnostics agent kba". Below the search bar, there are navigation options: "Alle", "Bilder", "News", "Videos", "Shopping", "Mehr", "Einstellungen", and "Tools". The search results section shows "Ungefähr 76 200 Ergebnisse (0,41 Sekunden)". The first result is titled "1907909 - How to connect Diagnostics Agent to Solution ..." and includes the URL "https://apps.support.sap.com > sap > support > knowledge > preview". The snippet below the URL reads: "1907909 - How to connect Diagnostics Agent to Solution Manager system directly by ... smdsetup, managingconf, agent offline, disconnect; SMDAgent , KBA ...".

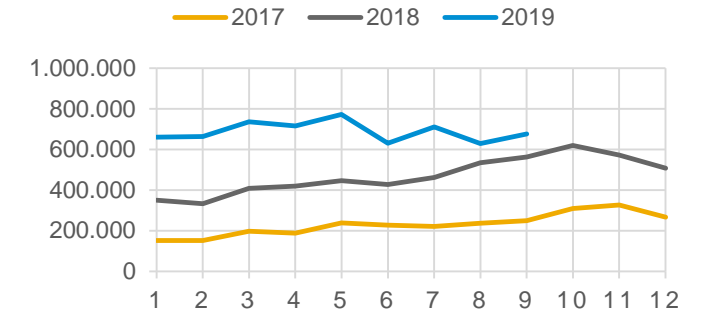
# Google Statistics October 8<sup>th</sup>, 2019

- **161K** KBAs submitted
- **140K** KBAs indexed
- **3.310K** Impressions per month
- **676K** Total Clicks per month
- **12,1** Avg. Position
- **20,4%** Avg. Click Through Rate

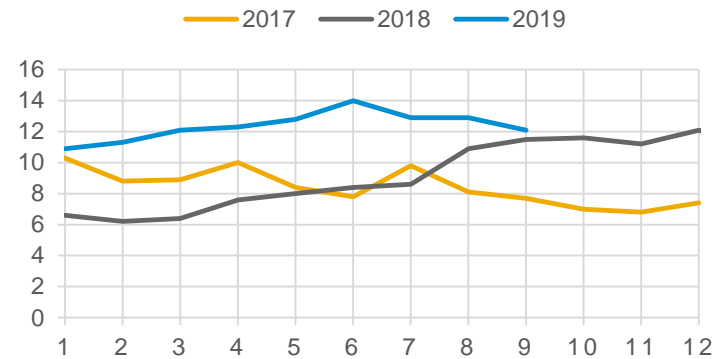
## TOTAL IMPRESSIONS



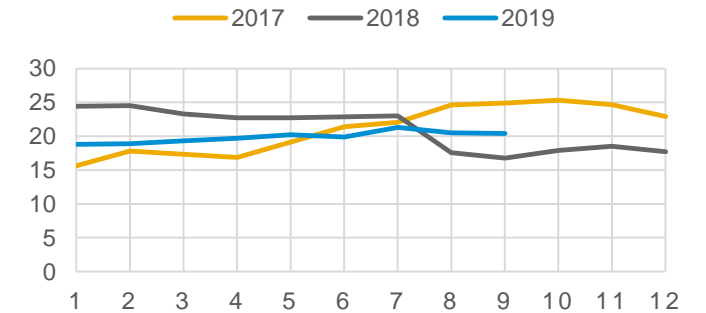
## TOTAL CLICKS



## AVG. POSITION



## AVG. CTR



# Key Take Away

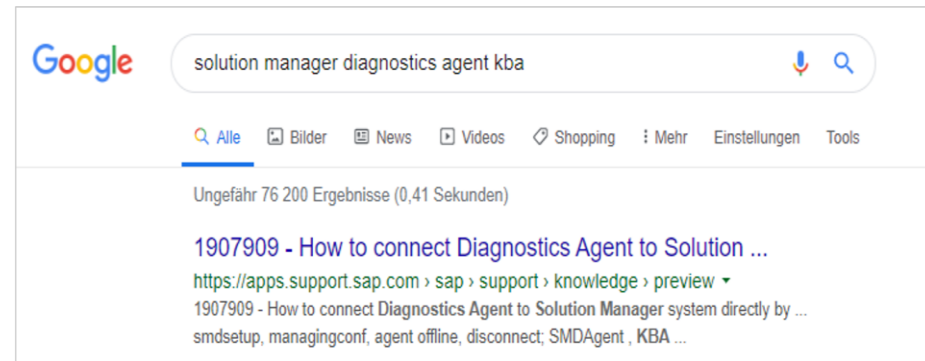
On Google you can find SAP Knowledge Base Article Previews for fast self-service:

- Add the term “KBA” as it helps to narrow down the search results
- Search for error messages you find in your system
- Remove individual information like hostnames or GUIDs from your searches
- Easily identify KBAs in the search result list

To see the Resolution section logon to SAP ONE Support Launchpad

## How to Identify a KBA in the Search Results

- KBA Number (7 digits) – KBA Title
- URL: [https://apps.support.sap.com > sap > support > knowledge > preview](https://apps.support.sap.com/sap/support/knowledge/preview)
- URL: [https://apps.support.sap.com > sap > support > knowledge > public](https://apps.support.sap.com/sap/support/knowledge/public)
- KBA



# Subscribe to SAP DBS/CSS Social Media Channels



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KBA Previews are shared via  
WhatsApp  & Twitter 

# Questions & Answers





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