



Webinar Series SAP&GUPS

SAP for Me

Jose Seren Rodriguez, SAP
20 Gennaio 2026





INTERNAL – SAP, Partners, Customers, and External Parties under NDA Only

Agenda

Introduction of **SAP for Me** and how to use the **support applications**

- Introduction
- DEMO: Walkthrough – SAP for Me framework & support applications
- Q & A



SAP for Me

Your Customer Portal from SAP

Your digital companion on the journey to the intelligent enterprise.

Capabilities YOUR DASHBOARDS

Benefits YOUR ADVANTAGES

Access YOUR EXPERIENCES

Knowledge YOUR EXPERTISE

Reporting

Provides a holistic, customizable overview of SAP Solutions across support contracts and deployment types.

Portfolio & Products

Get a 360-degree view of your products, including road maps and innovations.

Finance & Legal

Review your SAP orders, licenses, invoices, consumption, and balance statements.

Services & Support

Review support cases and manage maintenance and support topics across your company.

Systems & Provisioning

Manage your cloud and on-premise systems, as well as their availability and status.

Users & Contacts

Access SAP contacts and manage roles in your company with self-service tools.

Knowledge & Learning

Explore opportunities to enhance your product skills.

Log in to SAP for Me with your S-User and experience the benefits of the portal in supporting you with daily challenges on the journey to the intelligent enterprise. The portal is also accessible via tablet or mobile phone:

[iOS link in Apple Store](#)

[Android link in Google Play](#)

[SAP for Me Landing Page](#)

[SAP for Me Community](#)

[SAP ONE Support Launchpad
Transition to SAP for Me](#)

SAP for Me is now available
9 languages: English, German,
Japanese, Simplified Chinese,
French, Portuguese, Spanish,
Korean and Italian.

[SAP for Me now speaks your language | SAP Blogs](#)

THE BEST RUN



Support Applications Key Features

Get instant solutions to solve your product issues or engage with us using the '**get support**' application.

Describe Your Issue

Issue Categorization and
Prioritization

Support Channel
Recommender

Auto-proposed
Solutions

Personalized
Case Management

Omnichannel
Support

AI Predictor
Services

Best Action

Top Suggested
Knowledge

New
Case List

- Cross platform support interactions. e.g. start on SAP for Me portal and pick up on your mobile

- Product & Product Function categorization for faster routing
- Business impact guidance and definition

- Based on your issue the most suitable support channel will be recommended (Expert Chat, Ask an Expert Peer, Schedule an Expert, SAP Community, Case)

- Improved search and suggested knowledge (combine hot and trending solutions, and new search engine)

- Easy to use tabular lists (My Cases, Open Cases, Sessions, Drafts etc.)
- Personalized filters and sorting

Digital Support Experience

Support Applications



The **'Get Support'** application provides a step-by-step guided support experience by using artificial intelligence to predict the right product categorization and recommends the most suitable support channel.

Overview

- SAP for Me is the central-entry point for SAP support.
- Optimized and improved **'Get Support'** application.
- Get instant solutions to solve your product issue or avail of the guided support experience to define your issue
- Allow the embedded artificial intelligence services to recommend most suitable support channel (Expert Chat, Schedule an Expert, Ask an Expert Peer, SAP Community, Case)

Benefits

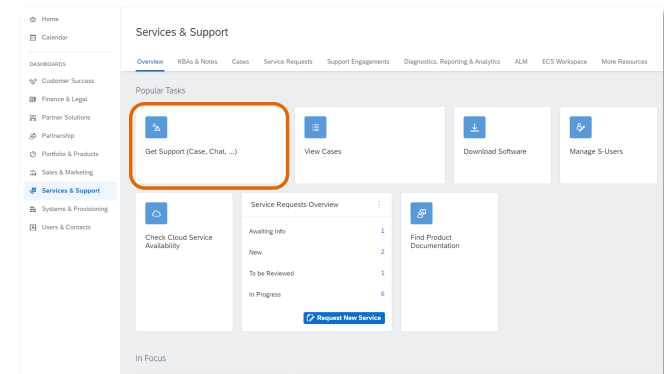
- Simplified and intuitive user-led design to get faster and more efficient product support
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Tailored business impact to report very high issues effectively.
- AI-enabled product predictor and support channel recommender for an effortless experience.
- Integrated support decision trees to help you narrow down the problem area.

Access

- <https://me.sap.com/home>
- **'Service and Support'** dashboard → **'Get Support'** application in SAP for Me your customer portal
- Direct link QR Code



Preview





Agenda

Introduction of **SAP for Me** and how to use the **support applications**

- Introduction
- Walkthrough – SAP for Me framework & support applications
- Q & A

- 🏠 Home
- 📅 Calendar
- 📊 Reporting
- Dashboards
- 👤 Customer Success
- 💰 Finance & Legal
- 🤝 Partner Solutions
- 🤝 Partnership
- 📦 Portfolio & Products
- 📈 Sales & Marketing
- ⚙️ Systems & Provisioning
- 👤 Users & Contacts
- 👤 Get Assistance
- 🗉 Feedback
- ⚖️ Legal
- 📄 Status
- 📱 Mobile App

Home / Reporting / Customer Insights Dashboard

Customer Insights Dashboard Standard

PDF Report Generator Personalize

Customer: Support Contract - System: Product Category: Solution Area: Deployment Type: Software Product: Installation No.: System No.: Clear

- [Summary](#)
[Customer Overview](#)
[Purchased Solutions](#)
[Support Entitlements](#)
[System Landscape](#)
[Cases](#)
[Cloud Availability](#)
[License Consumption](#)
[Cloud Functional Usage](#)
[SAP EarlyWatch Alert](#)
[Maintenance](#)
[Services](#)

Edit Summary

Purchased Materials by Solution

Solution Area	Public Cloud	On-Premise / Private Cloud
BTP Cross	1	1
BTP Private	1	1
Commerce	1	1
Core HR and Payroll private	1	1
Digital Supply Chain private	1	1
Digital Supply Chain public	1	1
ERP for SME (B1, ByD)	1	1
Finance and Q2C private	1	1
Finance and Q2C public	1	1
Industry-specific Applications	1	1
Learning and Talent	1	1
Marketing	1	1
Procurement	1	1
S/4HANA Private	1	1
Sales and Service	1	1
SAP Integration Suite	1	1
SuccessFactors Cross	1	1
Training and Adoption	1	1

Prod Systems by Support Entitlement

SAP Enterprise Support 1	121
Cloud Enterprise Support	115
No Support Entitlement	33
SAP Standard Support	5

Premium Engagement Contracts: Available

Systems

429 Systems in Total

273 Productive Systems

Systems by Role

Production	273
Test	60
Development	61
Other	35

Prod Systems by Deployment Type

Public Cloud	127
Private Cloud	1
On-Premise	145

Open Cases (Very High and High)

9 Open Cases with Priority Very High (P1)

153 Open Cases with Priority High (P2)

Open Cases by Required Action

SAP Action Required	533
Partner Action Required	1
Customer Action Required	18

Closed Cases (Last 6 Months)

Very High	22
High	48
Medium	596
Low	166

Cases Sent to SAP (Last 6 Months)

1,044 Cases Sent to SAP

552 Total Open Cases Today

Month	Cases Sent to SAP
Aug 2024	142
Sep 2024	150
Oct 2024	144
Nov 2024	250
Dec 2024	158
Jan 2025	145

Cases By Channel (Last 6 Months)

Portal	471
Chat	198
Mob...	182
CALM	128
Other	31
SaE	26
E-mail	7
Phone	1

Response Times (Last 6 Months)

Initial Response Time Fulfilled: 90%

Action Plan Time Fulfilled: 82.3%

Cloud Availability (Last Full Month)

832 Closed Cases

613 Manually Confirmed

Systems > 99.7%	115
Systems < 99.7%	0

Cloud Functional Usage (Last 6 M)

No data found

Try adjusting your filter criteria.

SAP EarlyWatch Alert

0 Very Critical Reports

1.2% Coverage of Prod Systems

Mainstream Maintenance (Prod)

Expired Product Versions	34
Expires in < 1 Year	6
Expires in 1 - 2 Years	3
Expires in 2 - 3 Years	13

Service Orders by Delivery (Last 6...)

No data found

Try adjusting your filter criteria.

Upcoming Service Sessions

No data found

Try adjusting your filter criteria.

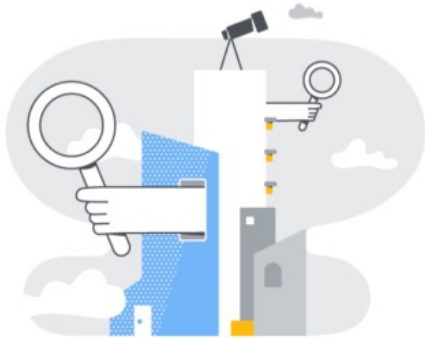
SAP for Me - Is made for You

Say hello to your digital companion

Sign In

The screenshot displays the SAP for Me user interface. At the top, it says 'Hello Jane,'. The dashboard is divided into several sections:

- Support User Administration:** Shows 'Total Users' at 101, 'Recently created' at 174, and 'Action required' at 1.
- Remote Connection:** Shows 'Open Connections' at 0 and a 'Manage Remote Connections' button.
- Next-Generation Cloud Delivery Schedule:** Shows 'Systems with open checklist items' at 2, with a note 'Will be due in 60 days'.
- Transition Status:** A donut chart showing 0.0% Planned (0), 0.0% No Planned (0), and 99.9% Completed (0).
- Cases:** A table with 75 support cases. A summary shows: 24 Cases (Action required), 37 Cases (Solution Proposed), 420 Cases (Open Incidents), and 340 Cases (No Updates). A table lists individual cases with IDs, subjects, and priorities (Low, Medium, High).
- Availability Status:** A donut chart showing 0.0% Normal (0), 100.0% Maintenance (0), 0.0% Under Investigation (0), 0.0% Degraded (0), and 0.0% Disrupted (0).
- Quick Access Services & Support:** Includes links for Knowledge Base, Product Support, and Support Engagements.
- Cases Overview by status:** A donut chart showing 42.1% Customer Action (0), 13.4% Not sent to SAP (0), 5.3% Partner-Customer Action (0), 36.2% SAP Proposed Solution (0), and 0.0% Seen to SAP Partner (0).
- Quick Access Systems & Provisioning:** Includes links for Systems, Cloud Delivery, and Availability.



This is what we found!

We believe that the following topics might interest you.
Feel free to select as many topics as you want to setup your **SAP for Me Home Page**.

My Solution Areas

- Customer Relationship Management
- Enterprise Management
- Financial Management
- Human Capital Management
- Product Lifecycle Management
- Spend Management**
- Supply Chain Management
- Technology Platform

My Interests

- Create or Edit Support Cases**
- Manage Users and Authorisations
- Purchase**
- Check Usage Consumption
- License Keys
- Pay and Administer Invoices
- Download Software
- Support Knowledge Base and SAP Notes
- Remote Connections
- Monitor System Availability
- Create Service Requests
- System Management

My Interests as a Partner

- Manage Competencies & Specializations
- Manage Deals and Quotes
- Customer Management
- Register and Manage Projects
- Manage Consultant Certifications
- Manage Partnership
- Solution Development

You will be able change your selection at any time.

[Back to previous step](#)

[Start using SAP for Me](#)

- Home
- Calendar
- Reporting
- Dashboards
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Welcome Test,

Customize Home Page

Welcome Back to SAP for Me

Remember that you can always edit your interests to personalize your homepage. Try it out, and as always we welcome your feedback.

[Edit My Interests](#) [Close](#)

Search Support Knowledge

How can we help you?

Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations

Availability Status

of cloud systems that report their communicated availability

All

Cases

I Am Interested In

All Cases

Show a list of all cases

SAP for Me

Home
Calendar
Reporting

Dashboards

Customer Success
Finance & Legal
Partner Solutions
Partnership
Portfolio & Products
Sales & Marketing
Services & Support
Systems & Provisioning

Get Assistance
Feedback
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Status
Mobile App

Welcome Test,

Search Support Knowledge
How can we help you?

Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support

17

Customize Home Page

Me

Select Interests

Supply Chain Management Technology Platform

My Tasks

Check Usage Consumption Create Service Request

Create or Edit Support Cases Download Software License Keys

Manage Contracts Manage Users and Authorizations

Monitor System Availability Pay and Administer Invoices Purchase

Remote Connections Support Knowledge Base and SAP Notes

System Management

My Tasks as a Partner

Customer Management Manage Competencies and Specializations

Manage Consultant Certifications Manage Deals and Quotes

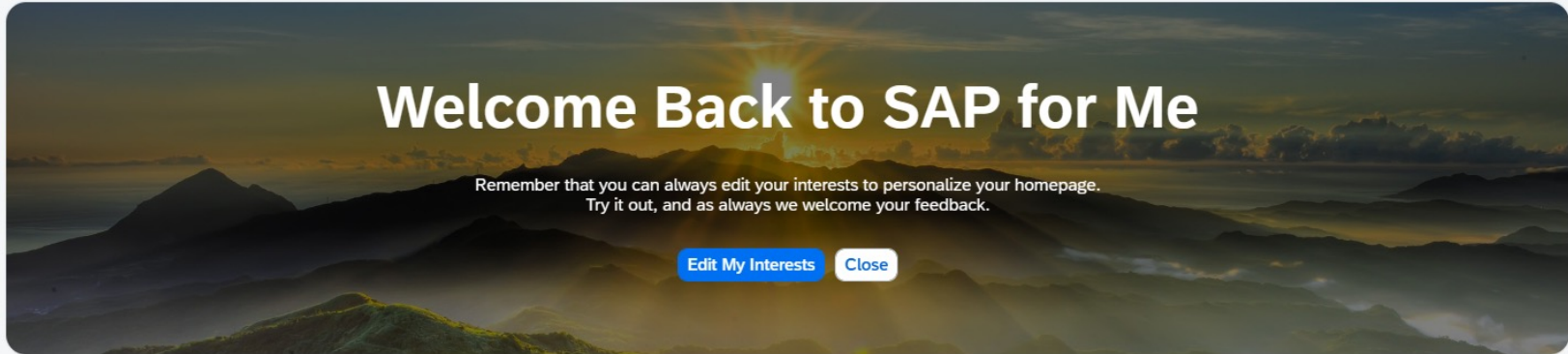
Manage Partnership Register and Manage Projects Solution Development

Cancel Save & See Recommendations

- Home
- Calendar
- Reporting
- Dashboards
- Customer Success
- Finance & Legal
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SAP for Me

Home, Calendar, Reporting, Dashboards, Customer Success, Finance & Legal, Partner Solutions, Partnership, Portfolio & Products, Sales & Marketing, Services & Support, Systems & Provisioning, Get Assistance, Feedback, Legal, Status, Mobile App

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Card Catalog

Search

SAP Cards

- Availability Status
Get the current availability status of your cloud systems.
Recommended
- Favorites
Lists all your Favorites.
- Get Started
Get Started with SAP for Me
- Quick Access SAP Ariba
This card lists links to websites outside the SAP for Me customer portal that help you administer yo... [Show More](#)
- Search Support Knowledge
How can we help you?
- Support Cases Overview
Shows the number of cases for different statuses. Provides quick access to get a solution.
Recommended
- AI Units Opening Balance
Gain insights into how many AI units are available to your company along with additional information... [Show More](#)
- Cloud Partner Package Performance
Cloud Partner Package Performance
- Cloud Platform Pay-per-use
For Partner Only: Monitor your customer cloud platform pay-per-use contracts to stay ahead of potent... [Show More](#)

Done

Customize Home Page

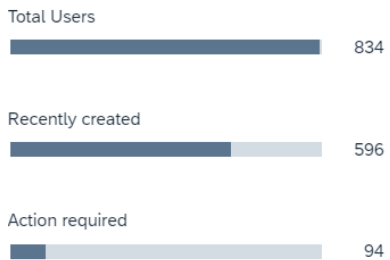
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- Users & Contacts
- Get Assistance
- Legal
- Status

Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support
- Get the App

Manage Users and Authorizations

Manage S-Users & Technical Communication Users



Favorites (0 entries)

All Favorite Types



You have not selected any favorites yet. This card will show you all your favorites in one place

My SAP Notes & KBAs

I Am Interested In

0 Favorites updated



Quick Access Partner Solutions

Partner Solutions
Details on your Partner Solutions an...

Quick Access Services & Support


Knowledge Search
Find notes, documentation, commu...

Quick Access Finance & Legal

- On-Premise
Your On-Premise Licenses and Orders
- Cloud
Your Cloud Licenses, Orders and C...
- Billing
Your Invoices and Balance Stateme...

- Home
- Calendar
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- Services & Support
- Systems & Provisioning
- Users & Contacts
- Get Assistance
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Favorites (0 entries) All Favorite Types



You have not selected any favorites yet.
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Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support
- Get the App

My SAP Notes & KBAs
I Am Interested In

0 Favorites updated

New	0
Updated	0

Manage Users and Authorizations

Manage S-Users & Technical Communication Users

Total Users	834
Recently created	596
Action required	94

Quick Access Finance & Legal

- On-Premise
Your On-Premise Licenses and Orders
- Cloud
Your Cloud Licenses, Orders and C...
- Billing
Your Invoices and Balance Stateme...

Quick Access Partner Solutions

- Partner Solutions
Details on your Partner Solutions an...

Quick Access Services & Support

- Knowledge Search
Find notes, documentation, commu...

- Home
- Calendar
- Reporting
- Dashboards
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Welcome Test,

Customize Home Page

Welcome Back to SAP for Me

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[Edit My Interests](#) [Close](#)

Search Support Knowledge

How can we help you?

Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support

Availability Status

of cloud systems that report their communicated availability

All

Cases

I Am Interested In

All Cases

Show a list of all cases

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[Edit My Interests](#) [Close](#)

TL

Test

SOC

@sap.com

SAP Test Account -

My Account

My Settings

My Company Info

What's New in SAP for Me?

Logout

Search Support Knowledge

How can we help you?

Get Started

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Get Started

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TEST

Contacts (1010)

Show More

test1010 Li

S00: [redacted]



Gerry Test01.1-Findling

S00: [redacted]



Test CIC

S00: [redacted]



Downloads (2)

SAP Test Data Migration Server

Software Product



SAP Test Data Migration Server, business process library extension

Software Product



Systems (432)

Show More

Solution Manager 51 (A05)

311336783 | Production



(BQ7)

311471751 | Development



ST-CONT 710 Test System (BQ7)

Customize Home Page

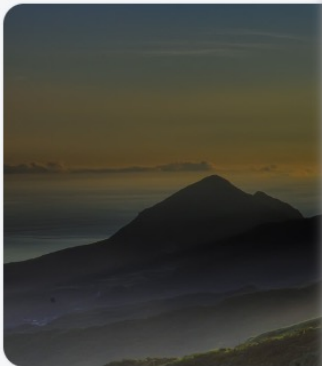
for Me

homepage.



- Home
- Calendar
- Reporting
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- Mobile App

Welcome Test,



Search Support Knowledge

How can we help you?

Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support

TEST

Search "TEST" in Support Knowledge Base >

Dashboards and Pages (3)

- Program & Tracks
Dashboards > Partnership > Program & Tracks
- Diagnostics, Reporting & Analytics
Dashboards > Services & Support > Diagnostics, Reporting & Analytics
- System Measurement
Dashboards > Systems & Provisioning > System Measurement

Cloud Contracts (11)

- 240506693
End on 07.05.2025 | Auto Renewal
- 240506519
End on 04.05.2025 | Auto Renewal
- 63159029
End on 21.10.2025 | Auto Renewal

On-Premise Maintenance Contracts (17)

- 15320232
Annual 2,510.4 EUR | End on 31.12.2025 | Auto Renewal

Customize Home Page



Search input field with magnifying glass icon

- Home
- Calendar
- Reporting
- Dashboards
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support**
- Systems & Provisioning
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Services & Support

Get Assistance

- Overview
- Knowledge Search**
- KBAs & Notes
- Cases
- Service Requests
- Support Entitlements
- Diagnostics, Reporting & Analytics
- ALM
- Private Cloud Workspace
- More

TEST Q Search

- All**
- Support
- Documentation
- Community

Filter By Clear

Results 1-25 of 757964 in 1473 ms Sort By: Relevance

Resource

- SAP Community Question 257143
- SAP Help 190665
- SAP Note 188548
- SAP Community Page 48348
- SAP Community Blog 27941
- SAP Knowledge Base Article 22747
- SAP Influence 3983
- Support Content 3083
- SAP Guided Answer 1358

- 3505225 - testing**
09.08.2024 · Symptom testing Environment testing Resolution testing
Recommended **SAP Knowledge Base Article** **English**
XX-HST-OPR
- 1786507 - TEST**
30.11.2012 · Symptom Performance Tuning for Transportation Cockpit Other Terms Linfox Reason and Prerequisites Performance Issue Solution
Follow the correction to do manual step
SAP Note **English**
XX-PROJ-CDP-TEST-297
- 2331831 - test**
17.06.2016 · symptom ... OPP-DP ... Release with restrictions **Test** Go-Live 3 For **testing** only xxxxxx 4711 **test** or Go-live Session im LimiTool und in der Note. Limitations **Test** incl. re-sizable text fields.
SAP Note **English**
XX-XX-22
- 1535769 - TEST**

- Home
- Calendar
- Reporting

- Dashboards
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
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- Users & Contacts

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Welcome Test,

Customize Home Page

Welcome Back to SAP for Me

Remember that you can always edit your interests to personalize your homepage. Try it out, and as always we welcome your feedback.

[Edit My Interests](#) [Close](#)

Search Support Knowledge

Get Started

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- Get started with SAP Support

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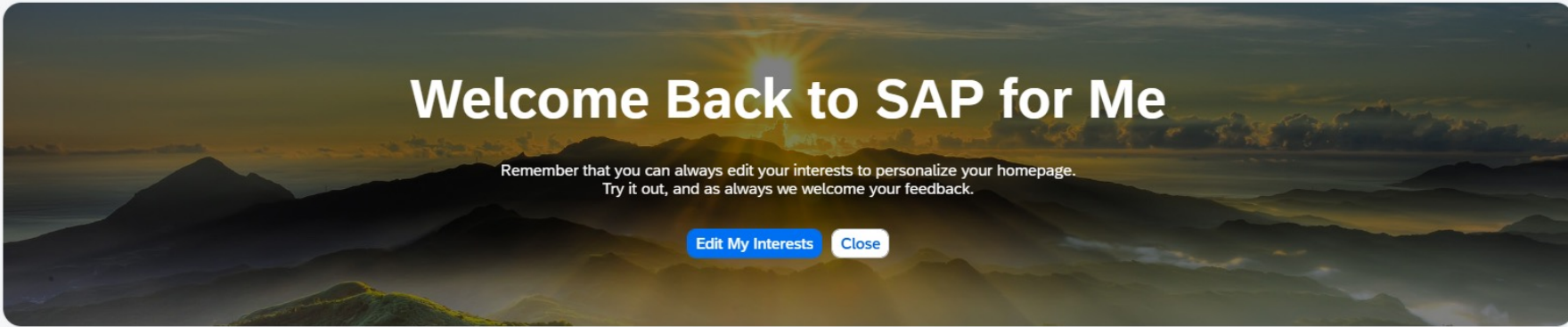
Cases

- I Am Interested In
- All Cases
- Show a list of all cases



Welcome Test,

[Customize Home Page](#)



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[Edit My Interests](#)

[Close](#)

Search Support Knowledge



How can we help you?



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Services & Support

Get Assistance

- Overview**
- Knowledge Search
- KBAs & Notes
- Cases
- Service Requests
- Support Entitlements
- Diagnostics, Reporting & Analytics
- ALM
- Private Cloud Workspace
- More

Popular Tasks

Search Support Knowledge

Services & Support Reporting

- Insights into cases
- Insights into support entitlements

Get Support (Cases, Expert Chat, ...)

View Cases

Manage Service Requests

- Awaiting Info: 1
- In Progress: 2

New Service Request

Contact the Customer Interaction Center (CIC)

Get help with existing cases, SAP for Me navigation, your user ID, and more

- Chat
- Phone
- E-Mail

Find Product Documentation

Manage S-Users

Download Software

Request License Keys

Manage Remote Connections

Check Cloud Service Availability

- Home
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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: Please select a customer 🔍 S-User: Please select a s-user

Select Existing Draft

 You can continue with your drafts
Here are the latest 3 drafts


My Drafts Other Drafts

 consolidated reporting error
Updated at 11.11.2024, 07:25:34

 abap dump error
Updated at 12.09.2024, 09:16:56

 abap dump error
Updated at 10.09.2024, 09:43:50

[See More Drafts in Case List >](#)

Report New Issue Cancel

Notice something new? We're tr...

Short Description* (Maximum 120 Ch...
Please enter a short description

Detailed Description*
Use this area to describe your is...

Language*
English

System*

Feedback Slider on the right.

View Size: Standard Large

on process and handle your issue as quickly as possible.

Continue

- Home
- Calendar
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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [blurred] S-User: Demo [blurred]

Notice something new? We're trying out a change to make your experience more convenient. Let us know what you think via the Feedback Slider on the right.

Short Description* (Maximum 120 Characters)

Please enter a short description

Detailed Description*

View Size: Standard Large

Rich text editor toolbar with icons for bold, italic, underline, list, link, etc.

Use this area to describe your issue in detail. The information you provide here will help us to streamline the case creation process and handle your issue as quickly as possible.

Language*

English

System*

Continue

- Home
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- Mobile App

Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Color Swatches] S-User: Demo [Color Swatches]

Notice something new? We're trying out a change to make your experience more convenient. Let us know what you think via the feedback slider on the right.

Short Description* (Maximum 120 Characters)

Detailed Description* View Size: **Standard** Large

✂ 📄 📁 📧 *I* ↶ ↷ **B** U *I* ☰ ☱ ☲ ☳ ☴ ☵ ☶ ☷ 🔗


The existing universe has been in place for a considerable time but recent updates have caused the issue.

Language*

System*

Continue

System List

 Selecting the wrong system will impact processing time. Please ensure that you are selecting a system that is related to the product you are reporting your issue on.

Search by system ID, number, name, installation, product, or system URL.

Recently Used Favorite **All**

Favorite	System Role	Leading Product	Data Center Region	Data Processing	Restricted Systems
All	All	All	All	All	All

Favorite	System Id	System Number	Supported By	System Role	System Name	Leading Product	Data Center Region	Data Processing	Installation	System URL	Main System Number	Main System Name
☆	A11	311834471		DEMO		SAP NetWeaver 7.3			NW Standard Support (0020727369)			
☆	A31	850641080		PROD		SAP ERP 6.0			ERP Standard Support (0020659687)			
☆	A4H	850644003		PROD		SAP Solution Manager 7.2			SOLUTION MANAGER (0021257549)			
☆	A77	850578104		DEVELOP	My New Test	SAP BusinessObjects Business Intelligence platform 4.3			Installation AH1 (0020659001)			
☆	AA1	800809527		TEST	test	SAP ERP 6.0			S/4HANA ON PREMISE (0021257548)			
☆	AAA	800025935		PROD		SAP BusinessObjects Business Intelligence			SAP BUSINESS OBJECTS (0090119716)			

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Progress Bar] S-User: Demo [Progress Bar]

- Basic Information
- Best Action

System*
AAA - EFG

Warning: Connections are currently closed or system access data has not been maintained for your selected system. To speed up case processing, please correctly maintain your remote connections for your selected system. Please also provide correct user roles, which are identical to where the reported error occurred.

Where appropriate, we suggest using the Semi Automatic Line Opener to allow SAP to open your system connection at any time. See SAP Note [797124](#).

- System Details: [Open the system data](#)
- Login Details: [The access data has not been maintained.](#)
- Remote Connection: [Connections are closed](#)
- Data Processing: IRDP

Product*
SAP BusinessObjects Business Intelligence platform

Product Function*
SAP BusinessObjects Business Intelligence platform > Semantic Layer

Continue

Recommended Solutions [Find More](#)

- [Translate unx universe using the Translation Management Tool in BI4.x \[Video\]](#)
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- [How to enable Information Design Tool trace on BI 4.x](#)
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BI-BIP-SL KBA (How To)
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Web Intelligence does not show Kanji Japanese, Chinese, Cyrillic or other Multibyte...
BI-RA-WBI KBA (How To)

SAP for Me

TEST

Services & Support / Get Support (Case)

Customer: [Customer ID]

Select a Product Function

Search by Product Function Name or Component ID

Recommended All

SAP BusinessObjects Business Intelligence platform > Semantic Layer	#1 Recommended
Semantic Layer	Recently Used
SAP BusinessObjects Business Intelligence platform > Web Intelligence	#2 Recommended
Web Intelligence	
SAP BusinessObjects Business Intelligence platform > Launchpad, Server and Security	#3 Recommended
Launchpad, Server and Security	
SAP BusinessObjects Business Intelligence platform > Migration and Promotion	#4 Recommended
Migration and Promotion	
SAP BusinessObjects Business Intelligence platform > SDK > Restful	#5 Recommended
Restful	

[More](#)

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Color Bar] S-User: Demo [Color Bar]

Basic Information 6/8

Business Impact *
 Moderately affected: Business operations are affected due to dysfunctional process. Medium Priority

Is there a workaround? * Yes No

Is there an upcoming deadline that could be impacted by this issue? Yes No

Number of Users Affected
 Enter number of users

Business Impact Statement: *

Clear Business Impact statements help SAP Support prioritize and handle requests more efficiently.

Not sure how to provide a qualified Business Impact? Check out the guiding questions below:

- Which business processes are affected, e.g., Payroll, Reporting, logistics, supply chain?
- What are the consequences of missing your upcoming deadline?

Continue

- Recommended Solutions** Find More
- [Translate unx universe using the Translation Management Tool in BI4.x \[Video\]](#)
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 BI-RA-WBI KBA (How To)
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 - [How to use easy tracing for BI client tools](#)
 SAP Product Support asked you to perform Client traces on one of the following tools SAP Crystal Reports 2011-2020...
 BI-RA-CR KBA (How To)

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: S-User: Demo

Basic Information

6/8

Best Action

Product Function*

SAP BusinessObjects Business Intelligence platform > Semantic Layer

Business Impact*

Moderately affected: Business operations are affected due to dysfunctional process. Medium Priority

Minimally affected: Little or no effect on business process.

Moderately affected: Business operations are affected due to dysfunctional process.

Seriously affected: Business operations are seriously threatened as urgent tasks cannot be executed.

Critically affected: Productive service/system/core business process is down or production system go-live in danger or a severe security issue.

Business Impact Statement*

Clear Business Impact statements help SAP Support prioritize and handle requests more efficiently.

Not sure how to provide a qualified Business Impact? Check out the guiding questions below:

- Which business processes are affected, e.g., Payroll, Reporting, logistics, supply chain?
- What are the consequences of missing your upcoming deadline?

Recommended Solutions

- Translate unx universe using the Translation Management Tool in BI4.x [Video]
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- How to use easy tracing for BI client tools

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Colorful bar] S-User: Demo [Colorful bar]

Basic Information 6/9

Best Action

Product Function*
SAP BusinessObjects Business Intelligence platform > Semantic Layer

Business Impact*
 Critically affected: Productive service/system/core business process is down or production system ... **Very High Priority**

We require some additional information for Very High cases 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.

Primary Contact*
 [Search] [Edit] [Delete]

Secondary Contact
 [Search] [Edit] [Delete]

Business impact category:*

Business Impact Statement:*

[Rich text editor icons]

Clear Business Impact statements help SAP Support prioritize and handle requests more efficiently.

Continue

Recommended Solutions Find More

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Avatar] S-User: Demo [Avatar]

- Basic Information 7/9
- Best Action**
- Create a Case
- Detailed Information
- Attachments
- Contacts
- Submit

Business Impact *

Critically affected: Productive service/system/core business process is down or ... Very High Priority

We require some additional information for Very High cases 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.

Primary Contact *

Secondary Contact

Business impact category: *

- A productive Service/System is completely down.**
- Core business processes affected.
- Go-live impacted.
- Security issue.

Continue

Recommended Solutions Find More

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Colorful bar] S-User: Demo [Colorful bar]

- Basic Information
- Best Action

Primary Contact* [Search] [Edit] [Delete]

Secondary Contact [Search] [Edit] [Delete]

Business impact category:*
A productive Service/System is completely down.

Is there a workaround?*

Yes No

Is there financial loss?

Yes [] No

Number of Users Affected
[Enter number of users]

When did your issue start?
[Please provide a date]

Business Impact Statement:*

[Rich text editor icons: Bold, Underline, Italic, Bulleted List, Numbered List, Link]

Clear Business Impact statements help SAP Support prioritize and handle

Not sure how to provide a qualified Business Impact? Check out the guiding questions below:

- Please explain in a non-technical way how the productive down situation impacts your business.
- What are the consequences if the issue is not solved as soon as possible?

Continue

Recommended Solutions Find More

- Translate unx universe using the Translation Management Tool in BI4.x [Video]
How to translate a .unx universe using the Translation Management Tool in SAP BusinessObjects Business...
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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Color Swatches] S-User: Demo [Color Swatches]

Basic Information

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Best Action

Is there a workaround? *

Yes No

Is there financial loss?

Yes No

Number of Users Affected

Enter number of users

When did your issue start?

Please provide a date

Business Impact Statement: *

Rich text editor with icons for bold, italic, underline, list, link, etc.

Clear Business Impact statements help SAP Support prioritize and handle requests more efficiently.

Not sure how to provide a qualified Business Impact? Check out the guiding questions below:

- Please explain in a non-technical way how the productive down situation impacts your business.
- What are the consequences if the issue is not solved as soon as possible?

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Avatar] S-User: Demo [Avatar]

Basic Information

Best Action

Customers with the issue you are reporting usually find a solution quicker when they choose the following Channel:

- Expert Chat**
 - Chat directly with a support solution expert. [More Info](#)
 - Expected wait time is **Less than 2 minutes**
- Alternative Channels:
 - Ask an Expert Peer**
 - Receive answers to a support related question from an external group of high-level experts. [More Info](#)
 - Open an SAP Community Question**
 - Collaborate with professionals on SAP's open public forum and blogging platform. [More Info](#)
 - Schedule an Expert**
 - Schedule a 30 minute session with an expert on a specific SAP software related topic. [More Info](#)
 - Create a Case**
 - Produce a written record that describes the issue and tracks the activities related to resolving it. [More Info](#)

Recommended Solutions [Find More](#)

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [blurred] S-User: Demc [blurred]

Basic Information

Best Action

Create a Case

Detailed Information

0/1

Attachments

Contacts

Submit

What are you having an issue with?

Recommended Solutions [Find More](#)

3263860 - BI 4.2 - End-of-Life for BI Platform - Priority-One Support ends 12/31/2024
 SAP BusinessObjects BI Platform 4.2 Priority-One Support and Support End-of-...

SAP Knowledge Base Article

Product AvailabilData Access Guideity Matrix (PAM)
 This SAP BusinessObjects BI Platform 4.3 Supported platforms (PAM) is the list of...

BI-BIP-SL SAP Help Portal

Data Access Guide
 Data Access Guid

SAP Help Portal

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer:

S-User: Demo

Basic Information

Best Action

Create a Case

Detailed Information

0/1

Attachments

Contacts

Submit

What are you having an issue with?

Connections	Issues working New or Existing Connections, Relational or Olap
Universe	UNX universes, Legacy UNV Universes , design or modeling tools
Other	Data Federation Admin Tool, Translation Tool or Otherwise not specified

Continue

Recommended Solutions

Find More

3263860 - BI 4.2 - End-of-Life for BI Platform - Priority-One Support ends 12/31/2024
SAP BusinessObjects BI Platform 4.2
Priority-One Support and Support End-of-...

SAP Knowledge Base Article

Product Availability Matrix (PAM)
This SAP BusinessObjects BI Platform 4.3
Supported platforms (PAM) is the list of...

BI-BIP-SL

SAP Help Portal

Data Access Guide
Data Access Guid

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [blurred] S-User: Demo [blurred]

Basic Information

What are you having an issue with?

Universe

Best Action

Create a Case

Please categorize your issue by choosing the option below that best fits your scenario.

Universe Design tool (UDT) Unv universe

Detailed Information

1/1

This is a new Universe or existing?

This is an existing universe

Please specify the specific driver and version used

ODBC Design tool (UDT) Unv universe

Attachments

Contacts

Submit

Detailed Description*

View Size: Standard Large



The existing universe has been in place for a considerable time but recent updates have caused the issue.

Continue

Recommended Solutions

Find More

Error "CS:Unexpected behavior : Java heap space" in Universe Design Tool when importing universe then work on it. Error "CS:Unexpected behavior : Java heap space" in Universe Design Tool when...

SAP Knowledge Base Article

Universe Design Tool hangs while importing a universe from the repository When attempting to import a universe in UDT, it fails to respond and needs to be...

SAP Knowledge Base Article

Universe Design Tool hangs while exporting a universe to the repository When attempting to export a universe in UDT, it fails to respond and needs to be...

SAP Knowledge Base Article

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Colorful Bar] S-User: Demo [Colorful Bar]

- Basic Information
- Best Action
 - Create a Case
- Detailed Information
 - 1/1
- Attachments
- Contacts
- Submit

Detailed Description* View Size: Standard Large

The existing universe has been in place for a considerable time but recent updates have caused the issue.

Steps to Reproduce

I give approval for SAP Support to use these Steps to Reproduce, while connected to my impacted non-production environments, even if the steps result in a change being made and my approval remains valid until the issue is resolved, unless I inform SAP Support otherwise.

Providing clear Steps to Reproduce will help SAP Support understand and diagnose your issue faster, leading to a quicker resolution.

- 1.
- 2.
- 3.
- ...

Continue

Recommended Solutions

[Find More](#)

- Error "CS:Unexpected behavior : Java heap space" in Universe Design Tool when importing universe then work on it.

SAP Knowledge Base Article
- Universe Design Tool hangs while importing a universe from the repository

When attempting to import a universe in UDT, it fails to respond and needs to be terminated using Task Manager. No error...

SAP Knowledge Base Article
- Universe Design Tool hangs while exporting a universe to the repository

When attempting to export a universe in UDT, it fails to respond and needs to be terminated using Task Manager. No error...

SAP Knowledge Base Article

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Avatar] S-User: Demo [Avatar]

- Basic Information
- Best Action
- Create a Case
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- Attachments
- No File
- Contacts 1/1
- Submit

Reporter*

[Avatar] Demo [Avatar] [Edit]

Primary Phone: [Avatar]

Secondary Phone: [Avatar] +49-

Email: [Avatar]

Primary Contact

[Avatar] Select a Contact [Search]

Secondary Contact

[Avatar] Select a Contact [Search]

System Opener

[Avatar] Select a Contact [Search]

Add New Contact

Continue

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BI-RA-WBI KBA (How To)

SAP for Me

Search

Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Customer: [blurred]

0023313717)

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Basic Information

Best Action

Create a Case

Detailed Information

Attachments

No File

Contacts

1/1

Submit

Reported by

Dem [blurred]

Primary Contact

Secondary Contact

Email: [blurred]

Secondary Contact

Sele [blurred]

Add New

Select a Contact

Search by Name, Suser ID, or Email address

Test AS 01

RD02 2023

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Cancel

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Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [blurred] S-User: Demo [blurred]

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- Best Action
- Create a Case
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- Submit

Reporter*

[blurred] [edit]

Primary Phone: [blurred]

Secondary Phone: [blurred] +49-

Email: [blurred]

Primary Contact

[blurred] [trash] [search]

Primary Phone: [blurred]

Secondary Phone: [blurred] +49-

Email: [blurred]

Secondary Contact

[select contact] [search]

System Opener

[select contact] [search]

[Add New Contact](#)

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INTERNAL – SAP, Partners, Customers, and External Parties under NDA Only

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SAP for Me

Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Customer: [Redacted]

Add New Contact

Recently Used | **New Contact**

Please make sure the contact details are correct, Any changes made to other contacts will be stored at case level only.

Name: *
Design Team

Role:
[Empty]

Primary Phone:
[Empty]

Secondary Phone:
[Empty]

Email:
design-team02@test.com

Time Zone:
[Empty]

Set as Default

OK Cancel Continue

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- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [blurred] S-User: [blurred]

- Basic Information
- Best Action
- Create a Case
- Detailed Information
- Attachments
- No File
- Contacts 1/1
- Submit

Reporter*

Demo [blurred] [edit]

Primary Phone: [blurred]

Secondary Phone: [blurred] +49-

Email: [blurred]

Secondary Contact

Select a Contact [search]

Case Contact

Design Team [trash] [search]

Default for all Cases

[Add New Contact](#)

Primary Contact

John [blurred] [trash] [search]

Primary Phone: [blurred]

Secondary Phone: [blurred] +49-

Email: [blurred]

System Opener

Select a Contact [search]

Recommended Solutions [Find More](#)

- [Translate unx universe using the Translation Management Tool in BI4.x \[Video\]](#)
How to translate a .unx universe using the Translation Management Tool in SAP...

BI-RA-WBI KBA (How To)
- [How to enable Information Design Tool trace on BI 4.x](#)
How to enable trace in Information Design Tool (IDT) on BI 4.x?

BI-BIP-SL KBA (How To)
- [Webi Kanji Japanese Double Byte Unicode Characters Question Marks](#)
Web Intelligence does not show Kanji Japanese, Chinese, Cyrillic or other Multiby...

BI-RA-WBI KBA (How To)

Continue

- Home
- Calendar
- Reporting
- Dashboards
- Customer Success
- Finance & Legal
- Partner Solutions
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- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Services & Support / Get Support (Cases, Expert Chat...)

Get Support (Cases, Expert Chat...)

Exit

Customer: [Avatar] S-User: Demo [Avatar]

Component* BI-BIP-UDT

- Basic Information
- Best Action
Create a Case
- Detailed Information
- Attachments
No File
- Contacts
- Submit

Top Suggested Content

Recommended

<p>Translate unx universe using the Translation Management Tool in BI4.x [Video]</p> <p>How to translate a .unx universe using the Translation Management Tool in SAP BusinessObjects Business...</p> <p>BI-RA-WBI How To</p>	<p>How to enable Information Design Tool trace on BI 4.x</p> <p>How to enable trace in Information Design Tool (IDT) on BI 4.x?</p> <p>BI-BIP-SL How To</p>	<p>Webi Kanji Japanese Double Byte Unicode Characters Question Marks</p> <p>Web Intelligence does not show Kanji Japanese, Chinese, Cyrillic or other Multibyte or double byte languages correctly...</p> <p>BI-RA-WBI How To</p>
<p>How to use easy tracing for BI client tools</p> <p>SAP Product Support asked you to perform Client traces on one of the following tools SAP Crystal Reports 2011-2020...</p> <p>BI-RA-CR How To</p>	<p>Which features are deprecated in SAP BusinessObjects BI platform 4.3?</p> <p>With the launch of SAP BusinessObjects BI platform 4.3, some products and features have been deprecated as...</p> <p>BI-BIP-ADM How To</p>	

Alternative Support Channels

You can also get a solution by choosing from the following other available support channels.

[Ask an Expert Peer](#)
[Open an SAP Community Question](#)
[Schedule an Expert](#)

[Expert Chat](#) *Expected wait time is Less than 2 minutes*

Submit Case

- Home
- Calendar
- Reporting
- Dashboards
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support**
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Services & Support

Get Assistance

- Overview
- Knowledge Search
- KBAs & Notes
- Cases**
- Service Requests
- Support Entitlements
- Diagnostics, Reporting & Analytics
- ALM
- Private Cloud Workspace
- More Resources

Open Cases

Default Personal

- Pre-Defined Views
- Open Cases**
 - Closed Cases
 - Drafts
 - Favorites
 - Ask an Expert Peer
 - Auto Confirm

Last Update: System: Created On: Updated On: Installation:

Customer:

Go

Favorite Only

review and confirm closure. [View Cases](#)

	STATUS	PRIORITY	INSTALLATION	SYSTEM	COMPONENT	REPORTER	CREATOR	CUSTOMER	CREATED ON	UPDATED ON	AUTO-CONFIRM DATE
🌟 ⌚	Customer Action	Low	ERP Standard Support 0020659687	A31 -	SAP for Me (XX-SER-FORME)			SAP Test Account -	20.02.2025 03:26:38	22.02.2025 03:12:48	14.03.2025
🌟 ⌚	SAP Proposed Solution	Medium	SFSF - Edit 0090119095	SAP SuccessFactors HCM Core 2411 /	System Performance (LOD-SF-PM-SYS)			SAP Test Account -	20.02.2025 07:18:28	20.02.2025 09:01:20	13.03.2025
🌟 ⌚	SAP Proposed Solution	Medium	S/4HANA ON PREMISE 0021257548	AA1 - test	SWDC File Content Management System (FCMS) Support Component (XX-SER-			SAP Test Account -	18.02.2025 10:59:02	19.02.2025 16:49:18	12.03.2025

- Home
- Calendar
- Reporting
- Dashboards
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support**
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Services & Support

Get Assistance

Overview Knowledge Search KBAs & Notes **Cases** Service Requests Support Entitlements Diagnostics, Reporting & Analytics ALM Private Cloud Workspace More Resources

Standard
Default
Personal
Sync Data

Status: 3 Items
 Priority: Select
 Last Update: All
 System: Select System(s)...
 Created On: e.g. 22.12.2025-31.12....
 Updated On: e.g. 22.12.2025-31.12....
 Installation: Select Installation(s)...

Reporter: Select Reporter(s)...
 Creator: Select Creator(s)...
 Customer: Select Customer(s)...
Go Adapt Filters

Case List

Favorite Only Search

⚠️ There are Cases that will Auto Confirm soon. Please review and confirm closure. [View Cases](#)

CASE	STATUS	PRIORITY	INSTALLATION	SYSTEM	COMPONENT	REPORTER	CREATOR	CUSTOMER	CREATED ON	UPDATED ON	AUTO-CONFIRM DATE
☆ 🕒 196794/2025 Attachment test, please ignore	Customer Action	Low	ERP Standard Support 0020659687	A31 -	SAP for Me (XX-SER-FORME)			SAP Test Account -	20.02.2025 03:26:38	22.02.2025 03:12:48	14.03.2025
☆ 🕒 197245/2025 [TEST] Please ignore. This is a test message.	SAP Proposed Solution	Medium	SFSF - Edit 0090119095	SAP SuccessFactors HCM Core 2/11 /	System Performance (LOD-SF-PM-SYS)			SAP Test Account -	20.02.2025 07:18:28	20.02.2025 09:01:20	13.03.2025
☆ 🕒 185650/2025 Judy test for component XX-SER-SWFL-FCMS	SAP Proposed Solution	Medium	S/4HANA ON PREMISE 0021257548	AA1 - test	SWDC File Content Management System (FCMS) Support Component (XX-SER-			SAP Test Account -	18.02.2025 10:59:02	19.02.2025 16:49:18	12.03.2025

- Home
- Calendar
- Reporting
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- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Services & Support

Get Assistance

Overview Knowledge Search KBAs & Notes **Cases** Service Requests Support Entitlements Diagnostics, Reporting & Analytics ALM Private Cloud Workspace More Resources

Standard ▼ Default Personal

Refresh the page to see the data.

My Views

- Standard
- High
- In process

Save As Manage

Last Update: All System: Select System(s)... Created On: e.g. 22.12.2025-31.12... Updated On: e.g. 22.12.2025-31.12... Installation: Select Installation(s)...

Customer: Select Customer(s)...

Go Adapt Filters

Favorite Only Search

STATUS	PRIORITY	INSTALLATION	SYSTEM	COMPONENT	REPORTER	CREATOR	CUSTOMER	CREATED ON	UPDATED ON	AUTO-CONFIRM DATE
Customer Action	Low	ERP Standard Support 0020659687	A31 -	SAP for Me (XX-SER-FORME)			SAP Test Account -	20.02.2025 03:26:38	22.02.2025 03:12:48	14.03.2025
SAP Proposed Solution	Medium	SFSF - Edit 0090119095	SAP SuccessFactors HCM Core 2411 /	System Performance (LOD-SF-PM-SYS)			SAP Test Account -	20.02.2025 07:18:28	20.02.2025 09:01:20	13.03.2025
SAP Proposed Solution	Medium	S/4HANA ON PREMISE 0021257548	AA1 - test	SWDC File Content Management System (FCMS) Support Component (XX-SER-			SAP Test Account -	18.02.2025 10:59:02	19.02.2025 16:49:18	12.03.2025

- Home
- Calendar
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- Dashboards
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- Finance & Legal
- Partner Solutions
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- Sales & Marketing
- Services & Support**
- Systems & Provisioning
- Users & Contacts
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- Feedback
- Legal
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Services & Support

Get Assistance

- Overview
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- KBAs & Notes
- Cases
- Service Requests**
- Support Entitlements
- Diagnostics, Reporting & Analytics
- ALM
- Private Cloud Workspace
- More Resources

Service Request **All Opens (3)** **My Opens (0)** Areas Status Search New Manage ...

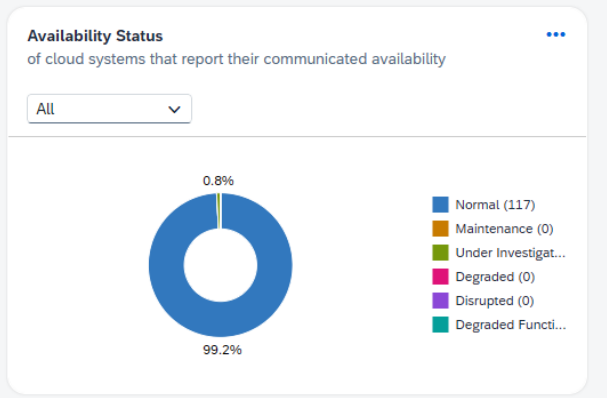
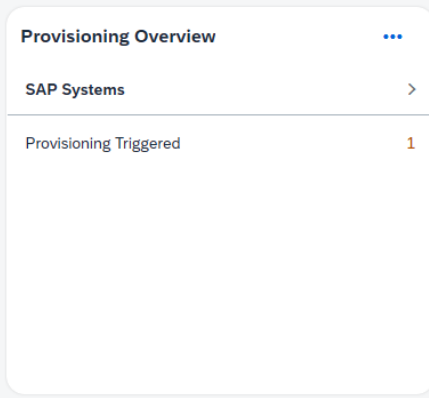
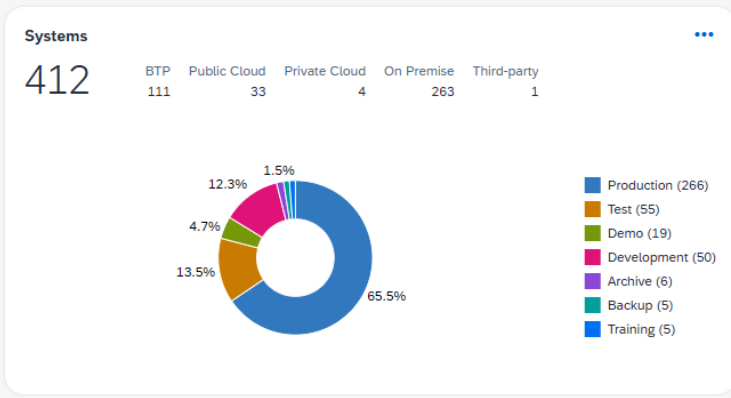
Service Request	Area	Entity	Status	Created By & At	Requested For	Execution Time	Category	Chargeable
CX Commerce - Troubleshoot User Access Issues	CX Commerce Cloud		Awaiting Info				CX Commerce - User Access Management	
Cross - CAM Access Request	GCS Global Cloud Services		In Progress				Cross Generic	
Cloud ERP - S/4 HANA Cloud - Audit Log Query	S/4HANA		In Progress				Cloud ERP - S/4HANA	

- Home
- Calendar
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- Dashboards
- Customer Success
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- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning**
- Users & Contacts
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Systems & Provisioning

Get Assistance

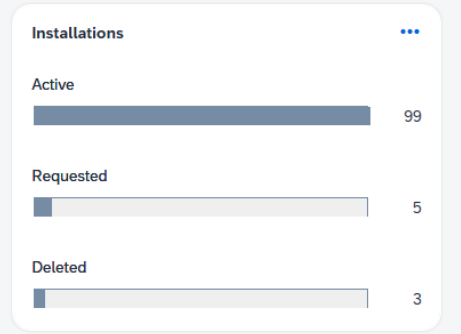
- Overview**
- Systems
- Provisioning
- Availability
- Get Notified
- Security Notification
- Bundles
- Connectivity
- Keys
- System Measurement



- ### Landscape Applications
- SAP EarlyWatch Alert Workspace
 - Maintenance Planner
 - Private Cloud Workspace
 - Private Cloud Landscape
 - My Landscape
 - System Hierarchy

- ### Optimize Your systems
- Software Download Center
 - Data Volume Management
 - Technical Downtime Optimization
 - Custom Code Analytics
 - Financial Data Quality

- ### Systems & Provisioning Reporting
- Insights into system landscape
 - Insights into cloud availability



- 🏠 Home
- 📅 Calendar
- 📊 Reporting
- Dashboards
- 👤 Customer Success
- 💰 Finance & Legal
- 👤 Partner Solutions
- 🤝 Partnership
- 📦 Portfolio & Products
- 🏠 Sales & Marketing
- 🛠️ Services & Support
- ⚙️ Systems & Provisioning**
- 🔍 Get Assistance
- 🗣️ Feedback
- 🏢 Legal
- 📄 Status
- 📱 Mobile App

Systems & Provisioning

Get Assistance

- Overview
- Systems**
- Provisioning
- Availability
- Get Notified
- Security Notification
- Bundles
- Connectivity
- Keys
- System Measurement

Current Systems

BTP Systems (111)

Search

System	System Kind	System Role	Data Center	Cloud Service	Customer	Global Account	Subaccount
★ [blurred]	Cloud Service Instance	Production	[blurred]	Cloud Management...	[blurred]	[blurred]	[blurred]
★ [blurred]	Cloud Service Instance	Production	[blurred]	foundational services for SAP...	[blurred]	[blurred]	[blurred]
★ [blurred]	Cloud Service Instance	Production	[blurred]	lifecycle management for...	[blurred]	[blurred]	[blurred]
★ [blurred]	Cloud Service Instance	Production	[blurred]	SAP BTP, Cloud Foundry runtime	[blurred]	[blurred]	[blurred]
★ [blurred]	Cloud Service Instance	Production	[blurred]	SAP ID Service	[blurred]	[blurred]	[blurred]

5 entries per page

< 1 2 3 ... 23 >

Public Cloud Systems (33)

Search

System	Installation	System ID	System Role	Data Center	Cloud Service	Customer
--------	--------------	-----------	-------------	-------------	---------------	----------

- Home
- Calendar
- Reporting
- Dashboards
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- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Get Assistance
- Feedback
- Legal
- Status
- Mobile App

Systems & Provisioning / SAP Cloud ALM - [redacted]

SAP Cloud ALM - [redacted]

System Number [redacted]

System Name	System ID	System Role	Data Center	Cloud Service	Installation
SAP Cloud ALM - [redacted]	SCP	Production	Global	SAP Business Technology Platform	[redacted]
Customer					
SAP Test - [redacted]					

- General
- System Relationships
- Support
- Contracts

Installed Software Product (Version) (1)

Standalone

SAP Business Technology Platform

5 entries per page

Access Information

Main URL: [redacted]

BTP System Details

System Kind: [redacted]

Global Account Name: [redacted]

Global Account ID: [redacted]

Global Account Administrators

Add

- [redacted]
- [redacted]

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- Legal
- Status
- Mobile App

Systems & Provisioning / SAP Cloud ALM -

SAP Cloud ALM -

System Number

System Name	System ID	System Role	Data Center	Cloud Service	Installation
SAP Cloud ALM -	SCP	Production	Global	SAP Business Technology Platform	
Customer					
SAP Test - Prokesch Pharma Data Loa (1527516)					

- General
- System Relationships
- Support**
- Contracts

Preventative KBAs & Notes



No Data
No relevant data for this system.

- 🏠 Home
- 📅 Calendar
- 📊 Reporting
- Dashboards
- 👤 Customer Success
- 💰 Finance & Legal
- 🔗 Partner Solutions
- 🤝 Partnership
- 📦 Portfolio & Products
- 📈 Sales & Marketing
- 🛠 Services & Support
- ⚙ Systems & Provisioning
- 👤 Users & Contacts
- 👤 Get Assistance
- 🗣 Feedback
- 🏛 Legal
- 📄 Status
- 📱 Mobile App

Systems & Provisioning

Get Assistance

Overview Systems Provisioning **Availability** Get Notified Security Notification Bundles Connectivity Keys System Measurement

Availability Status (1) **Unavailable** All Favorite Only

Cloud Service: Solution Area:

Data Center: Customer:

Deployment Model:

System	System Role	Solution Area	Cloud Service	Data Center	Status	Customer
★ [blurred]	Production	SAP Build	SAP BTP, Cloud Foundry runtime	[blurred]	UNDER INVESTIGATION	[blurred]

5 entries per page < 1 >

Events (42...) **Past** All Fut... SLA Relevant Favorite Only

Event Type: Status:

Data Center: Cloud Service:

Customer: Deployment Model:

ID	Cloud Service	Event Type	Data Center	Status	Start	End	Affected Systems	Affected Bundles
> EV [blurred]	SAP SuccessFactors Learning + 2 more	Maintenance	[blurred]	UPCOMING MAINTENANCE	29.06.2025 06:00	29.06.2025 07:00	6	13
> EV [blurred]	SAP SuccessFactors Learning + 2 more	Maintenance	[blurred]	UPCOMING MAINTENANCE	22.06.2025 06:00	22.06.2025 07:00	6	13
> EV [blurred]	SAP SuccessFactors HCM + 2 more	Maintenance	[blurred]	UPCOMING MAINTENANCE	15.06.2025 06:00	15.06.2025 10:00	6	13
> EV [blurred]	SAP SuccessFactors Learning + 2 more	Maintenance	[blurred]	UPCOMING MAINTENANCE	08.06.2025 06:00	08.06.2025 07:00	6	13

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- Users & Contacts**
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10 entries per page < 1 >

SAP Passport

Benefit from single sign-on

196

Days to expire

Install an SAP Passport browser certificate on your computer and log on to SAP for Me and other SAP websites without your S-user ID and password.

[Renew your passport](#)

Manage Users and Authorizations

Manage S-Users & Technical Communication Users

Total Users 1013

Recently created 750

Action required 101

Manage My Partner Users

Access the Manage My Users app to create contacts and manage authorizations required for the partner dashboards in SAP for Me, as well as other partner-related portals.

Manage Service Partner Users

If you are a cloud customer's administrator, you can invite your partner's S-users to report cases on behalf of your company.

Important Contacts in My Company

Find colleagues in your company who have special functions such as super administrator, software recipient, or security contact.

Private Cloud Contacts

Let Private Cloud customers maintain their contact information by themselves.

Service Partner User Cockpit

0 Invitations waiting

Accept invitations to report cases on behalf of one of your customers, while still using your own partner S-user ID.

[Open Cockpit](#)

Global SAP User Groups

Connect with SAP customers and industry and technology experts from SAP and our partners through SAP user groups.

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User Management

Request User Manage Services

👤 1013 Users
👤 1 Requested Users
👤 61 Deleted Users
👤 1738 Important Contacts
📄 Reports and Updates
👤 113 Auth. Packages
👤 Tech. Comm. Users
👤 101 Action Required

Users (1013) ⓘ

Change Expiry Date Assign Authorization Packages Change Department Delete Search 🔍 ⌵ ⌴ ⚙️ ↻ ⬇️

<input type="checkbox"/>	First Name	User ID	Customer Name	Customer Number	MFA Status	Country/Region	Department	Last Login	Requested By	Created On	Manage	Status	Expiry Date	Function
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		Never		30.05.2024	🔄 🗑️	🔒 Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		12.12.2022		30.09.2020	🔄 🗑️	🔒 Expired	05.01.2025	>
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		01.10.2021		10.08.2021	🔄 🗑️	🔒 Active	28.06.2025	>
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		27.02.2024		11.01.2023	🔄 🗑️	🔒 Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		09.10.2023		13.04.2018	🔄 🗑️	🔒 Active	31.12.9999	User Administrator >
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		21.01.2025		30.10.2012	🔄 🗑️	🔒 Active	31.12.9999	Super Administrator >
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		15.12.2023		21.09.2023	🔄 🗑️	🔒 Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		Never		05.05.2023	🔄 🗑️	🔒 Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		06.06.2024		15.11.2019	🔄 🗑️	🔒 Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>			SAP Test Account - aPaul Pharma			Germany		Never		16.10.2024	🔄 🗑️	🔒 Active	31.12.9999	Cloud Administrator >

- 🏠 Home
- 📅 Calendar**
- 📊 Reporting
- Dashboards
- 👤 Customer Success
- 💰 Finance & Legal
- 👥 Partner Solutions
- 🤝 Partnership
- 📁 Portfolio & Products
- 🏠 Sales & Marketing
- 🛠️ Services & Support
- ⚙️ Systems & Provisioning
- 👤 Users & Contacts
- 🔗 Get Assistance
- 🗣️ Feedback
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Calendar

Get Assistance

Calendar Maintenance Deliveries

22.02.2025

Search

Day

Week

Month

...

Planned Events for Cloud Services

License key expiry

Schedule an Expert or Manager sessions

Maintenance deliveries (patches etc.)

Extranet release dates

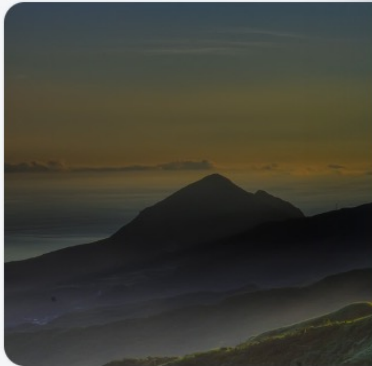
SAP Security Patch days

< Today > March 2025


	Sun	Mon	Tue	Wed	Thu	Fri	Sat
9	23	24	25	26	27	28	1
		SAP BW/4HANA 2023 FP04 Maintenance Delivery SAP BW/4HANA, business consolidation add-on 3.0 SP12 Maintenance Delivery SAP S/4HANA 2023 FPS3 Maintenance Delivery					
10	2	3	4	5	6	7	8
		SAP BusinessObjects Business Intelligence platform 4.3 SP4.11 Maintenance Delivery SAP BW/4HANA, business consolidation add-on 4.0 SP04 Maintenance Delivery					
11	9	10	11	12	13	14	15
		SAP BusinessObjects Business Intelligence platform 2025 00 Maintenance Delivery SAP Global Trade Services 11.0 SP25 Maintenance Delivery					
12	16	17	18	19	20	21	22
		SAP enhancement package 1 for SAP NetWeaver 7.3 SP36 Maintenance Delivery					

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Welcome Test,



Feedback



How would you rate **SAP for Me** today?

★★★★★

[Suggest a Feature](#) [Close](#)

Customize Home Page

Search Support Knowledge

How can we help you?

Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support

of cloud systems that report their communicated availability

All

I Am Interested In

All Cases

Show a list of all cases

Customer Interaction Center Overview



Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. We are available **24 hours a day, 7 days a week, 365 days a year**, and provide a central point of contact for assistance with non-technical queries.

Overview

A contact channel for non-technical questions, such as:

- Existing customer case enquiries, e.g. status requests, speed up requests, escalation requests
- SAP for Me and SAP Support Portal navigation and applications, e.g. user management, license key request, software downloads
- S-user and SAP Universal ID administration, e.g. unlocking users, authorization help
- Remote service requests

Benefits

CIC offers customers assistance in the following ways:

- Available 24 hours a day, 7 days a week, 365 days a year
- Service menu to select a specific product area, including SAP Ariba, SAP Concur, SAP Fieldglass, SAP Success Factors
- 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 for Me.

[Chat with CIC](#)

[Call CIC](#)

[E-mail CIC](#)

Learn more here:

- [SAP Support Portal](#)
- [Webcasts](#)
- [CIC Support Videos](#)
- [CIC Blogs SAP Communities](#)

Support Accreditation

Support Accreditation is a free self-enablement learning journey that empowers customers and partners to make the best out of SAP's support offerings and tools.

Overview

- Covers topic areas relevant for customers and partners
- Showcases all available support services and tools provided by SAP
- Consists of five units:
 - ✓ Self-service support
 - ✓ Live support channels
 - ✓ AI-guided support
 - ✓ SAP Cloud ALM
 - ✓ Scenario-specific support
- Available at no additional cost
- Get further insights in the [interview](#) with Stefan Steinle, Head of Customer Support

Benefits

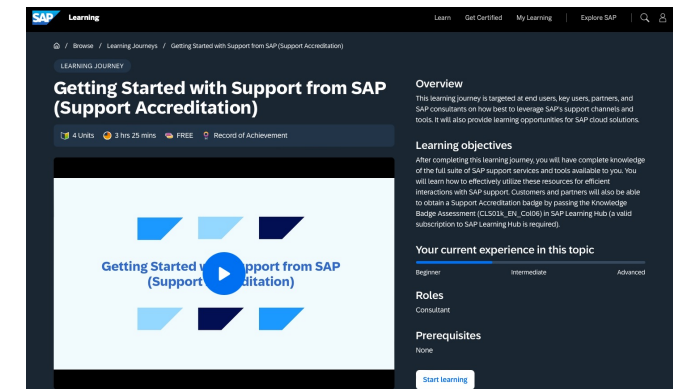
- **Informative**
Gain empowerment and awareness to all the available support resources
- **Efficient**
Easy-to-consume self-enablement learning journey
- **Flexible**
Units can be taken at your own pace and time
- **Rewarding**
Obtain a record of achievement on successful completion of an assessment

Access

- Available to all SAP users
- Access through learning.sap.com: Click [here](#)
- Access through QR code



Preview



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Thank you.

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