



Support Webcast: Solution Search and Self Service Enablement

CIC, SAP

Public



Agenda

- SAP Support Sites
- How to access the Knowledge Base Search
- Search Repositories and Filters
- SAP Notes vs SAP Knowledge Base Articles
- Expert Search
- SAP Support Assistant and Support Log Assistant
- Ask an Expert Peer
- Support By Product
- SAP Guided Answers
- Searching Tips & Examples
- Customer Interaction Center

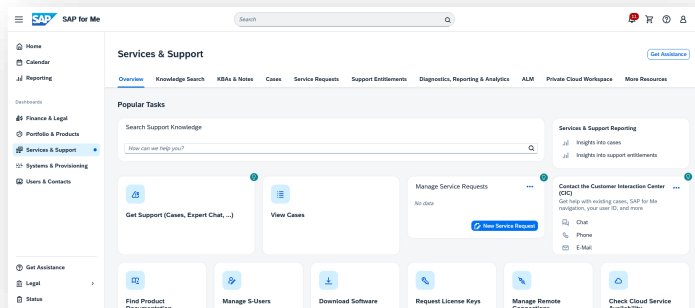
SAP Support Infrastructure



SAP for Me

- Access to support resources in a single, intuitive interface.
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Support applications such as Incident Management, License Keys, Software Download and many more!

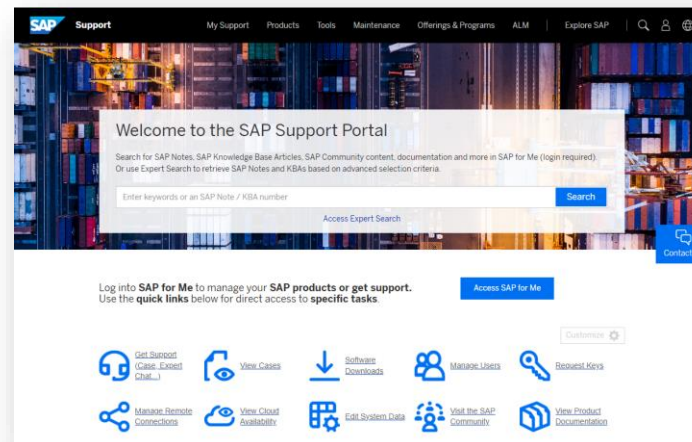
Access: [SAP for Me](https://support.sap.com)



SAP Support Portal

- 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
- Guides for support applications via the SAP Help Portal (<https://help.sap.com>)

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

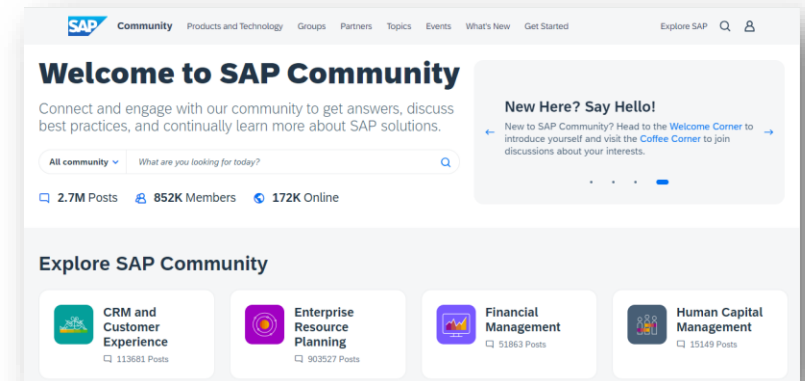


SAP Community

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

<https://blogs.sap.com/tag/customerinteractioncenter/>

Access: <https://community.sap.com>



How to access SAP for Me knowledge search – Support Portal



SAP Support My Support Products Tools Maintenance Offerings & Programs ALM | Explore SAP

Welcome to the SAP Support Portal

Search for SAP Notes, SAP Knowledge Base Articles, SAP Community content, documentation and more in SAP for Me (login required).
Or use Expert Search to retrieve SAP Notes and KBAs based on advanced selection criteria.

Enter keywords or an SAP Note / KBA number [Search](#)

[Access Expert Search](#)

[Contact Us](#)

To access the search you must be logged in with an S-user

No specific S-user authorisations are required to search

Log into **SAP for Me** to manage your **SAP products** or **get support**.
Use the **quick links** below for direct access to **specific tasks**.

[Access SAP for Me](#)

How to access SAP for Me knowledge search – SAP for Me



- Home
- Calendar
- Reporting
- Dashboards
- Finance & Legal
- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts

Welcome Rebecca,

Edit

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 Assistance
- Legal
- Status

Get Started	Cases	Software Download	Manage Users and Authorizations
What is SAP for Me? Manage SAP for Me access	I Am Interested In All Cases Show a list of all cases	# items in basket	Manage S-Users & Technical Communication Users Total Users

How to access SAP for Me knowledge search – SAP for Me



- Home
- Calendar
- Reporting
- Dashboards
- Finance & Legal
- Portfolio & Products
- Services & Support**
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Legal
- Status

Services & Support

Get Assistance

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

Popular Tasks

Search Support Knowledge

How can we help you?

Services & Support Reporting

- Insights into cases
- Insights into support entitlements

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

View Cases

Manage Service Requests

No data

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

SAP for Me: Search results - Search Repositories



Services & Support

Get Assistance

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

Sybase license key



Search

All Support Documentation Community

Filter By

Clear

Resource

<input type="checkbox"/>	SAP Help	10885
<input type="checkbox"/>	SAP Community Question	6224
<input type="checkbox"/>	SAP Note	5542
<input type="checkbox"/>	SAP Community Blog	2904
<input type="checkbox"/>	SAP Knowledge Base Article	2484
<input type="checkbox"/>	SAP Guided Answer	188
<input type="checkbox"/>	SAP Support Portal	39
<input type="checkbox"/>	SAP Influence	39
<input type="checkbox"/>	Tutorial	36

Results 1-25 of 28365 in 222 ms

Sort By: Relevance

2598134 - How to create Sybase license keys - Overview - SAP for Me

05.07.2023 · Symptom ... Where to request a license key for Sybase Products ... Generating SySAM 2.0 license keys How to view the license entitlement Manage license keys for Sybase Products by License Host

Recommended SAP Knowledge Base Article English

SAP IQ, SAP Afaria, SAP PowerDesigner, SAP Adaptive Server Enterprise, SAP SQL Anywhere, SQL Anywhere, SAP Sybase IQ, SAP PowerBuilder XX-SER-LIKEY-SYB

2628620 - How to create Sybase IQ license keys - SAP for Me

06.06.2024 · Symptom How to create SAP IQ license keys How to generate Sybase IQ license keys Environment ... Unserved License: License files can reside on machine running the licensed program. ... 1773826

Recommended SAP Knowledge Base Article English SAP IQ, SAP Sybase IQ XX-SER-LIKEY-SYB

2639679 - How to Check In Sybase license keys - SAP for Me

28.07.2023 · To 'delete' Sybase license keys in the License Keys application, use the Check In feature to return licenses to your License ... Licenses Manage Sybase Licenses by Host (see also KBA 2613594)

Recommended SAP Knowledge Base Article English

SAP IQ, SAP Replication Server, SAP PowerAMC, Sybase Replication Server software, Sybase Adaptive Server Enterprise, SAP Sybase IQ, SAP



> Component	2609801 - Who to contact for Sybase license key questions or issues 28.07.2023 · License Key team (XX-SER-LIKEY-SYB) assist with questions/issues when using the SAP License Keys application such ... Sybase product experts (BC-SYB*) assist with all questions/issue, such as:
> Type - SAP Notes	SAP Knowledge Base Article English
> Product	SAP IQ, SAP Afaria, SAP PowerDesigner, SAP Replication Server, SAP SQL Anywhere, Sybase Adaptive Server Enterprise, SAP InfoMaker, SAP PowerBuilder XX-SER-LIKEY-SYB
> Language	2609089 - How to get a valid license key for Sybase system when changing the location 28.07.2023 · Generate license key for sybase when changing the location How to apply license key for sybase when site changed ... License key request, Sybase license key , SAP local contract department
> Category	SAP Knowledge Base Article English XX-SER-LIKEY-SYB
> Priority	2667250 - How to request a Sybase SAP PowerBuilder license key - SAP for Me 28.12.2023 · Symptom ... How to create a served license key How to create an unserved license key Environment ... Optional ... Sybase license keys online help (step-by-step instructions with screenshots)
> Date	SAP Knowledge Base Article English SAP PowerBuilder XX-SER-LIKEY-SYB

SAP Expert Search



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

The screenshot shows the SAP Expert Search interface. On the left is a navigation menu with categories like Home, Calendar, Reporting, Dashboards, Finance & Legal, Portfolio & Products, Services & Support, Systems & Provisioning, Users & Contacts, Get Assistance, Legal, and Status. The main area is titled 'Expert Search' and contains a grid of filter fields:

- Search Term:
- Fuzzy Threshold:
- Components (Start with):
- Components (Exact):
- Excluded Components (Exact):
- Released On (Pre-Defined):
- Released On (Free):
- System:
- Soft.Comp.:
- Soft.Comp.Version:
- Support Package (Greater Than):
- Support Package (Equal):
- Product:
- Product Version:
- Priority:
- Category:
- Release Status:
- Document Type:
- Country/Region:
- SAP Security Patch Day:

Buttons for 'Hide Filter Bar', 'Clear', 'Restore', 'Filters', and 'Go' are visible at the top right of the filter area.

The dashboard titled 'My SAP Notes & KBAs I Am Interested In' shows the following statistics:

- 0 Favorites updated
- Updated: 50 (represented by a dark blue bar)
- New: 10 (represented by a light blue bar)

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

[2478289 - How to set up notifications for new or updated SAP Notes and/or KBAs with Expert Search filters - SAP for Me](#)



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

[2613605 - Automatic translation feature in SAP for Me](#)

[Video : SAP Real-Time Support: Automatic Translation](#)

... / Sales and Distribution / Master Data / Conditions and Condition Maintenance (SD-MD-CM) Show Changes

356373 - Condition maintenance: Internal error VK067 after deletion

SAP Note, Version: 6, Released On: 16.04.2002

Component: SD-MD-CM Category: Program error Correction: 1
Priority: Correction with medium priority Release Status: Released for Customer Manual Activities: 0
Prerequisites: 1

SAP Note/KBA Number

Description Software Components Correction Support Package References Attributes Available Languages

Symptom

In the condition maintenance for material determination, free goods or profile determination, the internal error VK067 T XVAKE F DATENTEIL_READ_BINARY I MV130F0Z

Other Terms

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

Reason and Prerequisites

SAP Knowledge Base Articles (KBAs)



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

The screenshot shows the SAP Knowledge Base article page for ID 1463938. The breadcrumb trail is 'Services & Support / KBAs & Notes / Logistics Execution / Shipping / Delivery Processing (LE-SHP-DL)'. The article title is '1463938 - Avoid delivery deletion after transfer order is confirmed'. The article is categorized as 'SAP Knowledge Base Article, Version: 5, Released On: 08.12.2017'. The component is 'LE-SHP-DL' and the category is 'How To'. It has a 'Rated Helpful' rating of 6 people and a 'Quality Rating' of 5 stars. The priority is 'Normal' and the release status is 'Released to Customer'. There is a search box for 'SAP Note/KBA Number' with the value '63'. The page has tabs for 'Description', 'Products', 'This document refers to', 'Attributes', 'Available Languages', and 'Rate this document'. The 'Symptom' section lists three bullet points: 'Delivery can be deleted after subsequent document transfer order (TO) is confirmed', 'Delivery can be deleted although WM status is set to "Confirmed"', and 'VBUK-LVSTK set to "C" but delivery can be deleted'. The 'Environment' section lists several bullet points: 'Sales And Distribution (SD)', 'Logistics Execution (LE)', 'SAP R/3', 'SAP R/3 Enterprise 4.7', 'SAP ERP Central Component', 'SAP ERP', and 'SAP Enhancement package for SAP ERP'.

Notifications



- Home
- Calendar
- Reporting
- Dashboards
- Finance & Legal
- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Legal
- Status

My Settings

Get Assistance

- Portal Preferences
- Authorizations and Functions
- Support-Related Notifications

Notification Settings

Application	SAP for Me	E-Mail	SMS
Announcement of Legal Change	ON	ON	OFF
CCOE Certification	ON	ON	OFF
> Cases	ON	ON	OFF
Confirm Hosted Installations	ON	ON	OFF
Customer Remote Logon Depot	ON	ON	OFF
Installation Management	ON	ON	OFF
License Keys	OFF	OFF	OFF
Manage Service Partner User	ON	ON	OFF
My SAP Notes & KBA	ON	ON	OFF
Register Hosted Installations	ON	ON	OFF
SAP EarlyWatch Alert Workspace	ON	ON	OFF
SAP HotNews	OFF	ON	OFF

Profile

RTS

- My Account
- My Settings
- My Company Info
- My Learnings
- What's new on SAP for Me?
- Logout

Get Support– Support Assistant



Basic Information 4/5

Best Action

Short Description* (Maximum 120 Characters)
Consolidated reporting column heading not displaying with the correct offset

Language*
English

System*
AAA

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

Product*
SAP BusinessObjects Business Intelligence platform

Recommended Solutions [Find More](#)

Hot
[BI 4.2 - End-of-Life for BI Platform - Priority-One Support ends 12/31/2024](#)
What are the remaining maintenance phases for SAP BusinessObjects BI Platform 4.2?...

BI-BIP-INS KBA (How To)

[Product Page for SAP BusinessObjects Business Intelligence platform](#)
Get to know what's new, and how to implement and use SAP BusinessObjects...

SAP Help Portal

[SAP Community Overview around SAP BusinessObjects Business Intelligence platform](#)
Review the latest blogs and questions in SAP Community!

SAP Community

[2836020 - Which products are available in the Support Assistant? - SAP for Me Incident Solution Matching](#)

Get Support– Support Log Assistant



- allows users to scan their support related files for known issues and recommendations
- The functionality is available via Get Support application as the new “Analyze Files” option that appears when attaching available file types to a case.
- The tool can be accessed directly via the SAP Support Portal via under the tools section: [Support Log Assistant](#)

The screenshot displays the SAP Support Portal interface. At the top, the navigation bar includes 'SAP Support', 'My Support', 'Products', 'Tools' (highlighted with a yellow box), 'Maintenance', 'Offerings & Programs', 'ALM', and 'Explore SAP'. Below this, a secondary navigation bar shows 'Troubleshooting Tools' and 'Support Log Assistant' (also highlighted with a yellow box). The main content area is titled 'Troubleshooting Tools' and features a section for 'Support Log Assistant'. This section includes a description of the tool, a 'Contact Us' button, and a blue button labeled 'Access the Support Log Assistant'. An image of three people working at a computer is also present.

Support Log Assistant

The Support Log Assistant is an SAP Cloud Platform tool that allows users to scan their support related files for known issues and recommendations. This provides the user with a self-service method of analyzing, reviewing and packaging up their log, trace and configuration related files to automatically find solutions that can help them maintain a healthy environment.

This tool leverages an online database of known issues, conditions and recommendations that is maintained by SAP Product Support Experts on a regular basis, so you are always getting the most up to-date alerts and recommendations.

[Access the Support Log Assistant](#)

Get Support - Ask an Expert Peer



The screenshot shows the SAP for Me 'Get Support' application interface. At the top, there is a search bar and navigation icons. The left sidebar contains a menu with categories like Home, Calendar, Reporting, Dashboards, Finance & Legal, Portfolio & Products, Services & Support, Systems & Provisioning, Users & Contacts, Get Assistance, Legal, and Status. The main content area is titled 'Get Support' and features a 'Basic Information' section with a 'Best Action' card. This card contains a blue button labeled 'Ask an Expert Peer', which is highlighted with a yellow border. Below this, there is a section for 'Alternative Channels' with three options: 'Open an SAP Community Question', 'Schedule an Expert', and 'Create a Case'. Each option includes a brief description and a 'More Info' link. On the right side, there is a 'Recommended Solutions' section with two cards: 'Documentation for Accounting' and 'Product Page for SAP ERP', both with 'Find More' links.

[Sap Community Blog: Ask an Expert Peer is now live in the 'Get Support' application in SAP for Me](#)

SAP Support by Product



- View product-specific information in one place
- Consolidates support documentation related to your chosen product
 - SAP KBAs
 - Grouped Help Portal Guides and Documentation
 - SAP Community blogs
 - SAP Community Questions and Answers
 - Guided Answers

[Support by Product on the Support Portal](#)

Support for My Software Products

3
Favorite Products

Support content for your product versions aggregated from various websites, such as SAP Knowledge Base Articles, Guided Answers, product documentation from the SAP Help Portal, and SAP Community blogs.

[Search for a product](#)

The screenshot shows the SAP Support portal for the SAP BusinessObjects Business Intelligence platform 4.3. The page features a navigation bar with 'Support' and various menu items. Below the navigation, there's a breadcrumb trail and the product name. A prominent blue button offers to 'View Additional Product Content in SAP for Me'. The main content area is divided into sections: 'Featured Content', 'SAP Knowledge Base Articles', 'Documentation', 'Guided Answers', and 'Questions & Blogs'. A 'Contact Us' button is visible on the right. The 'Important information' section lists several key updates and articles, such as 'Check out our new Guided Answers decision tree' and 'BusinessObjects 2025 news'. Below this, there are three columns of links for 'Documentation', 'Product Tutorials', and 'New Resources', each containing several relevant links.

The screenshot shows the SAP Support portal for the SAP BusinessObjects Business Intelligence platform 4.3. The page features a navigation bar with 'SAP for Me' and a search bar. Below the navigation, there's a breadcrumb trail and the product name. The main content area is divided into sections: 'Home', 'Calendar', 'Reporting', 'Dashboards', and 'Finance & Legal'. The 'SAP BusinessObjects Business Intelligence platform 4.3' section is highlighted, showing details such as 'Product Type: Standalone Product Version', 'Release Type: Standard', 'Product: SAP BusinessObjects Business Intelligence platform', 'Product Line: SAP BusinessObjects Business Intelligence', 'Product Category: Analytics', 'Release Type: Standard', 'SAP HANA Readiness: Ready', 'Current Status: Unrestricted available', and 'End of Mainstream Maintenance: 31.12.2025'. Below this, there are several tabs for 'Featured Content', 'SAP Knowledge Base Articles', 'Documentation', 'Guided Answers', 'Questions & Blogs', 'Downloads', and 'Print'.

SAP Guided Answers

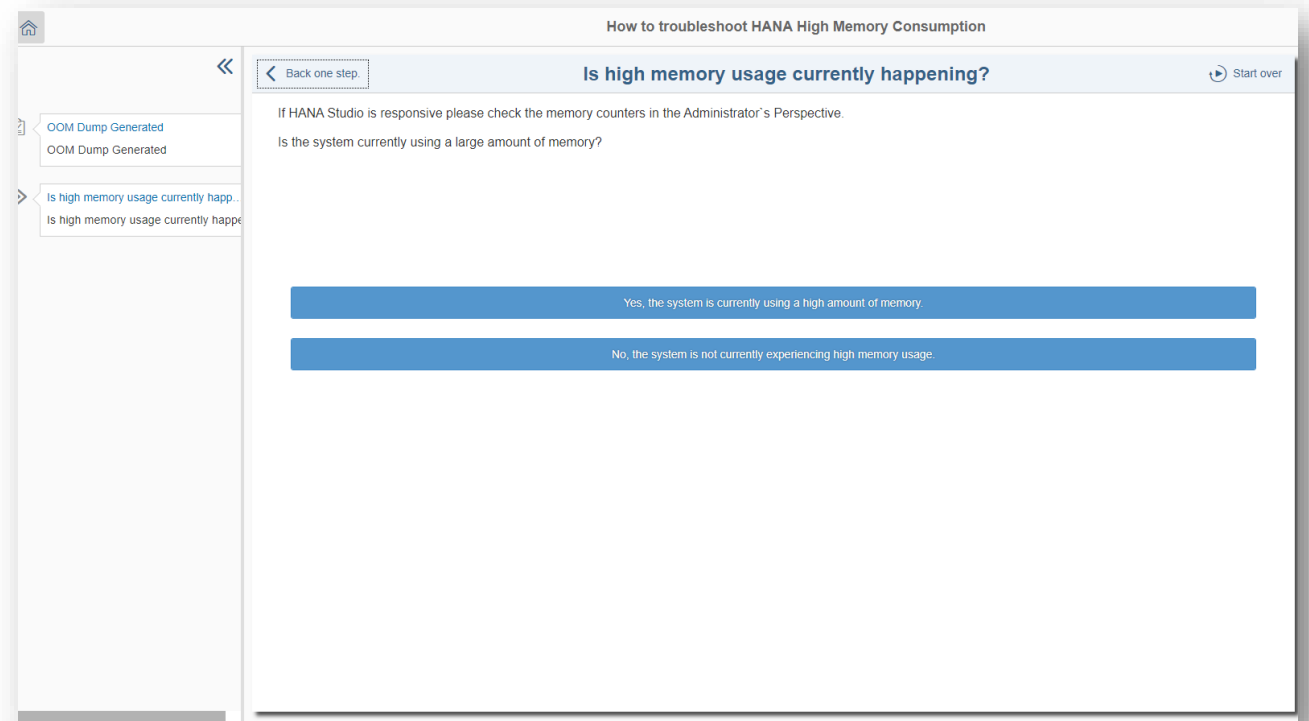
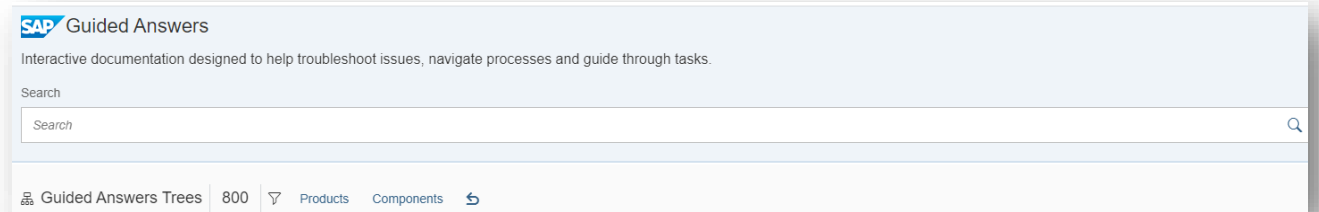


- Step-by-step guidance through a particular problem
- SAP experts document the steps taken when analysing an issue or when following a process
- Uses visual decision-trees concept
- Find the answer through multiple channels

Resources:

[Access Guided Answers](#)

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



Searching Tips

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



Searching Tips – Examples Using specific error message



The image shows two screenshots of the SAP Services & Support search interface. The top screenshot shows a search for "Sybase license key error" with a search bar highlighted in yellow. The search results show a list of resources on the left, with "SAP Knowledge Base Art..." highlighted in yellow. The main content area shows a search result for "2602302 - Sybase license key error: The quantity specified exceeds the maximum quantity allowed - SAP for Me".

The bottom screenshot shows a search for "Failed to open .../cep_license.prop file: errno=13 Permission denied" with a search bar highlighted in yellow. The search results show a list of resources on the left, with "SAP Knowledge Base Art..." highlighted in yellow. The main content area shows a search result for "2277782 - 'Failed to open .../cep_license.prop file: errno=13 Permission denied' licensing error - CEP 4.0".

Searching Tips - Examples Using quotation marks



Services & Support

Get Assistance

Overview Knowledge Search KBAs & Notes Cases Service Requests Support Entitlements More

Sybase license key

All Support Documentation Community

Filter By Clear

<input type="checkbox"/> SAP Help	1159
<input type="checkbox"/> SAP Knowledge Base Art...	198
<input type="checkbox"/> SAP Community Blog	124
<input type="checkbox"/> SAP Community Question	122
<input type="checkbox"/> SAP Note	89
<input type="checkbox"/> SAP Guided Answer	6
<input type="checkbox"/> SAP Support Portal	5

Results 1-25 of 1703 in 428 ms Sort By: Relevance

2598134 - How to create Sybase license keys - Overview - SAP for Me
05.07.2023 · Symptom ... Where to request a license key for Sybase Products ... Generating SySAM 2.0 license keys How to view the license entitlement Manage license keys for Sybase...

Recommended SAP Knowledge Base Article English

SAP IQ, SAP Afaria, SAP PowerDesigner, SAP Adaptive Server Enterprise, SAP SQL Anywhere, SQL Anywhere, SAP Sybase IQ, SAP PowerBuilder
XX-SER-LIKEY-SYB

2628620 - How to create Sybase license keys - Overview - SAP for Me
06.06.2024 · Symptom How to create Sybase license keys Environment ... Unserviced ...

Recommended SAP Knowledge Base Article English

XX-SER-LIKEY-SYB

2639679 - How to Check In SAP License Key - Overview - SAP for Me
28.07.2023 · To 'delete' Sybase license keys Environment ... Unserviced ...

Without quotation marks

With quotation marks ""

Services & Support

Get Assistance

Overview Knowledge Search KBAs & Notes Cases Service Requests Support Entitlements More

"Sybase license key"

All Support Documentation Community

Filter By Clear

<input type="checkbox"/> SAP Knowledge Base Art...	25
<input type="checkbox"/> SAP Community Question	3
<input type="checkbox"/> SAP Guided Answer	2

Results 1-25 of 31 in 346 ms Sort By: Relevance

2598134 - How to create Sybase license keys - Overview - SAP for Me
05.07.2023 · How to generate license keys for Sybase Products ... How to check in license keys for Sybase Products How to access the license key tool Where to request a license key for Sybase...

Recommended SAP Knowledge Base Article English

SAP IQ, SAP Afaria, SAP PowerDesigner, SAP Adaptive Server Enterprise, SAP SQL Anywhere, SQL Anywhere, SAP Sybase IQ, SAP PowerBuilder
XX-SER-LIKEY-SYB

Searching Tips – Examples Using component filter



Services & Support Get Assistance

Overview **Knowledge Search** KBAs & Notes Cases Service Requests Support Entitlements More

Sybase license key X Search

All **Support** Documentation Community

Filter By Clear Results 1-25 of 287 in 327 ms Sort By: Relevance

Resource

- SAP Knowledge Base Art... 198
- SAP Note 89
- SAP Guided Answer 6
- SAP Support Portal 5

Component

Component Q

- BC 154
- XX 58
- EIM 41
- HAN 10

2598134 - How to create **Sybase license** keys - Overview - SAP for Me
05.07.2023 · Symptom ... Where to request a **license key** for **Sybase** Products ... Generating SySAM 2.0 **license** keys How to view the **license** entitlement Manage **license** keys for **Sybase**...
Recommended **SAP Knowledge Base Article** **English**

SAP IQ, SAP Afaria, SAP PowerDesigner, SAP Adaptive Server Enterprise, SAP SQL Anywhere, SQL Anywhere, SAP Sybase IQ, SAP PowerBuilder
XX-SER-LIKEY-SYB

2628620 - How to create **Sybase IQ license** keys - SAP for Me
06.06.2024 · Symptom How to create SAP IQ **license** keys How to generate **Sybase IQ license** keys Environment ... Unserviced **License: License** files can reside on machine running the **licensed**...
Recommended **SAP Knowledge Base Article** **English** SAP IQ, SAP Sybase IQ

XX-SER-LIKEY-SYB

2639679 - How to Check In **Sybase license** keys - SAP for Me
28.07.2023 · To 'delete' **Sybase license** keys in the **License** Keys application, use the Check In feature to return **licenses** to your **License** ... **Licenses** Manage **Sybase Licenses** by Host (see als...
Recommended **SAP Knowledge Base Article** **English**

SAP IQ, SAP Replication Server, SAP PowerAMC, Sybase Replication Server software, Sybase Adaptive Server Enterprise, SAP Sybase IQ, SAP Sybase Mainframe Connect, SAP InfoMaker, SAP PowerBuilder
XX-SER-LIKEY-SYB

Services & Support Get Assistance

Overview **Knowledge Search** KBAs & Notes Cases Service Requests Support Entitlements More

Sybase license key X Search

All **Support** Documentation Community

Filter By Clear Results 1-25 of 26 in 389 ms Sort By: Relevance

Resource

- SAP Knowledge Base Art... 25
- SAP Note 1
- SAP Guided Answer 2

Component

Component Q

- BC 154
- XX 58
 - XX-SER 52
 - XX-SER-LIKEY 46
 - XX-SER-LIKEY-SYB 26
 - XX-SER-LIKEY-BOJ 1

2598134 - How to create **Sybase license** keys - Overview - SAP for Me
05.07.2023 · Symptom ... Where to request a **license key** for **Sybase** Products ... Generating SySAM 2.0 **license** keys How to view the **license** entitlement Manage **license** keys for **Sybase**...
Recommended **SAP Knowledge Base Article** **English**

SAP IQ, SAP Afaria, SAP PowerDesigner, SAP Adaptive Server Enterprise, SAP SQL Anywhere, SQL Anywhere, SAP Sybase IQ, SAP PowerBuilder
XX-SER-LIKEY-SYB

2628620 - How to create **Sybase IQ license** keys - SAP for Me
06.06.2024 · Symptom How to create SAP IQ **license** keys How to generate **Sybase IQ license** keys Environment ... Unserviced **License: License** files can reside on machine running the **licensed**...
Recommended **SAP Knowledge Base Article** **English** SAP IQ, SAP Sybase IQ

XX-SER-LIKEY-SYB

2639679 - How to Check In **Sybase license** keys - SAP for Me
28.07.2023 · To 'delete' **Sybase license** keys in the **License** Keys application, use the Check In feature to return **licenses** to your **License** ... **Licenses** Manage **Sybase Licenses** by Host (see als...
Recommended **SAP Knowledge Base Article** **English**

SAP IQ, SAP Replication Server, SAP PowerAMC, Sybase Replication Server software, Sybase Adaptive Server Enterprise, SAP Sybase IQ, SAP Sybase Mainframe Connect, SAP InfoMaker, SAP PowerBuilder
XX-SER-LIKEY-SYB



- [2342391](#) - How to access and use the SAP HotNews application - SAP for Me
- [2371996](#) - How to access and use the SAP Security Notes application - SAP for Me
- [2372245](#) - How to access the SAP Legal Change Notes application - SAP for Me
- [2361791](#) - How to filter SAP Legal Change Notes, Security Notes, and HotNews based on systems - SAP for Me
- [2478289](#) - How to set up notifications for new or updated SAP Notes and/or KBAs with Expert Search filters - SAP for Me
- [2341971](#) - Overview of SAP Notes and KBA applications > SAP Hot News / SAP Legal Changes Notes / SAP Security Notes - SAP for Me
- [2421423](#) - How to search for relevant information in the Knowledge Base - SAP for Me
- [2081285](#) - How to get the best results from an SAP Knowledge Base search?
- [2388433](#) - Information about using Expert Search for SAP Notes & KBAs - SAP for Me

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 cases enquires, e.g. status requests, speed up request, escalation requests



SAP for Me and SAP Support Portal navigation and applications, e.g. user management, license key request



S-User and SAP Universal ID administration, e.g. unlocking users, authorization help, and password reset



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 Qualtrics 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 ONE Support Launchpad

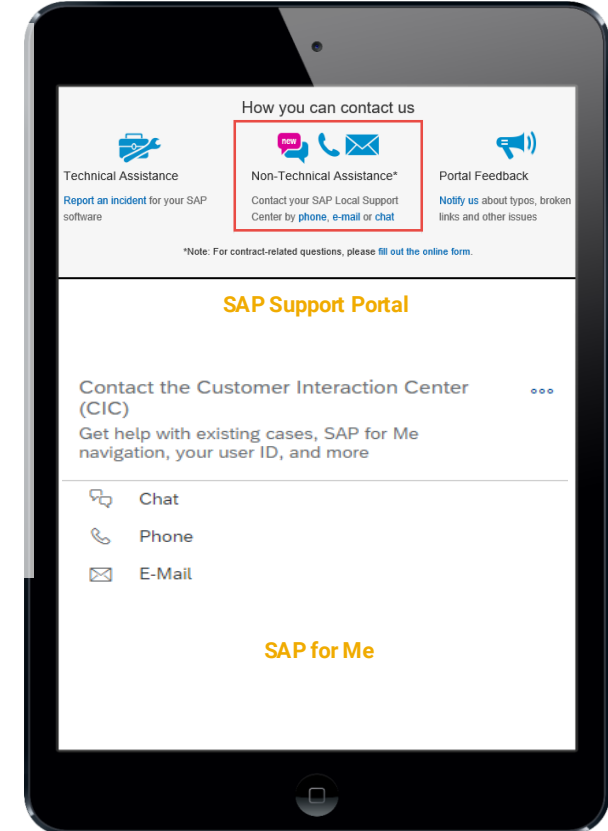
- [Chat with CIC](#)
- [Call CIC](#)
- [E-mail CIC](#)

} Direct Access

Learn more here:

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

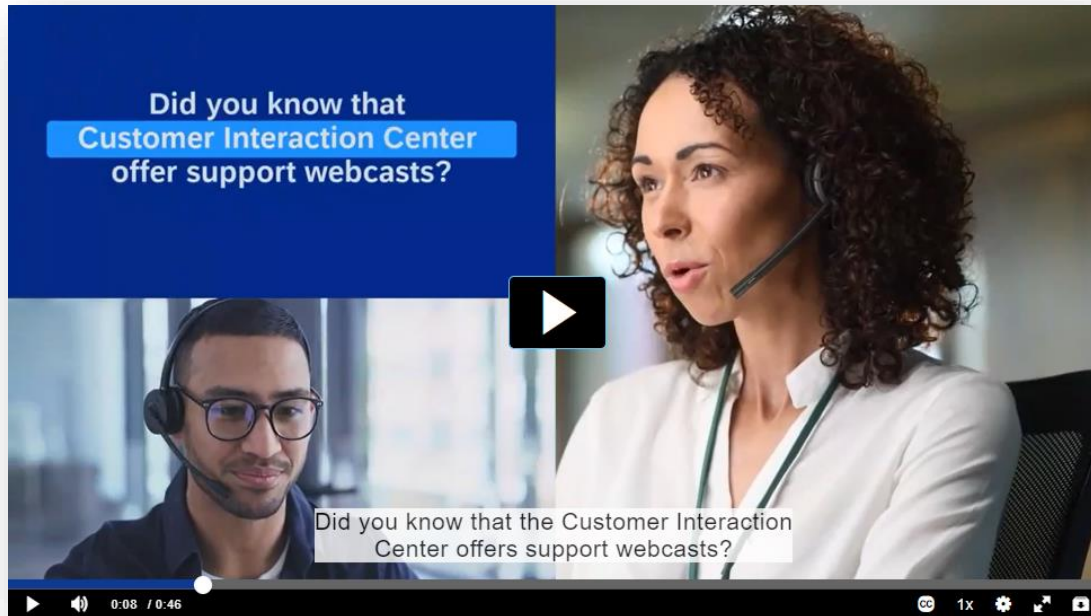
Preview



Customer Interaction Center Webcasts

Register for live Support Webcasts or find our Webcast Replays on Demand here:

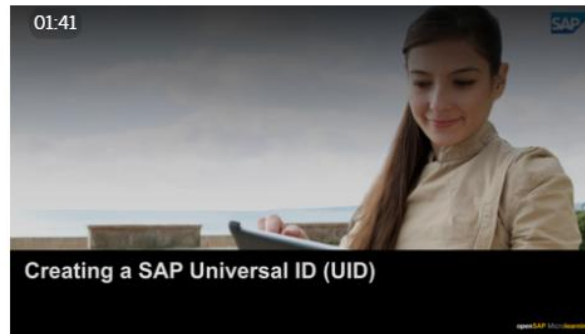
<https://events.sap.com/supportwebcasts/en/home>



A screenshot of the SAP Customer Interaction Center Support Webcasts page. The page has a blue header with the SAP logo, 'Home', and 'Links' dropdown. Below the header, the text 'Customer Interaction Center' is followed by 'SUPPORT WEBCASTS' in large white letters. To the right is a video thumbnail showing a woman in a headset. Below this, there are three bullet points: 'Highlight Key Support Resources', 'Q&A with CIC Experts', and 'Variety of Languages'. The main content area is titled 'Upcoming Live Sessions' and contains a list of 15 sessions with their titles, languages, and dates/times. At the bottom, there is a section titled 'Library - Previously Recorded Support Webcasts' with a list of 5 recorded sessions. A 'Return to top' link is visible at the bottom right of the page.

Customer Interaction Center Support Videos

Customer Interaction Support Videos guide you step by step through SAP support.





CIC Blogs on the SAP Community

- **How to reset your S-user ID password** - [How to reset your S-user password | SAP Blogs](#)
- **SAP User ID's? What's the difference? Find out more here.** [SAP User IDs? What's the difference? Find out more here... | SAP Blogs](#)
- **Helpful Tips from the Customer Interaction Center – SAP Universal ID** - [Helpful Tips from the Customer Interaction Center – SAP Universal ID | SAP Blogs](#)
- **Learn All About S-user IDs** - [Learn All About S-user IDs! | SAP Blogs](#)
- **Are you interested in learning about Technical Communication Users?** [Are you interested in learning about Technical Communication Users? | SAP Blogs](#)

You can contact CIC by:

 **Phone:** <https://support.sap.com/call1sap>

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

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



Thank you.

Contact information:

CIC

