SAP for Me-您的智能数字化助手

Alina Wang
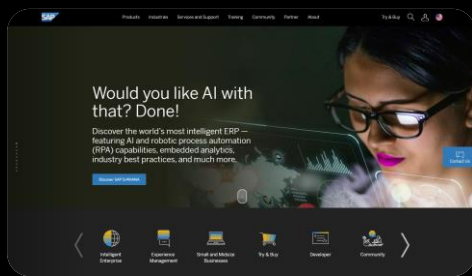
2022年6月

THE BEST RUN **SAP**
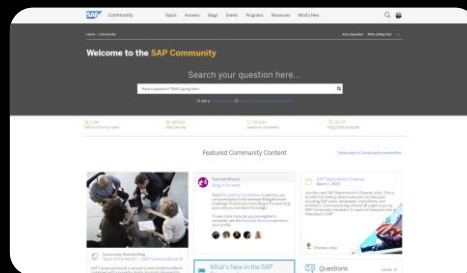
原因之一：

简化您访问SAP的入口。

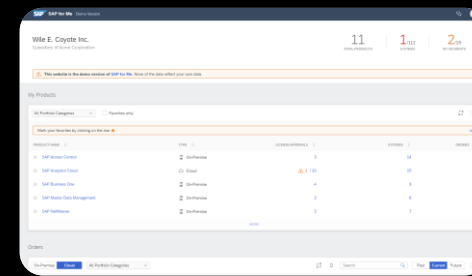# 一级访问网站

sap.com
门户网站

community.sap.com
社区

me.sap.com
客户门户

二级访问网站
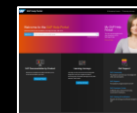

SAP Transformation Navigator

Innovation Discovery

SAP Best Practices Explorer

SAP Help

Platform Availability Matrix

SAP Support Portal

SAP Value Lifecycle Manager

SAP Road Map Explorer

Software Download Center

Maintenance Planner
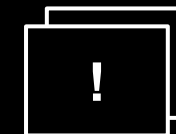
And many more…

原因之二：

将SAP for Me 打造成面向所有客户和合作伙伴的主要入口。

SAP for Me — 范围

借助 SAP for Me，您将可以：
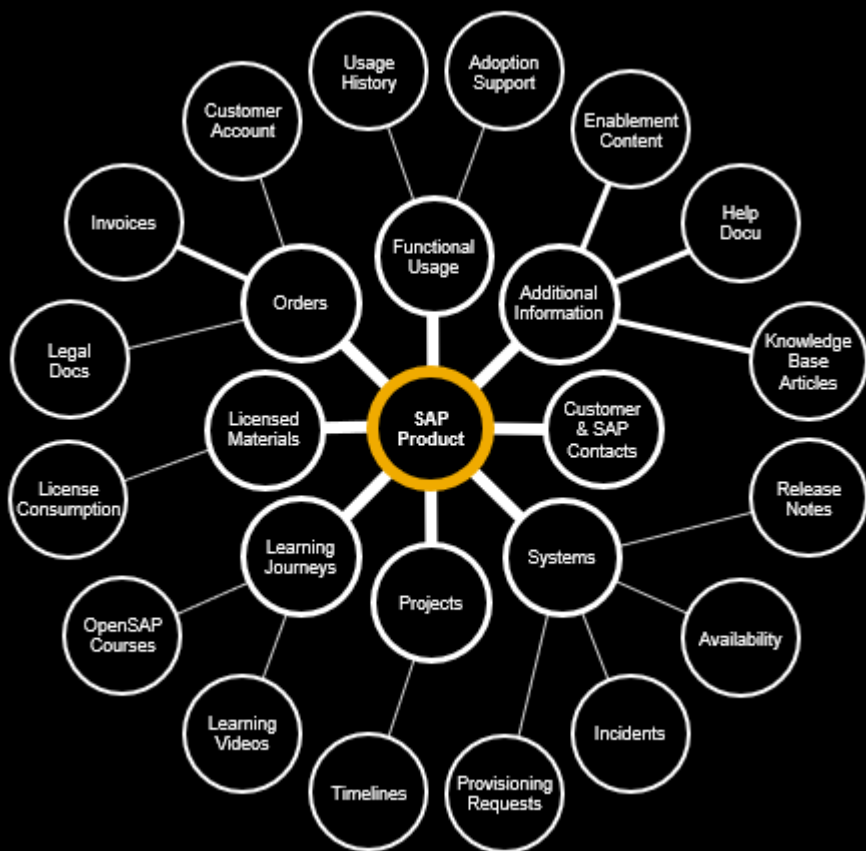
- 开启您SAP之旅的 单一入口

- 拥有 个性化 访问界面

- 对您所拥有的所有SAP系统的相关情况了然于胸

- 根据您的需求，使用自助式服务

- 积极的影响SAP产品以及SAP for Me的下一步发展方向

原因之三：

SAP ONE Support Launchpad将彻底被 SAP for Me所取代

作为应用程序入口点的 SAP ONE Support Launchpad 主页将替换为 SAP for Me
2022 年第 3 季度初期

Q1/22　　　　　**Q2/22**　　　　　**Q3/22**　　　　　**Q4/22**

SAP ONE Support Launchpad
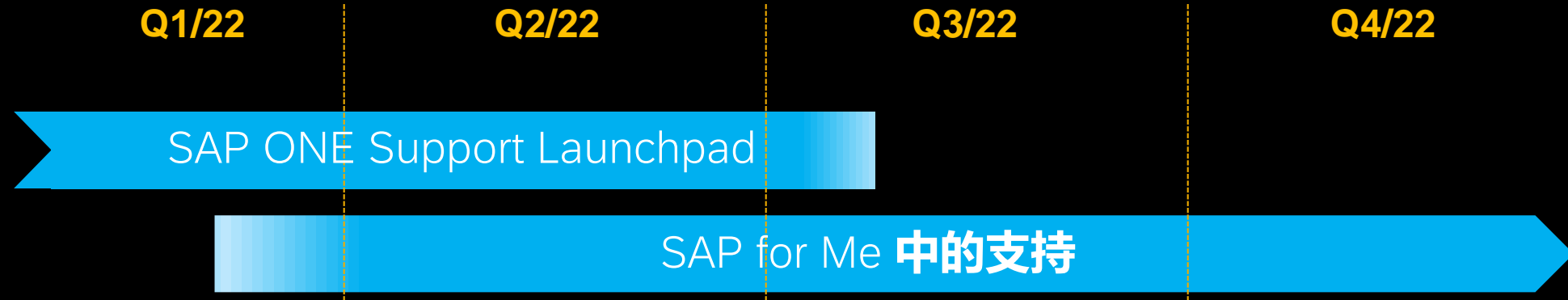
SAP for Me **中的支持**

SAP for Me 门户演示

热点问题&使用场景

*如何将SAP ONE Support Launchpad 中的个性化磁贴*一键导入*SAP for Me？ (参考博文)*

如何查询SAP ONE Support Launchpad中的 tile在SAP for me中的对应 card？ (参考tile to cards）

*如何*了解系统的情况*，比如系统信息、健康情况、使用情况、可用性等？*

*如何提交Case来*获得技术支持*？ 如何获得case状态更新的提醒？*

*如何*了解重要事件日历*，比如产品的维护窗口、下一个Schedule an Expert的时间？*

*如何提交关于SAP for Me的*反馈*？遇见问题如何*获得帮助*？*

示例一： 在SAP for Me的环境下，产生变化的磁贴

SAP ONE Support Launchpad

SAP for Me

示例二： 在SAP for Me的环境下，并未产生变化的磁贴
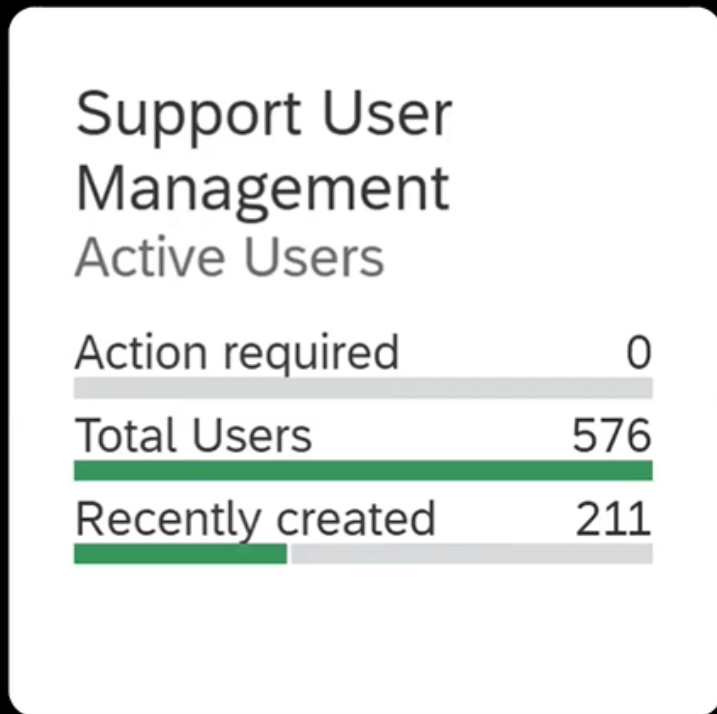
SAP ONE Support Launchpad
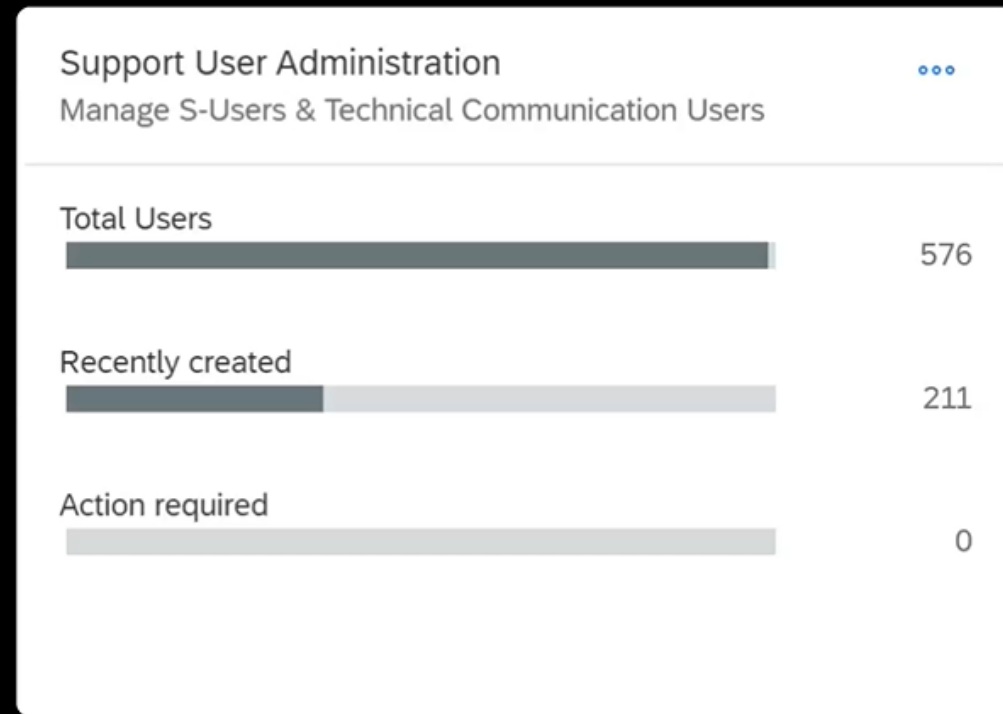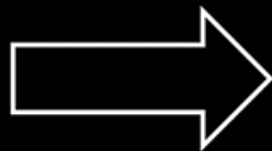
SAP for Me

SAP for Me

SAP for Me - Is made for You

Say hello to your digital companion

Sign In   Try our Demo
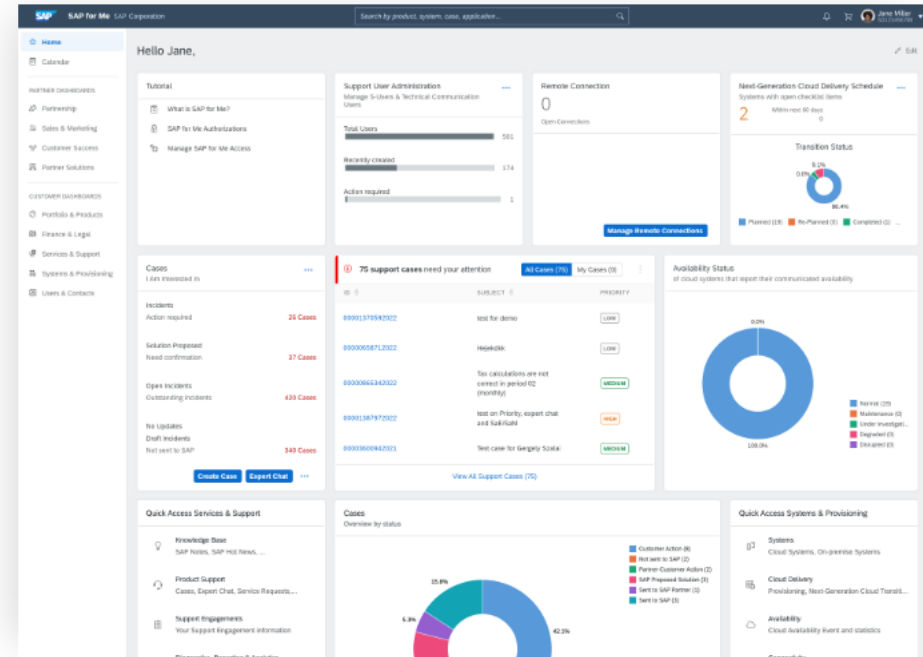
It's made for you

Comprehensive transparency about your SAP product portfolio, in one place.

In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best

Waiting for me.sap.com...

12

SAP for Me SAP Test Account - aPaul Pharma (1208936)

Search in me.sap.com

Home

Calendar

PARTNER DASHBOARDS

Partnership

Sales & Marketing

Customer Success

Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

Welcome

Edit

Welcome to SAP for Me!

We updated your SAP for Me Home page. Go ahead and customize your home page however you like using Edit mode. We can also use your data from SAP ONE Support Launchpad to personalize your home page for you.

Sure, import my data   No, thanks

? How we use your data

Tutorial	
📋	What is SAP for Me?
🔒	SAP for Me authorizations
⚙️	Manage SAP for Me access
🎧	Get started with SAP Support

Favorites (7 entries)   All Favorite Types

TITLE	TYPE
⭐ (A11)	Systems
⭐ (AA1)	Systems
⭐ (AAA)	Systems
⭐ (AAA)	Systems
⭐ (DDD)	Systems
⭐ AAA(AAA)	Systems
⭐ Joris Test(AAA)	Systems

Feedback

Collapse Sidebar

Help   Contact Us   Terms of Use   Copyright and Trademarks   Cookie Statement   Cookie Preferences   Legal Disclosure   Privacy

Search in me.sap.com

Home

Calendar

PARTNER DASHBOARDS

Partnership

Sales & Marketing

Customer Success

Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

Welcome

Edit

Cases
I Am Interested In

Incidents Action required	**49 Cases**
Solution Proposed Need confirmation	**36 Cases**
Open Incidents Outstanding incidents	**447 Cases**
No Updates Within last 7 days	**520 Cases**
High Priority P1 & P2 incidents	**74 Cases**
Draft Incidents Not sent to SAP	**339 Cases**

Create Case   Expert Chat   Schedule an Expert

Tutorial

What is SAP for Me?

SAP for Me authorizations

Manage SAP for Me access

Get started with SAP Support

Availability Status
of cloud systems that report their communicated availability

0.0%

100.0%

Normal (35)
Maintenance ...
Under Investi...
Degraded (0)
Disrupted (0)

Favorites (11 entries)

All Favorite Types

TITLE	TYPE
★ (A11)	Systems
★ (AA1)	Systems
★ (AAA)	Systems
★ (AAA)	Systems
★ (DDD)	Systems
★ AAA(AAA)	Systems
★ Joris Test(AAA)	Systems

Software Download
items in basket

Access the SAP Software Center to download software.

Software Download

License Keys

Activate your SAP software by requesting or renewing license keys for your products.

Quick Access Systems & Provisioning

Systems
Cloud Systems, On-premise Systems

Cloud Delivery
Provisioning, Next-Generation Clou...

Availability
Cloud Availability Event and statistics

Connectivity
Remote Connection, Remote Acces...

Keys
License Keys, SSCR Keys, Migratio...

System Measurement
System Measurement Relevancy fo...

Quick Access Services & Support

Knowledge Base
SAP Notes, SAP Hot News, ...

Product Support

Feedback

Collapse Sidebar

Search in me.sap.com

Card Catalog

Find a card

☐ Include not authorized cards

☐ **SAP Cards**

☑ **Cloud Availability Overview**
Get the current availability status of your cloud systems.

☑ **Favorites**
Lists all your Favorites.

☑ **License Key**
Activate your SAP software by requesting or renewing license keys for your products.

☑ **Quick Access Services & Support**
Quick Access to Services & Support Dashboard with direct access to the different detail areas.

☑ **Quick Access Systems & Provisioning**
Quick Access to Systems & Provisioning Dashboard with direct access to the different detail areas.

☑ **Software Download**
Access to SAP Software Center to download software.

☑ **Support Cases needing your attention**
This card shows the preview of up to 5 cases that require your action, organized into cases reported... More
RECOMMENDED

☑ **Support Cases Overview**
Shows the number of cases for different statuses. Provides quick access to get a solution.
RECOMMENDED

☑ **Tutorial**
SAP for Me Tutorials

☐ **[QUICK LINKS] SAP Ariba**

Done

Home
Welcome Amanda,

Cases
I Am Interested In

Incidents
Action required

Solution Proposed
Need confirmation

Open Incidents
Outstanding incidents

No Updates
Within last 7 days

High Priority
P1 & P2 incidents

Draft Incidents
Not sent to SAP

Create Case   Expert Chat   Schedule an E

communicated availability

■ Normal (35)
■ Maintenance ...
■ Under Investi...
■ Degraded (0)
■ Disrupted (0)

nload

P Software Center to download

Software Download

AP software by requesting or se keys for your products.

Quick Access Systems & Provisioning

Systems
Cloud Systems, On-premise Systems

Cloud Delivery
Provisioning, Next-Generation Clou...

Availability
Cloud Availability Event and statistics

Connectivity
Remote Connection, Remote Acces...

Keys
License Keys, SSCR Keys, Migratio...

System Measurement
System Measurement Relevancy fo...

Quick Access Services & Support

Knowledge Base
SAP Notes, SAP Hot News, ...

Product Support

PARTNER DASHBOARDS
Partnership
Sales & Marketing
Customer Success
Partner Solutions

CUSTOMER DASHBOARDS
Portfolio & Products
Finance & Legal
Services & Support
Systems & Provisioning
Users & Contacts

Collapse Sidebar

Edit

Feedback

Search in me.sap.com

Home

Calendar

PARTNER DASHBOARDS

Partnership

Sales & Marketing

Customer Success

Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Welcome Amanda,

✎ Edit

Tutorial

- 📋 What is SAP for Me?
- 🔒 SAP for Me authorizations
- ⚙ Manage SAP for Me access
- 🎧 Get started with SAP Support

Software Download
items in basket

Access the SAP Software Center to download software.

Software Download

License Keys

Activate your SAP software by requesting or renewing license keys for your products.

Request License Key

Cases
I Am Interested In

ooo

Incidents

Action required   55 Cases

Solution Proposed

Need confirmation   31 Cases

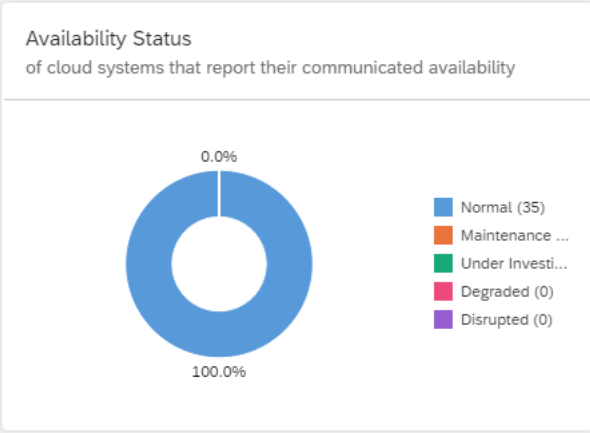**Open Incidents**

Outstanding incidents   474 Cases

No Updates

Within last 7 days   502 Cases

High Priority

P1 & P2 incidents   96 Cases

Draft Incidents

Not sent to SAP   339 Cases

Create Case   **Expert Chat**   **Schedule an Expert**

Availability Status
of cloud systems that report their communicated availability

0.0%

■ Normal (35)
■ Maintenance ...
■ Under Investi...
■ Degraded (0)
■ Disrupted (0)

100.0%

Favorites (11 entries)

All Favorite Types ⌄

TITLE	TYPE
★ (A11)	Systems
★ (AA1)	Systems
★ (AAA)	Systems
★ (AAA)	Systems
★ (DDD)	Systems
★ AAA(AAA)	Systems
★ Joris Test(AAA)	Systems

Quick Access Systems & Provisioning

- **Systems**
  Cloud Systems, On-premise Systems

- **Cloud Delivery**
  Provisioning, Next-Generation Clou...

- **Availability**
  Cloud Availability Event and statistics

- **Connectivity**
  Remote Connection, Remote Acces...

- **Keys**
  License Keys, SSCR Keys, Migratio...

- **System Measurement**
  System Measurement Relevancy fo...

Quick Access Services & Support

- **Knowledge Base**
  SAP Notes, SAP Hot News, ...

- **Product Support**

17

SAP for Me SAP Test Account - aPaul Pharma (1208936)

Search in me.sap.com

- ⌂ Home
- 📅 Calendar

PARTNER DASHBOARDS

- 👥 Partnership
- 📊 Sales & Marketing
- 🤝 Customer Success
- 📈 Partner Solutions

CUSTOMER DASHBOARDS

- 🔷 Portfolio & Products
- 🔖 Finance & Legal
- ⚙️ Services & Support
- ▦ Systems & Provisioning
- 📇 Users & Contacts

Collapse Sidebar

Welcome Amanda,

✎ Edit

Tutorial

- 📄 What is SAP for Me?
- 🔒 SAP for Me authorizations
- ⚙️ Manage SAP for Me access
- 🎧 Get started with SAP Support

Software Download
items in basket

Access the SAP Software Center to download software.

Software Download

License Keys

Activate your SAP software by requesting or renewing license keys for your products.

Request License Key

Cases
I Am Interested In   ○○○

Incidents
Action required   49 Cases

Solution Proposed
Need confirmation   36 Cases

Open Incidents
Outstanding incidents   448 Cases

No Updates
Within last 7 days   519 Cases
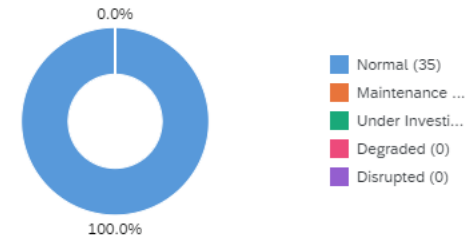
High Priority
P1 & P2 incidents   74 Cases

Draft Incidents
Not sent to SAP   339 Cases

Create Case   **Expert Chat**   **Schedule an Expert**

Availability Status
of cloud systems that report their communicated availability

0.0%

- 🟦 Normal (35)
- 🟧 Maintenance ...
- 🟩 Under Investi...
- 🟥 Degraded (0)
- 🟪 Disrupted (0)

100.0%

Favorites (11 entries)   All Favorite Types ⌄   ⋮

TITLE ⇅	TYPE ⇅
★ (A11)	Systems
★ (AA1)	Systems
★ (AAA)	Systems
★ (AAA)	Systems
★ (DDD)	Systems
★ AAA(AAA)	Systems
★ Joris Test(AAA)	Systems

Quick Access Systems & Provisioning

- 🖥️ **Systems**
  Cloud Systems, On-premise Systems
- 🗄️ **Cloud Delivery**
  Provisioning, Next-Generation Clou...
- ☁️ **Availability**
  Cloud Availability Event and statistics
- 🔌 **Connectivity**
  Remote Connection, Remote Acces...
- 🔑 **Keys**
  License Keys, SSCR Keys, Migratio...
- 📏 **System Measurement**
  System Measurement Relevancy fo...

Quick Access Services & Support

- 💡 **Knowledge Base**
  SAP Notes, SAP Hot News, ...
- 🎧 **Product Support**

Feedback

Search in me.sap.com

Expert Chat Schedule an Expert Submit an Incident Expert Search

Home

Calendar

PARTNER DASHBOARDS

Partnership

Sales & Marketing

Customer Success

Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

Search In: SAP Notes & KBAs

SAP Notes & KBAs	104351
SAP Community	314544
SAP Community Wiki	0
SAP Support Portal	228
Product Documentation	25+
Guided Answers	333
SAP Litmos Training Cloud	

Filter By More Filter Options Clear

Component

XX* (Miscellaneous)	13859
BC* (Basis Components)	12999
PY* (Payroll)	7728
SV-SMG* (SAP Solution Man...	5706

104351 document(s) found

Sort By: Relevance

2088117 - New Instance Creation, Test Instance, Instance Refresh and Clone - Platform
This KBA provides an overview of the processes to have a new BizX instance, whether is a new Production or Test environments (test site); as well as refresh or clone of an existing instance....How do we get a new instance?...How do we refresh our test ins
LOD-SF-SER-REF (Instance Refresh)   20.04.2021   SAP Knowledge Base Article   (15 people found this document helpful)

2249479 - Customer Vulnerability Assessment/ Penetration Test request - SAP SuccessFactors
How can Customers request for approval of Penetration Testing/ Vulnerability Assessment/ Vulnerability Management?
LOD-SF-PLT-SEC (Security Reports)   02.08.2021   SAP Knowledge Base Article   (4 people found this document helpful)

1955591 - NAST: How to test with standard and troubleshoot print / smartform output issues in MM-PUR
Various problems occur when you print/preview in Materials Management:...Message output...related issue in a purchase order....Short Dump...MOVE_CAST_ERROR...when clicking the Back button after previewing the Purchase Order Form....Purchase order is...not
MM-PUR-GF-OC (Message determination and printing)   04.10.2021   SAP Knowledge Base Article   (7 people found this document helpful)

1899365 - How to setup self-signed test SSL with ASE, SDK, SRS - SAP ASE
This is a How To guide to generate SSL certificates and encrypt traffic to ASE.
BC-SYB-ASE (Sybase ASE Database Platform (non Business Suite))   29.03.2022   SAP Knowledge Base Article   (3 people found this document helpful)

2269677 - OB52 | TK430 Client XXX has status 'not modifiable' in test system
Message TK430 Client XXX has status 'not modifiable' appears in a test system
FI-GL (General Ledger Accounting)   08.02.2022   SAP Knowledge Base Article   (10 people found this document helpful)

2836996 - How to test https connection for SAP Note download after the execution of task list SAP_BASIS_CONFIG_OSS_COMM configuration
Task list SAP_BASIS_CONFIG_OSS_COMM (according the SAP Notes...2827658...or...2793641) was used to setup/configure the new https based Support Backbone Communication connection s . One of this configured connection is used by Note Assistant transaction..
BC-INS-TC-CNT (Automation Content)   09.02.2022   SAP Knowledge Base Article   (6 people found this document helpful)

1657731 - How to find Cookbook "Settlement Control" / How to test a clearing variant in transactions FP06/FPCJ
Where can I find additional information about clearing control?...

Feedback

Collapse Sidebar

THE BEST RUN SAP

Help   Contact Us   Terms of Use   Copyright and Trademarks   Cookie Statement   Cookie Preferences   Legal Disclosure   Privacy

SAP for Me SAP Test Account - aPaul Pharma (1208936)

Search in me.sap.com

Welcome Amanda,

✎ Edit

Tutorial

📋 What is SAP for Me?

🔒 SAP for Me authorizations

⚙️ Manage SAP for Me access

🎧 Get started with SAP Support

Software Download
items in basket

Access the SAP Software Center to download software.

Software Download

License Keys

Activate your SAP software by requesting or renewing license keys for your products.

Request License Key

Cases
I Am Interested In

⋯

Incidents
Action required   55 Cases

Solution Proposed
Need confirmation   31 Cases

Open Incidents
Outstanding incidents   474 Cases

No Updates
Within last 7 days   502 Cases

High Priority
P1 & P2 incidents   96 Cases

Draft Incidents
Not sent to SAP   339 Cases

Create Case   **Expert Chat**   **Schedule an Expert**

Availability Status
of cloud systems that report their communicated availability

0.0%

100.0%

■ Normal (35)
■ Maintenance ...
■ Under Investi...
■ Degraded (0)
■ Disrupted (0)

Favorites (11 entries)

All Favorite Types ⌄

TITLE ⇕	TYPE ⇕
⭐ (A11)	Systems
⭐ (AA1)	Systems
⭐ (AAA)	Systems
⭐ (AAA)	Systems
⭐ (DDD)	Systems
⭐ AAA(AAA)	Systems
⭐ Joris Test(AAA)	Systems

Quick Access Systems & Provisioning

🖥️ **Systems**
Cloud Systems, On-premise Systems

🗄️ **Cloud Delivery**
Provisioning, Next-Generation Clou...

☁️ **Availability**
Cloud Availability Event and statistics

🔌 **Connectivity**
Remote Connection, Remote Acces...

🔑 **Keys**
License Keys, SSCR Keys, Migratio...

📊 **System Measurement**
System Measurement Relevancy fo...

Quick Access Services & Support

💡 **Knowledge Base**
SAP Notes, SAP Hot News, ...

🎧 **Product Support**

Search in me.sap.com

Systems & Provisioning

| Overview | Systems | Cloud Delivery | Availability | Connectivity | Keys | System Measurement |

PARTNER DASHBOARDS

- Partnership
- Sales & Marketing
- Customer Success
- Partner Solutions

CUSTOMER DASHBOARDS

- Portfolio & Products
- Finance & Legal
- Services & Support
- **Systems & Provisioning**
- Users & Contacts

License Keys

Activate your SAP software by requesting or renewing license keys for your products.

SSCR Keys
My Developer Registrations

5 of 225 ○○○

Name	Customer	Key
LEOTEST		
CLOUDALMUSER		
I306293		
I306293		
I306293		

SSCR Keys
My Object Registrations

5 of 160 ○○○

Program ID	Object	Release	Key
R3TR	FHL2	620	
R3TR	123 432	740	
R3TR	234432	740	
LIMU	45	804	
LIMU	45677	804	

Development Namespaces

11

Newly available

Development namespaces enable you to develop enhancements and solutions without having to agree on naming conventions with third parties.

Visit Development Namespaces

Migration Keys

5 of 7

Key	Installation	Source System	Customer
	- Installation AH1	S63	
	- Installation AH1	AH1	
	- Installation AH1	q42	
	- Installation AH1	API	
	- SAP Solution Manager	BQ7	

Collapse Sidebar

THE BEST RUN SAP

Help   Contact Us   Terms of Use   Copyright and Trademarks   Cookie Statement   Cookie Preferences   Legal Disclosure   Privacy

Search in me.sap.com

Services & Support

Overview | Knowledge Base | Product Support | Support Engagements | Diagnostics, Reporting & Analytics | Application Lifecycle Management | Related Information | ECS Workspace

PARTNER DASHBOARDS

- Partnership
- Sales & Marketing
- Customer Success
- Partner Solutions

CUSTOMER DASHBOARDS

- Portfolio & Products
- Finance & Legal
- Services & Support
- Systems & Provisioning
- Users & Contacts

Home
Calendar

Collapse Sidebar

Top Tasks

| Report a Case | View Cases | Download Software | Manage S-Users | Request License Key | Manage Remote Connections | Check Cloud Service Availability |
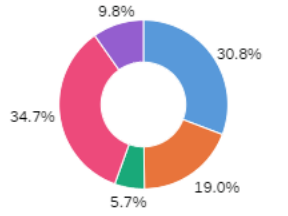
In Focus

Get Started
- Welcome to Support
- Services and Support from SAP
- How-To Videos
- Next-Generation Support
- Product Support Accreditation

Cases
Overview by status

- Sent to SAP (173) — 30.8%
- Sent to SAP Partner (107) — 19.0%
- SAP Proposed Solution ... — 5.7%
- In Processing by SAP (1... — 34.7%
- Customer Action (55) — 9.8%

My SAP Notes & KBAs
I Am Interested In

0 Favorites updated

New   0
Updated   0

Contact Us
- Written Case

Support for My Software Products
13

104 support cases need your attention

All Cases (104) | My Cases (0)

| ID | SUBJECT | PRIORITY | LAST CHANGED |

Search in me.sap.com

Services & Support

Overview   **Knowledge Base**   Product Support   Support Engagements   Diagnostics, Reporting & Analytics   Application Lifecycle Management   Related Information   ECS Workspace

PARTNER DASHBOARDS

- Home
- Calendar
- Partnership
- Sales & Marketing
- Customer Success
- Partner Solutions

CUSTOMER DASHBOARDS

- Portfolio & Products
- Finance & Legal
- **Services & Support**
- Systems & Provisioning
- Users & Contacts

Collapse Sidebar

SAP Knowledge Base Search
Search for SAP Notes, SAP Knowledge Base Articles, SAP Community content and more.

Expert Search
Advanced selection criteria, which you can save for future re-use, let you to find precisely those notes that are relevant to you.

SAP Notes & KBAs Overview

- SAP Notes vs Knowledge Base Articles
- Special SAP Notes & KBAs
- Note Assistant
- Side-Effects of SAP Notes

SAP Security Notes	5 of 216
To be reviewed	
216	

3171258 - [CVE-2022-22965] Remote Code ...
Program error, CEC-COM-...   34 minutes ago

3170990 - [CVE-2022-22965] Central Securi...
Program error, XX-SER-SN   4 days ago

3189635 - [CVE-2022-22965] Remote Code ...
Program error, IS-T-MA   4 days ago

3187290 - [CVE-2022-22965] Remote Code ...
Program error, IS-SE-CCO   5 days ago

SAP HotNews	5 of 105
To be reviewed	
105	

3171258 - [CVE-2022-22965] Remote Code ...
Program error, CEC-COM-...   34 minutes ago

3170990 - [CVE-2022-22965] Central Securi...
Program error, XX-SER-SN   4 days ago

3084416 - S/4 HANA Financial Data Migratio...
Program error, FIN-MIG   4 days ago

3189635 - [CVE-2022-22965] Remote Code ...
Program error, IS-T-MA   4 days ago

Annoucements of Legal Changes
I'm interested in
0

Favorites updated

Search for legal changes, for example, by countries or application components, specify whether the legal change is relevant to your business, and detail the implementation status in your systems.

Check the Announcements

My SAP Notes & KBAs	0 of 0
Updated Favorites	
0	

24

SAP for Me SAP Test Account - aPaul Pharma (1208936)

Search in me.sap.com

- Home
- Calendar

PARTNER DASHBOARDS

- Partnership
- Sales & Marketing
- Customer Success
- Partner Solutions

CUSTOMER DASHBOARDS

- Portfolio & Products
- Finance & Legal
- **Services & Support**
- Systems & Provisioning
- Users & Contacts

Services & Support

Overview   Knowledge Base   **Product Support**   Support Engagements   Diagnostics, Reporting & Analytics   Application Lifecycle Management   Related Information   ECS Workspace

Manage All Your Cases

- Enter Your Central Inbox
- Drafts
- Favorites
- Action Required
- Solution Proposed
- High Priority/Critical
- Advanced Search

Report a Case

An online form guides you to solve a technical product issue in real time, or reach SAP experts with relevant information through an...

Expert Chat

Get access to real-time support through SAP's live chat that instantly connects you to technical experts who specialize in a range of...

Support Log Assistant

This tool leverages an online database of known issues, conditions and recommendations that is maintained by SAP...

Ask an Expert Peer

Get support from the expert community, designed to deliver fast issue resolution for basic inquiries and how-to questions. Provide...

Schedule an Expert
Contact SAP

0

Upcoming sessions

Want to discuss the progress of a case?
Conveniently book a 30-minute telephone call with an SAP expert to collaborate on a specific inquiry or case.

Book now

Collapse Sidebar

All Cases   All Cases   My Cases

Manage Cases   Create New Case

Search in me.sap.com

Systems & Provisioning

Overview   Systems   Cloud Delivery   **Availability**   Connectivity   Keys   System Measurement

⚠ **0 system** is unavailable ⋮

SYSTEM	SYSTEM NAME	PRODUCT	STATUS
		No downtimes detected	

Events (695 entries)   All Event Types ⌄   All Cloud Services ⌄   All Data Centers ⌄   All Systems ⌄   Past **All** Future ⋮

ID ⇕	EVENT TYPE ⇕	CLOUD SERVICE ⇕	DATA CENTER REGION ⇕	STATUS ⇕	START ⇕	END ⇕	SYSTEM NAME ⇕
EV10027370	Maintenance	SAP SuccessFactors HXM Core	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	26.06.2022 03:00	26.06.2022 10:00	SFHCMPRD_3<2195 P!>
EV10027370	Maintenance	SAP Jam Collaboration	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	26.06.2022 03:00	26.06.2022 10:00	my Cloud System
EV10027370	Maintenance	SAP SuccessFactors Learning	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	26.06.2022 03:00	26.06.2022 10:00	MyProduction
EV10026899	Maintenance	SAP SuccessFactors HXM Core	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	19.06.2022 03:00	19.06.2022 10:00	SFHCMPRD_3<2195 P!>
EV10026899	Maintenance	SAP Jam Collaboration	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	19.06.2022 03:00	19.06.2022 10:00	my Cloud System
EV10026899	Maintenance	SAP SuccessFactors Learning	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	19.06.2022 03:00	19.06.2022 10:00	MyProduction
EV10026897	Maintenance	SAP Jam Collaboration	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	12.06.2022 03:00	12.06.2022 10:00	my Cloud System
EV10026897	Maintenance	SAP SuccessFactors Learning	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	12.06.2022 03:00	12.06.2022 10:00	MyProduction

Left sidebar:
Home
Calendar

PARTNER DASHBOARDS
Partnership
Sales & Marketing
Customer Success
Partner Solutions

CUSTOMER DASHBOARDS
Portfolio & Products
Finance & Legal
Services & Support
Systems & Provisioning
Users & Contacts

Collapse Sidebar

Waiting for me.sap.com...

SAP for Me SAP Test Account - aPaul Pharma (1208936)

Search in me.sap.com

Home
Calendar

PARTNER DASHBOARDS

Partnership
Sales & Marketing
Customer Success
Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products
Finance & Legal
Services & Support
Systems & Provisioning
Users & Contacts

Overview   Systems   Cloud Delivery   **Availability**   Connectivity   Keys   System Measurement

Availability (164 entries) | All Cloud Services ⌄ | All Data Centers ⌄ | All Systems ⌄ | All Months ⌄ |

CLOUD SERVICE ⇕	DATA CENTER REGION ⇕	SYSTEM NAME ⇕	YEAR-MONTH ⇕	COMMUNICATED AVAILABILITY IN % ⇕
Java ALM for SAP BTP	Germany: St. Leon-Rot		Apr 2022	100.00
HTML5 applications service for SAP BTP	Germany: St. Leon-Rot		Apr 2022	100.00
SAP Custom Domain service	Germany: St. Leon-Rot		Apr 2022	100.00
SAP Monitoring service for SAP BTP	Germany: St. Leon-Rot		Apr 2022	100.00
SAP Connectivity service (SAP BTP, Neo environment)	Germany: St. Leon-Rot		Apr 2022	100.00
SAP ID Service	Germany: St. Leon-Rot		Apr 2022	100.00
SAP Destination service (SAP BTP, Neo environment)	Germany: St. Leon-Rot		Apr 2022	100.00
lifecycle management for SAP BTP, Cloud Foundry runtime	Germany: Frankfurt		Apr 2022	100.00
lifecycle management for SAP BTP, Cloud Foundry runtime	Netherlands: Amsterdam		Apr 2022	100.00
foundational services for SAP BTP	Germany: St. Leon-Rot		Apr 2022	100.00

10 ⌄ entries per page

‹ **1** 2 3 ••• 17 ›

Show all entries

Cloud Availability Center

Cloud System Notification Subscription

Concur Service Status

Search in me.sap.com

Overview   Systems   Cloud Delivery   **Availability**   Connectivity   Keys   System Measurement

PARTNER DASHBOARDS

- 🏠 Home
- 📅 Calendar

PARTNER DASHBOARDS

- Partnership
- Sales & Marketing
- Customer Success
- Partner Solutions

CUSTOMER DASHBOARDS

- Portfolio & Products
- Finance & Legal
- Services & Support
- **Systems & Provisioning**
- Users & Contacts

Availability (9 entries) | SAP Business ByDesign ⌄ | | All Data Centers ⌄ | | All Systems ⌄ | | All Months ⌄ |

CLOUD SERVICE	DATA CENTER REGION	SYSTEM NAME	YEAR-MONTH	COMMUNICATED AVAILABILITY IN %
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Aug 2021	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Sep 2021	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Nov 2021	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Dec 2021	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Feb 2022	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Apr 2022	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Oct 2021	99.95
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Mar 2022	99.78
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Jan 2022	99.47

Cloud Availability Center

Get a personalized, at-a-glance view into the availability of your SAP cloud products.

Cloud System Notification Subscription

Manage your cloud system notifications to receive up-to-date information about your cloud system status.

Concur Service Status

Check up-to-the-minute service availability and performance information.

Collapse Sidebar

THE BEST RUN SAP

Help   Contact Us   Terms of Use   Copyright and Trademarks   Cookie Statement   Cookie Preferences   Legal Disclosure   Privacy

Home

Calendar

PARTNER DASHBOARDS

Partnership

Sales & Marketing

Customer Success

Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

System Name	System ID	System Role	Data Center Region	URL	Product	Customer
my358178.sapbydesign.com	CLOUD	Production	Germany: St. Leon-Rot	Open URL	SAP Business ByDesign	SAP Test Account - aPaul Pharma(1208936)

Communicated Availability

99.78%
PREVIOUS MONTH

100%
CURRENT MONTH

Availability Reporting

100% | 100% | 99.95% | 100% | 100% | 99.47% | 100% | 99.78% | 100%

Aug 2021 | Sep 2021 | Oct 2021 | Nov 2021 | Dec 2021 | Jan 2022 | Feb 2022 | Mar 2022 | Apr 2022
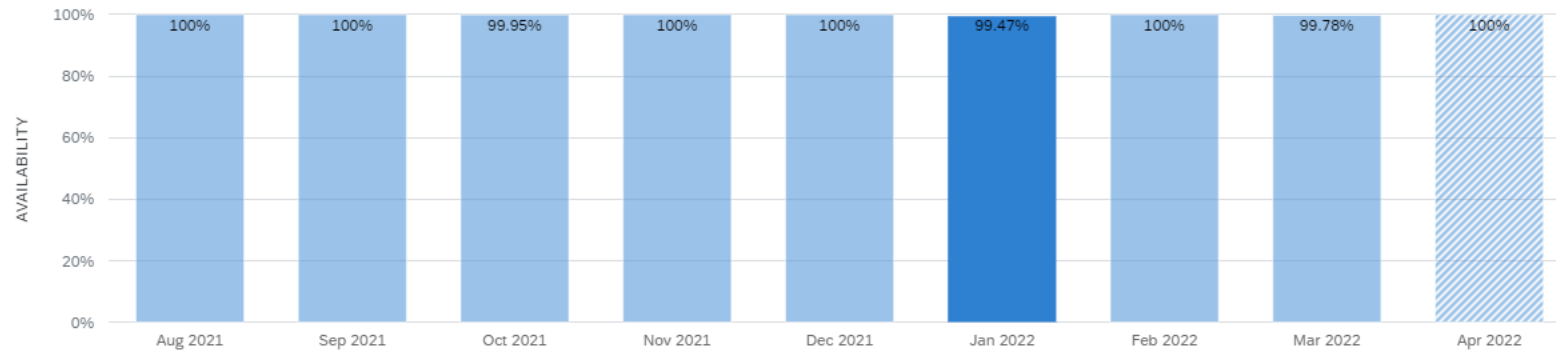
AVAILABILITY

MONTH (Click to see events that affected availability)

Jan 2022 ▼   Service Disruption ▼

EVENT ID	EVENT TYPE	START	END	STATUS	DURATION
EV8224381	⚠ Service Disruption	10.01.2022, 22:25	11.01.2022, 02:16	SERVICE RESTORED	03h 51m 00s

THE BEST RUN SAP

Help   Contact Us   Terms of Use   Copyright and Trademarks   Cookie Statement   Cookie Preferences   Legal Disclosure   Privacy

Collapse Sidebar

Search in me.sap.com

Home

Calendar

PARTNER DASHBOARDS

Partnership

Sales & Marketing

Customer Success

Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Systems & Provisioning / EV8224381

EV8224381 SERVICE RESTORED

Event Type
⚠ Service Disruption

Start Time
10.01.2022, 22:25:00

End Time
12.01.2022, 02:16:00

Duration
03h 51m 00s

Notifications (6 entries)

now

Root Cause Analysis available
15.01.2022, 02:00

Impact Description:
You will not be able to access the system until resolution.
Incident Description
On 10 January 2022, customers hosted in multiple Data Centers could not access their SAP Business ByDesign (BYD) and SAP Cloud for Customer (C4C) applications due to a software defect on the Web Dispatcher.
Incident Resolution
The SAP operations team deployed an emergency patch on the affected Web Dispatcher nodes, which restored the service.
Sanity tests confirmed all applications and services were up and running.

Investigations reveal that the issue was caused by Web Dispatcher cluster nodes being in a stopped state.

Issue Resolved
11.01.2022, 02:28

Impact Description:
You will not be able to access the system until resolution.

Event Affected System (1 entry)

Find Systems

SYSTEM ⇕	PRODUCT ⇕	SYSTEM ROLE ⇕	MAIN SYSTEM ⇕
Germany: St. Leon-Rot			
my358178.sapbydesign.com	SAP Business ByDesign	Production	—

30

SAP

Search in me.sap.com

Home
Calendar

PARTNER DASHBOARDS

Partnership
Sales & Marketing
Customer Success
Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products
Finance & Legal
Services & Support
Systems & Provisioning
Users & Contacts

Collapse Sidebar

User Management

Request User   Manage Services

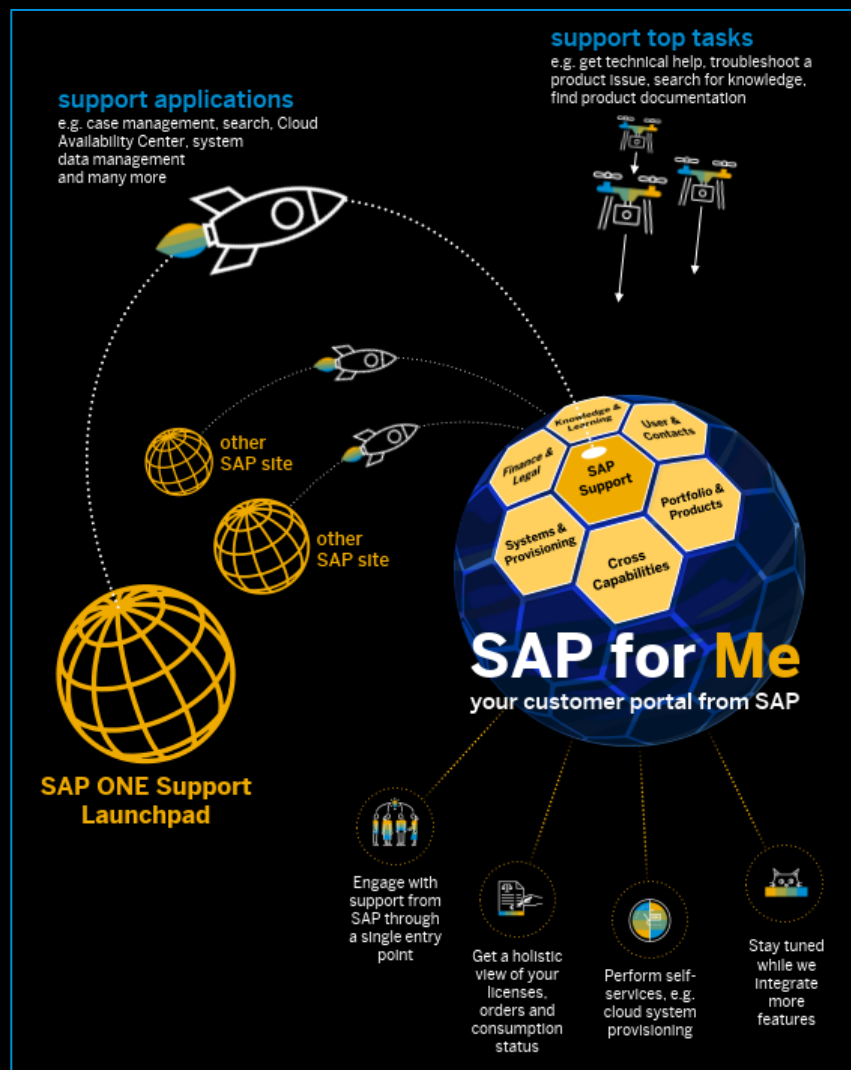|					
583 Users	0 Requested Users	280 Deleted Users	792 Important Contacts	Reports and Updates	70 Auth. Packages

Tech. Comm. Users   0 Action Required

Users (583)   Change Expiry Date   Assign Authorization Packages   Change Department   Delete   Search

	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Status	Expiry Date	Function
		Test AS		testingumt...	SAP Test Account - Prokesch Pharma		Austria		Never		15.04.2022		Active	31.12.9999	Cloud Administrator
		Test AS		testingumt...	SAP Test Account - aPaul Pharma		Germany		Never		15.04.2022		Active	16.04.2024	
		Test AS		testingumt...	SAP Test Account - Prokesch Pharma		Austria		Never		15.04.2022		Active	31.12.9999	User Administrator
		Test AS		testingumt...	SAP Test		Germany	Contract Dept.	Never		15.04.2022		Active	16.04.2024	
					SAP Test		Germany		Never		14.04.2022		Active	15.04.2024	
					SAP Test Account - aPaul Pharma		Germany		Never		14.04.2022		Active	15.04.2024	
					SAP Test - Prokesch Pharma Data Loa		Austria		13.04.2022		13.04.2022		Active	14.04.2024	
					SAP Test Account - aPaul Pharma		Germany		Never		13.04.2022		Active	31.12.9999	Super Administrator
					SAP Test Account - aPaul		Germany		12.04.2022		12.04.2022		Active	31.12.9999	User Administrator

重要资源

support applications
e.g. case management, search, Cloud Availability Center, system data management and many more

support top tasks
e.g. get technical help, troubleshoot a product issue, search for knowledge, find product documentation

other SAP site

other SAP site

SAP ONE Support Launchpad

Knowledge & Learning
User & Contacts
Finance & Legal
SAP Support
Portfolio & Products
Systems & Provisioning
Cross Capabilities

SAP for Me
your customer portal from SAP

Engage with support from SAP through a single entry point

Get a holistic view of your licenses, orders and consumption status

Perform self-services, e.g. cloud system provisioning

Stay tuned while we integrate more features

提醒：

- 所有支持功能都将从 SAP ONE Support Launchpad 迁移到 SAP for Me

- SAP for Me 将于 2022 年第三季度初将成为您的单一访问入口。

更多信息：

- SAP Support Portal 中的My Support

- SAP for Me Jam

- 了解如何个性化SAP for Me的主页 的博文

- 了解SAP ONE Support Launchpad内的每个磁贴(tile)与SAP for Me中card的对应关系

Q&A

诚邀您扫描二维码提交反馈

关注我们

www.sap.com/contactsap

THE BEST RUN SAP

Thank You