



# Support Webcast

## **SAP ONE Support Launchpad Migration to SAP for Me**

Gerlinde Wallner, Anna Withum, Stefan Vormbrock, SAP  
May 10, 2022

Public

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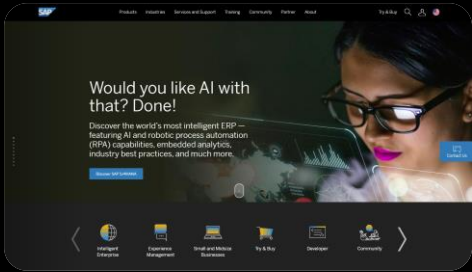
# Agenda

Topic	Presenter	Time
• SAP ONE Support Launchpad goes to SAP for Me (Why & How)	Gerlinde Wallner	5
• SAP for Me Demo	Stefan Vormbrock	15
• Q & A	All	8
• Summary	Gerlinde Wallner	2

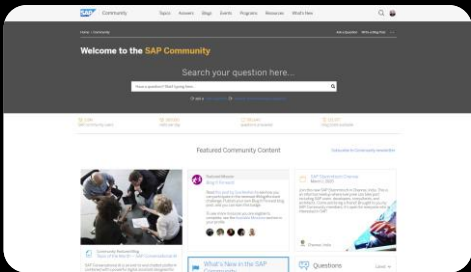
**Message 1:**

**We are in the process of simplifying our entry points.**

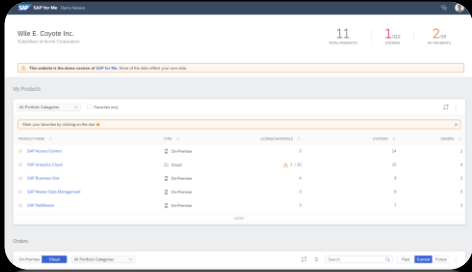
# Primary Entry Points



sap.com  
**The Digital Front Door**



community.sap.com  
**The Community**



me.sap.com  
**The Customer Portal**

# Secondary Entry Points



[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 Explorer](#)



[Maintenance Planner](#)



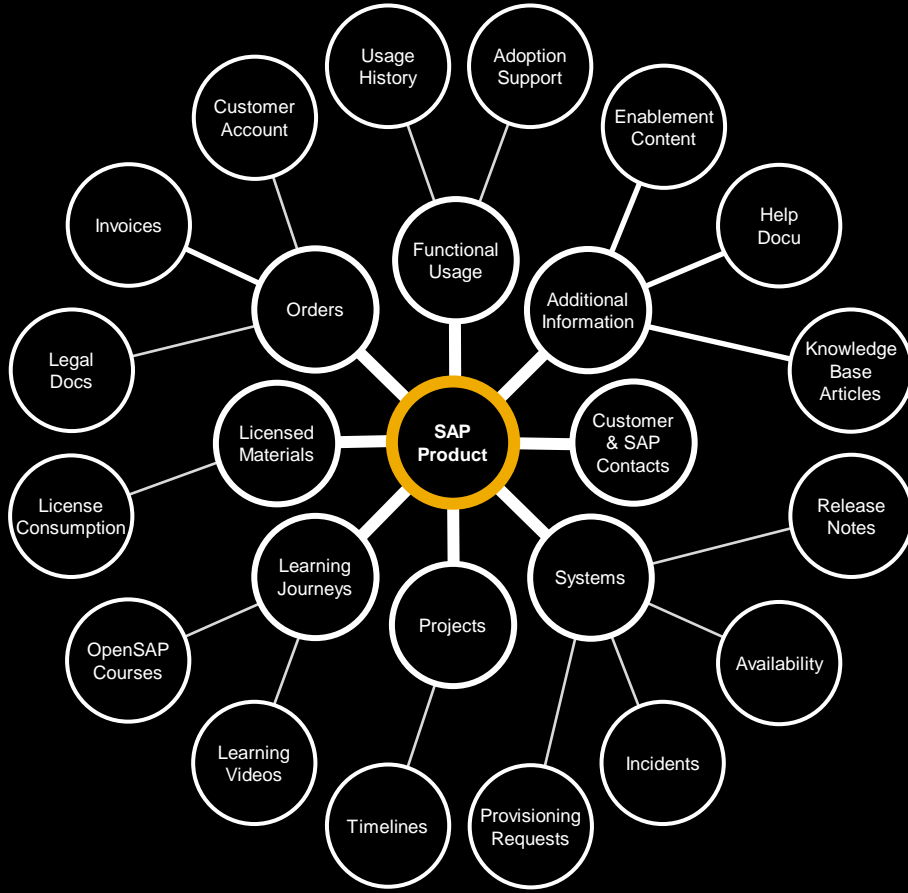
And many...

## **Message 2:**

**SAP for Me will become the single entry point to SAP for all our customers and partners.**

# SAP for Me – Scope

With SAP for Me **we take advantage of semantics** and **you can**



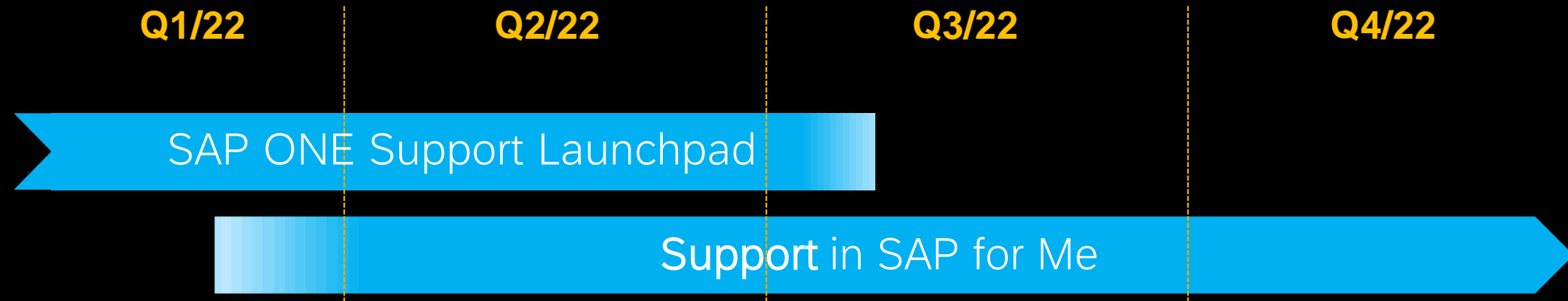
- start at **one entry point**
- personalize views based on **your interests**
- get transparency across **your complete SAP Portfolio**
- take action with **self-services** for your needs
- actively influence **your products and SAP for Me**

**Message 3:**

**SAP ONE Support Launchpad  
goes  
SAP for Me**



# SAP ONE Support Launchpad home page as an entry point to applications will be replaced by SAP for Me early Q3/2022



# SAP for Me Portal Demo

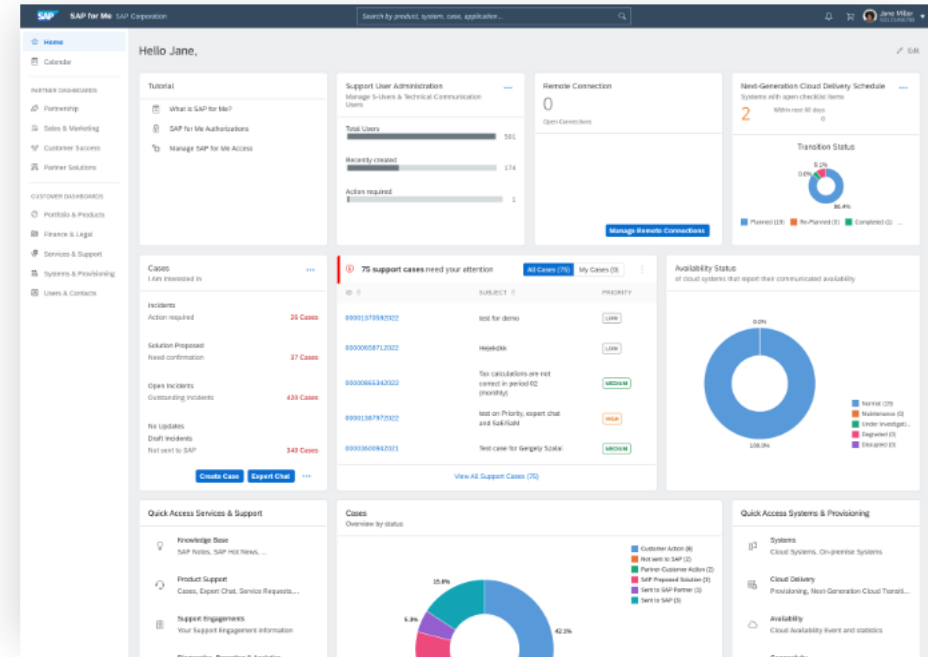


SAP for Me - Is made for You

# 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.

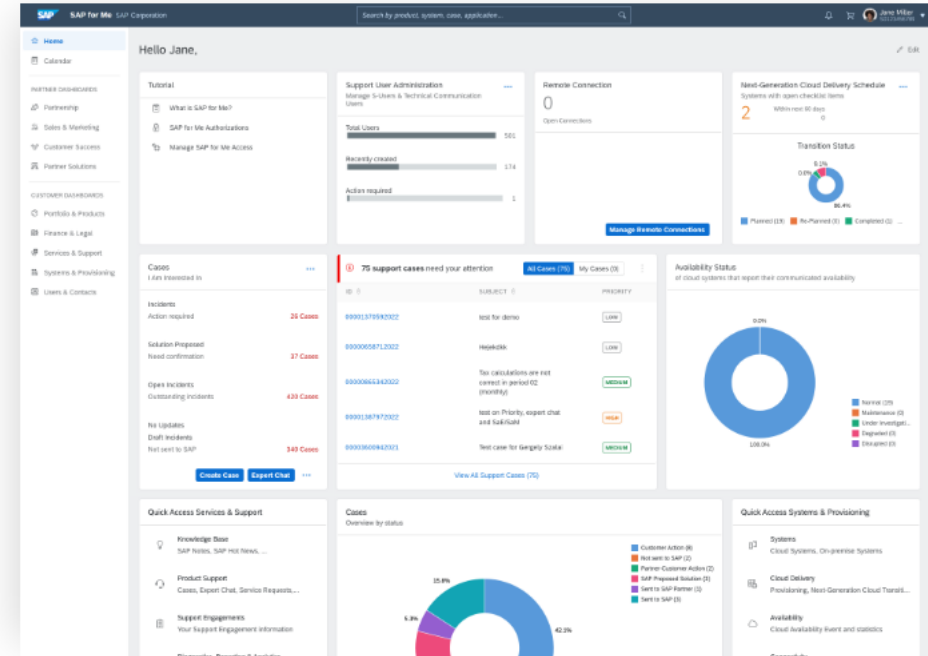
In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best

SAP for Me - Is made for You

# Say hello to your digital companion

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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

Home

Calendar

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Partnership

Sales & Marketing

Customer Success

Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Welcome Amanda,



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

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Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Welcome Amanda,

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

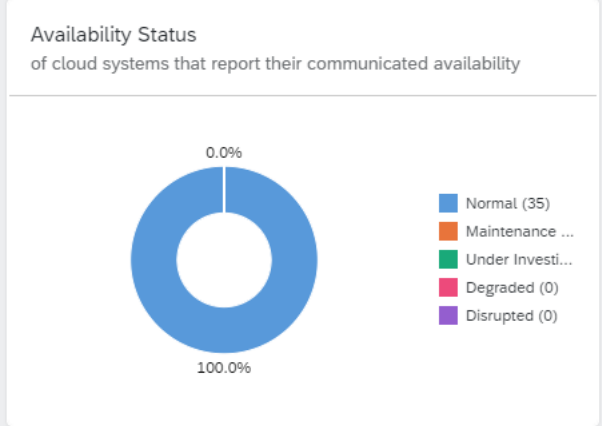
Tutorial

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SAP for Me authorizations

Manage SAP for Me access

Get started with SAP Support



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★ 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

🏠 Home

📅 Calendar

PARTNER DASHBOARDS

🤝 Partnership

📈 Sales &amp; Marketing

👤 Customer Success

🔧 Partner Solutions

CUSTOMER DASHBOARDS

📦 Portfolio &amp; Products

📑 Finance &amp; Legal

🛠️ Services &amp; Support

🔧 Systems &amp; Provisioning

👤 Users &amp; Contacts

🔒 Collapse Sidebar

Welcome Amanda,

## Cases

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Action required

## Solution Proposed

Need confirmation

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Outstanding incidents

## No Updates

Within last 7 days

## High Priority

P1 &amp; P2 incidents

## Draft Incidents

Not sent to SAP

Create Case

Expert Chat

Schedule an E

## 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 &amp; Support

Quick Access to Services &amp; Support Dashboard with direct access to the different detail areas.



## Quick Access Systems &amp; Provisioning

Quick Access to Systems &amp; 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

This card lists links to websites outside the SAP for Me customer portal that help you

Done

communicated availability

Normal (35)

Maintenance ...

Under Investi...

Degraded (0)

Disrupted (0)

download

P Software Center to download

Software Download

SAP software by requesting or  
se keys for your products.

## Quick Access Systems &amp; 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 &amp; Support



## Knowledge Base

SAP Notes, SAP Hot News, ...



## Product Support

## 🏠 Home

## 📅 Calendar

## PARTNER DASHBOARDS

## 👤 Partnership

## 📈 Sales &amp; Marketing

## 🤝 Customer Success

## 🏢 Partner Solutions

## CUSTOMER DASHBOARDS

## 📦 Portfolio &amp; Products

## 💰 Finance &amp; Legal

## 🛠️ Services &amp; Support

## 🏠 Systems &amp; Provisioning

## 👥 Users &amp; Contacts

## 🔒 Collapse Sidebar

## Welcome Amanda,

## Tutorial

- 📅 What is SAP for Me?
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- ⚙️ Manage SAP for Me access
- 🎧 Get started with SAP Support

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# items in basket

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Software Download

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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 &amp; P2 incidents

96 Cases

## Draft Incidents

Not sent to SAP

339 Cases

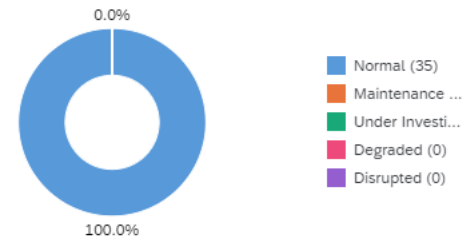
Create Case

Expert Chat

Schedule an Expert

## Availability Status

of cloud systems that report their communicated availability



## Favorites (11 entries)

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## Quick Access Systems &amp; Provisioning

- 📁 Systems  
Cloud Systems, On-premise Systems
- 🔧 Cloud Delivery  
Provisioning, Next-Generation Clou...
- ☁️ Availability  
Cloud Availability Event and statistics
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- 📊 System Measurement  
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## Quick Access Services &amp; Support

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



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448 Cases

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Within last 7 days

519 Cases

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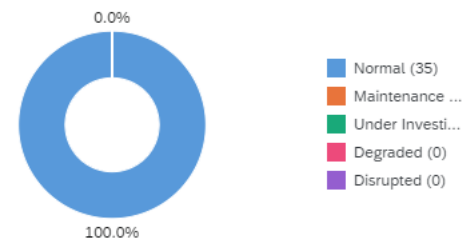
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test

Search "test" in Knowledge Base >

CONTACTS (25+)

Test01 Usability  
S0023378831

Test01 CES  
S0024308978

FCMS Test30  
S0019895137

DOWNLOADS (2)

SAP Test Data Migration Server  
Product

SAP Test Data Migration Server, business process library extension  
Product

SYSTEMS (25+)

SCP  
SAP Test Account - aPaul Pharma Test-Acc | 740407221

CLOUD  
test | 740674020

SH1  
test | 800199754


EXISTING CUSTOMERS (1)

SAP Test Account - aPaul Pharma  
1208936 | 68789 St.Leon-Rot 1,Germany

FAST ACCESS (3)

Customer Story Finder  
Filter thousands of testimonials by solution, industry, region, and company size....

Azure FA Card  
Azure FA Card - This is a Test FA card created for testing purposes



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

<input type="checkbox"/> XX* (Miscellaneous)	13859
<input type="checkbox"/> BC* (Basis Components)	12999
<input type="checkbox"/> PY* (Payroll)	7728
<input type="checkbox"/> 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?...

 THE BEST RUN

Help

Contact Us

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19

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 &amp; P2 incidents 96 Cases

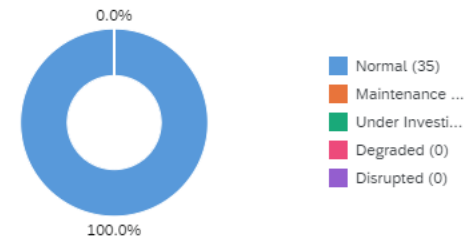
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[Create Case](#)[Expert Chat](#)[Schedule an Expert](#)

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System Measurement Relevancy fo...


## Quick Access Services &amp; Support

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

-  Home
-  Calendar
- PARTNER DASHBOARDS**
-  Partnership
-  Sales & Marketing
-  Customer Success
-  Partner Solutions
- CUSTOMER DASHBOARDS**
-  Portfolio & Products
-  Finance & Legal
-  Services & Support
-  **Systems & Provisioning**
-  Users & Contacts

# Systems & Provisioning

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



### License Keys

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### SSCR Keys

My Developer Registrations

5 of 225

Name	Customer	Key
LEOTEST		
CLOUDALMUSER		
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	


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-  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


### 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



Status	Count	Percentage
Sent to SAP	173	30.8%
Sent to SAP Partner	107	19.0%
SAP Proposed Solution	5	5.7%
In Processing by SAP	104	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
----	---------	----------	--------------

-  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

 **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

Announcements 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

 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 &amp; 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.

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All Cases

**All Cases**

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## Systems &amp; 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

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Waiting for me.sap.com...

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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

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 Cloud Availability Center

 Cloud System Notification Subscription

 Concur Service Status

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System Measurement

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.


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

Communicated Availability












99.78%

PREVIOUS MONTH

100%

CURRENT MONTH




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Systems & Provisioning / EV8224381

EV8224381

SERVICE RESTORED

Event Type	Start Time	End Time	Duration
 Service Disruption	10.01.2022, 22:25:00	12.01.2022, 02:16:00	03h 51m 00s

Notifications (6 entries)

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	—


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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



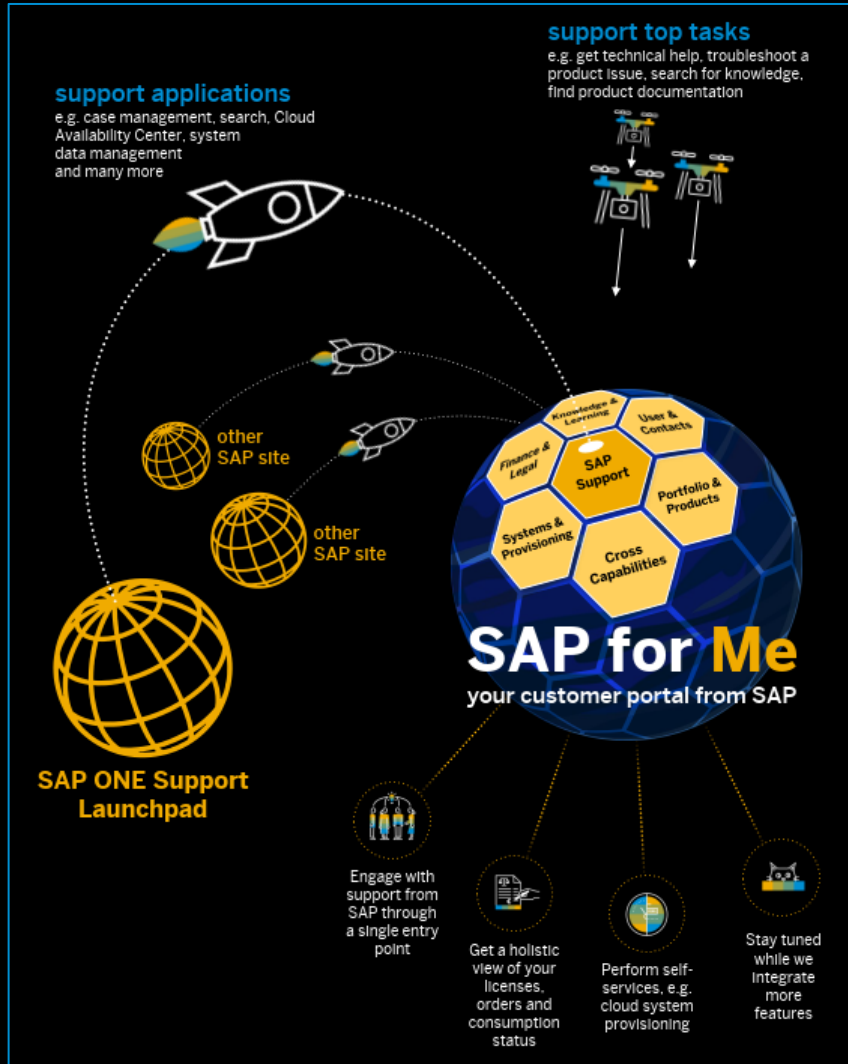


<input type="checkbox"/>	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Status	Expiry Date	Function
<input type="checkbox"/>		Test AS		testingumt...	SAP Test Account - Prokesch Pharma		Austria		Never		15.04.2022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



# Questions?

# SAP ONE Support Launchpad Migration to SAP for Me



## What it's about:

- All support features will be migrated from the SAP ONE Support Launchpad to SAP for Me
- [SAP for Me](#) will become your entry point for support related topics and questions in early Q3/2022.

## More Information:

- [My Support](#) in SAP Support Portal
- Learn more about your [personalized SAP for Me Home page](#), which shows pre-defined cards based on the applications you recently used in SAP ONE Support Launchpad.
- [What went where mapping](#) to find which SAP ONE Support Launchpad functionality equals which card(s) in SAP for Me



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