Customer Interaction Center
Self Service and Incident Prevention
Contents

- SAP Support Sites
- How to access the Knowledge Base Search
- Search Repositories and Filters
- SAP Notes vs SAP Knowledge Base Articles
- Expert Search
- Incident Solution Matching
- Support By Product
- SAP Guided Answers
- Searching Tips & Examples
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SAP Support Infrastructure

**SAP Support Portal**
- SAP Knowledge Base Articles and Note Search
- Product and maintenance information (Product Availability Matrix)
- Contact details for technical and non-technical assistance
- Guides for support applications via the SAP Help Portal (https://help.sap.com)

https://support.sap.com

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

https://community.sap.com

- SAP One Support Launchpad
  - Access to support resources in a single, intuitive interface.
  - By using customizable role profiles, the Launchpad displays only relevant applications for an efficient and user-friendly experience.
  - Support applications such as Incident Management, License Keys, Software Download and many more!

https://launchpad.support.sap.com
How to access **SAP ONE Support Launchpad search**

- [https://support.sap.com/](https://support.sap.com/)
- [https://launchpad.support.sap.com/#](https://launchpad.support.sap.com/#)

- You must be logged in with an S-user to access the search
- No specific S-user authorisations are required to search
Executing the Search

Choose ‘Knowledge Base’ and enter the key words for search or Note/Knowledge Based Article number
SAP ONE Support Launchpad: Search results - Search Repositories

285 document(s) found

- 2609801 - Who to contact for Sybase license key questions or issues
  - How to run SySAM Utilities... New license key not recognized... How to rehost Sybase license keys... Need help installing Sybase license key... How to determine Sybase license key in Launchpad... How to check in Sybase
  - XX-SER-LIKEY-SYB (Sybase Products)  16.03.2020  SAP Knowledge Base Article

- 2345129 - License key for SAP/Sybase SQL Anywhere
  - Your evaluation period for SQL Anywhere has ended but you require it for other products such as SAP IPS or SAP Mobile Platform. SQL Anywhere asks for
  - XX-SER-LIKEY-SYB (Sybase Products)  14.02.2017  SAP Knowledge Base Article

- 2184862 - Static license key SAP Sybase Replication Server Editions and options
  - The Replication Server manual mentions "static license file" but there is no mention where to obtain such file... Error messages point to missing license key, such license keys cannot be requested... DC_ECDCA...
  - XX-SER-LIKEY-SYB (Sybase Products)  18.05.2019  SAP Knowledge Base Article

- 2132057 - It shows "O available" under license entitlement when requesting a sybase license key
  - You are trying to create a new license key for sybase product. It shows "O available" under license entitlement... SAP ONE Support Launchpad... License...
  - XX-SER-LIKEY-SYB (Sybase Products)  27.04.2018  SAP Knowledge Base Article

- 2159812 - Sybase Error: Incorrect or invalid Host ID after installing new license key
  - SySAM will not start... SySAM: Invalid host error... Getting an error after installing license key... Getting an error that the license requested is not valid or that
  - XX-SER-LIKEY-SYB (Sybase Products)  29.11.2018  SAP Knowledge Base Article
SAP Notes

- 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 ONE Support Launchpad

Video: SAP Next-Generation Support: Automatic Translation
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

Blog: Support Knowledge Base Articles (KBAs) are now also searchable via Google
SAP ONE Support Launchpad Search results: Other Filters

- Why is Sybase showing new license key in grace mode?...New license key not recognized...Sybase license key is not valid...Newly-generated Sybase license key issue...Software still in grace mode after installing new Sybase license key...Error: Failed to obt

  XX-SER-LIKEY-SYB (Sybase Products) 11.09.2019  SAP Knowledge Base Article

- 2613594 - How to use Manage Sybase Licenses by Host option in license key application - SAP ONE Support Launchpad

  How to use Manage Sybase Licenses by Host option...How to update all license keys based on host information...How to view all license keys for a specific Host ID...How to upgrade all license keys for a specific Host ID...

  XX-SER-LIKEY-SYB (Sybase Products) 03.04.2019  SAP Knowledge Base Article

- 2699089 - How to get a valid license key for Sybase system when changing the location

  The KBA will explain how to get a valid license key for Sybase system when changing the location. For example, the current Sybase license is owned in Singapore site. You would like to move the Sybase to new machine in Hong Kong site.

  XX-SER-LIKEY-SYB (Sybase Products) 28.02.2018  SAP Knowledge Base Article

- 2278672 - How to request a license key for Sybase CEP (Complex Event Processing)

  Cannot generate a license key for Complex Event Processing (CEP)...The product CEP cannot be selected in the license key application...

  XX-SER-LIKEY-SYB (Sybase Products) 15.02.2016  SAP Knowledge Base Article

- 2602302 - Sybase license key error: The quantity specified exceeds the maximum quantity allowed - SAP ONE Support Launchpad

  Error: The quantity specified exceeds the maximum quantity allowed...Cannot create Sybase license keys for the amount needed...Development shows Unlimited licenses available...Sybase error: Insufficient IQ_C0re CPU licenses...Sybase error: IQ requires X 

  XX-SER-LIKEY-SYB (Sybase Products) 12.02.2018  SAP Knowledge Base Article
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.

2388433 - Information about using Expert Search for SAP Notes & KBAs - SAP ONE Support Launchpad
Blog: SAP Hot News, Security or Legal Change Notes – Get notified about basically anything
Blog: For faster resolution, SAP launches an AI enabled incident wizard in SAP ONE Support Launchpad
SAP Support by Product

- View product-specific information in one place
- SAP ONE Support Launchpad contains more than 2,000 product version pages
- 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
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

Knowledge Base Search

Search In: SAP Notes & KBAs

SAP Notes & KBAs

SAP Community

SAP Notes & KBAs

SAP Community Wiki

SAP Support Portal

Product Documentation

SuccessFactors Community

Guided Answers

SAP Sales Cloud (Callidus)

SAP Litmos Training Cloud

SAP Qualtrics Support Pages

163 document(s) found

2159812 - Sybase Error: Incorrect or Invalid Host ID after installing new license key

2602302 - Sybase license key error: The quantity specified exceeds the maximum quantity allowed - 1 Error: The quantity specified exceeds the maximum quantity allowed...Cannot create Sybase license keys for the amount need...Insufficient IQ Core CPU licenses...Sybase error: IQ requires XI...Skipped Step...

2609801 - Who to contact for Sybase license key questions or issues

1961465 - In...Sybase Error...CB-SYS-ASE

2184862 - The Replication...such license key...XX-SER-LIKEY:

1 document(s) found

2277782 - "Failed to open ...cep_license_prop file: errno=13 Permission denied" licensing error - (The Sybase Complex Event Processor (CEP) server software installation uses an unlimited lifetime unserved license...Previous CEP server failed to start with the following error...BC-SYS-CEP...XX-SER-LIKEY:

Search In: SAP Notes & KBAs

SAP Notes & KBAs

SAP Community

SAP Community Wiki

SAP Support Portal

Product Documentation
Searching Tips - Examples Using quotation marks

Without quotation marks

With quotation marks ""
Searching Tips – Examples Using component filter

211 Document(s) found

Search In: SAP Notes & KBAs

Results filtered by: Component

- 2606801 - Who to contact for Sybase license key questions or issues
- 2345129 - License key for SAP/Sybase SQL Anywhere
- 1845621 - How to delete a license key or maintenance certificate - SAP ONE Supp
- 2132057 - It shows "0 available" under license entitlement when requesting a syba
- 2511372 - How to request a permanent license key for SAP Sybase SQL Anywhere

Select a_filter to remove all filters:

- Component
- BC-SYBASE (Sybase...)
- XX-SER-LIKKEY (U...)
- BC-SYBASE-SCA (SQL A...)
- BC-SYBASE-IQ (Sybase IQ)
- MOB-AFA (Altiris)

32 Document(s) found

Search In: SAP Notes & KBAs

Results filtered by: Component

- 2606801 - Who to contact for Sybase license key questions or issues
- 2345129 - License key for SAP/Sybase SQL Anywhere
- 2132057 - It shows "0 available" under license entitlement when requesting a syba
- 2511372 - How to request a permanent license key for SAP Sybase SQL Anywhere

Select a_filter to remove all filters:

- Component (XX-SER-LIKKEY)
- Type (SAP Knowledge Base Article)
Searching Tips – S-user roles on ONE Support Launchpad

S-user with On-Premise role
KBAs focused on Launchpad component (for S-user administration)

S-user with Success Factors role
KBAs focused on Success Factors component (SF product system administration)

2365146 - Error: "The user has no valid user profile roles" - SAP ONE Support Launchpad

Edit your roles on the ONE Support Launchpad
Helpful Knowledge Base Articles

- [2342391](#) - How to use the SAP Hot News application - SAP ONE Support Launchpad

- [2371996](#) - How to access the SAP Security Notes application - SAP ONE Support Launchpad

- [2372245](#) - How to access the SAP Legal Change Notes application - SAP ONE Support Launchpad

- [2361791](#) - How to filter SAP Legal Change Notes, Security Notes, and Hot News based on Systems - SAP ONE Support Launchpad

- [2478289](#) - How to get notifications for SAP Notes or Knowledge Based Articles (set up expert search filters)

- [2341971](#) - Overview of KBAs and SAP Notes applications > SAP Hot News / SAP Legal Changes Notes / SAP Security Notes - SAP ONE Support Launchpad

- [2421423](#) - How to search for relevant information in the Knowledge Base - SAP ONE Support Launchpad

- [2081285](#) - How to get best results from an SAP search?

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

- [Practical Help to Tackle COVID-19 Disruptions](#) - Free Access to Select SAP Software and Additional Tools to Support Your Business
You can contact CIC by:

- **Phone:** https://service.sap.com/call1sap
- **Email:** https://go.support.sap.com/contactus/#/email
- **Chat:** https://go.support.sap.com/contactus/#/chat
- **Twitter:** https://twitter.com/sapsupporthehelp
Product Support Accreditation

Make the best out of SAP’s product support tools and Next-Generation Support offerings!

- Available to all SAP Customers and Partners with an S-user at no additional cost
- Gain empowerment and awareness to all the available resources from Product Support
- Consists of 3 modules and a final assessment, which can be taken at your own pace and time
  - incident prevention offerings
  - real-time interactions
  - digital support experience
- Product Support Accreditation badge is awarded once the final assessment is completed, which can be shared on social media

- Product Support Accreditation welcome video
- SAP News Center: Make the Best Out of Interactions with Product Support
- Access the Product Support Accreditation program
Support Offerings and Remote Services

Your company can purchase various support offerings from SAP. Depending on the support program your company has purchased, you are might be entitled to various services that aim to monitor your SAP landscape, and help prevent incidents from occurring.

To learn more about the scope of the different support offerings and the corresponding remote services please see:
https://support.sap.com/support-programs-services/offerings.html

To request a support service please create a customer incident on the SAP ONE Support Launchpad under component SV-BO-REQ or contact CIC.

Please provide the following information when requesting a remote support service:

- customer number
- installation number
- type of service requested
- system ID
- project live date
- product
- contact person (phone number and email address)

SAP Solution Manager
SAP carries out the remote support services in the customer's SAP Solution Manager. During service delivery, the SAP support engineer has access to important project information in SAP Solution Manager which saves time and enables SAP to carry out the service in a more efficient way.

In order to deliver support services, SAP strongly recommends that you update your SAP Solution Manager to the latest release and support package stack. This ensures that the latest service content is available and can be leveraged during service delivery.

- SAP Note 1170668 - The role of SAP Solution Manager in Remote Service Delivery
- SAP Note 2253047 - Technical prerequisites for service delivery in SAP Solution Manager 7.2

Service Preparation
- SAP Note 91488 - SAP Support Services - Central preparatory note

Please be advised that SAP recommends at least 8 weeks notice for SAP Standard Support and SAP PSLE customers and 3 weeks notice (5 weeks if SAP Solution Manager is not ready for delivery) for SAP Enterprise Support when requesting to book any service.
Shape SAP Support with your participation in our research

Participate in SAP Support’s User Research activities and help shape your experience on the SAP Support Portal / SAP ONE Support Launchpad

- One-on-One Skype session with SAP User Researcher
- 30-60-minute session
- Held at a time that is convenient to you
- Conducted in English
- Studies held every month – sign up for as few or as many as you wish!

Contact supportusability@sap.com to express interest!
Automated Search for SAP Notes (ANST)

- Identifies SAP correction notes for functional issues, codes, and customizing tables
- Based on specific ABAP objects
- Works directly from the customer system where the issue occurs
- Only notes that are relevant for the issue are identified
- **Access:** start transaction ‘ANST’ and reproduce the issue

**Resources:**
- 1818192 - FAQ: Automated Note Search Tool
- Blog: What is ANST....and why aren’t you using it?
- Video: Supportability Tools: ANST PA41
- SAP Help Portal: Working with ANST
Performance Assistant (PANKS)

- Easy note and KBA search tool for ABAP messages
- Based on the relevant message code (message class and number)
- If a new SAP Note is created and contains the ABAP message code, the Performance Assistant identifies it
- **Access**: double click on the error message then click on the binoculars/search icon

**Resources:**
- [2096401 - FAQs: Performance Assistant - SAP Notes and KBAs search by PANKS](#)
- **Blog**: Got an error message? The new tool PANKS is here to help you!
- **Video**: Performance Assistant Notes & KBA’s Search Tool [aka PANKS]
Thank you.