



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

SAP
June, 2023

Public





Agenda

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

- | |
|--|
| <input type="checkbox"/> Introduction |
| <input type="checkbox"/> DEMO: Walkthrough – SAP for Me framework & support applications |
| <input type="checkbox"/> Q & A |



Your digital companion on the journey to the intelligent enterprise.

Available in English, German, Japanese, Chinese, French, Portuguese, Spanish

Capabilities

YOUR DASHBOARDS

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

Benefits

YOUR ADVANTAGES

- Get a 360-degree view of your products, including road maps and innovations.
- Review your SAP orders, licenses, invoices, consumption, and balance statements.
- Review support cases and manage maintenance and support topics across your company.
- Manage your cloud and on-premise systems, as well as their availability and status.
- Access SAP contacts and manage roles in your company with self-service tools.
- Explore opportunities to enhance your product skills.

Access

YOUR EXPERIENCES

Log in to SAP for Me with your S-User and experience the benefits of the portal in supporting you with daily challenges on the journey to the intelligent enterprise. The portal is also accessible via tablet or mobile phone:
[iOS link in Apple Store](#)
[Android link in Google Play](#)

Knowledge

YOUR EXPERTISE

- [SAP for Me Landing Page](#)
- [SAP for Me Community](#)
- [SAP ONE Support Launchpad Transition to SAP for Me](#)

SAP for Me is now available 7
languages: English, German,
Japanese, Simplified Chinese,
French, Portuguese, and Spanish.

Support Applications **Key Features**

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

Describe Your Issue

Issue Categorization and
Prioritization

Support Channel
Recommender

Auto-proposed
Solutions

Personalized
Case Management

Omnichannel
Support

AI Predictor
Services

Best Action

Top Suggested
Knowledge

New
Case List

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

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

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

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

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

Digital Support Experience

Support Applications



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

Overview

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

Benefits

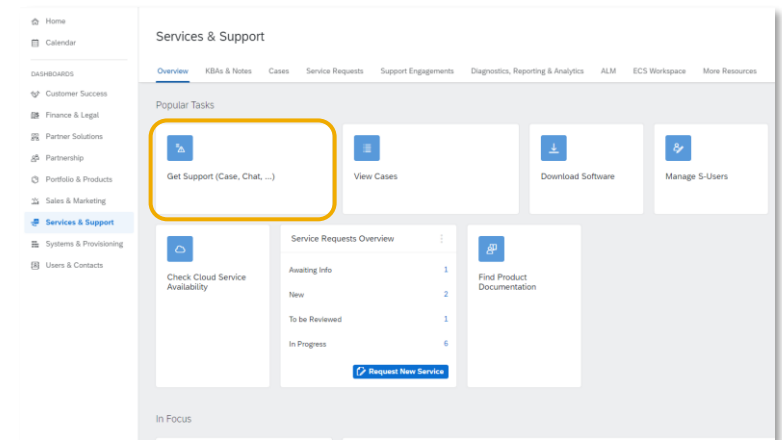
- Simplified and intuitive user-led design to get faster and more efficient product support
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Tailored business impact to report very high issues effectively.
- AI-enabled product predictor and support channel recommender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

Access

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



Preview





Agenda

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

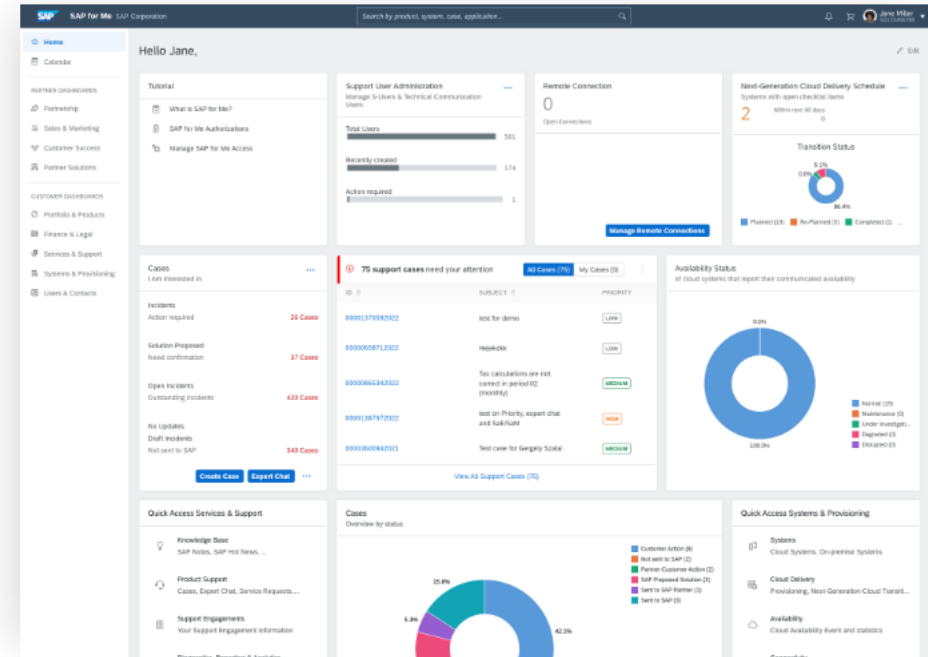
- ☐ Introduction
- ☒ Walkthrough – SAP for Me framework & support applications
- ☐ Q & A

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.

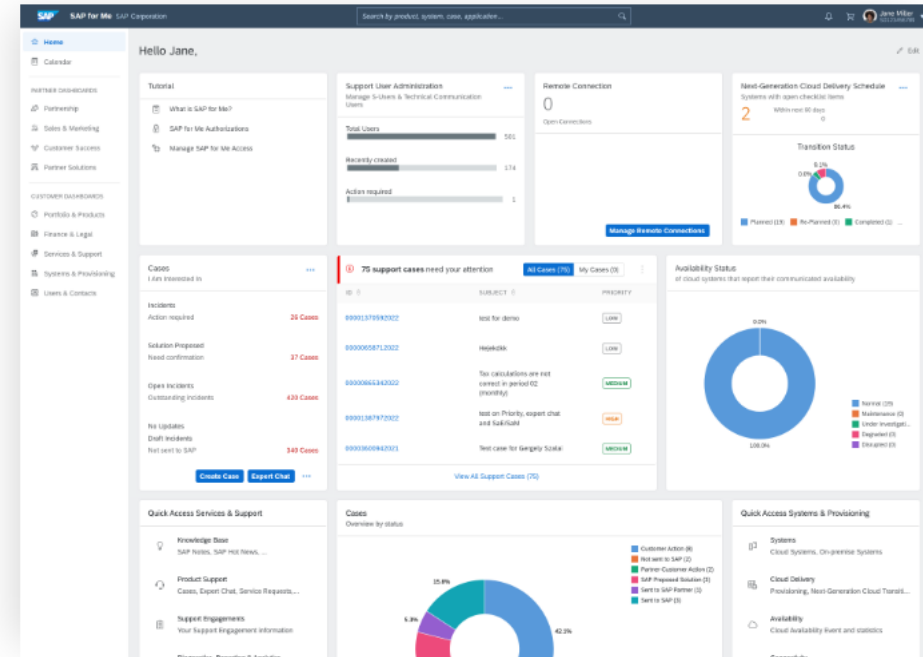
In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best

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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



This is what we found!

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

My Solution Areas

Customer Relationship Management

Enterprise Management

Financial Management

Human Capital Management

Product Lifecycle Management

Spend Management

Supply Chain Management

Technology Platform

My Interests

Create or Edit Support Cases

Manage Users and Authorisations

Purchase

Check Usage Consumption

License Keys

Pay and Administer Invoices

Download Software

Support Knowledge Base and SAP Notes

Remote Connections

Monitor System Availability

Create Service Requests

System Management

My Interests as a Partner

Manage Competencies & Specializations

Manage Deals and Quotes

Customer Management

Register and Manage Projects

Manage Consultant Certifications

Manage Partnership

Solution Development

You will be able change your selection at any time.

[Back to previous step](#)

[Start using SAP for Me](#)

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Welcome Test,

Edit



Welcome Back to SAP for Me

We updated your SAP for Me home page since your last visit. Go ahead and customize your home page however you like using edit mode.

[Edit My Preferences](#)

Get Started

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

Favorites (27 entries)

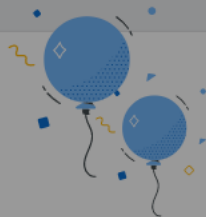
All Favorite Types

TITLE	TYPE
★ 12 - Individual solution without a specific SAP Note	SAP Notes & KBAs
★ 1582722023 - test	Cases
★ 1999997 - FAQ: SAP HANA Memory	SAP Notes & KBAs
★ 2213344 - Starting an Expert Chat with SAP Support [video]	SAP Notes & KBAs
★ 2751242018 - Test incident for demo	Cases
★ 510922023 - SAP4ME Phase One testing - Kenneth Maguire QA Team	Cases
★ C0020689359P(CLOUD)	Systems
★ CA12552195TID000000000740407221(CLOUD)	Systems
★ Cloud Platform Resources	Products

Quick Access Systems & Provisioning

- Systems**
Cloud Systems, On-premise Syste...
- Availability**
Cloud Availability Event and statistics
- Provisioning**
Provision your cloud systems
- Cloud Delivery**
Next-Generation Cloud Transition
- Connectivity**
Remote Connection, Remote Acces...
- Keys**
Manage Keys, SAP Key, Microsoft...

Welcome Test,



Get Started

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

Select interests

My Interests

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

My Interests as a Partner

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

My Solution Areas

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

Cancel

Save & See recommendations

Quick Access Systems & Provisioning

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Cloud Systems, On-premise Syste...
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Remote Connection, Remote Acces...
- Keys
License Keys, SAP Key Migration

DASHBOARDS

🔗 Customer Success

💰 Finance & Legal

👥 Partner Solutions

🤝 Partnership

📦 Portfolio & Products

📊 Sales & Marketing

🛠️ Services & Support

⚙️ Systems & Provisioning

👤 Users & Contacts

🔒 Collapse Sidebar

Welcome Amanda,

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?

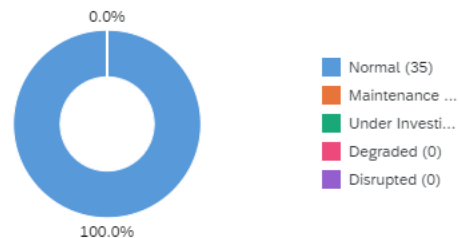
🔒 SAP for Me authorizations

⚙️ Manage SAP for Me access

🎧 Get started with SAP Support

Availability Status

of cloud systems that report their communicated availability



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

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

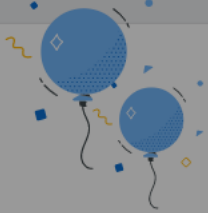
Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Welcome Test,



Get Started

- What is SAP for Me?
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- Get the App

Card Catalog

Search

☐ Include not authorized cards

SAP Cards

- ☒ **Favorites**
Lists all your Favorites.
- ☒ **Get Started**
Get Started with SAP for Me
- ☒ **Manage Users and Authorizations**
Lets user administrators request and administer S-user IDs and technical communication users for the... [More](#)
RECOMMENDED
- ☒ **My SAP Notes & KBAs**
Provides an at-a-glance view on updates of SAP Notes & KBAs that you have marked as a favorite. The ... [More](#)
RECOMMENDED
- ☒ **Quick Access Services & Support**
Quick Access to Services & Support Dashboard with direct access to the different detail areas.
RECOMMENDED
- ☒ **Quick Access Systems & Provisioning**
Quick Access to Systems & Provisioning Dashboard with direct access to the different detail areas.
- ☒ **Quick Access Users & Contacts**
Quick Access to Users & Contacts Dashboard with direct access to the different detail areas.
RECOMMENDED
- ☐ **SAP HotNews**
Access a full list of priority-1 (very high) SAP Notes which explain how to resolve or avoid

Done

Quick Access Systems & Provisioning

- Systems**
Cloud Systems, On-premise Systeme...
- Availability**
Cloud Availability Event and statistics
- Provisioning**
Provision your cloud systems
- Cloud Delivery**
Next-Generation Cloud Transition
- Connectivity**
Remote Connection, Remote Acces...
- Keys**
Manage Your SAP Key Migration

Welcome Amanda,



Get Started

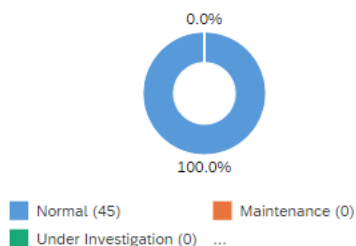
- 📄 What is SAP for Me?
- 🔒 SAP for Me authorizations
- ⚙️ Manage SAP for Me access
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Quick Access Systems & Provisioning

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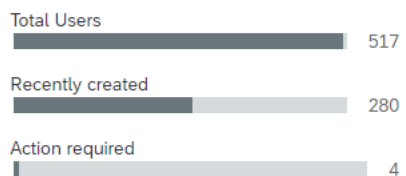
Availability Status

of cloud systems that report their communicated availability



Support User Administration

Manage S-Users & Technical Communication Users



Cases

I Am Interested In

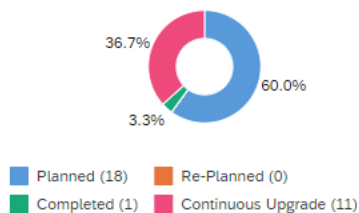
Incidents
Action required **23 Cases**

Next-Generation Cloud Delivery Schedule

Systems with open checklist items

1 Within next 60 days **1**

Transition Status



License Keys

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

[Request License Key](#)

Quick Access Services & Support

- 💡 Knowledge Base
SAP Notes, SAP Hot News, ...
- 🎧 Product Support
Cases, Expert Chat, Service Reque...
- 📄 Support Engagements
Your Support Engagement informati...
- 📊 Diagnostics, Reporting & Analytics
SAP EarlyWatch Alert, Service Mes...
- 💻 Application Lifecycle Management
Roadmap Viewer, Maintenance Pla...
- 🔧 ECS Workspace
Tools for SAP Enterprise Cloud Ser...
- 📘 Related Information
SAP Trust Center, Product Availabili...

Favorites (11 entries)

All Favorite Types ▾

TITLE 🔍

TYPE 🔍



🏠 Home

📅 Calendar

DASHBOARDS

🔗 Customer Success

💰 Finance & Legal

👥 Partner Solutions

🤝 Partnership

📦 Portfolio & Products

📈 Sales & Marketing

🛠 Services & Support

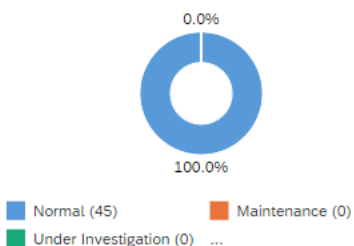
⚙ Systems & Provisioning

👤 Users & Contacts

🔒 Collapse Sidebar

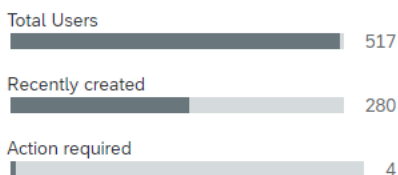
Welcome Amanda,

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Support User Administration

Manage S-Users & Technical Communication Users



Cases

I Am Interested In

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Get Started

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

Quick Access Systems & Provisioning

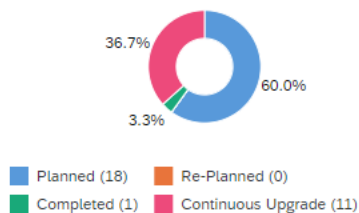
- 📁 Systems
Cloud Systems, On-premise Syste...
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Cloud Availability Event and statistics
- ⚙ Provisioning
Provisioning
- 📋 Cloud Delivery
Next-Generation Cloud Transition
- 🔗 Connectivity
Remote Connection, Remote Acces...
- 🔑 Keys
...

Next-Generation Cloud Delivery Schedule

Systems with open checklist items

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All Favorite Types

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Welcome Amanda,

Get Started

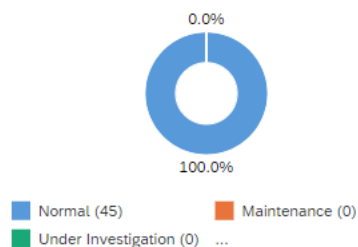
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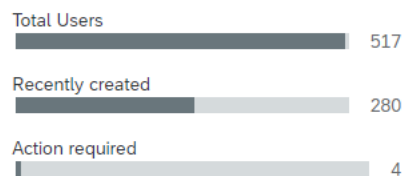
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Support User Administration

Manage S-Users & Technical Communication Users



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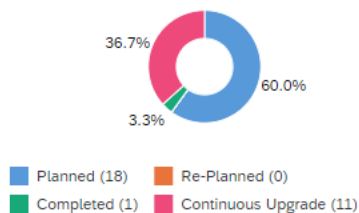
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Quick Access Services & Support

- 💡 Knowledge Base
SAP Notes, SAP Hot News, ...
- 🎧 Product Support
Cases, Expert Chat, Service Reque...
- 📋 Support Engagements
Your Support Engagement informati...
- 📄 Diagnostics, Reporting & Analytics
SAP EarlyWatch Alert, Service Mes...
- 💻 Application Lifecycle Management
Roadmap Viewer, Maintenance Pla...
- 🔧 ECS Workspace
Tools for SAP Enterprise Cloud Ser...
- 📘 Related Information
SAP Trust Center, Product Availabili...

Favorites (11 entries)

All Favorite Types ▾

TITLE ⬆

TYPE ⬆

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

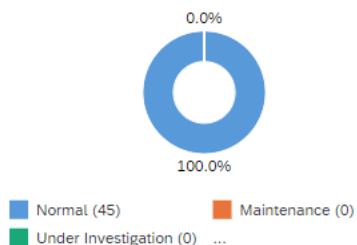
Users & Contacts

Collapse Sidebar

Welcome Amanda,

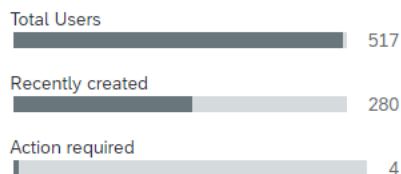
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Quick Access Systems & Provisioning

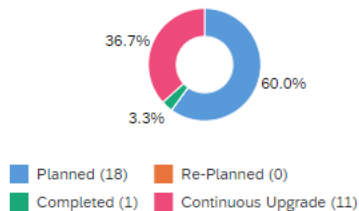
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Next-Generation Cloud Delivery Schedule

Systems with open checklist items

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Transition Status



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Cases, Expert Chat, Service R...
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Your Support Engagement info...
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- Application Lifecycle Management
Roadmap Viewer, Maintenance Pla...
- ECS Workspace
Tools for SAP Enterprise Cloud Ser...
- Related Information
SAP Trust Center, Product Availabili...

SAP Test Account

My Account

My Settings

My Company Info

My Learnings

What's new on SAP for Me?

Logout

Feedback

🏠 Home

📅 Calendar

DASHBOARDS

🔗 Customer Success

💰 Finance & Legal

👤 Partner Solutions

👤 Partnership

📦 Portfolio & Products

📈 Sales & Marketing

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👤 Users & Contacts

🔑 Collapse Sidebar

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Availability Status
of cloud systems that
communicated availa...

■ Normal (45)
■ Under Investigation

Support User Ad...
Manage S-Users &
Communication Us...

Total Users

Recently created

Action required

Cases

I Am Interested In

Incidents

Action required

SAP KNOWLEDGE BASE (96756)

Show more

2896775 - test

Released on 25.02.2020 in LOD-SF-RMK-INT

1445886 - Test

Released on 17.03.2010 in CRM-IU-IC

3106727 - Test

Released on 11.10.2021 in BC-SYB-ASE

DASHBOARDS AND PAGES (2)

Overview

Partner Dashboards > Partnership > Overview

Diagnostics, Reporting & Analytics

Customer Dashboards > Services & Support > Diagnostics, Reporting & Analytics

CONTACTS (518)

Show more

Test01 CES

S0024308978

FCMS Test30

S0019895137

FCMS Test31

S0019895138

DOWNLOADS (2)

SAP Test Data Migration Server

Software Product

SAP Test Data Migration Server, business process library extension

Software Product

SYSTEMS (67)

Show more

SAP Test Account - aPaul Pharma Test-Acc (SCP)

Quick Access Services & Support



Knowledge Base

SAP Notes, SAP Hot News, ...



Product Support

Cases, Expert Chat, Service Reque...



Support Engagements

Your Support Engagement informati...



Diagnostics, Reporting & Analytics

SAP EarlyWatch Alert, Service Mes...



Application Lifecycle Management

Roadmap Viewer, Maintenance Pla...



ECS Workspace

Tools for SAP Enterprise Cloud Ser...



Related Information

SAP Trust Center, Product Availabili...

All Favorite Types

TYPE

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

Welcome Amanda,

- ### Get Started
- What is SAP for Me?
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- ### Quick Access Systems & Provisioning
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Availability Status
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Support User Ad...
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Action required

Cases
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Action required

test

SAP KNOWLEDGE BASE (96756) Show more

2896775 - **test**
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1445886 - **Test**
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DASHBOARDS AND PAGES (2)

Overview
Partner Dashboards > Partnership > Overview

Diagnostics, Reporting & Analytics
Customer Dashboards > Services & Support > Diagnostics, Reporting & Analytics

CONTACTS (518) Show more

Test01 CES
S0024308978

FCMS Test30
S0019895137

FCMS Test31
S0019895138

DOWNLOADS (2)

SAP Test Data Migration Server
Software Product

SAP Test Data Migration Server, business process library extension
Software Product

SYSTEMS (67) Show more

SAP Test Account - aPaul Pharma Test-Acc (SCP)

- ### Quick Access Services & Support
- Knowledge Base**
SAP Notes, SAP Hot News, ...
 - Product Support**
Cases, Expert Chat, Service Reque...
 - Support Engagements**
Your Support Engagement informati...
 - Diagnostics, Reporting & Analytics**
SAP EarlyWatch Alert, Service Mes...
 - Application Lifecycle Management**
Roadmap Viewer, Maintenance Pla...
 - ECS Workspace**
Tools for SAP Enterprise Cloud Ser...
 - Related Information**
SAP Trust Center, Product Availabili...

All Favorite Types

TYPE



Search In: SAP Notes & KBAs

SAP Notes & KBAs	96766
SAP Community	317280
SAP Support Wiki	8
SAP Support Portal	230
Product Documentation	25+
Guided Answers	351
SAP Litmos Training Cloud	

Filter By

More Filter Options

Clear

Component

<input type="checkbox"/> XX* (Miscellaneous)	13203
<input type="checkbox"/> BC* (Basis Components)	12166
<input type="checkbox"/> PY* (Payroll)	7554
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<input type="checkbox"/> SV-SMG* (SAP Solution Manager)	5435

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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-PLT-REF (Instance Refresh) 14.07.2022 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) 19.04.2022 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 SAP ASE.
 BC-SYB-ASE (Sybase ASE Database Platform (non Business Suite)) 12.07.2022 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?...
 XX-PROJ-FI-CA (obsolete: Please use Component FI-CA instead) 05.02.2020 SAP Knowledge Base Article (6 people found this document helpful)

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Partner Solutions

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Collapse Sidebar

Welcome Amanda,

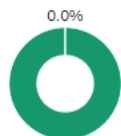
Next-Generation Cloud Delivery Schedule

Systems with open checklist items

3

Within next 60 days
3

Transition Status



Planned (0) Re-Planned (0)
Completed (28) Continuous Upgrade (0)

License Key

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

Request License Key

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

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Cloud Systems, On-premise Syste...
- Availability
Cloud Availability Event and statistics
- Provisioning
Provision your cloud systems
- Cloud Delivery
Next-Generation Cloud Transition
- Connectivity
Remote Connection, Remote Acces...
- Keys
License Key, SAP Key, M...

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- Knowledge Base
SAP Notes, SAP Hot News, ...
- Product Support
Cases, Expert Chat, Service Reque...
- Support Engagements
Your Support Engagement informati...
- Diagnostics, Reporting & Analytics
SAP EarlyWatch Alert, Service Mes...
- Application Lifecycle Management
Roadmap Viewer, Maintenance Pla...
- ECS Workspace
Tools for SAP Enterprise Cloud Ser...
- Related Information
SAP Trust Center, Product Availabili...

Manage Users and Authorizations

Manage S-Users & Technical
Communication Users

Total Users	610
Recently created	388
Action required	2

Cases

I Am Interested In

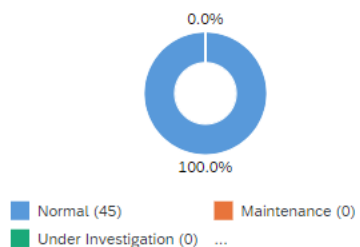
Incidents	
Action required	28 Cases
Solution Proposed	
Need confirmation	35 Cases
Open Incidents	
Outstanding incidents	527 Cases
No Updates	
Within last 7 days	574 Cases

Welcome Amanda,

 Edit

Availability Status

of cloud systems that report their communicated availability








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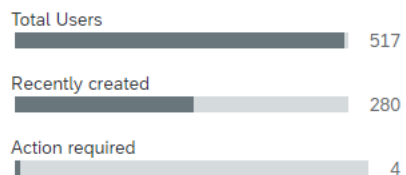
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-  What is SAP for Me?
-  SAP for Me authorizations
-  Manage SAP for Me access
-  Get started with SAP Support
-  Get the App

Support User Administration

Manage S-Users & Technical Communication Users

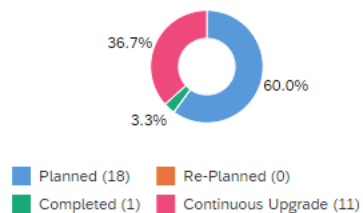


Next-Generation Cloud Delivery Schedule

Systems with open checklist items

1 Within next 60 days 1

Transition Status










Cases








I Am Interested In

- Incidents
 - Action required 23 Cases
 - Solution Proposed
 - Need confirmation 37 Cases
 - Open Incidents
 - Outstanding incidents 566 Cases
 - No Updates
 - Within last 7 days 620 Cases

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-  Knowledge Base
 - SAP Notes, SAP Hot News, ...
-  Product Support
 - Cases, Expert Chat, Service Reque...
-  Support Engagements
 - Your Support Engagement informati...
-  Diagnostics, Reporting & Analytics
 - SAP EarlyWatch Alert, Service Mes...
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-  Systems
 - Cloud Systems, On-premise Syste...
-  Availability
 - Cloud Availability Event and statistics
-  Provisioning
 - Provisioning
-  Cloud Delivery
 - Next-Generation Cloud Transition
-  Connectivity
 - Remote Connection, Remote Acces...
-  Keys
 - License Keys, SSCR Keys, Migratio...
-  System Measurement
 - System Measurement Relevancy

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TITLE TYPE


★ (A11) Systems

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


Demo: Services & Support

- Overview**
- KBAs & Notes
- Cases
- Service Requests
- Support Engagements
- Diagnostics, Reporting & Analytics
- ALM
- ECS Workspace
- More Resources


Popular Tasks



Get Support (Case, Chat, ...)


Service Requests Overview 


New	2
To be Reviewed	1
In Progress	6


 Request New Service





View Cases

Contact the Customer Interaction Center (CIC) 


 Chat

 Phone


 E-Mail




Find Product Documentation




Manage S-Users




Download Software



Request License Keys





Manage Remote Connections





Check Cloud Service Availability


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Forrester Consulting Study Shows How SAP MaxAttention Supported Better, Faster Cloud ...
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Real-Time Support



Product Support Accreditation



For Cloud Partners: Support & Success



For Value Added Resellers: Support & Success

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Select Existing Draft

The following are the latest saved drafts:

My Drafts

Other Drafts

Ledger consolidation gives error 1294

15.04.2023, 01:15:31 PM



Compensation adjustments not reflected in TTC letter

15.04.2023, 01:11:48 PM



Error 605 on syslogs in masterdb

15.04.2023, 01:08:33 PM



See More Drafts

Cancel

Report New Problem

00001740912023

test for case detail

MEDIUM

1 day ago

View All Support Cases (513)

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Get Support (Case, Chat, ...)

Exit

Customer: S-User:

Basic Information

0/2

Best Action

Short Description*

Please enter a short description

System*

Please select a system

Recommended Solutions

Find More



No Recommended Solutions

You can view recommended solutions related to your issue here.

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Get Support (Case, Chat, ...)

Exit

Customer: [redacted] S-User: [redacted]

- Basic Information 1/2
- Best Action

Short Description*

Consolidated reporting column heading not displaying with the correct offset

System*

Please select a system

Recommended Solutions

Find More



No Recommended Solutions

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Sales &

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System List

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

Recently UsedFavoriteAll

CLO - C0012552195T3 (TEST)
System Number: 740164789
Leading Product: SAP SuccessFactors HXM Core

A31 (PROD)
System Number: 850641080
Leading Product: SAP ERP 6.0

AAA - AAA (PROD)
System Number: 800064267
Leading Product: SAP Adaptive Server Enterprise 16.1

DDD (PROD)
System Number: 850042348
Leading Product: SAP BusinessObjects Business Intelligence platform 4.0

A11 (BACKUP)
System Number: 311834471
Leading Product: SAP NetWeaver 7.3

AAA (PROD)
System Number: 800025935
Leading Product: SAP BusinessObjects Business Intelligence platform 4.2

AS5 - test for demo (DEVELOP)
System Number: 850200612

Cancel

40


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Public28

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Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 


-  Basic Information
-  Best Action

Short Description *

Consolidated reporting column heading not displaying with the correct offset

System *

AAA


 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](#)

System Access Data:

 The access data has not been maintained. - [Click to maintain](#)

System Connection:

 Connections are closed - [Click to maintain](#)

Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

Continue

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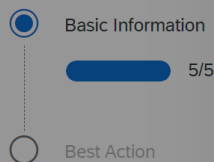
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Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Customer: 1208936 - SAP Test Account



Select a Product Function

Search by Product Function Name or Component ID/Name

Recently Used **Suggested** All

Semantic Layer

Semantic Layer

Web Intelligence

Web Intelligence

.NET

SDK > .NET

Publishing and Scheduling

Publishing and Scheduling

Java

SDK > Java

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Customer:  S-User: 


- Basic Information
- 5/5
- Best Action

Short Description *

Consolidated reporting column heading not displaying with the correct offset

System *

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System Details:

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System Connection:

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Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

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 Services & Support

 Systems & Provisioning

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Customer:  S-User: 


-  Basic Information
-  Best Action

Short Description *

Consolidated reporting column heading not displaying with the correct offset

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Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

Low - The problem has little to no influence on Business Operations and does not hinder daily tasks.

Medium - Business Operations are affected but core business task flow continues.

High - Necessary Business Operations and tasks are seriously affected and cannot be executed.

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

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Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 

 Basic Information

 4/5

 Best Action

Priority*

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact*





Secondary Contact





Select a business impact category from the dropdown menu* 

-- Please select a business impact category --

Business Impact*



Save

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 Portfolio & Products

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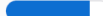

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Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Exit

Customer:   S-User: 

-  Basic Information
-  4/5
-  Best Action

Priority*

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability. 

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact*

Secondary Contact

Select a business impact category from the dropdown menu* 

-- Please select a business impact category --

-- Please select a business impact category --

A productive Service/System is completely down.

Core business processes affected.

Go-live impacted.

Security issue.

Save

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 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning


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Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 

 Basic Information

 4/5

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Priority*

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We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact*





Secondary Contact





Select a business impact category from the dropdown menu* 

A productive Service/System is completely down.

Is there a workaround?*


☐ Yes ☐ No

Is there financial loss?















☐ Yes ☐ No

Number of Users Affected

Since when is Production down?



Business Impact*

Continue

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 Systems & Provisioning

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Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 


-  Basic Information
-  Best Action

Short Description *

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Product *

SAP BusinessObjects Business Intelligence platform

Product Function *


Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

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Find questions and answers from SAP Community members related to SAP BusinessObjects - Semantic Layer - SDK

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 Home

 Calendar

DASHBOARDS

 Customer Success


 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts


 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information

 Best Action


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

 **Expert Chat**

Alternative Channels:

 Schedule an Expert Session

 **Create a Case**

 Open a Community Question

 Ask an Expert Peer

Recommended Solutions

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TRENDING

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How to configure SSL certificates for Universe Client ToolsWhat is the support for SSL for database reporting...

BI-BIP-IDT

KBA (How To)

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Get to know what's new, and how to implement and use SAP BusinessObjects Business Intelligence platform.

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 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar

Services & Support / Get Support (Case, Chat, ...)


Get Support (Case, Chat, ...)

Exit


Customer:   S-User: 

 Basic Information

What are you having an issue with?

 Best Action

Create a Case

 Detailed Information

0/1

 Attachments

No File

 Contacts

 Submit

Continue

Recommended Solutions

 Find More

TRENDING

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SAP Community

 Home

 Calendar

DASHBOARDS

 Customer Success


 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

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Exit

Customer:   S-User: 

 Basic Information

 Best Action

Create a Case

 Detailed Information

0/1


 Attachments

No File

 Contacts

 Submit

What are you having an issue with?



Connections

Universe

Other

Continue

Recommended Solutions

 Find More

TRENDING

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 Home

 Calendar


DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts


 Collapse Sidebar


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Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information

 Best Action

Create a Case

 Detailed Information

0/1

 Attachments

No File

 Contacts

 Submit

What are you having an issue with?

Universe 

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

Universe Design tool (UDT) Unv universe 

Please specify the specific driver and version used

ODBC driver version 8.6.4

This is a new Universe or existing?

Existing

Detailed Description *


|

Steps to Reproduce

Continue

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TRENDING

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 Home

 Calendar


DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts


 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information

 Best Action

Create a Case

 Detailed Information

1/1


 Attachments

No File


 Contacts

 Submit

What are you having an issue with?

Universe 

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

Universe Design tool (UDT) Unv universe 

Please specify the specific driver and version used

ODBC driver version 8.6.4

This is a new Universe or existing?

Existing

Detailed Description *



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

Steps to Reproduce



Continue

Recommended Solutions

 Find More

[SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel Inplace.](#)

In SAP GUI Desktop office Integration, column heading is missing in the "Format" worksheet tab while changing the...

BC-FES-OFFI

Note (Program error)

[Nonsensical columns on "Composition" tab](#)

Component: Product Safety Module: Specification Management You open the ALV-based tab for compositions ...

EHS-BD-SPE

Note (Program error)

TRENDING

[Best practices & pre-requisites on Windows while Install/Update/Patching BI](#)

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise...

BI-BIP-INS

KBA (How To)

[Web Intelligence report column headings are truncated when exported to PDF format](#)

Web Intelligence report column headings are truncated when exported to PDF format

BI-RA-WBI

Note (Program error)

[SAP Query: Using queries](#)

ABAP reports are used at various points within the R/3 system

 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

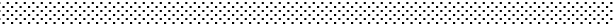
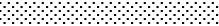
 Users & Contacts


 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information


 Best Action

Create a Case

 Detailed Information

 Attachments


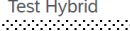

No File

 Contacts


1/1

 Submit

Reporter*



 Test Hybrid  CET 

Primary Phone: 



Secondary Phone: 

Email: 


Secondary Contact

 Select a Contact 

Primary Contact

 Select a Contact 

System Opener

 Select a Contact 

Add New Contact

Continue

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 Find More

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TRENDING

Best practices & pre-requisites on Windows while Install/Update/Patching BI

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BI-BIP-INS

KBA (How To)

Web Intelligence report column headings are truncated when exported to PDF format

Web Intelligence report column headings are truncated when exported to PDF format

BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

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

 Collapse Sidebar



Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Customer: 


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

Reporter*

 Test Hybrid
S0018132425 |  CET


Primary Phone: +86-800551210
Secondary Phone: +49-5555555555
Email: arno.helmling@sap.com

Secondary Contact

 **Select a Contact**

Add New Contact

Select a Contact

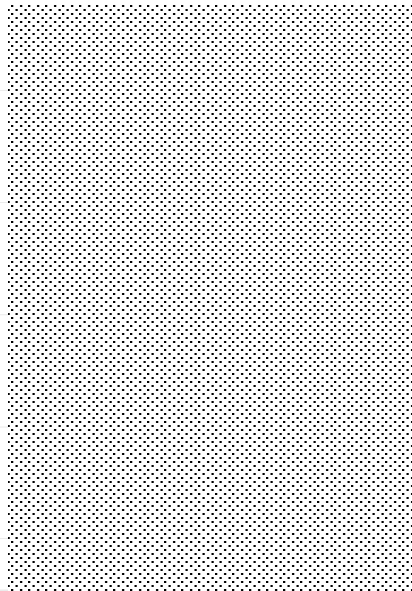
Search 

Test AS 01

RD02 2023

email exists 3

Tommaso AAAAAAA



Cancel

Recommended Solutions

SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel Inplace.
In SAP GUI Desktop office Integration, column heading is missing in the "Format" worksheet tab while changing the...

BC-FES-OFFI Note (Program error)

Nonsensical columns on "Composition" tab
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EHS-BD-SPE Note (Program error)

TRENDING
Best practices & pre-requisites on Windows while Install/Update/Patching BI
Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise...

BI-BIP-INS KBA (How To)

Web Intelligence report column headings are truncated when exported to PDF format
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BI-RA-WBI Note (Program error)

SAP Query: Using queries
ABAP reports are used at various points within the R/3 system

Continue

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

Collapse Sidebar

Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Customer:

✓ Basic Information

✓ Best Action

Create a Case

✓ Detailed Information

✓ Attachments

No File

○ Contacts

1/1

○ Submit

Reporter*

Test Hybrid
S0018132425 | CET

Primary Phone: +86-800551210

Secondary Phone: +49-5555555555

Email: arno.helmeling@sap.com

Secondary Contact

Select a Contact

Add New Contact

Select a Contact

John Bowley

Test AS 01

RD02 2023

email exists 3

Tommaso AAAAAAA

Cancel

Exit

Recommended Solutions

Find More

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Note (Program error)

TRENDING

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BI-BIP-INS

KBA (How To)

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BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

Continue

 Home

 Calendar


DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information


 Best Action

Create a Case

 Detailed Information

 Attachments


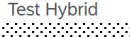
No File

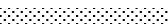
 Contacts


1/1

 Submit

Reporter*


 Test Hybrid  CET

Primary Phone: 


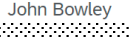
Secondary Phone: 


Email: 


Secondary Contact

 Select a Contact

Primary Contact

 John Bowley  UK

Primary Phone: 

Secondary Phone: 

Email: 

System Opener

 Select a Contact

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Note (Program error)

Nonsensical columns on "Composition" tab

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TRENDING

Best practices & pre-requisites on Windows while Install/Update/Patching BI

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise...

BI-BIP-INS

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BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

Add New Contact

Continue

Exit

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Customer: [REDACTED] S-User: [REDACTED]

Basic Information

Best Action

Create a Case

Detailed Information

Attachments

No File

Contacts

1/1

Submit

Reporter

Test S00

Primary P

Seconda

Email: a

Seconda

Sele

Add New Contact

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

Name

Design Team

Role

Primary Phone

Secondary Phone

Email

design-team2@myorg.co.uk

Time Zone

Cancel

Submit

Add New Contact

Continue

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Note (Program error)

Nonsensical columns on "Composition" tab

Component: Product Safety Module: Specification Management You open the ALV-based tab for compositions ...

EHS-BD-SPE

Note (Program error)

TRENDING

Best practices & pre-requisites on Windows while Install/Update/Patching BI

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise...

BI-BIP-INS

KBA (How To)

Web Intelligence report column headings are truncated when exported to PDF format

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BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information


 Best Action

Create a Case

 Detailed Information

 Attachments

No File

 Contacts

1/1

 Submit

Reporter*


 Test Hybrid  CET

Primary Phone: 

Secondary Phone: 

Email: 

Secondary Contact

 Select a Contact

Case Contact

 Design Team 


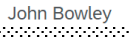
Primary Phone:


Secondary Phone:


Email: design-team2@myorg.co.uk

Add New Contact

Primary Contact


 John Bowley  UK

Primary Phone: 

Secondary Phone: 

Email: 

System Opener

 Select a Contact

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EHS-BD-SPE

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TRENDING

Best practices & pre-requisites on Windows while Install/Update/Patching BI

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise...

BI-BIP-INS

KBA (How To)

Web Intelligence report column headings are truncated when exported to PDF format

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BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

Continue

 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 

 Basic Information


 Best Action


Create a Case

 Detailed Information


 Attachments

No File

 Contacts

 Submit

The component shown is based on the information you have provided. You can change it if you think it is incorrect.

Component* BI-BIP-DF 

Top Suggested Content

SAP Support engineers have used the below content to resolve similar issues in the past.

[SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel...](#)

In SAP GUI Desktop office Integration, column heading is missing in the "Format" worksheet tab while changing the vie...

BC-FES-OFFI

Program error

[Nonsensical columns on "Composition" tab](#)

Component: Product Safety Module: Specification Management
You open the ALV-based tab for compositions to display...

EHS-BD-SPE

Program error

[Best practices & pre-requisites on Windows while Install/Update/Patching BI](#)

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise (...)

BI-BIP-INS


How To

Alternative Support Channels

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

 [Open a Community Question](#)

 [Expert Chat](#)

 [Schedule an Expert Session](#)

 [Ask an Expert Peer](#)

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- Home
- Calendar
- DASHBOARDS
 - Customer Success
 - Finance & Legal
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 - Partnership
 - Portfolio & Products
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 - Users & Contacts

Services & Support

- Overview
- Knowledge Search
- Knowledge Base
- Product Support
- Cases**
- Service Requests
- Support Engagements
- Diagnostics, Reporting & Analytics
- Application Lifecycle Management
- ECS Workspace
- Related Information

Support & Maintenance

Get Support (Case, Chat, ...)

- Open Cases**
- My Open Cases
- Closed Cases
- Drafts
- Sessions

Standard

Status:3 Items

Priority:

Last Update:Within last 4 Weeks

System:Select System(s)...

Created On:dd.MM.yyyy - dd.MM.yyyy

Changed On:dd.MM.yyyy - dd.MM.yyyy

Installation:Select Installation(s)...

Reporter:Select Reporter(s)...

Customer:Select Customer(s)...

Go

Adapt Filters (1)

Cases (162)											
ID	SUBJECT	STATUS	PRIORITY	INSTALLATION	SYSTEM / PRODUCT	COMPONENT	REPORTER	CUSTOMER	CREATED ON	UPDATED ON	AUTO CONFIRM DATE
4344727 / 2023	ATF Test Case (STRY0169157)	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Onboarding (LOD-SF-OB)	SAP		15.04.2023 at 01:30:11	15.04.2023 at 01:37:07	14.05.2023
4344621 / 2023	ATF_Test	SAP Proposed Solution	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:30:38	14.04.2023 at 22:32:57	14.05.2023
4344608 / 2023	ATF_Test	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:23:56	14.04.2023 at 22:24:39	14.05.2023

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

Services & Support

- Overview
- Knowledge Search
- Knowledge Base
- Product Support
- Cases
- Service Requests
- Support Engagements
- Diagnostics, Reporting & Analytics
- Application Lifecycle Management
- ECS Workspace
- Related Information

Support & Maintenance

Get Support (Case, Chat, ...)

- Open Cases
- My Open Cases
- Closed Cases
- Drafts
- Sessions

Standard

Status:

3 Items

Priority:

Last Update:

Within last 4 Weeks

System:

Select System(s)...

Created On:

dd.MM.yyyy - dd.MM.yyyy

Changed On:

dd.MM.yyyy - dd.MM.yyyy

Installation:

Select Installation(s)...

Reporter:

Select Reporter(s)...

Customer:

Select Customer(s)...

Go

Adapt Filters (1)

Cases (162)

Updated at 14:32:27

Filter

ID	SUBJECT	STATUS	PRIORITY	INSTALLATION	SYSTEM / PRODUCT	COMPONENT	REPORTER	CUSTOMER	CREATED ON	UPDATED ON	AUTO CONFIRM DATE
4344727 / 2023	ATF Test Case (STRY0169157)	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Onboarding (LOD-SF-OB)	SAP		15.04.2023 at 01:30:11	15.04.2023 at 01:37:07	14.05.2023
4344621 / 2023	ATF_Test	SAP Proposed Solution	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:30:38	14.04.2023 at 22:32:57	14.05.2023
4344608 / 2023	ATF_Test	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:23:56	14.04.2023 at 22:24:39	14.05.2023

Services & Support

OverviewKnowledge SearchKnowledge BaseProduct SupportCasesService RequestsSupport EngagementsDiagnostics, Reporting & AnalyticsApplication Lifecycle ManagementECS WorkspaceRelated Information

Support & Maintenance

Get Support (Case, Chat, ...)

Open CasesMy Open CasesClosed CasesDraftsSessions

Standard

My Views

Standard

My High cases

My Very High cases

Save As

Manage

Last Update:

System:

Created On:

Changed On:

Installation:

Within last 4 Weeks

Select System(s)...

dd.MM.yyyy - dd.MM.yyyy

dd.MM.yyyy - dd.MM.yyyy

Select Installation(s)...


Go


Adapt Filters (1)

Updated at 14:50:11


Filter


	STATUS	PRIORITY	INSTALLATION	SYSTEM / PRODUCT	COMPONENT	REPORTER	CUSTOMER	CREATED ON	UPDATED ON	AUTO CONFIRM DATE
	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Onboarding (LOD-SF-OB)	SAP		15.04.2023 at 01:30:11	15.04.2023 at 01:37:07	14.05.2023
<div><div></div><div>4344621 / 2023</div></div>	ATF_Test	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:30:38	14.04.2023 at 22:32:57	14.05.2023
<div><div></div><div>4344608 / 2023</div></div>	ATF_Test	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:23:56	14.04.2023 at 22:24:39	14.05.2023


 Home


 Calendar


DASHBOARDS


 Finance & Legal

 Portfolio & Products

 **Services & Support**

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar

Demo: Services & Support

Overview

KBAs & Notes

Cases

Service Requests

Support Engagements

Diagnostics, Reporting & Analytics

ALM

ECS Workspace

More Resources


Service Requests


All Requests


My Requests







Area:

Status:

Search 

 Request New Service

 View Closed

ID	AREA	ENTITY	TITLE	STATUS	CREATED AT & BY	EXECUTION TIME	CATEGORY	CHARGEABLE
3784621	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	13.10.2022, 01:13:10 S0022534352	13.10.2022, 02:19:00	Non-Chargeable / Free Service	<div>NO</div> 
3780041	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	12.10.2022, 18:06:51 S0022534352	12.10.2022, 19:10:00	Non-Chargeable / Free Service	<div>NO</div> 
3771041	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	11.10.2022, 17:11:36 S0020916202	12.10.2022, 18:48:00	Non-Chargeable / Free Service	<div>NO</div> 
3771021	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	11.10.2022, 17:10:49 S0009460456	11.10.2022, 18:15:00	Non-Chargeable / Free Service	<div>NO</div> 
3770991	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	11.10.2022, 17:02:15 S0009460456	11.10.2022, 18:07:00	Non-Chargeable / Free Service	<div>NO</div> 
3770981	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	11.10.2022, 16:57:57 S0009460456	11.10.2022, 18:02:00	Non-Chargeable / Free Service	<div>NO</div> 

Feedback

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Systems & Provisioning

Overview

Systems

Availability

Get Notified

Provisioning

Cloud Delivery

Connectivity

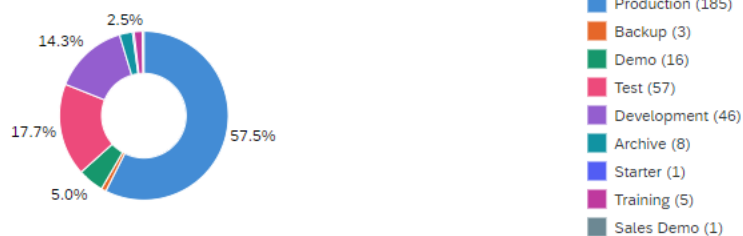
Keys

System Measurement

My Systems

322

On Premise 232 Cloud 90 Private Cloud 0



My Installations

Installation Management

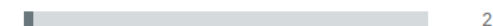
Active



Requested



Deleted



Landscape Applications

- SAP EarlyWatch Alert Workspace
- Maintenance Planner
- ECS Workspace
- ECS Landscape
- My Landscape
- System Hierarchy

Availability Status

of cloud systems that report their communicated availability

All

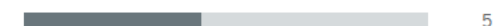


Provisioning Overview

0

cloud systems have been provisioned since your last visit

Available for Provisioning



Optimize Your systems

- Software Download Center
- Data Volume Management
- Technical Downtime Optimization
- Custom Code Analytics
- Financial Data Quality

Collapse Sidebar

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Systems & Provisioning

Overview **Systems** Availability Get Notified Provisioning Cloud Delivery Connectivity Keys System Measurement

All Systems (322 entries)

Customer:

System Role:

Find System

SYSTEM	SYSTEM ID	SYSTEM ROLE	DEPLOYMENT MODE	INSTALLATION	SOFTWARE PRODUCT	CUSTOMER
★ Solution Manager 51	A05	Production	On-Premise	Dummy Installation	SAP Solution Manager	SAP Test
★ —	BQ7	Development	On-Premise	Dummy Installation	SAP Solution Manager	SAP Test
★ ST-CONT 710 Test System	BQ7	Development	On-Premise	Dummy Installation	SAP Solution Manager	SAP Test
★ Testsystem AGS Sissi	ERP	Archive	On-Premise	SAP Enterprise Resource Planning	SAP ERP	SAP Test Account - aPaul P...
★ —	M45	Development	On-Premise	Dummy Installation	SAP NetWeaver	SAP Test

5 entries per page

< 1 2 3 ... 65 >

Public Cloud Systems on BTP (67 entries)

Global Account:

Subaccount:

Solution Area:

Cloud Service:

System Role:

Find System

SYSTEM	SYSTEM ROLE	DATA CENTER	CLOUD SERVICE	GLOBAL ACCOUNT	SUBACCOUNT
★ SAP Test Account - aP...	Test	Netherlands: Amsterdam	SAP Central Business Configuration	79211c1c-a36e-4c39-8055-fb1b52566b27	8f48314c-f44c-427e-8d55-190ee91be3...
★ SAP Product Footprint			SAP Product Footprint Management for clou...		

Collapse Sidebar

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

Systems & Provisioning / My BI 4 (BI4)

My BI 4 (BI4) ★

System Number

[License Key](#) [Remote Connection](#) [Edit](#) [Delete](#)

System Name	System ID	System Role	Installation	Customer
My BI 4	BI4	Production	change test test (20704393)	SAP Test Account - Prokesch Pharma (1249792)

General Support System Measurement

Installed Software Product (Version) (1 entry)

Standalone

SAP BusinessObjects Business Intelligence platform 4.1












Administration Information

Created On: 24.07.2014

Created By:

Last Changed On: 20.09.2017


Last Changed By:


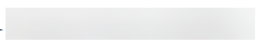
-  Home
-  Calendar
- DASHBOARDS**
-  Customer Success
-  Finance & Legal
-  Partner Solutions
-  Partnership
-  Portfolio & Products
-  Sales & Marketing
-  Services & Support
-  Systems & Provisioning
-  Users & Contacts

Systems & Provisioning / My BI 4 (BI4)



My BI 4 (BI4)

[License Key](#) [Remote Connection](#) [Edit](#) [Delete](#)

System Number 

System Name	System ID	System Role	Installation	Customer
My BI 4	BI4	Production		SAP Test Account - 

General **Support** System Measurement

System-specific SAP Notes/KBAs (1 entry)					
NUMBER	TITLE	TYPE	CATEGORY	SOFTWARE PRODUCT	ALERT DATE
	While refreshing a web intelligence document from Chrome 110+ or Microsoft Edge 110+ the web page keeps loading indefinitely.		Note (Program error)	★ SAP BusinessObjects Business Intelligence platform	08.02.2023

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Systems & Provisioning

Overview Systems **Availability** Get Notified Provisioning Cloud Delivery Connectivity Keys System Measurement

Event Overview (1561...)

Past All Fut...

☐ SLA Relevance

☐ Favorite Only

Event Type:

Cloud Service:

Customer:

Data Center:



System:

Deployment Model:

ID	EVENT TYPE	CLOUD SERVICE	DATA CENTER	STATUS	START	END	SYSTEM NAME	CUSTOMER
EV20692542	Maintenance	SAP S/4HANA Cloud	Germany: Frankfurt	UPCOMING MAINTENANCE	22.07.2023 04:00	22.07.2023 16:00	my401062.s4hana.cloud.sap 742759544	SAP Test Account - aPaul...
EV20544968	Maintenance	SAP S/4HANA Cloud	Germany: Frankfurt	UPCOMING MAINTENANCE	08.07.2023 04:00	08.07.2023 16:00	my401062.s4hana.cloud.sap 742759544	SAP Test Account - aPaul...
EV20672577	Maintenance	SAP S/4HANA Cloud	Germany: Frankfurt	UPCOMING MAINTENANCE	01.07.2023 04:00	01.07.2023 16:00	my401062.s4hana.cloud.sap 742759544	SAP Test Account - aPaul...
EV19172254	Maintenance	SAP Jam Collaboration	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	C0020689359P 740174664	SAP Test - Prokesch Phar...
EV19172254	Maintenance	SAP SuccessFactors HXM Core	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	C0020689359P 740174333	SAP Test - Prokesch Phar...
EV19172254	Maintenance	SAP SuccessFactors Learning	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	MyProduction 740172620	SAP Test Account - aPaul...
EV19172254	Maintenance	SAP Jam Collaboration	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	my Cloud System 740172443	SAP Test Account - aPaul...
EV19172254	Maintenance	SAP SuccessFactors HXM	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	SFHCMRPD_3<219 5P!>	SAP Test Account - aPaul...

 Home Calendar

DASHBOARDS

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




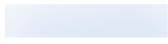

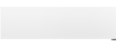
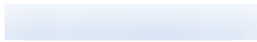

Users & Contacts

Overview

Partner Contacts

My Important Contacts

SAP Contacts

CONTACT	FUNCTION	EMAIL	PHONE
 	CEE - Ariba		
 	CEE - Business ByDesign		

SAP Passport

Benefit from single sign-on

311

Days to expire

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

[Renew your passport](#)

Manage Users and Authorizations

Manage S-Users & Technical Communication Users

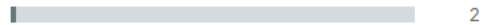
Total Users



Recently created



Action required



Manage My Partner Users

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



Manage Service Partner Users

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



Important Contacts in My Company




ECS Contacts

Service Partner User Cockpit

0

Invitations waiting

 Collapse Sidebar

javascript:void(0)

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

User Management

Request User

Manage Services



610



0



263



821



59



2

Users (610)

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	Universal ID	Status	Expiry Date	Function
<input type="checkbox"/>					SAP Test - Prokesch Pharma Data Loa		Austria		Never		21.03.2023		Linked	Active	22.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany		Never		18.03.2023		Linked	Active	19.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany		20.03.2023		17.03.2023		Not Linked	Active	18.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany	Demo-User OSLP - DO NOT DELETE	15.03.2023		15.03.2023		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany		23.03.2023		15.03.2023		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>					SAP Test		Germany		16.03.2023		15.03.2023		Not Linked	Active	16.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany	SAP for Me	Never		14.03.2023		Not Linked	Active	15.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany	Demo-User OSLP - DO NOT DELETE	14.03.2023		10.03.2023		Linked	Active	31.12.9999	Cloud Administrator



Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Calendar

28.03.2023

☐ Favorite products only

Search



Day

Week

Month



< Today > March 2023

☒ Maintenance for cloud services

☒ License key expiry

☒ Schedule an Expert or Manager sessions

☐ Maintenance deliveries (patches etc.)

☒ Extranet release dates

☒ SAP Security Patch days

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26 SAP SuccessFactors: ... SAP Extension Suite -...	27	28	1	2	3	4 SAP S/4HANA Cloud: ...
5 SAP SuccessFactors: ... SAP SuccessFactors: ...	6	7	8	9	10	11
12 SAP SuccessFactors: ... SAP SuccessFactors: ... SAP Integration Suite:...	13	14 SAP Security Patch D...	15 SAP Commerce Clou...	16	17	18 SAP S/4HANA Cloud: ... SAP Integration Suite:...
19 SAP SuccessFactors: ... SAP SuccessFactors: ...	20	21	22	23	24	25
26 SAP SuccessFactors: ... SAP SuccessFactors: ...	27	28	29	30	31	1 SAP S/4HANA Cloud: ... SAP S/4HANA Cloud: ...

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

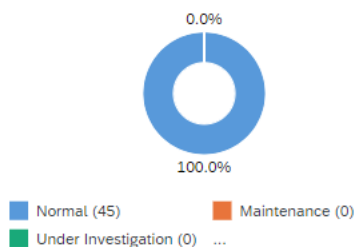
Services & Support

Systems & Provisioning

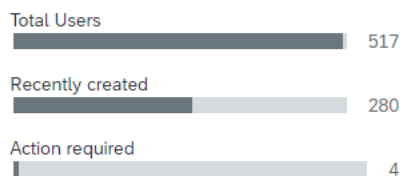
Users & Contacts

Welcome Amanda,

Availability Status
of cloud systems that report their communicated availability



Support User Administration
Manage S-Users & Technical Communication Users



Cases

I Am Interested In

Incidents

Action required **23 Cases**

Get Started

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

Quick Access Systems & Provisioning

- Systems
Cloud Systems, On-premise Syste...
- Availability
Cloud Availability Event and statistics
- Provisioning
Provisioning
- Cloud Delivery
Next-Generation Cloud Transition
- Connectivity
Remote Connection, Remote Acces...
- Keys

Next-Generation Cloud Delivery Schedule

Systems with open checklist items

1

Within next 60 days

T
36.7

Planned (4)
Completed (0)

Feedback

There are many ways to **influence** our work with your feedback.



SUGGEST A FEATURE
Influence SAP for Me development



CONTACT US
Contact Partner Support
Contact Customer Support

Quick Access Services & Support

Knowledge Base



How would you rate
SAP for Me today?



Hide Feedback

License Keys

Activate your S
renewing licens

Favorites (11 entries)

All Favorite Types

TITLE

TYPE



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

Overview

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



Existing customer case 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

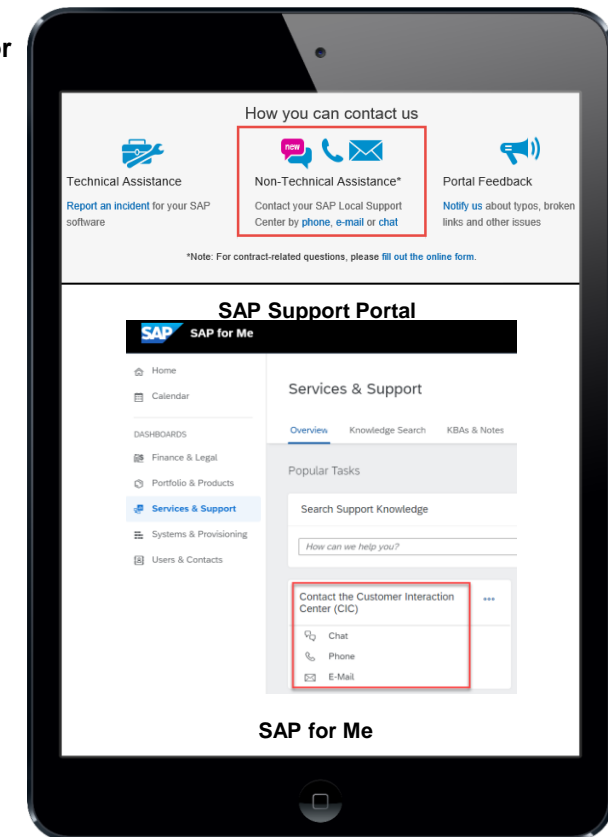
- [Chat with CIC](#)
- [Call CIC](#)
- [E-mail CIC](#)

Direct Access

Learn more here:

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

Preview





Questions?



Further Information

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- Visit our website
- Download the app [Apple Store](#) / [Google Play](#)

DEEP DIVE

- View the specific blog posts
- Follow us via [#sapforme](#)
- Watch the [Introduction Video](#)

SUPPORT

- Use the [SAP Support Portal](#)
- Explore the [SAP for Me Online Help](#)
- Review the [permissions](#)



Thank you.