Try SAP’s New Support Assistant to Get Help Faster!
• Overview of SAP’s Next-Generation Support strategy

• What is the support assistant feature

• Demo

• Key benefits overview

• Q&A
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The world is changing. Digital technologies are everywhere
Drivers and implications for SAP support services

Emerging technology trends

Next-generation workforce
(Generation Y and Z)

SAP support services
24x7

Shorter time to value,
accelerated lifecycles,
faster time to adopt

Desire for increased efficiency

Internet of Things
Social
Big Data
Cloud
Machine learning
Hyper-connectivity
Mobile
In-memory computing
Our vision of the digital support experience

You should never have to ask a question.
Our collective focus with product development is to achieve high-quality, intuitive products that anticipate your needs.

If you have questions, it’s quick and easy to get answers.
Access to SAP’s comprehensive knowledge base notably accelerates your path to accurate answers when you need them.

Our support experts will provide you with solutions quickly.
Our highly skilled engineers collaborate with you to help ensure you are successful – providing fast, easy access to the answers you need.
Live Business needs live support
Next-Generation Support for the intelligent enterprise

Traditional SAP support
Industry-leading proactive and preventive support across all deployment scenarios

Next-Generation Support
Groundbreaking support for the intelligent enterprise

- Self-service and incident prevention to avoid incidents
- Real-time interaction to speed your time to issue resolution
- Digital support experience to seamlessly integrate with built-in support
- Artificial intelligence and machine learning to accelerate paths to relevant answers
Live Business needs live support
Next-Generation Support for the intelligent enterprise

**Self-service and incident prevention**

Next-Generation Support has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- SAP Support Portal
- SAP Knowledge Base Articles (KBAs) via Google search
- Automatic translation
- SMS notifications
- Guided Answers
- SAP BusinessObjects BI support tool
- Automated search for SAP Notes
- Performance Assistant
- SAP Community
- Support by Product

**Real-time interaction**

We offer real-time support channels with live and direct access to SAP’s support experts.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer
- Schedule a Manager
- Call-1-SAP & Customer Interaction Center (CIC)

**Digital support experience**

Benefit from a seamless and intuitive omnichannel support experience with personalized, context-sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Incident creation application
- Social Media integration
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center

**AI / Machine Learning**

SAP constantly innovates to improve our products and provide you with a world-class support experience.

- Thought leadership
- Artificial Intelligence / Machine Learning
- Incident Solution Matching
Digital support experience
Optimized incident creation

The redesigned **optimized incident creation** guides you to solve a technical product issue in real time or reach out to SAP experts with relevant information through a modern, AI-enabled framework.

**Overview**
- The incident creation application provides a central user interface for several integrated Next-Generation Support features
- It is used by over 50,000 unique visits daily
- Newly designed features are based on ~75 hours of customer feedback
- For detailed information also visit [here](#)

**Benefits**
- Simplified and intuitive design
- Optimized user experience
- Real-time log file suggestions and analysis
- AI-enabled Incident Solution Matching and component predictor functionalities provide real-time solutions
- Support assistant uses tree structures to help you step through a series of questions that narrow down to the problem area, meanwhile recommending solutions

**Access**
- Accessible through the SAP ONE Support Launchpad
- Add the tile ‘Report an incident’ to your My Home-Screen in SAP ONE Support Launchpad

**Preview**
- **Support Assistant** uses tree structures to help you step through a series of questions that narrow down to the problem area, meanwhile recommending solutions
- **Find a Solution**

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Digital support experience
Optimized incident creation with support assistant

Support assistant guides you in creating a better incident. It helps categorize your issue to get it assigned to an expert that can help you resolve your issue faster, all while recommending content and solutions.

Overview
- Support assistant helps categorize your issue so that topic-specific content can be offered along the way
- Once categorized, you are asked specific questions that can help get your incident resolved faster
- At the end of your support assistant interaction, the details are captured and available to review/edit in the incident form
- The best component for your issue type will be automatically selected as well

Benefits
- More detail is included on incident creation, resulting in faster resolution times
- Component / Expert Area is automatically selected so the incident is routed correctly the first time, reducing ping-pong
- Recommended content can help you resolve and/or investigate the issue on your own
- All details of your support assistant interaction is transferred to the incident to help the support expert investigate your issue

Access
- Accessible through the SAP ONE Support Launchpad
- Add the tile ‘Report an incident’ to your My Home-Screen in SAP ONE Support Launchpad

Preview

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How it works: Demo
<table>
<thead>
<tr>
<th>Is Favorite</th>
<th>System ID</th>
<th>System Number</th>
<th>System Role</th>
<th>System Name</th>
<th>Leading Product</th>
<th>Data Center Region</th>
<th>EU Data Processing</th>
<th>Installation</th>
<th>System URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>✭</td>
<td>ASX</td>
<td></td>
<td>DEMO</td>
<td></td>
<td>SAP NetWeaver 7.5</td>
<td>No</td>
<td>No</td>
<td>SAP</td>
<td></td>
</tr>
</tbody>
</table>
Customer

System Information

Search for a system or select one of your recently used systems from the dropdown list.

- System: ASX
- System Details: Open the system data
- System Access Data: Access Data Missing - Click to maintain
- System Connection: Connection Closed - Click to maintain
- EU Data Processing: No
- System Opener Contact: Enter Contact Name
- Product: Please select a product

Description

Please provide us with more information about your issue or question. This detailed information will help to speed up incident processing.

- I consent to SAP Support reproducing the described issue while connected remotely to all environments, including production, using any steps provided by me. This includes steps that might lead to changes being made for the purpose of applying a fix, change, or correction on my behalf. This consent remains valid until my issue is resolved.
- Subject: Give the issue a title

Alternative Support Channels:

- Expert Chat
- Schedule an Expert
- Expert Search

This information might help you right away

Did you know that once we provide you with an answer to your issue, only you can close the incident?

Please let us know whether we answered your issue by making a comment and confirming (closing) the incident. This helps our efforts to improve the service we provide to you by allowing us to better personalize help, advice, and content for you in the future.

There are no solution suggestions yet. Please provide more details about the issue.
*Customer

*System Information

Search for a system or select one of your recently used systems from the dropdown list.

- System: AS X
- System Details: Open the system data
- System Access Data: Access Data Missing - Click to maintain
- System Connection: Connection Closed - Click to maintain
- EU Data Processing: No
- System Opener Contact: Enter Contact Name
- Product: Please select a product

*Description

Please provide us with more information about your issue or question. This detailed information might help you right away.

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Please let us know whether we answered your issue by making a comment and confirming (closing) the incident. This helps us to improve the service we provide to you by allowing us to better personalize help, advice, and content for you in the future.

If there are no solution suggestions yet, please provide more details about the issue.
Please note that the service is only available in English.

Wednesday, 4/1/2020, 5:25 PM

I'm your Support Assistant. I can guide you to find the right solution.

What activity, tool or process is exhibiting an issue?

Recommended help documents:

Software Logistics Tools
- SAP Help Portal
- Tools for Upgrading Systems based on SAP NetWeaver

Welcome to the Software Logistics Wiki
- Wiki
- BC-UPG-TLS-TLA

This Software Logistics Wiki Space is the place for resources related to SAP systems upgrades, etc.
Support Assistant

Please note that the service is only available in English.

Wednesday, 4/1/2020, 5:25 PM

I'm your Support Assistant. I can guide you to find the right solution.

What activity, tool or process is exhibiting an issue?

Is the issue occurring in Software Update Manager (SUM) for ABAP or JAVA?

Recommended help documents:

Software Logistics Tools
- SAP Help Portal
- Tools for Upgrading Systems based on SAP NetWeaver

Welcome to the Software Logistics Wiki
- Wiki
  - BC-UPG-TLS-TLA

This Software Logistics Wiki Space is the place for resources related to SAP systems upgrades, etc.
Troubleshooting by upgrade roadmaps and phases

Click on the roadmap step

Troubleshooting issues with the SUM UI

Troubleshooting by upgrade topics

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAQ</td>
<td>Frequently asked questions related to updates executed by SUM tool</td>
</tr>
<tr>
<td>General information</td>
<td>Information about product, NetWeaver and kernel release, Upgrade documents, dependency, dual stack split.</td>
</tr>
<tr>
<td>SUM SL CommonUI</td>
<td>Troubleshooting of SUM start/stop and SL CommonUI related situation</td>
</tr>
<tr>
<td>Application related update troubleshooting pages</td>
<td>List of pages containing application specific upgrade troubleshooting (e.g. BW, Solman)</td>
</tr>
</tbody>
</table>
Support Assistant

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Wednesday, 4/1/2020, 5:25 PM

I'm your Support Assistant. I can guide you to find the right solution.

What activity, tool or process is exhibiting an issue?

Software Update Manager (SUM)

Is the issue occurring in Software Update Manager (SUM) for ABAP or JAVA?

SUM ABAP

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

- Standard Upgrade
- Near Zero Downtime Minimalized
- Zero Downtime Option
- Database Migration Option
- SUM ABAP Performance
- SUM SL Common UI
- None of these

Recommended help documents:

- SUM for ABAP - Troubleshooting Guide
- Upgrade Information
- Software Logistics Tools

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Please note that the service is only available in English.

Wednesday, 4/1/2020, 5:25 PM

What activity, tool or process is exhibiting an issue?

Software Update Manager (SUM)

Is the issue occurring in Software Update Manager (SUM) for ABAP or JAVA?

SUM ABAP

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

Standard Upgrade

What phase are you having an issue with?

MAIN_SHOC8/EU_IMPORT2
Please note that the service is only available in English.

Wednesday, 4/1/2020, 5:25 PM

Is the issue occurring in Software Update Manager (SUM) for ABAP or JAVA?

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

Standard Upgrade

What phase are you having an issue with?

What is the Version and Patch of SUM

Recommended help documents:

SUM for ABAP - Troubleshooting Guide

Software Update Manager - SAP Product Support

Docs
Please note that the service is only available in English.

Wednesday, 4/1/2020, 5:25 PM

Is the issue occurring in Software Update Manager (SUM) for ABAP or JAVA?

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

What phase are you having an issue with?

What is the Version and Patch of SUM?

Recommended help documents:

- SUM for ABAP - Troubleshooting Guide
- Software Update Manager - SAP Product Support

Save
Please note that the service is only available in English.

Wednesday, 4/1/2020, 5:25 PM

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

- Standard Upgrade

What phase are you having an issue with?

- MAIN_SHDCRE/EU_IMPORT2

What is the Version and Patch of SUM?

- Software Update Manager 2.0 SP6 (PL4)

Please provide a short descriptive title for your issue:

Error upgrading SAP system. Issue at phase: MAIN_SHDCRE/EU_IMPORT2

Submit
**Support Assistant**

*Wednesday, 4/1/2020, 5:25 PM*

What phase are you having an issue with?

**MAIN_SHDCRE/EU_IMPORT2**

What is the Version and Patch of SUM

Software Update Manager 2.0 SP6 (PL4)

Please provide a short descriptive title for your issue.

Error upgrading SAP system. Issue at phase: **MAIN_SHDCRE/EU_IMPORT2**

Please provide us with detailed Information about your issue or question.

**Recommended help documents:**

- Error during upgrade in phase **MAIN_SHDCRE/EU_IMPORT2** - AIEGEN 0004 db_connect failed with rc = 256 (KBA 2745105)
- **KBA (problem)** - BC-UG-TLS-TLA
- During an update using the Software Update Manager (SUM) with the Database Migration Option an...

Central Note - Software Update Manager 1.0 SP22 [Int 004] (Note 2472928)

Note (upgrade information) - BC-UG-RDM

Errors in the update process; preparations for the update; additional information to the update g...

Dual stack system Upgrade/Update - SUM hangs at GETSYNC and SETSYNC step in MAIN_SHDIMP/GETSYNC, SHD_FINISHED or MAIN_SHDIMP/GETSYNC_PREUP_FINAL_D (KBA 2421468)

**KBA (problem)** - BC-UPG-TLS-TLA

During update/upgrade of Dual stack system, SUM gets into hang situation in step MAIN_SHDIMP/SET...

How to Implement a SAP note during System upgrade using SUM (ABAP only) (Note 2207944)

**Note** (bug) - BC-UPG-TLS-TLA

You encounter an issue during the update procedure and are asked to apply changes to SAP objects...

Check for system status at upgrade preparation (phase CHECKSYSSTATUS) (Note 1997443)
Symptom

- During an update using the Software Update Manager (SUM) with the Database Migration Option an error occurs in phase MAIN_SHDCRE/EU_IMPORT2.
- The following error can be found in the SAPControl.log

```
<<<< 2019/08/12 11:38:28 END OF PHASE MAIN_SHDCRE/EU_IMPORT2
------------------------ Report phase ------------------------

Several error(s) occurred in phase.MAIN_SHDCRE/EU_IMPORT2.

Last error code set:
3012399480 errors in log files.
3011047640 failed import processes

```

Environment

Oracle Database

Error during upgrade in phase MAIN_SHDCRE/EU_IMPORT2 - A1EGEN 000 * db_connect failed with rc = 256
Please note that the service is only available in English.

Wednesday, 4/1/2020, 5:25 PM

What phase are you having an issue with?

MAIN_SHDCRE/EU_IMPORT2

Software Update Manager 2.0 SP6 (PL4)

What is the Version and Patch of SUM

Please provide a short descriptive title for your issue.

Error upgrading SAP system. Issue at phase: MAIN_SHDCRE/EU_IMPORT2

Please provide us with detailed information about your issue or question.

Recommended help documents:

- Error during upgrade in phase MAIN_SHDCRE/EU_IMPORT2 - A1EEGEN 000 * db_connect failed with rc = 256 (KBA 2745105)
- KBA (problem) BC-UG-TLS-TLA
- During an update using the Software Update Manager (SUM) with the Database Migration Option an en...
- Central Note - Software Update Manager 1.0 SP22 [Int_004] (Note 2472928)
- Note (upgrade information) BC-UG-RDM
- Errors in the update process: preparations for the update; additional information to the update g...
- Dual stack system Upgrade/Update - SUM hangs at GETSYNC and SETSYNC step in MAIN_SHDIMP/GETSYNC_SHD_FINISHED or MAIN_SHDIMP/GETSYNC_PREUP_FIN_D (KBA 2421468)
- KBA (problem) BC-UG-TLS-TLA
- During update/upgrade of Dual stack system, SUM gets into hang situation in step MAIN_SHDIMP/SET...
- How to implement a SAP note during System update using SUM (ABAP only) (Note 2207944)
- Note (tag) BC-UG-TLS-TLA
- You encounter an issue during the update procedure and are asked to apply changes to SAP objects...
- Check for system status at upgrade preparation (phase CHECKSYSSTATUS) (Note 1967443)
Error during upgrade in phase MAIN_SHDCRE/EU_IMPORT2 - A1E0GEN 000 * db_connect failed with rc = 256 (KBA 2745105)

KBA (problem) BC-UGP-TLS-TLA
During an update using the Software Update Manager (SUM) with the Database Migration Option an er...

Central Note - Software Update Manager 1.0 SP22 (Int_004) (Note 2472928)
Note (upgrade information) BC-UGP-RDM
Errors in the update process: preparations for the update; additional information to the update g...

Software Update Manager 2.0 SP6 (PL4)

Error upgrading SAP system. Issue at phase: MAIN_SHDCRE/EU_IMPORT2

Please provide a short descriptive title for your issue.

Upgrading my SAP system and it gets stuck at phase: MAIN_SHDCRE/EU_IMPORT2. I get error: Severe error(s) occurred in phase MAIN_SHDCRE/EU_IMPORT2 in my SAPConsole.log
Please note that the service is only available in English.

Wednesday, 4/1/2020, 5:25 PM

Software Update Manager 2.0 SP6 (PL6)

Please provide a short descriptive title for your issue.

Error upgrading SAP system. Issue at phase: MAIN_SHDCRE/EU_IMPORT2

Please provide us with detailed information about your issue or question.

Upgrading my SAP system and it gets stuck at phase: MAIN_SHDCRE/EU_IMPORT2. I get error: Severe error(s) occurred in phase MAIN_SHDCRE/EU_IMPORT2 in my SAPupConsole.log

Thank you for using Support Assistant today.

If the help documents could not provide a solution please return to the form to submit your issue. All provided information will be handed over.

Recommended help documents:

- Error during upgrade in phase MAIN_SHDCRE/EU_IMPORT2 - A1E000 000 * db_connect failed with rc = 256 (KBA 2745105)

  KBA (problem) | BC-UG-TLS-TLA

  During an upgrade using the Software Update Manager (SUM) with the Database Migration Option an error occurred during upgrade.

- Performance analysis for EU_CLONE_MIG_DT_RUN phase (KBA 2597703)

  KBA (problem) | BC-UG-TLS-TLA

  During an upgrade using the Software Update Manager (SUM) and DMO the EU_CLONE_MIG_DT_RUN phase failed.

- Dual stack system Upgrade/Update - SUM hangs at GETSYNC and SETSYNC step in MAIN_SHPIM/SETSNC.SHD_FINISHED or MAIN_SHPIM/GETSYNC.PREUP_FINI.D (KBA 2421468)

  KBA (problem) | BC-UG-TLS-TLA

  During update/upgrade of Dual stack system, SUM gets into hang situation in step MAIN_SHPIM/SET:

- MAIN_SHPIM/ACT_UPG; “Accept non-severe errors and repeat phase” meaning (KBA 1962992)

  KBA (how to) | BC-UG-TLS-TLA

  During upgrades, there are errors in ACT_UPG phase, where object(s) could not be activated. In...

- How to implement a SAP note during System update using SUM (ABAP only) (Note 2342758)

  KBA (how to) | BC-UG-TLS-TLA

  During upgrade, there are errors in ACT_UPG phase, where object(s) could not be activated. In...

Continue
Subject: Error upgrading SAP system. Issue at phase: MAIN_SHDCRE/EU_IMPORT2

Upgrading my SAP system and it gets stuck at phase: MAIN_SHDCRE/EU_IMPORT2, I get error. Severe error(s) occurred in phase MAIN_SHDCRE/EU_IMPORT2 in my SAP impulse.log

Support Assistant History:
Product: SAP NetWeaver > Software Logistics
Software Update Manager (SUM)
SUM ABAP
Standard Upgrade
Q: What phase are you having an issue with?
A: MAIN_SHDCRE/EU_IMPORT2
Q: What is the Version and Patch of SUM?
A: Software Update Manager 2.0 SP3 (PI64)

Selected Help Documents:
- Document type: SAP Wiki
- Component: BC-UPG-TLS-10A
- Title: SUM for ABAP - Troubleshooting Guide

Powered by TINYMCE
Description

Please provide us with more information about your issue or question. This detailed information will help to speed up incident processing.

I consent to SAP Support reproducing the described issue while connected remotely to all environments, including production, using any steps provided by me. This includes steps that might lead to changes being made for the purpose of applying a fix, change, or correction on my behalf. This consent remains valid until my issue is resolved.

Subject: Error upgrading SAP system. Issue at phase: MAIN_SHDCRE/EU_IMPORT2

Description:

Upgrading my SAP system and it gets stuck at phase: MAIN_SHDCRE/EU_IMPORT2

I get error: 

Severe error(s) occurred in phase MAIN_SHDCRE/EU_IMPORT2 in my SAPlogConsole.log

Support Assistant History:

Product: SAP NetWeaver > Software Logistics
Software Update Manager (SUM)
SUM ABAP
Standard Upgrade
Q: What phase are you having an issue with?
A: MAIN_SHDCRE/EU_IMPORT2
Q: What is the Version and Patch of SUM?
A: Software Update Manager 2.0 SP5 (PL4)

Selected Help Documents:

Document type: SAP Wiki
Component: BC-UPG-TLS-TLA
Title: SUM for ABAP - Troubleshooting Guide

Discussion: You encountered issues during different phases of an upgrade using the Software Update Manager.

Powered by TINYMCE

Central Note - Software Update Manager 1.0 SP22 (Bin 604) (Note 2472928)

Note (upgrade information)
BC-UPG-RDN

Errors in the update process; preparations for the update; additional information to the update g...
Component: BC-UPG-TLS-TLA

Attachments

Please review the attachable file types and ensure that each attachment is less than 250 MB.

Suggested Files:
1. SUM SapupConsole
2. SUM Sapup.Log
3. SUM ABAP Trouble Ticket SAR file

No files found.

Drop files to upload, or use the "*" button.

Priority & Contacts

To ensure that your incident can be processed efficiently, please select the relevant priority and verify the contact details.
KBA 1838153 - How to get the logs when getting an error during the upgrade of a NetWeaver system

No files found.

Drop files to upload, or use the "+" button.

Priority & Contacts

To ensure that your incident can be processed efficiently, please select the relevant priority and verify the contact details.

Priority: Medium - Business operations are affected.
1838153 - How to get the logs when getting an error during the upgrade of a NetWeaver system

Version 7 from Sep 28, 2019 in English

Component: BC-UPG
Category: How To
Priority: Normal
Release Status: Released to Customer
Quality Rating: ★★★★★

Symptom

You are doing the upgrade of a system using the SUM (Software Update manager) tool. The upgrade stopped in some phase giving an error and you want to check the logs to know the root cause of the issue.

Environment

- SAP NetWeaver Application Server Java
- SAP NetWeaver Application Server ABAP

Reproducing the Issue

During the upgrade process the upgrade stopped with an error message in the SUM GUI.

Cause

When ever the upgrade stops with an error we need to check the log files in order to gather more information about the issue.

Resolution

In order to gather more information about this issue you need to follow the following steps based on your system. You can sort the logs based on time and date. For exact log file you can see the phase list in the SUM UI.

In case of a dual stack system:

1. Stop SUM GUI + SL controller and make sure there are no leftover processes.
2. Set com.sap.ref severity to DEBUG in:
   - SUM<structname>logging.properties
   - SUM<structname>prop/logging.properties
3. Start SL controller + SUM GUI again and repeat the failing scenario.
SUM SAPui5Console log file

More Information
KBA 1838153 - How to get the logs when getting an error during the upgrade of a NetWeaver system

Filename example
SAPui5Console.log

Default Location
Windows:
<SUM folder>\abaplog
Unix:
<SUM folder>\abaplog

No files found.

Priority & Contacts

To ensure that your incident can be processed efficiently, please select the relevant priority and verify the contact details.

Priority: Medium - Business operations are affected.
No files found.

Drop files to upload, or use the "+" button.

Priority & Contacts

To ensure that your incident can be processed efficiently, please select the relevant priority and verify the contact details.

Priority: Medium - Business operations are affected.
To ensure that your incident can be processed efficiently, please select the relevant priority and verify the contact details.

Priority: Medium - Business operations are affected.
Severe error(s) occurred in phase MAIN_SHDCRE/EU_IMPORT2

SUMLogs.zip/EX0000016.LOG

Using SUM to upgrade the SAP system and stopped in phase MAIN_SHDCRE/EU_IMPORT2

Suggested Solution: 2487759 - SUM Severe error(s) occurred in phase MAIN_SHDCRE/EU_IMPORT2

Open KBA
Symptom

Using SUM to upgrade the SAP system and stuck in phase MAIN_SHDCRE/EU_IMPORT2 have below error messages.

Check in SAPupConsole.log

-------------------------------
Severe error(s) occurred in phase MAIN_SHDCRE/EU_IMPORT2
Last error code set:
XX error during parallel execution of processes, check 'EU_IMPORT2 ELG' for details
XX processes failed, check 'EU_IMNDB ' for details
-------------------------------
EU_IMPORT2 ELG
ERROR: Found pattern "Rljob completed" 0 times, but expected 11
Analyze the log file for further error messages or program abort.

ANALYSIS OF LOG FILE '/usr/sap'/SID'/SUM/abap/log/EX0000XX.LOG'

ERROR: Found pattern "Rljob completed" 0 times, but expected 11
Analyze the log file for further error messages or program abort.

EX0000XX.LOG

ERROR: (DSS) db_connect failed with rc = 256
ERROR: (DSS) DbErrorMsg rc = 99 'all DB errors, except for ...
ERROR: (DSS) brcode = 9999
Contact SAP Support - SAP One

1810153 - How to get the logs - 27459105 - Error during upgrade - SUM for ABAP - Troubleshooting

Alternative Support Channels:
Export Chat Schedule an Expert

This information might help you right away:

Did you know that once we provide you with an answer to your issue, only you can close the incident?
Please let us know whether we answered your issue by making a comment and confirming (closing) the incident. This helps our efforts to improve the service we provide to you by allowing better personalization, advice, and content for you in the future.

Powered by Incident Solution Matching

Error in MAIN_SHDRE/EU_IMPORT2. Found <p> rows in <b>tt</b> blocks while parsing data file for table (KB4 2959387).

Severe error(s) occurred in phase SHDRE/EU_IMPORT2
SUMLogs.zip:EX00000116.LOG
Using SUM to upgrade the SAP system and stopped in phase SHDRE/EU_IMPORT2
Suggested Solution:2487759 - SUM Severe error(s) occurred in phase SHDRE/EU_IMPORT2
Open KBA

Accept non-severe errors during ACT_UPG phase
SUMLogs.zip:SUMPConso.log
This entry will indicate that there was an error encountered during the ACT_UPG phase and you were prompted by the user.
Suggested Solution:1962922 - MAIN_SHDRE/ACT_UPG: "Accept non-severe errors and repeat phase".
Open KBA

Software Upgrade Manager stops in phase MAIN_POSTCLEAN/SAVELOGS with an error
SUMLogs.zip:SUMPConso.log
Permissions or owner of the folder/subfolders of <tt>/var/log</tt> (or sum) and subfolders is inadequate for the files to be written
Open KBA
Subject: Error upgrading SAP system. Issue at phase: MAIN_SHDCRE/EU_IMPORT2

Description:
Upgrading my SAP system and it gets stuck at phase: MAIN_SHDCRE/EU_IMPORT2.
I get error:
Severe error(s) occurred in phase MAIN_SHDCRE/EU_IMPORT2 in my SAPupConsole.log

Support Assistant History:
Product: SAP NetWeaver > Installation, Upgrade and Update Tools
Software Update Manager (SUM)
Language: English
Component: BC-UPG-TLS-TLA

SUM Logs.zip
Uploaded By: Uploaded: Today, 15.04.2020, 14:33:38 - File Size: 48.3 KB - Description:

AnalysisReport_1504080871462.pdf

Priority: Medium - Business operations are affected.
Support Assistant

Key benefits recap

**Topic Specific Questions**
No more one-size-fits-all incident form. Tell us a little about your issue and we’ll help dig a little deeper to ensure you get the best support possible.

**Expert-Suggest Content & Help**
Our support experts have curate the content based on the details you give us. Ensuring the most relevant details are at your fingertips.

**Automated Component Selection**
No more guessing. Support assistant will automatically select the best component for the issue type.

**Faster Resolution Time / Less Ping-Pong**
Our research shows support assistant incidents are resolved up to 25% faster and with less ping-pong.

**In-browser File Analysis**
Perform an expert-level file analysis right in the incident form to suggest solutions to issues faster and without waiting for a manual analysis.
More information on Support Assistant


Blog: Improved incident creation – try SAP’s new support assistant ([SAP Community](https://community.sap.com))

Webinar: Try SAP’s New Support Assistant to Get Help Faster ([SAP Webinar](https://webinars.sap.com))

News: Easily Engage with Product Support: Try the Support Assistant Feature from SAP ([SAP News](https://news.sap.com))

KBA 2836020 - Which products are available for the Support Assistant within the SAP ONE Support Launchpad - Incident Form? ([SAP Support Portal](https://support.sap.com))
KBA 2911451 - What is the Support Assistant feature and how do I use it to solve my issues faster? ([SAP Support Portal](https://support.sap.com))
More information on SAP Support and the Next-Generation Support approach

Next-Generation Support

Press release and analyst guidance
Article: SAP Personalizes Support and Services for the Intelligent Enterprise (SAP News Center)
Press Release: Next-Generation Support from SAP Leverages Machine Learning and AI to Improve Customer Experience (SAP News Center)
Article: Your Customer Support Experience Is Your Brand (SAP News Center)
Article: The Ingredients of an Award-Winning Support Experience (SAP News Center)
Article: Live Business Needs Live Support: SAP Support is Award Winning, (SAP News Center)
Article: Award-winning SAP Support Portal and Next-Generation Support services, Interview with Andreas Heckmann, Head of Support Delivery (SAP News Center)
Press Release: SAP Brings Built-In Support to SAP S/4HANA Cloud (SAP News Center)
Press Release: Next-Generation Support Expansion (SAP News Center)

Blogs
Article: Intelligent Swarming: How Collaboration Can Enhance Customer Service (SAP News Center)
Article: The Xs and Os of a Next-Generation Support Experience (SAP News Center)
Article: Are Traditional Management Models Evaporating? (SAP News Center)
Article: Bringing B2C Principles to B2B Services and Support (SAP News Center)
Article: The Future of Support Services – Get Ready for an Automation Storm (SAPInsider)
Article: How does SAP support work for hybrid platforms in the digital age? (SAP Community)
Blog: Bringing Choice Beyond the Commute Through SAP's Omni-Channel Support (LinkedIn)
Blog: Roadside Assistance for Your Digital Transformation (LinkedIn)

Blog: Vision and Strategy (LinkedIn)
Blog: The Future of Support (Digitalist)
Blog: Next-Generation Support (SAP News Center)
Blog: Next-Generation Support (LinkedIn)
Blog: When support tickets can talk (LinkedIn)
Blog: Start your Engines! Next-Generation Support for your Intelligent Enterprise Journey (LinkedIn)
Podcast: SAP Customer Support Podcast (SAP Community) | Building support into the product (iTunes)

Video resources
Video from DSAG Annual Conference 2019 keynote – Next-Generation Support at 53:17 (German)
Videos from SAPPHIRE NOW 2019
SAPPHIRE NOW 2019 update from Andreas Heckmann: Learn about SAP's new approach to customer success
Head of Product Support Mohammed Ajouz: Enable Business Outcomes and Run Smoothly with Support from SAP
Interview - SAP Mentor Ethan Jewett and Andreas Heckmann: Ongoing End-to-End Customer Success Services from SAP
Interview - SAP Mentor Chris Kernaghan and Mohammed Ajouz: The Next Generation of Support
Video from SAP TechEd Barcelona 2019: Interview with SAP Mentor Tom Cenens and Bernhard Luecke: Next-Generation Support Channels: What's new and what will be next?
More information on SAP Support and the Next-Generation Support approach

Webinars
Replay: Next-Generation Support: Overview Session

Incident Prevention and Self-Service
Blog: Getting Support Your Way: Self-Service (LinkedIn)
Blog: Self-Service Machine Translation for SAP Notes and Knowledge Base
Articles in the SAP ONE Support Launchpad (SAP Community)
Video: Guided Answers
Video: Cloud Availability Center for SAP SuccessFactors Solutions
Video: SAP Cloud Trust Center

SAP ONE Support Launchpad
Article: Revolutionizing Web-Based Interactions with SAP Services and Support (SAP News Center)
Article: How Optimized Incident Creation Helps Improve the Customer Support Experience (SAP News Center)
Blog: Tips and Tricks for SAP ONE Support Launchpad (SAP Community)
Blog: How to manage your launchpad notifications settings (SAP Community)
Blog: Improved incident creation – try SAP’s new support assistant (SAP Community)
Video: SAP ONE Support Launchpad
Video: Optimized Incident Creation
Video: SMS Notifications for SAP ONE Support Launchpad
Webinar: SAP ONE Support Launchpad – Overview and How to Get Started
Webinar: Optimized Incident Creation

Social media
SAP Support Help on Twitter
Video series on YouTube

Schedule an Expert
Schedule an Expert landing page (SAP Support Portal)
Blog: How to “Schedule an Expert” in a live session for your SAP solution (SAP Community)
Video: Schedule an Expert
Video: Schedule an Expert for open incidents
Webinar: Overview Product Support Real-Time Channels
Webinar: Benefit from Real-Time Conversation with an SAP Expert

Expert Chat
Expert Chat landing page (SAP Support Portal)
Blog: Expert Chat (LinkedIn)
Blog: Live Expert Chat Services (LinkedIn; Digitalist)
Blog: Real-Time Support (LinkedIn)
Video: Expert Chat

Press release and analyst guidance:
Expert Chat (press release)
Expert Chat in Gartner Note (press release)
Webinar: Use Expert Chat to Solve Your Technical Problems
More information on SAP Support and the Next-Generation Support approach

Schedule a Manager
Schedule a Manager landing page (SAP Support Portal)
Blog: How to “Schedule a Manager” for a 15-min. phone call (SAP Community)
Webinar: Schedule a Manager real-time support channel
Article: How SAP is Humanizing the Product Support Customer Experience (SAP News Center)

Ask an Expert Peer
Ask an Expert Peer (SAP Support Portal)
Video: Ask an Expert Peer

AI and Machine Learning
Incident Solution Matching landing page (SAP Support Portal)
Video: Incident Solution Matching
Article: What's in Store for 2020 with Machine Learning in Support (SAP News Center)
Article: The Journey to Autonomous Support Through AI (SAP News Center)
Article: AI and Machine Learning Drive Automation in Product Support (SAP News Center)

Article: Enter the Next Level of Customer Support Experience with AI Technology (SAP News Center)
Article: Customer Convenience through Service Automation (SAP News Center)
Blog: AI-Powered Support: A Guiding Light for Simplified Support (LinkedIn)
Blog: SAP launches an AI enabled incident wizard in SAP ONE Support Launchpad (SAP Community)
Webinar: Incident Solution Matching – Enabled by Artificial Intelligence
Webinar: SAP's use of AI in incident management processes

Videos from SAP TechEd Las Vegas 2019
  Wieland Schreiner: Achieve End-to-End Customer Success for Your Intelligent Enterprise
  Interview with SAP Mentor Tammy Powlas and Mohammed Ajouz: The Future of Support - Get Ready for the Automation Storm

Built-in support
Built-in support landing page (SAP Support Portal)
Article: The Built-In Support Effect: Redefining Care For The User Experience (Digitalis)
Blog: Making support smart – built-in support using AI / machine learning (LinkedIn)
Article: The Built-In Support Effect For An Integrated, Intelligent User Experience (Digitalis)
Webinar: SAP's Built-In Support