



# Customer Center of Expertise – Service and Support

## Try SAP's New Support Assistant to Get Help Faster!

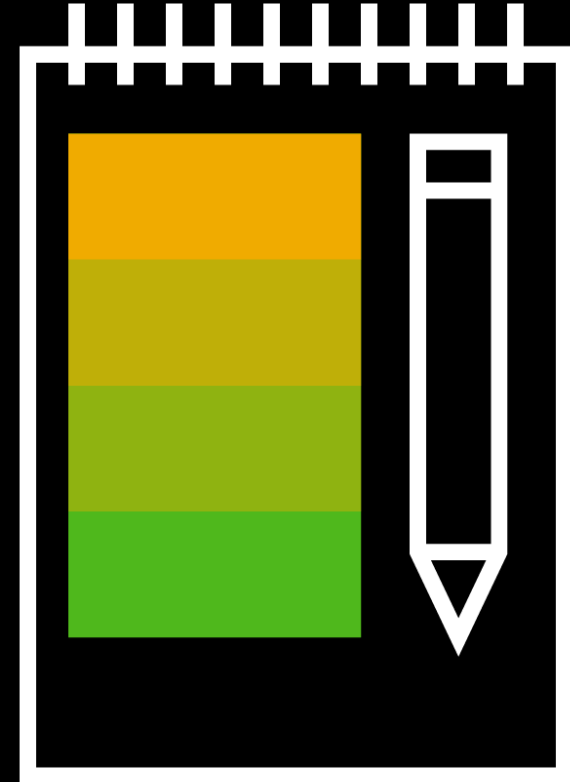
Customer Solution Support and Innovation, March 2020

Speaker: Jonathan Brown

PUBLIC



- Overview of SAP's Next-Generation Support strategy
- What is the **support assistant** feature
- Demo
- Key benefits overview
- Q&A





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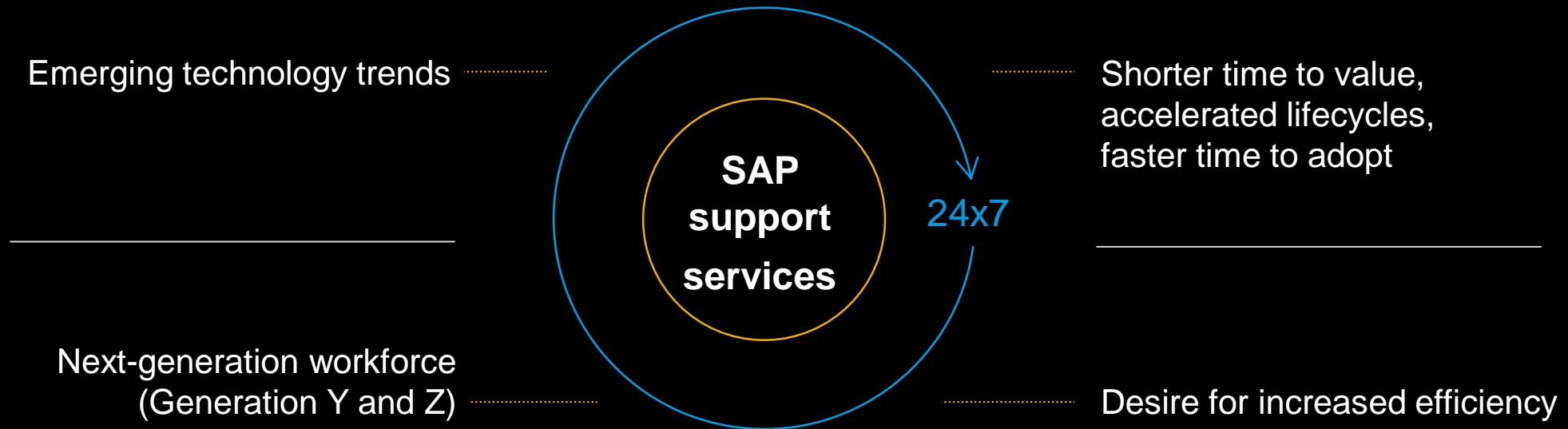
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# The world is changing. Digital technologies are everywhere

Drivers and implications for SAP support services



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.

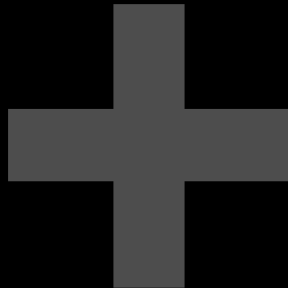


# Live Business needs live support

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

Report an Incident



Find a Solution



### Preview

The screenshot displays the SAP ONE Support Launchpad interface. The main window has a sidebar with sections: \*System Information, \*Description, Attachments, and Priority & Contacts. The \*System Information section is active, showing a search bar and a dropdown list. Below this, the Attachments section is visible, displaying a list of suggested files: BI Installer Errors and Warnings Log, BI Platform Installer Setup Log, BI Platform Setup Engine Log, SAP BI Install Manifest file, BI Installer Deployment Unit Logs, and BI Uninstall Deployment Unit Logs. A 'Support Assistant' dialog box is overlaid on the right side of the screen. It contains a message: 'Please note the service is only available in English.' and a larger text area stating: 'For a faster resolution our Support Assistant will guide you to find the right solution for issues with SAP BusinessObjects Business Intelligence platform. It will also collect the necessary information and recommend the right component for you to contact SAP Support.' At the bottom of the dialog box are 'Start' and 'Close' buttons. The 'Start' button is highlighted with a red box.



# 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

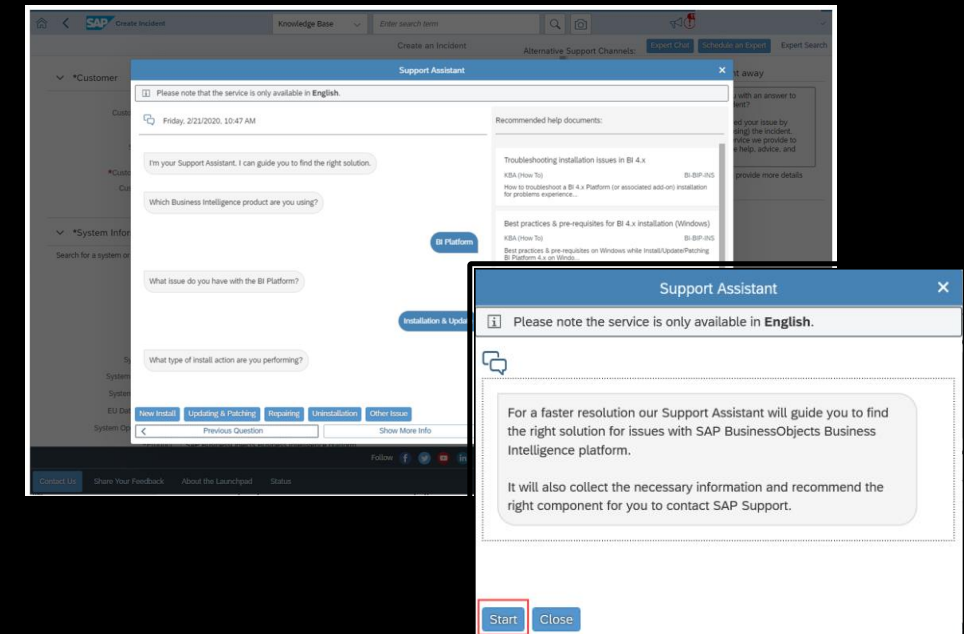
- Accessible through the [SAP ONE Support Launchpad](#)
- Add the tile 'Report an incident' to your My Home-Screen in SAP ONE Support Launchpad

Report an Incident



Find a Solution

### Preview





# How it works: Demo





SAP ONE Support Launchpad

Knowledge Base

Enter search term

2

Welcome

SAP SuccessFactors Product Documentation

SAP News - SAP SuccessFactors

SAP ONE Support Launchpad

3min

Know me - Guide me - Help me

Solutions / Incidents

Report an incident

Find a Solution

On Premise

Chat With An Expert

Get Real-Time Support

Begin a chat session

Schedule an Expert

Contact SAP

Upcoming sessions

Incidents

Inbox

0

Action required

Open Incidents

0

Outstanding incidents

Solution Proposed

0

Need confirmation

No Updates

0

Within last 7 days

High Priority

0

P1 & P2 incidents

Draft Incidents

0

Not sent to SAP

SuccessFactors Solutions / Incidents

Find a Solution

Report an incident

Cloud

Chat With An Expert

Get Real-Time Support

Begin a chat session

Schedule an Expert

Contact SAP

Upcoming sessions

Solution Proposed

Need confirmation

Cloud

Open Incidents

Outstanding incidents

Cloud

No Updates

Within last 7 days

Cloud

Critical

Very High and High I...

Cloud

Draft Incidents

Not sent to SAP

Cloud

Incident Search

Search for an Incident

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supportcenter.sap.com/sap/supportcenter/incident/create

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SAP

Contact SAP Support

Knowledge Base

▼

Enter search term

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❗2

Create an Incident

Alternative Support Channels:

Expert Chat

Schedule an Expert

Expert Search

> \*Customer

▼ \*System Information

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

\*System:

📄

Product:

📄

> \*Description

> Attachments

> Priority & Contacts

💡 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.

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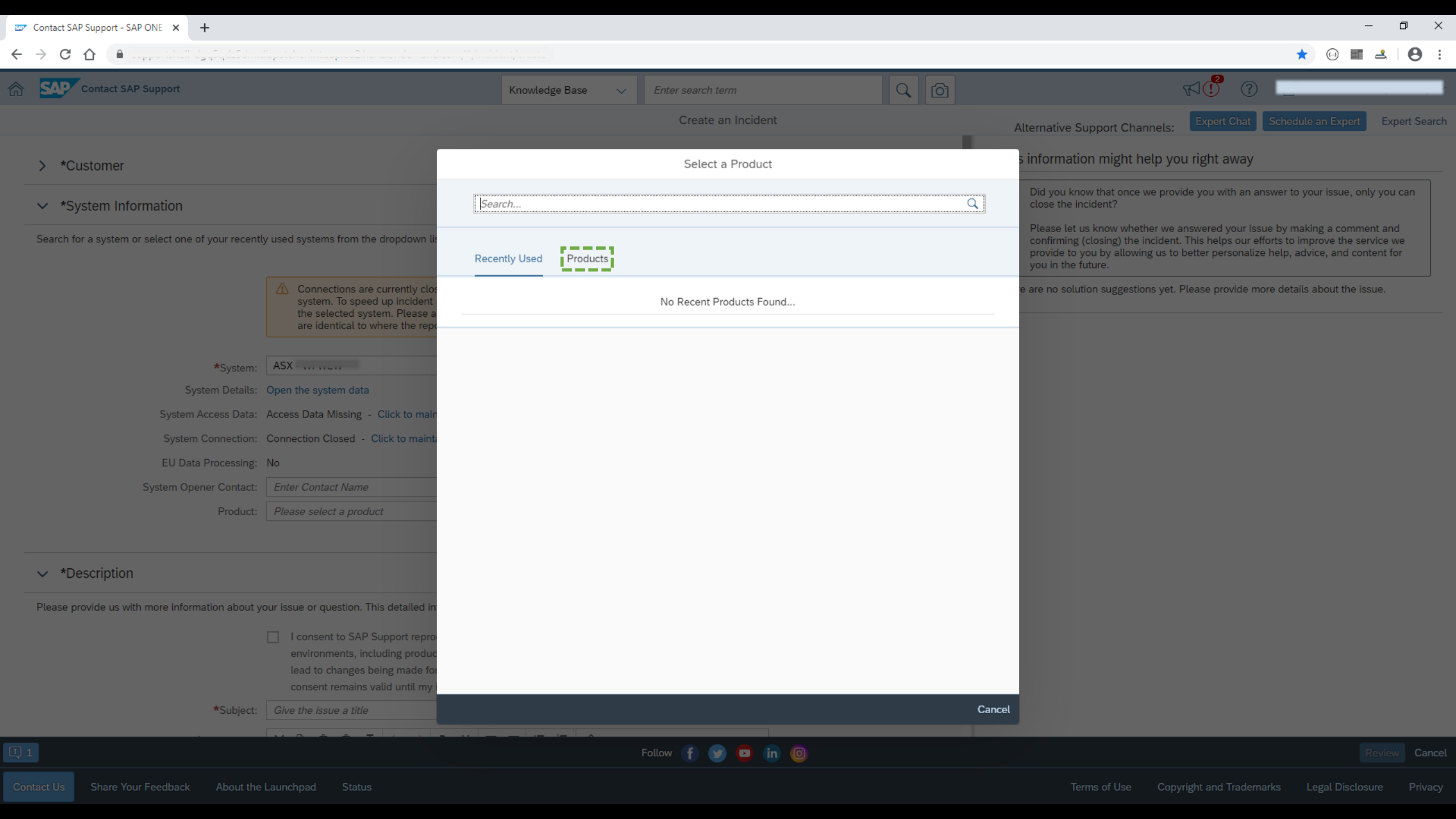




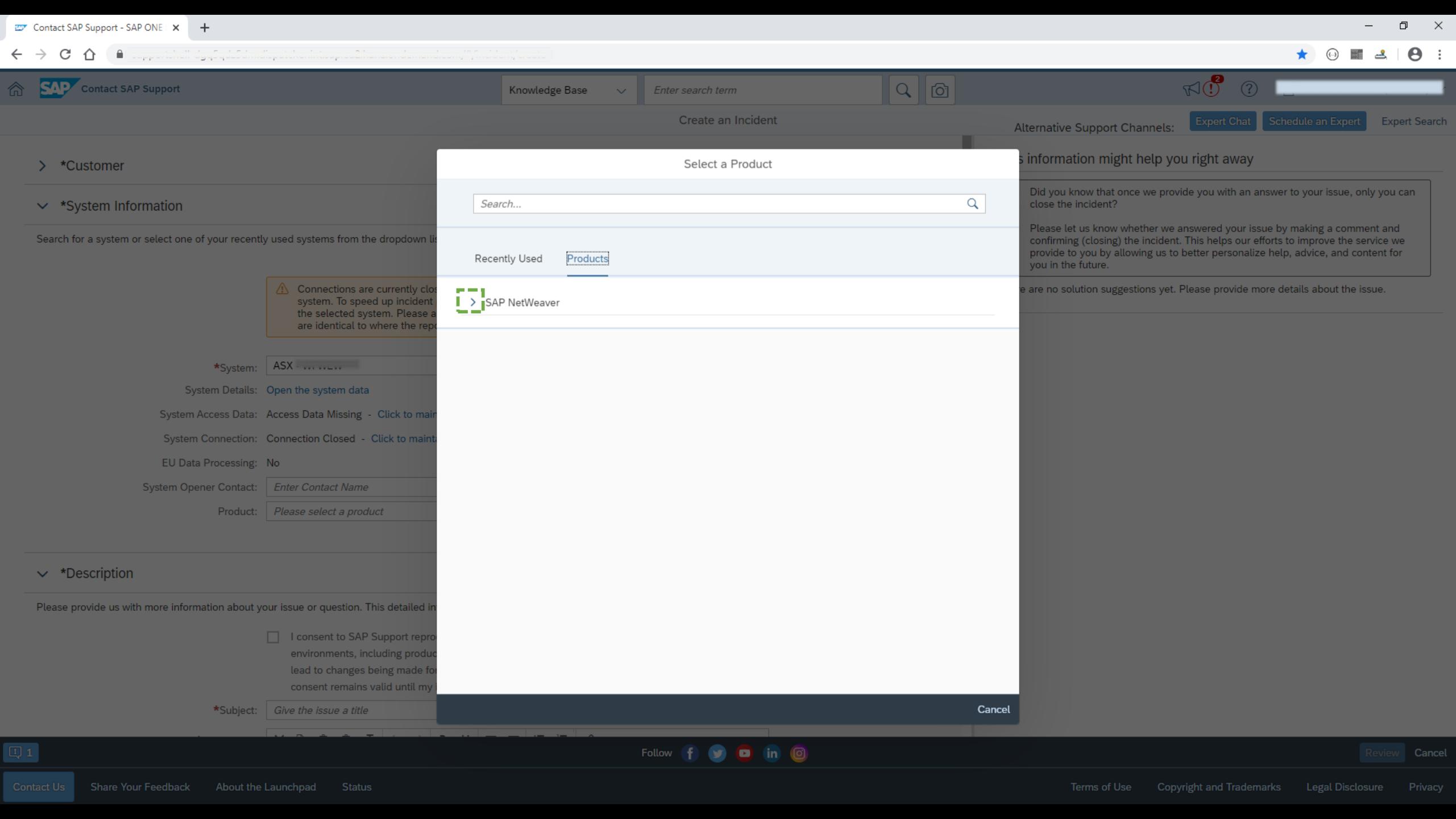












Create an Incident

Alternative Support Channels: Expert Chat Schedule an Expert Expert Search

> \*Customer

▼ \*System Information

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

⚠ Connections are currently closed for the selected system. Please ensure the selected system is identical to where the report was generated.

\*System: ASX - NW

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:

Product:

▼ \*Description

Please provide us with more information about your issue or question. This detailed information will help us to better understand your problem and provide you with a solution.

☐ I consent to SAP Support reproducing my issue in SAP support environments, including product documentation, to help improve the service we provide to you. My consent remains valid until my next visit to the SAP Support portal.

\*Subject:

Select a Product

Search...

Recently Used Products

SAP NetWeaver

Cancel

Additional 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.



Contact SAP Support - SAP ONE

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SAP

Contact SAP Support

Knowledge Base

Enter search term

🔍

📷

Create an Incident

Alternative Support Channels: 

Expert Chat

Schedule an Expert

Expert Search

> \*Customer

▼ \*System Information

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

⚠️ Connections are currently closed for the selected system. To speed up incident resolution, please ensure the system details are identical to where the report was created.

\*System:

ASX-NEW

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 us to better understand your issue and provide you with a solution.

☐ I consent to SAP Support reproducing my issue in SAP support environments, including product documentation, to help improve the service we provide to you. This consent remains valid until my next contact with SAP Support.

\*Subject: Give the issue a title

Select a Product

Search...

Recently Used

Products

▼ SAP NetWeaver

Application Server ABAP

Application Server Infrastructure

Application Server Java

Business Warehouse

Composition Environment

Databases and Operation Systems

Enterprise Portal

Gateway Foundation

Process Orchestration

SAP Process Integration

Search and Operational Analytics

Security

Software Logistics

UI Technologies

Integration

Cancel

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.

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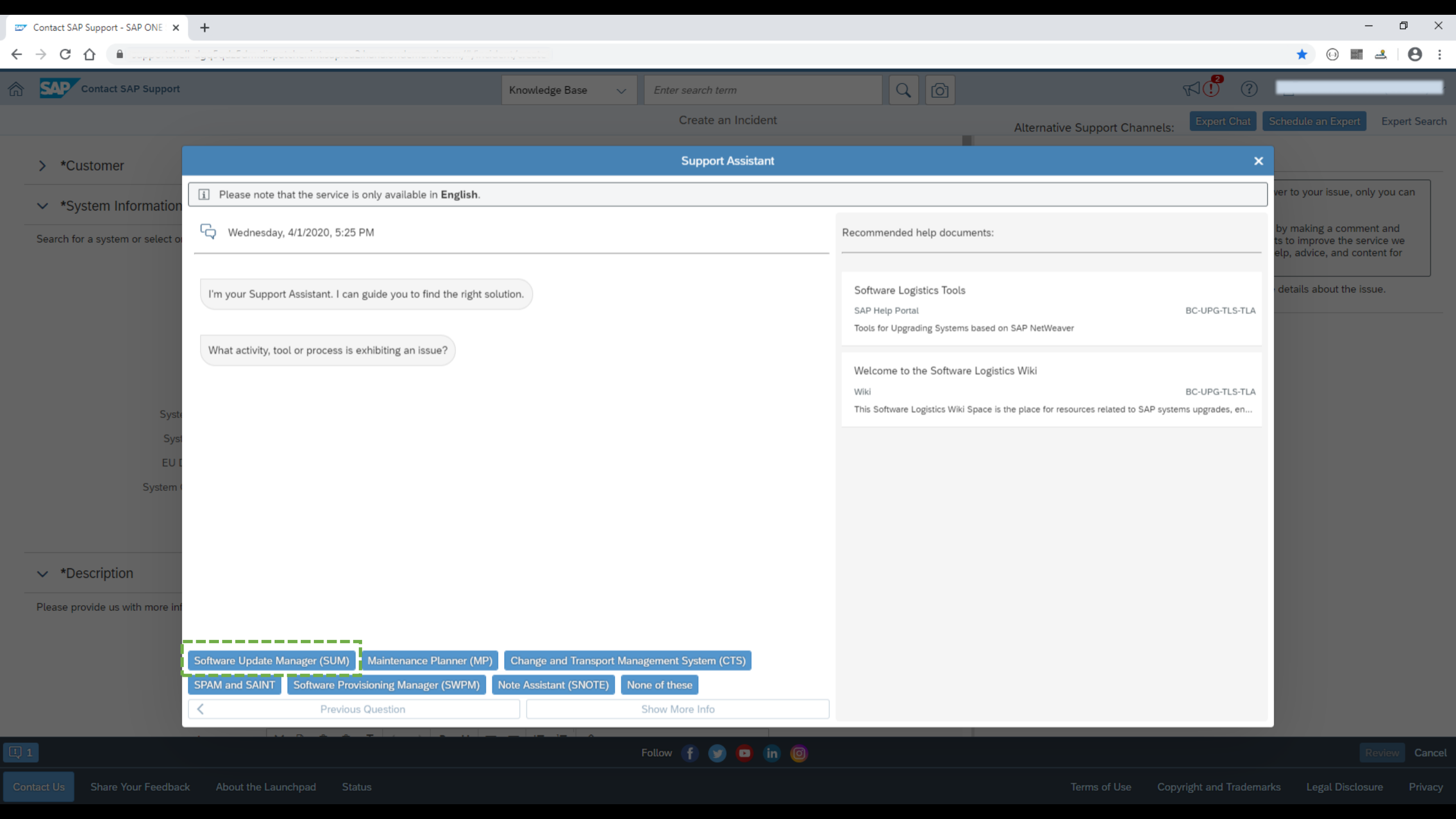
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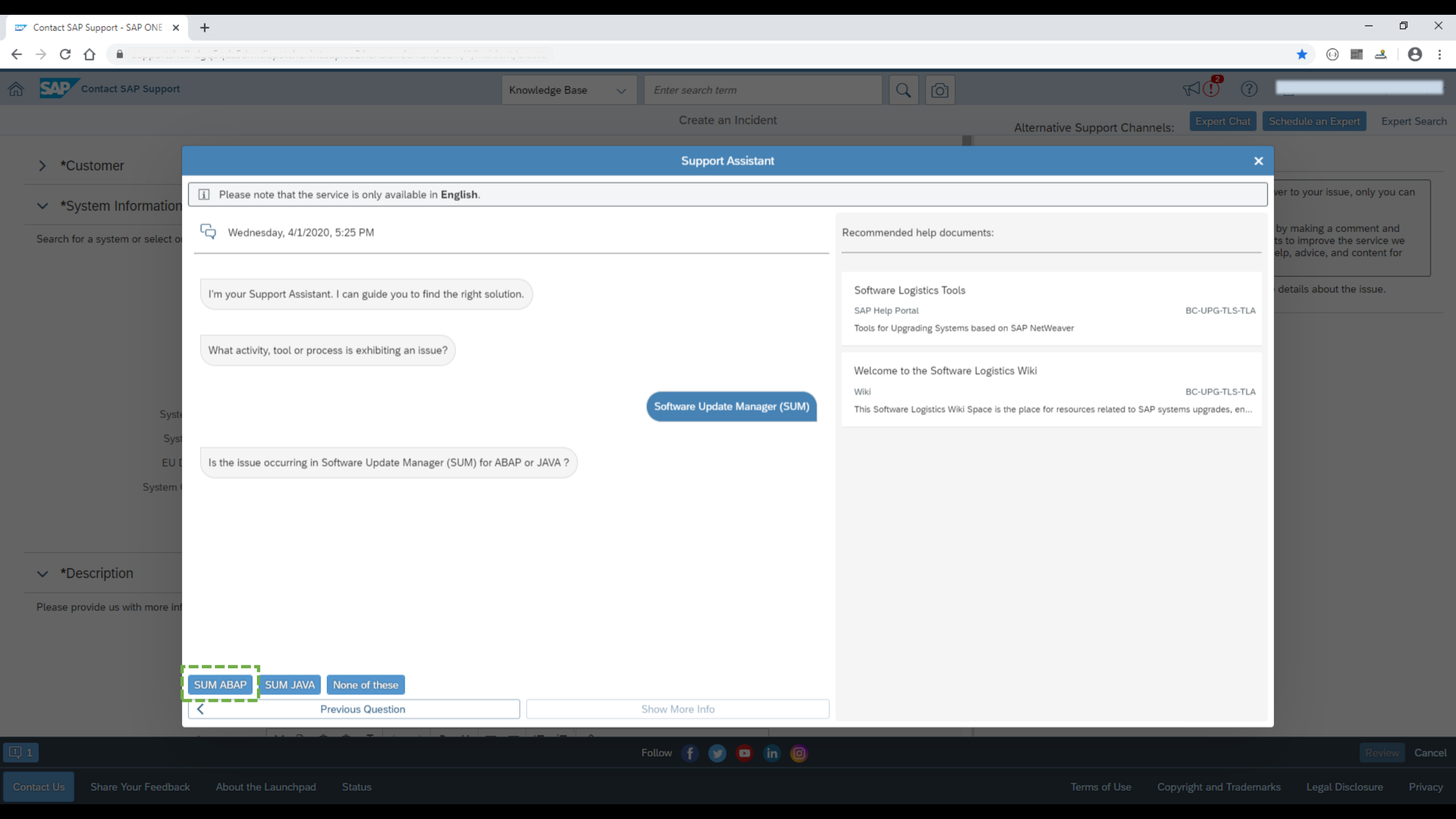












Support Assistant

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 ?

Software Update Manager (SUM)

SUM ABAPSUM JAVANone of these

Previous Question

Show More Info

Recommended help documents:

Software Logistics Tools

SAP Help Portal

Tools for Upgrading Systems based on SAP NetWeaver

BC-UPG-TLS-TLA






Welcome to the Software Logistics Wiki

Wiki

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

BC-UPG-TLS-TLA

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Contact SAP Support

Knowledge Base

Enter search term

2

Create an Incident

Alternative Support Channels:

Expert Chat

Schedule an Expert

Expert Search

> \*Customer

> \*System Information

Search for a system or select one

System

System

EU

System

> \*Description

Please provide us with more information

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?

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 Minimized

Zero Downtime Option

Database Migration Option

SUM ABAP Performance

SUM SL Common UI

None of these

<

Previous Question

Show More Info

Recommended help documents:

SUM for ABAP - Troubleshooting Guide

Wiki

Troubleshooting guide for issues during different phases of an upgrade using the Software Update ...

BC-UPG-TLS-TLA

Upgrade Information

SAP Help Portal

Upgrade Information, upgrade paths, upgrade tools and Best practices

BC-UPG-TLS-TLA

Software Logistics Tools

SAP Help Portal

Tools for Upgrading Systems based on SAP NetWeaver

BC-UPG-TLS-TLA

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Search

✔ Search tips

Use the following search terms: **phase name** (e.g. START\_SHDI\_FIRST) ; **error text** (e.g. Shadow instance couldn't be started) ; **name of a logfile** (e.g. ACTUPG.ELG)

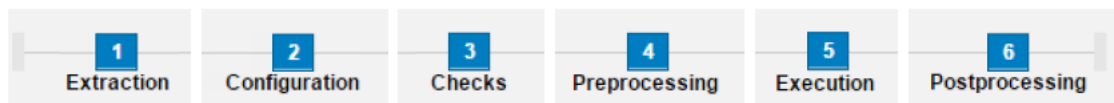


Always verify the most up-to-date procedures by checking the [SUM guide](#) . Always have it on hand while performing the upgrade.

Click on the roadmap step



**Click on the roadmap step**



## Troubleshooting issues with the SUM UI

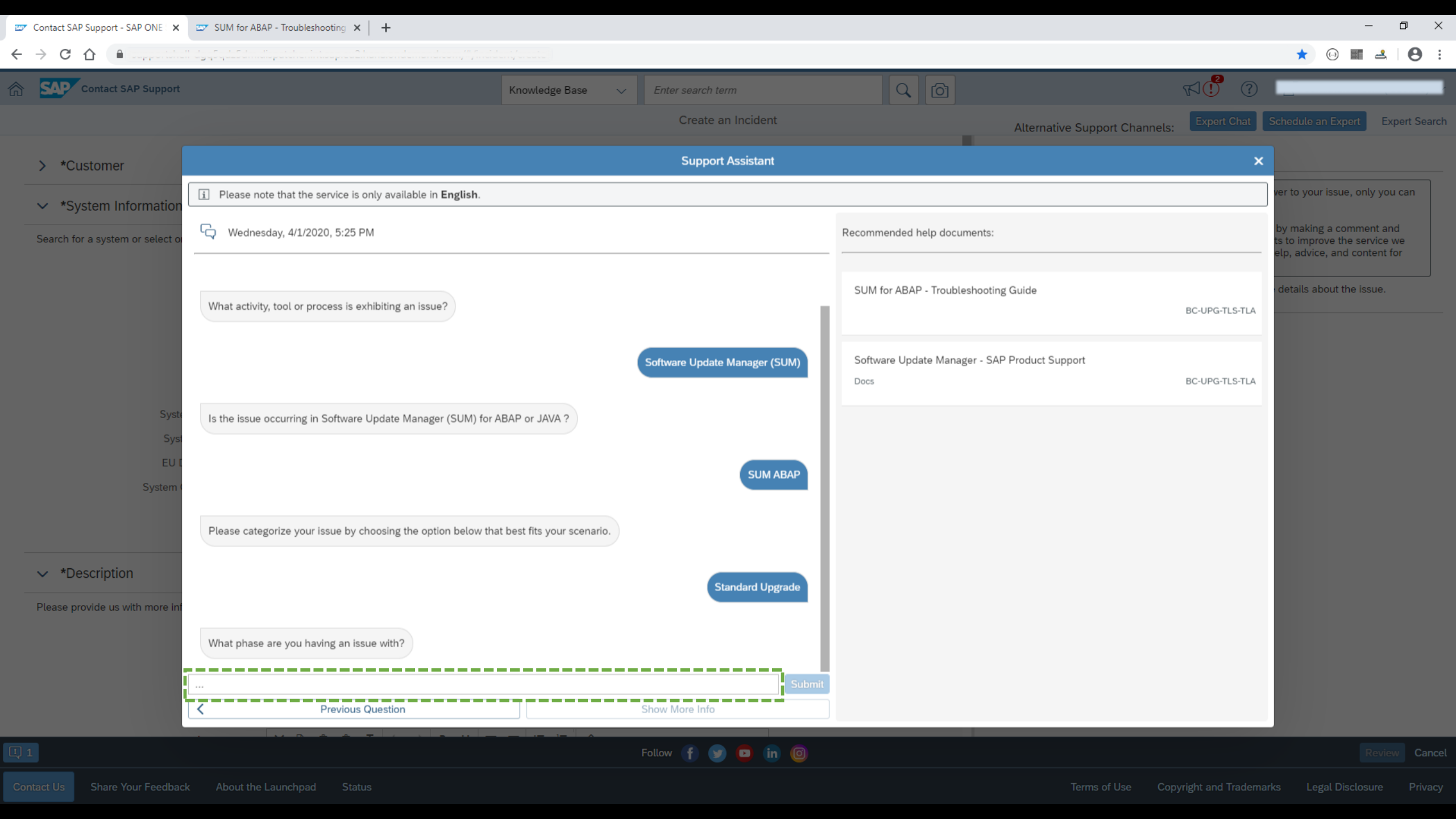
## Troubleshooting by upgrade topics

Topic	Description
<a href="#">FAQ</a>	Frequently asked questions related to updates executed by SUM tool
<a href="#">General information</a>	Information about product, NetWeaver and kernel release; Upgrade documents;system dependency; dual stack split.
<a href="#">SUM SL CommonUI</a>	Troubleshooting of SUM start/stop and SL CommonUI related situation
<a href="#">Application related update troubleshooting pages</a>	List of pages containig application specific upgrade troubleshooting ( e.g. BW, Solman)
<a href="#">ADD-ON Handling</a>	Handling addon in MOPZ, Vender Key, IS_SELECT phase
<a href="#">SPDD and SPAU</a>	How to adjust objects? How to handle SPDD/SPAU request?
<a href="#">ACT_UPG phase (DDIC activation)</a>	Handling situations during data dictionary activation in the phase ACT_UPG
<a href="#">PARCONV_UPG</a>	Runtime optimization
<a href="#">Shadow/Import phases</a>	Parallel processes Runtime optimization (untime)











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SUM for ABAP - Troubleshooting

Contact SAP Support

Knowledge Base

Enter search term

2

Create an Incident

Alternative Support Channels:

Expert Chat

Schedule an Expert

Expert Search

> \*Customer

< \*System Information

Search for a system or select one

System Information

System Information

System Information

System Information

< \*Description

Please provide us with more information

Support Assistant

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\_SHDCRE/EU\_IMPORT2

Submit

Previous Question

Show More Info

Recommended help documents:

SUM for ABAP - Troubleshooting Guide

BC-UPG-TLS-TLA

Software Update Manager - SAP Product Support Docs

BC-UPG-TLS-TLA

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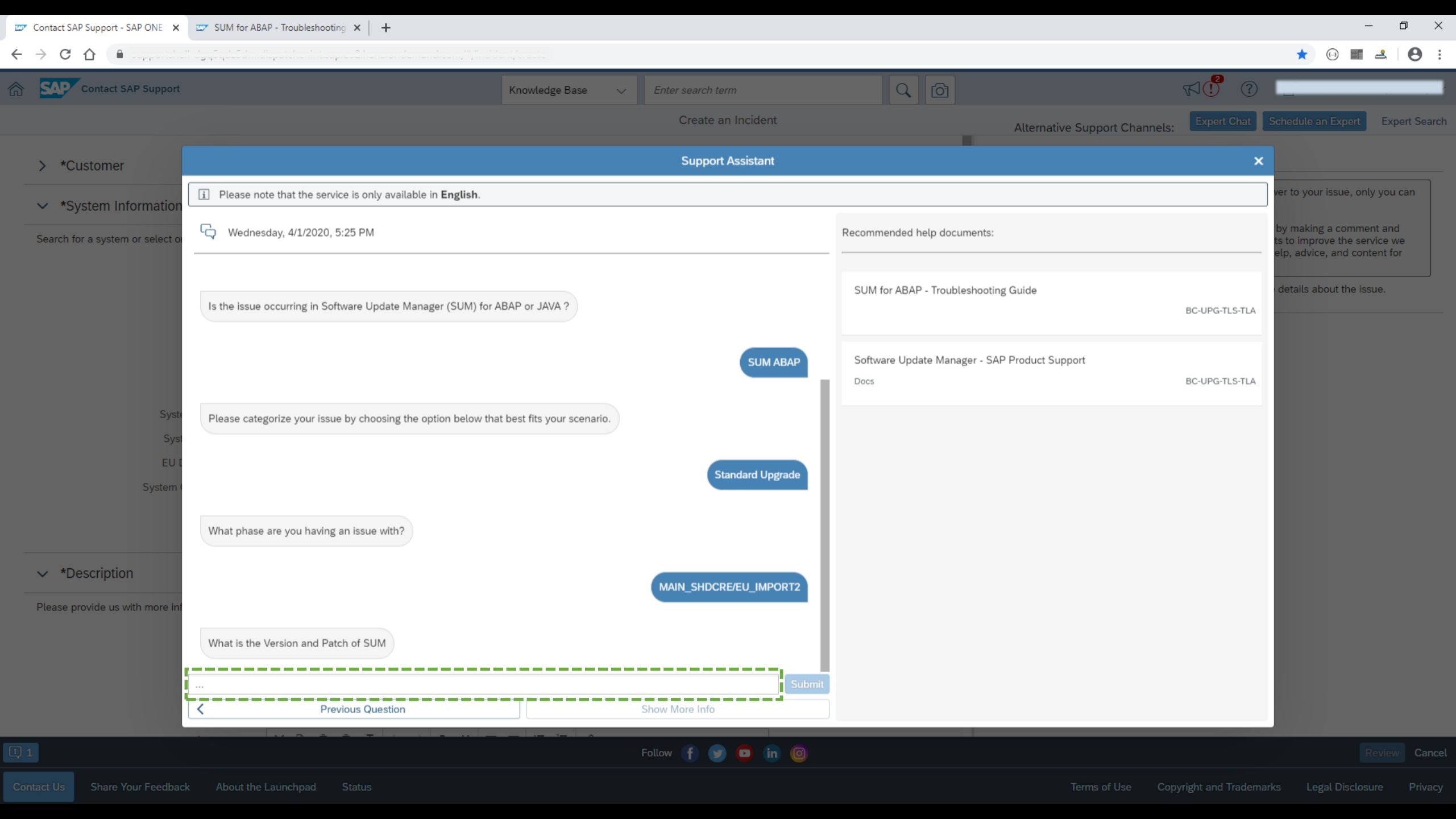
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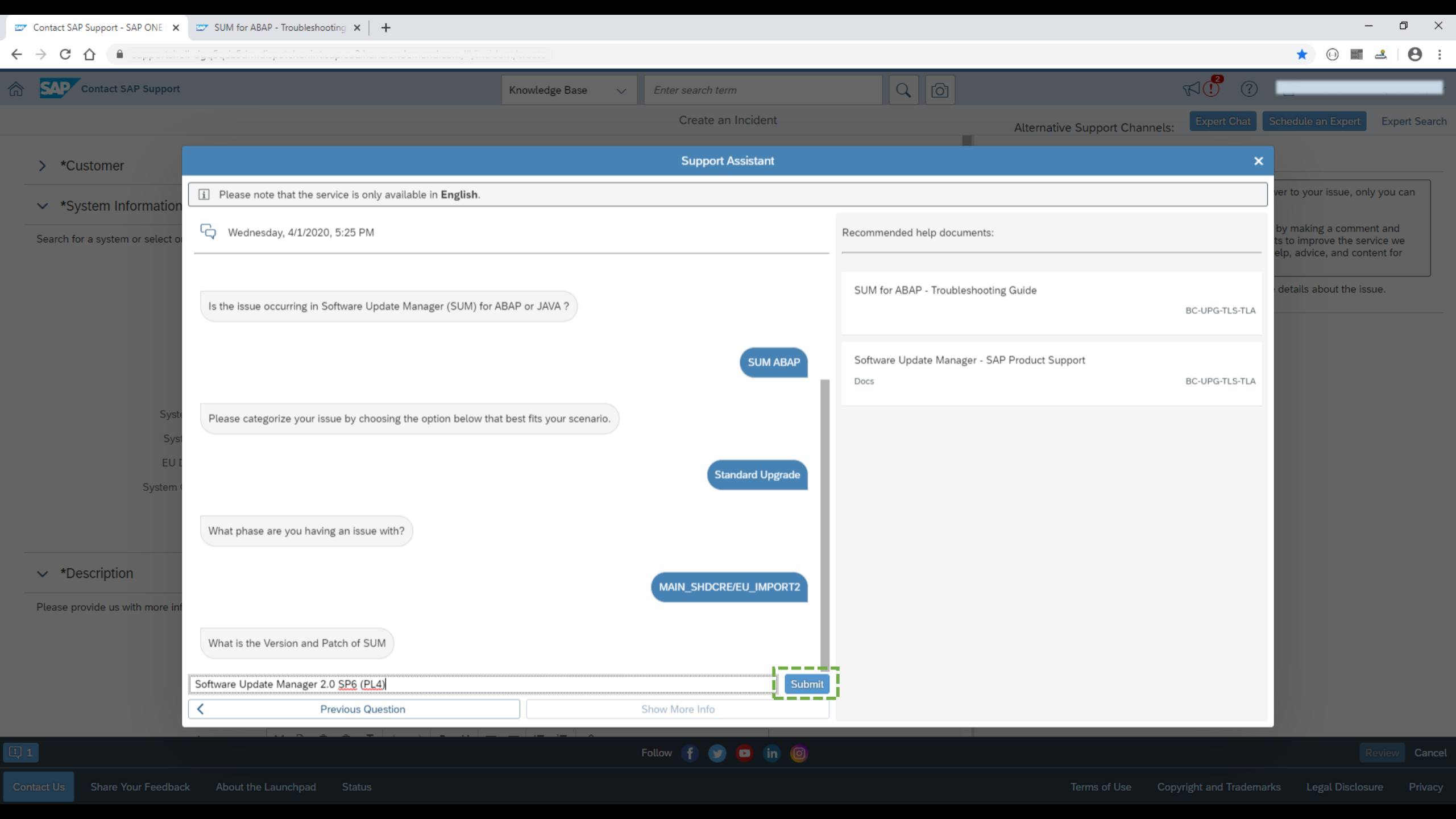
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SUM for ABAP - Troubleshooting

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Enter search term

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> \*Customer

> \*System Information

Search for a system or select one

> \*Description

Please provide us with more information

Support Assistant

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

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\_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

Previous Question

Show More Info

Recommended help documents:

SUM for ABAP - Troubleshooting Guide

BC-UPG-TLS-TLA

Software Update Manager - SAP Product Support Docs

BC-UPG-TLS-TLA

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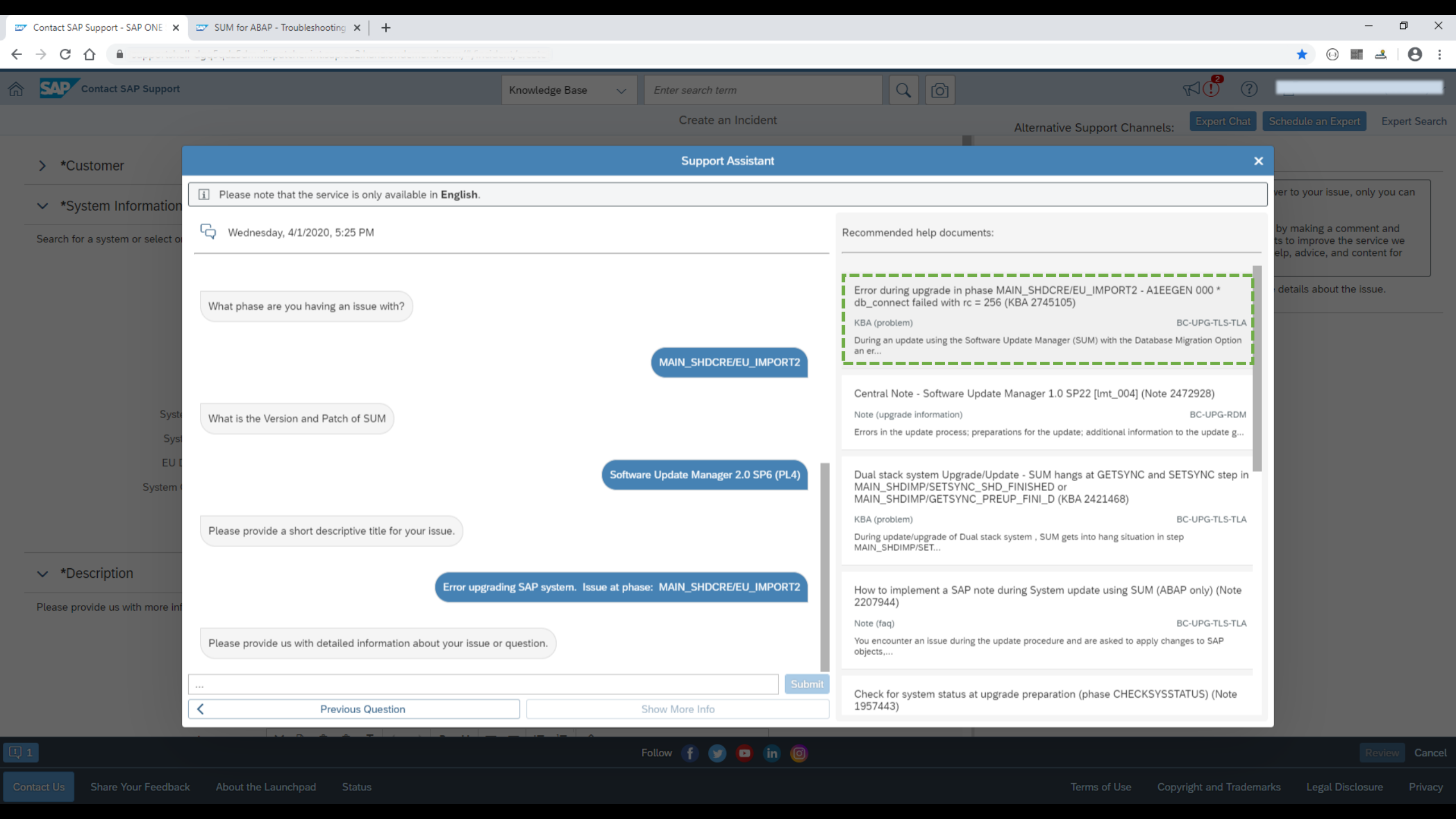
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Rated Helpful: (1 people)

*SAP Note/KBA Number*



Release Status: Released to Customer

Quality Rating: ★★★★★

Product

### Attributes

## Languages

## 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 SAPupConsole.log

```
<< 2019/01/22 11:22:08 END OF PHASE MAIN_SHDCRE/EU_IMPORT2
===== Repeat Phase =====
```

Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2!

```
Last error code set:
Found 19 aborted processes/errors in log files.
Found 9 failed import processes
```

```
*ERROR* :
The following errors were detected in the log files:

# G:\SUM\SUM\abap\load\eu_import2\EX000015_0003.LOG:
A2 EGEN 016 Bulk insert mode enabled for all tables (default).
A1 ESTA 000 Writing runtime statistics to
"G:\SUM\SUM\abap\load\eu_import2\EX000015_0003.run" every 30 sec.
A1 ETPL 002 Template 'G:\SUM\SUM\abap\load\eu_import2\DLORA_LRG.TPL' has
version 3.
A1 EGEN 002 =====
A1 EOMP 007 Memory usage: 12/0 MB buffer/disk (0 reused buffers)
A1EEGEN 000 (DBS) db_connect failed with rc = 256
A1EEGEN 000 (DBS) obslerrorMsg rc = 99 'all DB errors, except for ...'
```

## Environment

Oracle Database



Contact SAP Support - SAP ONE x 2745105 - Error during upgrade x SUM for ABAP - Troubleshooting x +

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Knowledge Base

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> \*Customer

> \*System Information

Search for a system or select one

System Information

System Information

System Information

System Information

> \*Description

Please provide us with more information

Support Assistant

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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.

...

Submit

Previous Question

Show More Info

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-UPG-TLS-TLA

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

Central Note - Software Update Manager 1.0 SP22 [lmt\_004] (Note 2472928)

Note (upgrade information)BC-UPG-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/SETSYNC\_SHD\_FINISHED or MAIN\_SHDIMP/GETSYNC\_PREUP\_FINI\_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 update using SUM (ABAP only) (Note 2207944)

Note (faq)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 1957443)

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Knowledge Base

Enter search term

Create an Incident

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> \*System Information

Search for a system or select one

System Information

System Information

System Information

System Information

> \*Description

Please provide us with more information

Support Assistant

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

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.

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

Submit

Previous Question

Show More Info

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-UPG-TLS-TLA

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

Central Note - Software Update Manager 1.0 SP22 [lmt\_004] (Note 2472928)

Note (upgrade information)BC-UPG-RDM

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

Dual stack system Upgrade/Update - SUM hangs at GETSYN and SETSYN step in MAIN\_SHDIMP/SETSYN\_SHD\_FINISHED or MAIN\_SHDIMP/GETSYN\_PREUP\_FINI\_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 update using SUM (ABAP only) (Note 2207944)

Note (faq)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 1957443)

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Expert Chat

Schedule an Expert

Expert Search

> \*Customer

> \*System Information

Search for a system or select one

System Information

System Information

System Information

> \*Description

Please provide us with more information

Support Assistant

Please note that the service is only available in English.

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

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.

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.

Continue

Previous Question

Show More Info

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

Performance analysis for EU\_CLONE\_MIG\_DT\_RUN phase (KBA 2597701)  
KBA (problem) BC-UPG-TLS-TLA  
During an upgrade using the Software Update Manager (SUM) and DMO the EU\_CLONE\_MIG\_DT\_RUN phase o...

Dual stack system Upgrade/Update - SUM hangs at GETSYN and SETSYN step in MAIN\_SHDIMP/SETSYN\_SHD\_FINISHED or MAIN\_SHDIMP/GETSYN\_PREUP\_FINI\_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...

MAIN\_SHDRUN/ACT\_UPG: "Accept non-severe errors and repeat phase" meaning (KBA 1962922)  
KBA (how to) BC-UPG-TLS-TLA  
During upgrades, there are errors in ACT\_UPG phase, where object(s) could not be activated. In lo...

How to implement a SAP note during System update using SUM (ABAP only) (Note 2007014)

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▼ \*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 SAPUpConsole.log

POWERED BY TINYMCE

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 SP6 (PL4)

Selected Help Documents:

Document type: SAP Wiki  
Component: BC-UPG-TLS-TLA  
Title: SUM for ABAP - Troubleshooting Guide  
Description: Troubleshooting guide for issues during different phases of an upgrade using the Software

### Alternative Support Channels:

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Expert Search

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Error during upgrade in phase MAIN\_SHDCRE/EU\_IMPORT2 - A1EEGEN 000 \*  
db\_connect failed with rc = 256 (KBA 2745105)

KBA (problem)

BC-UPG-TLS-TLA

During an update using the Software Update Manager (SUM) with the Database Migration Option an er...

MAIN\_SHDRUN/ACT\_UPG: "Accept non-severe errors and repeat phase" meaning (KBA 1962922)

### KBA (how to)

BC-UPG-TLS-TLA

During upgrades, there are errors in ACT\_UPG phase, where object(s) could not be activated. In lo...

Central Note - Software Update Manager 1.0 SP22 [lmt\_004] (Note 2472928)

Note (upgrade information)

BC-UPG-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/SETSYNC\_SHD\_FINISHED or  
MAIN\_SHDIMP/GETSYNC\_PREUP\_FINI\_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...

Performance analysis for EU\_CLONE\_MIG\_DT\_RUN phase (KBA 2597701)

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

\*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 SAPUpConsole.log*

POWERED BY TINYMC6

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 SP6 (PL4)  
-----  
Selected Help Documents:  
  
Document type: SAP Wiki  
Component: BC- UPG-TLS-TLA  
Title: SUM for ABAP - Troubleshooting Guide  
Description: Troubleshooting guide for issues during different phases of an upgrade using the Software

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

KBA (how to) BC-UPG-TLS-TLA

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

Note (upgrade information) BC-UPG-RDM

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KBA (problem)	BC-UPG-TLS-TLA
During update/upgrade of Dual stack system , SUM gets into hang situation in step MAIN_SHDIMP/SET...	

Performance analysis for EU\_CLONE\_MIG\_DT\_RUN phase (KBA 2597701)











### Alternative Support Channels:

SUM SAPupConsole

### More Information

### Filename example

### Default Location

<SUM folder>/abap/log

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.

This information might help you right away

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.

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Running an update with SUM you get the following error in MAIN\_SHDCRE/EU\_IMPORT2 phase:  
Found <rr...

Using SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 have below error me...

Using SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 with the following ...

During an update using the Software Update Manager (SUM) with the Database Migration Option an er...

MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted  
in table (KPA\_2502741)

Review Save as Draft Cancel

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### Alternative Support Channels:

\*Component: BC-UPG-TLS-TLA

SUM SAPupConsole log file

[KBA 1838153](#) - How to get the logs when getting an error during the upgrade of a NetWeaver system

SAPupConsole.log

Windows:

<SUM folder>\labap\log

Unix:

<SUM folder>/abap/log

Close

No files found.

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

Analyze Files +

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SUM: Error in MAIN\_SHDCRE/EU\_IMPORT2. Found <rr> rows in <bb> blocks while scanning data file for table (KBA 2555876)

KBA (problem)

BC-UPG-TLS-TLA

Running an update with SUM you get the following error in MAIN\_SHDCRE/EU\_IMPORT2 phase:  
Found <rr...

SUM Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2487759)

KBA (problem)

BC-UPG-TLS-TLA

Using SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 have below error me...

error "(DFH) File 'EX0000XX.00X' not found.." happens in upgrade phase  
MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2569230)

KBA (problem)

BC-UPG-TLS-TLA

Using SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 with the following ...

Error during upgrade in phase MAIN\_SHDCRE/EU\_IMPORT2 - A1EEGEN 000 \*  
db\_connect failed with rc = 256 (KBA 2745105)

KBA (problem)

BC-UPG-TLS-TLA

During an update using the Software Update Manager (SUM) with the Database Migration Option an er...

**MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted**

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Contact SAP Support - SAP ONE x1838153 - How to get the logs w2745105 - Error during upgrade xSUM for ABAP - Troubleshooting x

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🔊🔔🔗👤⋮

🔍Open

🔍SUM Upgrade 🔍

OrganizeNew folder

📁 Desktop📁 Downloads📁 Documents📁 Pictures📁 All📁 Images📁 Images

📁 Name	Date modified	Type	Size
📄 EX000016.LOG	2020-04-01 3:17 PM	Text Document	2 KB
📄 PHASES.LOG	2019-07-11 4:05 PM	Text Document	1 KB
📄 SAPA750EAS.FN4	2020-04-01 3:12 PM	FN4 File	3 KB
📄 SAPup_troubleticket.log	2018-04-27 11:05 PM	Text Document	2 KB
📄 SAPupConsole.log	2020-04-01 3:23 PM	Text Document	529 KB
📄 SAVELOGS.LOG	2020-04-01 2:56 PM	Text Document	1 KB
📄 SUM Logs.zip	2020-04-01 3:43 PM	Compressed (zipp...	48 KB

File name: EX000016.LOGAll Files (\*.\*)

OpenCancel

Attachments

Please review the attachments

Please note that the attachments are for your information only. They are not intended to be used as evidence in a legal proceeding.

Suggested Files:

📄 SUM SAPupConsole.log

📄 SUM SAPup.Log

📄 SUM ABAP Troubleshooting

Priority & Contact

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.

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s to better personalize help, advice, and content for

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U\_IMPORT2. Found <rr> rows in <bb> blocks while

(2555876)

BC-UPG-TLS-TLA

the following error in MAIN\_SHDCRE/EU\_IMPORT2 phase:

phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2487759)

BC-UPG-TLS-TLA

n and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 have

' not found.'" happens in upgrade phase

(KBA 2569230)

BC-UPG-TLS-TLA

n and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 with the

MAIN\_SHDCRE/EU\_IMPORT2 - A1EEGEN 000 \*

(KBA 2745105)

BC-UPG-TLS-TLA

Update Manager (SUM) with the Database Migration Option an

MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted

(KBA 2569230)

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Attachments

Please review the attached files.

Please note that the following files are attached to this incident:

SUM SAPUpConsole.log

SUM SAPUpLog

SUM ABAP Troubleshooting

Suggested Files:

SUM SAPUpConsole.log

SUM SAPUpLog

SUM ABAP Troubleshooting

Priority & Contact

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.

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SUM Upgrade

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Documents

Pictures

All

Images

Images

Name	Date modified	Type	Size
EX000016.LOG	2020-04-01 3:17 PM	Text Document	2 KB
PHASES.LOG	2019-07-11 4:05 PM	Text Document	1 KB
SAPA750EAS.FN4	2020-04-01 3:12 PM	FN4 File	3 KB
SAPUp_troubleshooting.log	2018-04-27 11:05 PM	Text Document	2 KB
SAPUpConsole.log	2020-04-01 3:23 PM	Text Document	529 KB
SAVELOGS.LOG	2020-04-01 2:56 PM	Text Document	1 KB
SUM Logs.zip	2020-04-01 3:43 PM	Compressed (zip) File	48 KB

Type: Compressed (zip) File  
Size: 47.1 KB  
Date modified: 2020-04-01 3:43 PM

File name: SUM Logs.zip

All Files (\*.\*)

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ent. This helps our efforts to improve the service we

s to better personalize help, advice, and content for

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J\_IMPORT2. Found <rr> rows in <bb> blocks while

(2555876)

BC-UPG-TLS-TLA

the following error in MAIN\_SHDCRE/EU\_IMPORT2 phase:

phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2487759)

BC-UPG-TLS-TLA

n and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 have

" not found.." happens in upgrade phase

(KBA 2569230)

BC-UPG-TLS-TLA

n and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 with the

MAIN\_SHDCRE/EU\_IMPORT2 - A1EEGEN 000 \*

(KBA 2745105)

BC-UPG-TLS-TLA

Update Manager (SUM) with the Database Migration Option an

MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted

(KBA 2569230)

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\*Component:

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

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Suggested Files:

- 📘

SUM SAPUpConsole
- 📘

SUM SAPUp.Log
- 📘

SUM ABAP Trouble Ticket SAR file
- 📘

SUM ABAP Trouble Ticket
- 📘

PHASES

Analyze Files

Edit

+

📄

SUM Logs.zip

Uploaded By

Uploaded: Today, 15.04.2020, 14:33:38 · File Size: 48.3 KB

Content Ready for Analysis

✕

Priority & Contacts

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

Priority:

Contact Details

Name	Role	Phone Number	E-Mail	Time Zone
				CET

This information might help you right away

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- SUM: Error in MAIN\_SHDCRE/EU\_IMPORT2. Found <rr> rows in <bb> blocks while scanning data file for table (KBA 2555876)

KBA (problem)

BC-UPG-TLS-TLA

Running an update with SUM you get the following error in MAIN\_SHDCRE/EU\_IMPORT2 phase: Found <rr...
- SUM Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2487759)

KBA (problem)

BC-UPG-TLS-TLA

Using SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 have below error me...
- error "((DFH) File 'EX0000XX.00X' not found.." happens in upgrade phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2569230)

KBA (problem)

BC-UPG-TLS-TLA

Using SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 with the following ...
- Error during upgrade in phase MAIN\_SHDCRE/EU\_IMPORT2 - A1EEGEN 000 \* db\_connect failed with rc = 256 (KBA 2745105)

KBA (problem)

BC-UPG-TLS-TLA

During an update using the Software Update Manager (SUM) with the Database Migration Option an er...
- MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted



Contact SAP Support - SAP ONE x1838153 - How to get the logs w2745105 - Error during upgrade xSUM for ABAP - Troubleshooting x+

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\*Component: BC-UPG-TLS-TLA

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Suggested Files:

SUM SAPupConsole

SUM SAPup.Log

SUM ABAP Trouble Ticket SAR file

SUM Logs.zip

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Currently Analyzing

Priority & Contacts

To ensure that your incident can be processed efficiently, please select the relevant pr

Priority: Medium - Business operations are

Contact Details

Name

Role

Phone N

Analyzing Files

We are analyzing your file/s for known issues and alerts. When complete, an analysis PDF report will be available for you to attach and download.

Processing File (2/5): SAPupConsole.log

More Details...

Analyzing Files (8%)

All1

Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2

SUMLogs.zip/EX000016.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

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JM: Error in MAIN\_SHDCRE/EU\_IMPORT2. Found <rr> rows in <bb> blocks while scanning data file for table (KBA 2555876)

BA (problem)BC-UPG-TLS-TLA

During an update with SUM you get the following error in MAIN\_SHDCRE/EU\_IMPORT2 phase: und <rr...

JM Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2487759)

BA (problem)BC-UPG-TLS-TLA

During SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 have flow error me...

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BA (problem)BC-UPG-TLS-TLA

During an update using the Software Update Manager (SUM) with the Database Migration Option an ...

MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted

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\*Component: BC-UPG-TLS-TLA

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Suggested Files:

SUM SAPUpConsole

SUM SAPUp.Log

SUM ABAP Trouble Ticket SAR file

SUM Logs.zip

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Analysis Complete

- Uploaded: Today, 15.04.2020,

Priority & Contacts

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Priority: Medium - Business operations are

Contact Details

Name

Role

Phone N

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Analyzing Files

Analysis Complete

A detailed analysis report has been generated that can help with troubleshooting and resolving system issues. Please click the 'Save' button below to review this report and attach it automatically to the incident.

View Analyzed Files

All

1

4

Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2

SUMLogs.zip/EX000016.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

Accept non-severe errors during ACT\_UPG phase

SUMLogs.zip/SAPUpConsole.log

This entry will indicate that there was a error encountered during the ACT\_UPG phase and you were prompted by the S

Suggested Solution:1962922 - MAIN\_SHDRUN/ACT\_UPG: "Accept non-severe errors and repeat phase" meaning

Open KBA

Software Upgrade Manager stops in phase MAIN\_POSTCLEAN/SAVELOGS with an error

SUMLogs.zip/SAPUpConsole.log

Permissions or owner of the folder subfolders of /usr/sap/trans/ehpi (or sum) and subfolders is inadequate for the files to be written

Suggested Solution:2844600 - Software Upgrade Manager stops in phase MAIN\_POSTCLEAN/SAVELOGS with an error

Open KBA

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BA (problem)

BC-UPG-TLS-TLA

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JM Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2487759)

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BC-UPG-TLS-TLA

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ror "(DFH) File 'EX0000XX.00X' not found.." happens in upgrade phase AIN\_SHDCRE/EU\_IMPORT2 (KBA 2569230)

BA (problem)

BC-UPG-TLS-TLA

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BA (problem)

BC-UPG-TLS-TLA

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MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted

MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted

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Alternative Support Channels: Expert ChatSchedule an ExpertExpert Search

BC-UPG-TLS-TLA

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Please review the attachable file types and ensure that each attachment is less than 2

Please note that the Support Log Assistant service is only available in English.

Suggested Files:

SUM SAPUpConsole

SUM SAPUp.Log

SUM ABAP Trouble Ticket SAR file

SUM Logs.zip

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Analysis Complete

Uploaded: Today, 15.04.2020,

Priority & Contacts

To ensure that your incident can be processed efficiently, please select the relevant pr

Priority: Medium - Business operations are

Contact Details

Name

Role

Phone N

Analyzing Files

Analysis Complete

A detailed analysis report has been generated that can help with troubleshooting and resolving system issues. Please click the 'Save' button below to review this report and attach it automatically to the incident.

View Analyzed Files

All

1

4

Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2

SUMLogs.zip/EX000016.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

Accept non-severe errors during ACT\_UPG phase

SUMLogs.zip/SAPUpConsole.log

This entry will indicate that there was a error encountered during the ACT\_UPG phase and you were prompted by the S

Suggested Solution:1962922 - MAIN\_SHDRUN/ACT\_UPG: "Accept non-severe errors and repeat phase" meaning

Open KBA

Software Upgrade Manager stops in phase MAIN\_POSTCLEAN/SAVELOGS with an error

SUMLogs.zip/SAPUpConsole.log

Permissions or owner of the folder subfolders of /usr/sap/trans/ehpi (or sum) and subfolders is inadequate for the files to be written

Suggested Solution:2844600 - Software Upgrade Manager stops in phase MAIN\_POSTCLEAN/SAVELOGS with an error

Open KBA

Save

Cancel

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.

Powered by Incident Solution Matching

JM: Error in MAIN\_SHDCRE/EU\_IMPORT2. Found <rr> rows in <bb> blocks while scanning data file for table (KBA 2555876)

BA (problem)

BC-UPG-TLS-TLA

During an update with SUM you get the following error in MAIN\_SHDCRE/EU\_IMPORT2 phase: und <rr...

JM Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2487759)

BA (problem)

BC-UPG-TLS-TLA

During SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 have flow error me...

ror "(DFH) File 'EX0000XX.00X' not found.." happens in upgrade phase AIN\_SHDCRE/EU\_IMPORT2 (KBA 2569230)

BA (problem)

BC-UPG-TLS-TLA

During SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 with the following ...

ror during upgrade in phase MAIN\_SHDCRE/EU\_IMPORT2 - A1EEGEN 000 \* \_connect failed with rc = 256 (KBA 2745105)

BA (problem)

BC-UPG-TLS-TLA

During an update using the Software Update Manager (SUM) with the Database Migration Option an

MAIN\_SHDCRE/EU\_IMPORT2 fails with ERROR: (FLD) not all rows from buffer inserted

BA (problem)

BC-UPG-TLS-TLA

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Contact SAP Support - SAP ONE2487759 - SUM Severe error(s)1838153 - How to get the logs w2745105 - Error during upgradeSUM for ABAP - Troubleshooting

Contact SAP Support

Knowledge Base

Enter search term

Review Incident Content

Alternative Support Channels: Expert ChatSchedule an ExpertExpert Search

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

Attachments

SUM Logs.zip

Uploaded By: - Uploaded: Today, 15.04.2020, 14:33:38 - File Size: 48.3 KB - Description:

AnalysisReport\_1586986871482.pdf

Uploaded By: - Uploaded: Today, 15.04.2020, 14:41:14 - File Size: 541.4 KB - Description: Support Log Assistant - Analysis Report

Priority

Priority: Medium - Business operations are affected.

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.

Powered by Incident Solution Matching

SUM: Error in MAIN\_SHDCRE/EU\_IMPORT2. Found <rr> rows in <bb> blocks while scanning data file for table (KBA 2555876)

KBA (problem)BC-UPG-TLS-TLA

Running an update with SUM you get the following error in MAIN\_SHDCRE/EU\_IMPORT2 phase:  
Found <rr...

SUM Severe error(s) occurred in phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2487759)

KBA (problem)BC-UPG-TLS-TLA

Using SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 have below error me...

error "((DFH) File 'EX0000XX.00X' not found.." happens in upgrade phase MAIN\_SHDCRE/EU\_IMPORT2 (KBA 2569230)

KBA (problem)BC-UPG-TLS-TLA

Using SUM to upgrade the SAP system and stuck in phase MAIN\_SHDCRE/EU\_IMPORT2 with the following ...

Error during upgrade in phase MAIN\_SHDCRE/EU\_IMPORT2 - A1EEGEN 000 \* db\_connect failed with rc = 256 (KBA 2745105)

KBA (problem)BC-UPG-TLS-TLA

During an update using the Software Update Manager (SUM) with the Database Migration Option an er...

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AnalysisReport\_15....pdf

Show all



# 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 curated 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.





# Q&A





# More information on Support Assistant



SAP ONE Support - Release Notes Wave 7 / 2019 ([SAP Support Portal](#))

SAP ONE Support - Release Notes Wave 8 / 2019 ([SAP Support Portal](#))

SAP ONE Support - Release Notes Wave 2 / 2020 ([SAP Support Portal](#))

SAP ONE Support - Release Notes Wave 3 / 2020 ([SAP Support Portal](#))

Blog: Improved incident creation – try SAP's new support assistant ([SAP Community](#))

Webinar: Try SAP's New Support Assistant to Get Help Faster ([SAP Webinar](#))

News: Easily Engage with Product Support: Try the Support Assistant Feature from SAP ([SAP News](#))

KBA 2836020 - Which products are available for the Support Assistant within the SAP ONE Support Launchpad - Incident Form? ([SAP Support Portal](#))

KBA 2911451 - What is the Support Assistant feature and how do I use it to solve my issues faster? ([SAP Support Portal](#))



# More information on SAP Support and the Next-Generation Support approach



## Next-Generation Support

[SAP Support Portal](#) | Next-Generation Support landing page ([SAP Support Portal](#))

### 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 ([SAP Insider](#))

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 DSAG Annual Conference 2019 keynote – [Next-Generation Support](#) at 53:17 (German)

Videos from SAPPHERE NOW 2019

[SAPPHERE 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](#)

Blog: [Crowdsourcing Customer Service: How Ask an Expert Peer is Changing Real-Time Support](#)

Webinar: [New Product Support Channel: 'Ask an Expert Peer' for SAP SuccessFactors](#)



## 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 ([Digitalist](#))

Blog: Making support smart – built-in support using AI / machine learning ([LinkedIn](#))

Article: The Built-In Support Effect For An Integrated, Intelligent User Experience ([Digitalist](#))

Webinar: [SAP's Built-In Support](#)