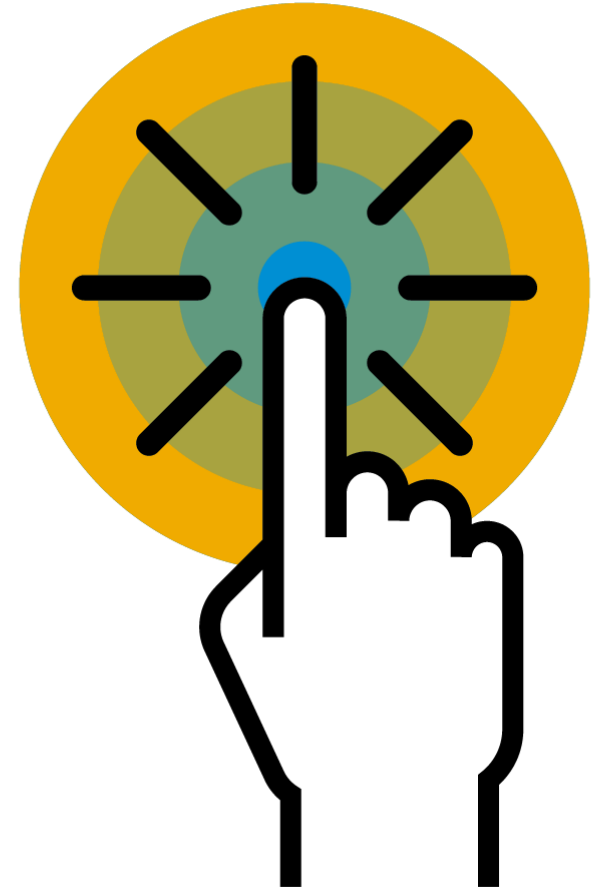


My Products & Support by Product

Alyson Munroe, SAP
October 2019

Customer



Disclaimer

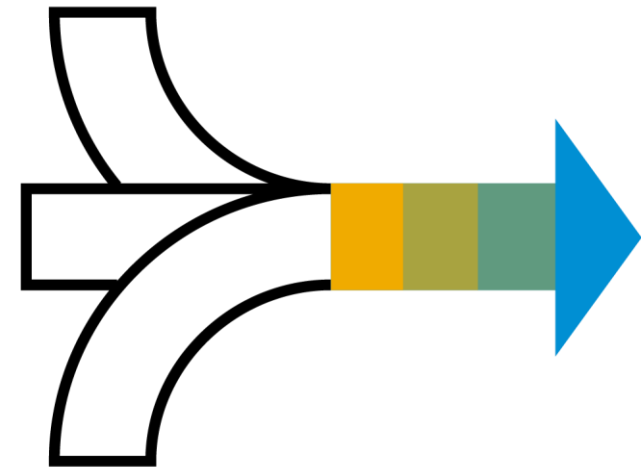
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All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Agenda

- Background
- Overview
- Demo
- Plans
- Discussion Points

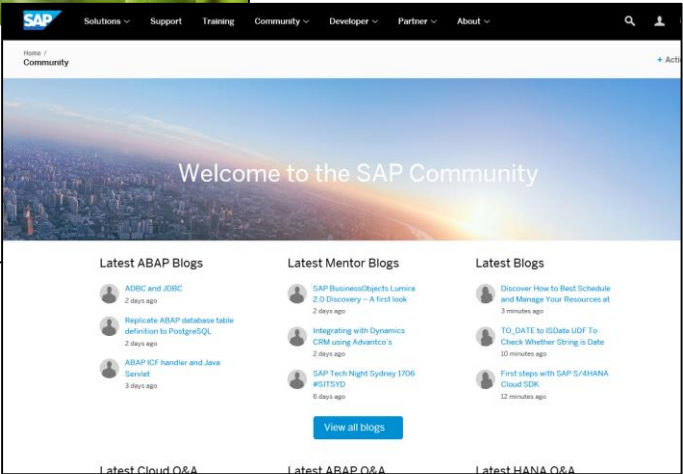
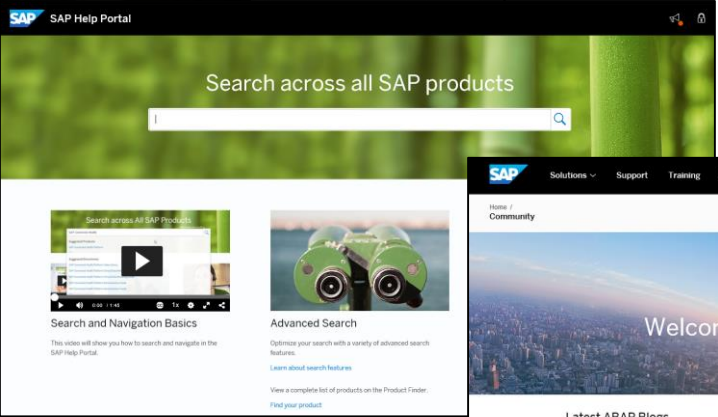
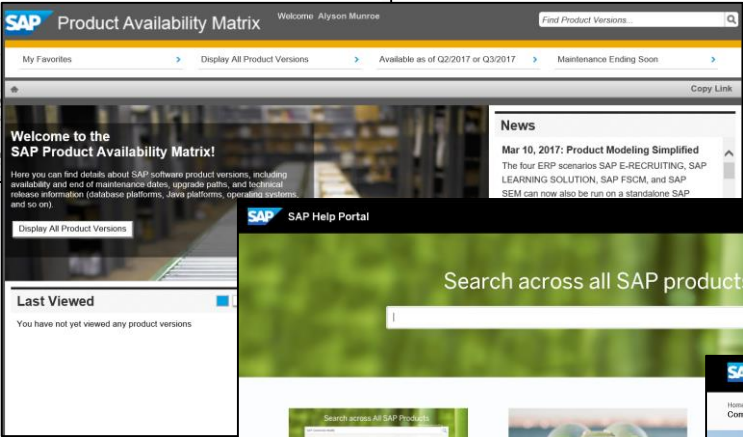
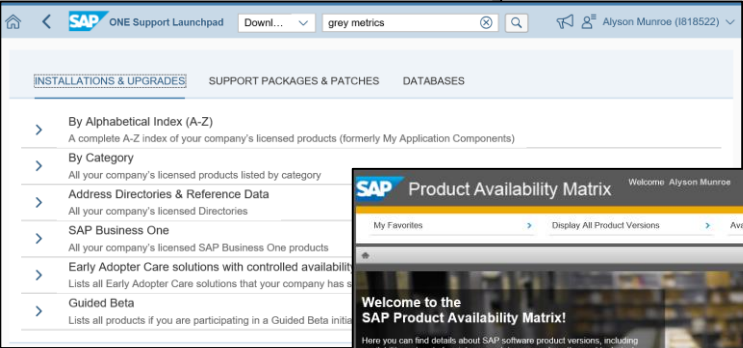
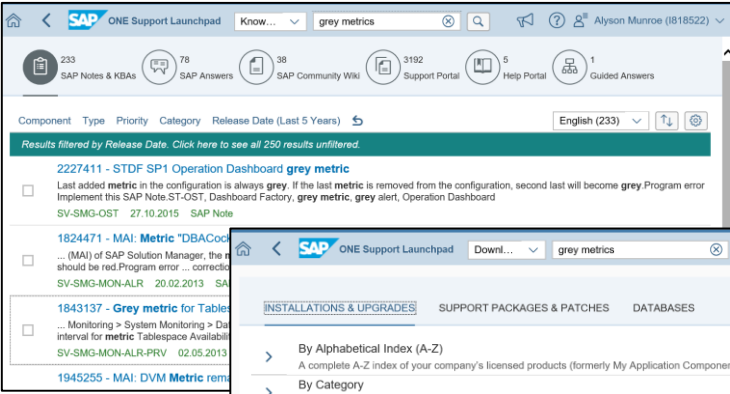


Background

“I want to see support-related content for SAP products at a glance so that I don’t have to visit or search multiple web sites and repositories to stay up to date.”

“Hard to get to relevant information. It needs to be product focused. I am only using SAP BusinessObjects, but there is no link to narrow the focus.”

Before Support by Product



Customers looking for support-related content for their products had to visit multiple SAP web sites and applications to find that information.

Overview

Support by Product

SAP Support Portal Home / products

SAP BusinessObjects Business Intelligence platform

SAP BusinessObjects Business Intelligence platform 4.2

Launchpad Link

SAP Knowledge Based Articles | Documentation | Questions & Blogs | Guided Answers

Previews of SAP Knowledge Base Articles and publicly available KBAs are listed here. Log in to the [SAP ONE Support Launchpad](#) to view full KBAs.

Show 10 entries Search:

Title	Released On
2493519 - Migrated Webi report throws ABEND RSBOLAP (000) error	07/04/2017
2354601 - The data source is invalid: 'Universe generation failed for resource id' error message appears when refreshing a Crystal reports Enterprise file using a BICS connection	05/26/2017
2469927 - BENCH_ERROR appears when opening a Web Intelligence report in HTML mode using OpenDocument link	05/09/2017
2468287 - Error "ORA-01722: invalid number" when refreshing the migrated webi report from 3.1 to 4.2 SP3	05/09/2017
2465620 - Date Prompt Spinning In Webi Report	05/01/2017

Contact Us



Low
Effort

Consolidates **support-related content** for SAP products/product versions.

Plus, the Launchpad offers a personalized **'My Products'** option for customers.

SAP Product Pages

Known... Enter search term

SAP Customer Relationship Management 7.0

SAP CRM 7.0 / NW7.01

Product Type: Standalone Product Version Release Type: Standard

Product: SAP Customer Relationship Management SAP HANA Readiness: Unavailable

Product Line: SAP Customer Relationship Management Current Status: **Unrestricted available**

Product Category: Customer Relationship Management End of mainstream maintenance: 31.12.2025

KBAs | Documentation | SAP Community | Release Information | Downloads | Systems

11 documents Sort By: Released On

Number	Title	SAP Component	Version	Category	Released On
0002499898	CRM IC: No value is filled into a script text field during script runtime - find out the reason why via debugging	CRM-IC-SCR	0002	Problem	12.09.2017
0002522480	CRM IC: Agent Dashboard is not opening	CRM-IC-FRW	0003	Problem	09.09.2017
0002499984	BSP Error: Define NavigationalLink for source view in component	CA-WUI	0002	Problem	06.09.2017
0001853382	Level of authorization checks cannot be maintained in downloaded pricing procedures	AP-PRC-PR	0009	How To	04.09.2017
0002310762	Error make an entry for *** when creating rules in territory	CRM-MD-TM	0002	Problem	01.09.2017
0002493851	SAP CRM IC Timeout Counter not working	CRM-IC-FRW	0002	Problem	31.08.2017
0002525525	CRM Claims Management - Application Error raised while approving Claim	CRM-CLA-CSR-T PM	0001	Problem	28.08.2017
0001894818	Call recording is not attached to CAD and sent to CRM	CRM-CCI	0006	Problem	25.08.2017
0001903833	Cannot Apply new assignments due to error 'Error while saving data'	CRM-RPL-SRV	0004	Problem	25.08.2017
0002524167	Accrual amount in CRM accrual scenario	CRM-FM-ACL	0001	How To	24.08.2017
0002053572	Territory history not showing in the Account Overview page	CRM-MD-TM	0002	Problem	24.08.2017

Support by Product pages

The screenshot shows the SAP Support Portal Home page for the SAP BusinessObjects Business Intelligence platform. The header includes the SAP logo and navigation links: My Support, Release, Upgrade & Maintenance, Tools, Offerings & Programs, and SAP Solution Manager. A search bar and a user profile icon are also present. The main content area features a dropdown menu for 'SAP BusinessObjects Business Intelligence platform 4.2' and a 'Launchpad Link' button. Below this, there are tabs for 'SAP Knowledge Based Articles', 'Documentation', 'Questions & Blogs', and 'Guided Answers'. A section titled 'Previews of SAP Knowledge Base Articles and publicly available KBAs are listed here. Log in to the SAP ONE Support Launchpad to view full KBAs.' follows. A 'Show 10 entries' button and a search bar are visible. The table below lists several KBAs with their titles and release dates.

Title	Released On
2493519 - Migrated Webi report throws ABEND RSBOLAP (000) error	07/04/2017
2354601 - The data source is invalid: 'Universe generation failed for resource id' error message appears when refreshing a Crystal reports Enterprise file using a BICS connection	05/26/2017
2469927 - BENCH_ERROR appears when opening a Web Intelligence report in HTML mode using OpenDocument link	05/09/2017
2468287 - Error "ORA-01722: invalid number" when refreshing the migrated webi report from 3.1 to 4.2 SP3	05/09/2017
2465620 - Date Prompt Spinning In Webi Report	05/01/2017

SAP Support Portal: Public content with prominent link to Launchpad for authenticated content

The screenshot shows the SAP ONE Support Launchpad page for SAP Customer Relationship Management 7.0. The header includes the SAP logo and navigation links: Product Pages, Known..., Enter search term, and a user profile icon. The main content area features a dropdown menu for 'SAP Customer Relationship Management 7.0' and a 'Launchpad Link' button. Below this, there are tabs for 'KBAs', 'Documentation', 'SAP Community', 'Release Information', 'Downloads', and 'Systems'. A section titled '11 documents' follows, with a 'Sort By: Released On' dropdown. The table below lists 11 documents with their titles, SAP components, versions, categories, and release dates.

Number	Title	SAP Component	Version	Category	Released On
0002499898	CRM IC: No value is filled into a script text field during script runtime - find out the reason why via debugging	CRM-IC-SCR	0002	Problem	12.09.2017
0002522480	CRM IC: Agent Dashboard is not opening	CRM-IC-FRW	0003	Problem	09.09.2017
0002499984	BSP Error: Define NavigationalLink for source view in component	CA-WUI	0002	Problem	06.09.2017
0001853382	Level of authorization checks cannot be maintained in downloaded pricing procedures	AP-PRC-PR	0009	How To	04.09.2017
0002310762	Error make an entry for *** when creating rules in territory	CRM-MD-TM	0002	Problem	01.09.2017
0002493851	SAP CRM IC Timeout Counter not working	CRM-IC-FRW	0002	Problem	31.08.2017
0002525525	CRM Claims Management - Application Error raised while approving Claim	CRM-CLA-CSR-TM	0001	Problem	28.08.2017
0001894818	Call recording is not attached to CAD and sent to CRM	CRM-CCI	0006	Problem	25.08.2017
0001903833	Cannot Apply new assignments due to error 'Error while saving data'	CRM-RPL-SRV	0004	Problem	25.08.2017
0002524167	Accrual amount in CRM accrual scenario	CRM-FM-ACL	0001	How To	24.08.2017
0002053572	Territory history not showing in the Account Overview page	CRM-MD-TM	0002	Problem	24.08.2017

SAP ONE Support Launchpad: Public *and* authenticated content, “My Products” personalization

Poll Questions 1, 2 & 3

DEMO

Summary

Support Portal Product Pages

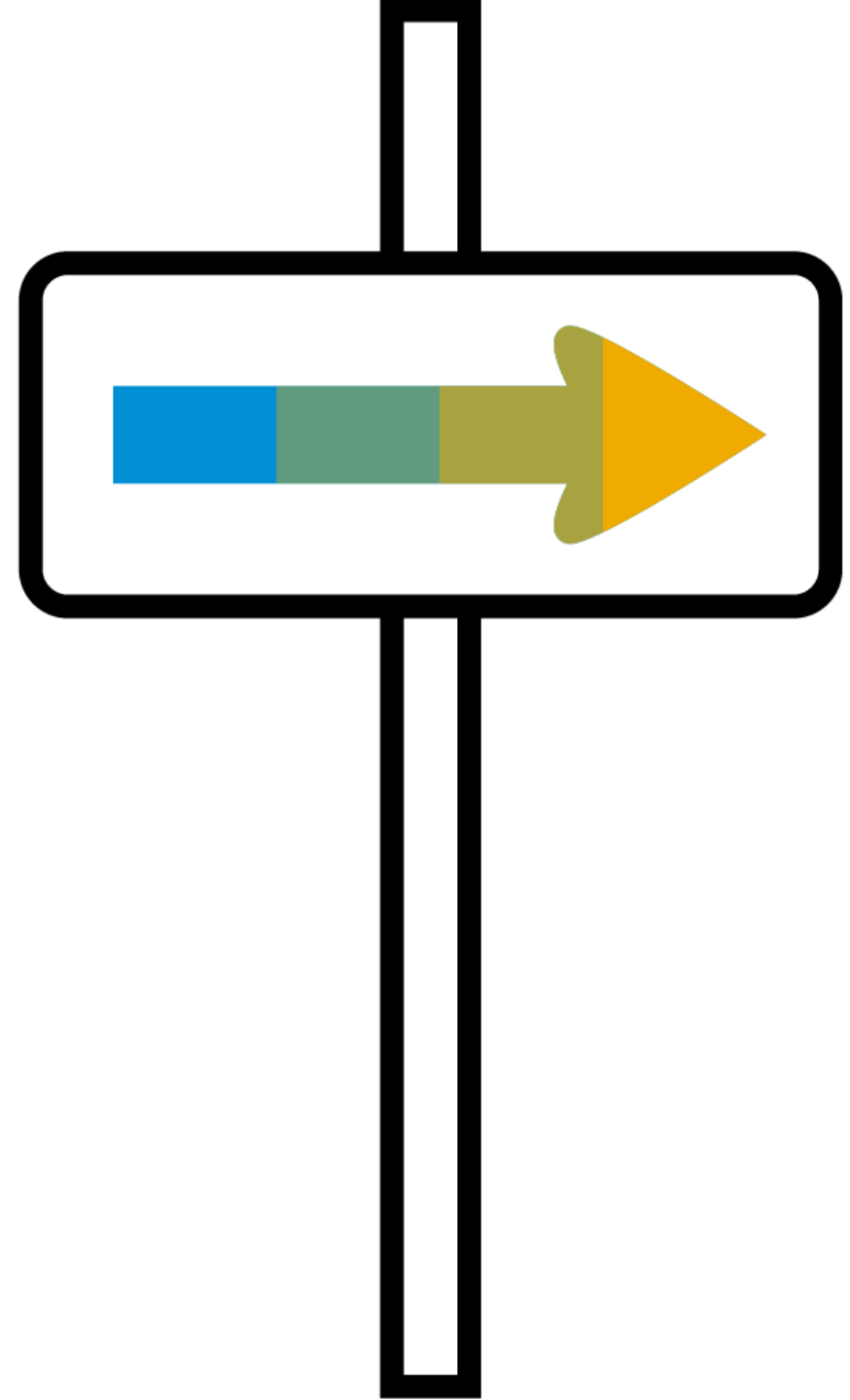
- Public content
- Top installed products, volume products, strategic products (200+ estimated)
- Recently viewed pages available as quick links
- Prominent link to Launchpad pages where authenticated content and personalization are available

Launchpad Product Pages

- Both public and authenticated content (using current authorization model)
- All products and versions available via product search
- Personalization via My Products tile
- Ability to save and edit My Products
- Ability to save a single product/product version as a tile for quick access

Plans

- Display your saved 'My Products' in other SAP ONE Support Launchpad applications: incident creation, search, software download center
- Add Enterprise Support Academy / Learning Hub content
- Address issue with cloud release display
- Evaluate demand for new content repositories



Poll Questions 4 & 5

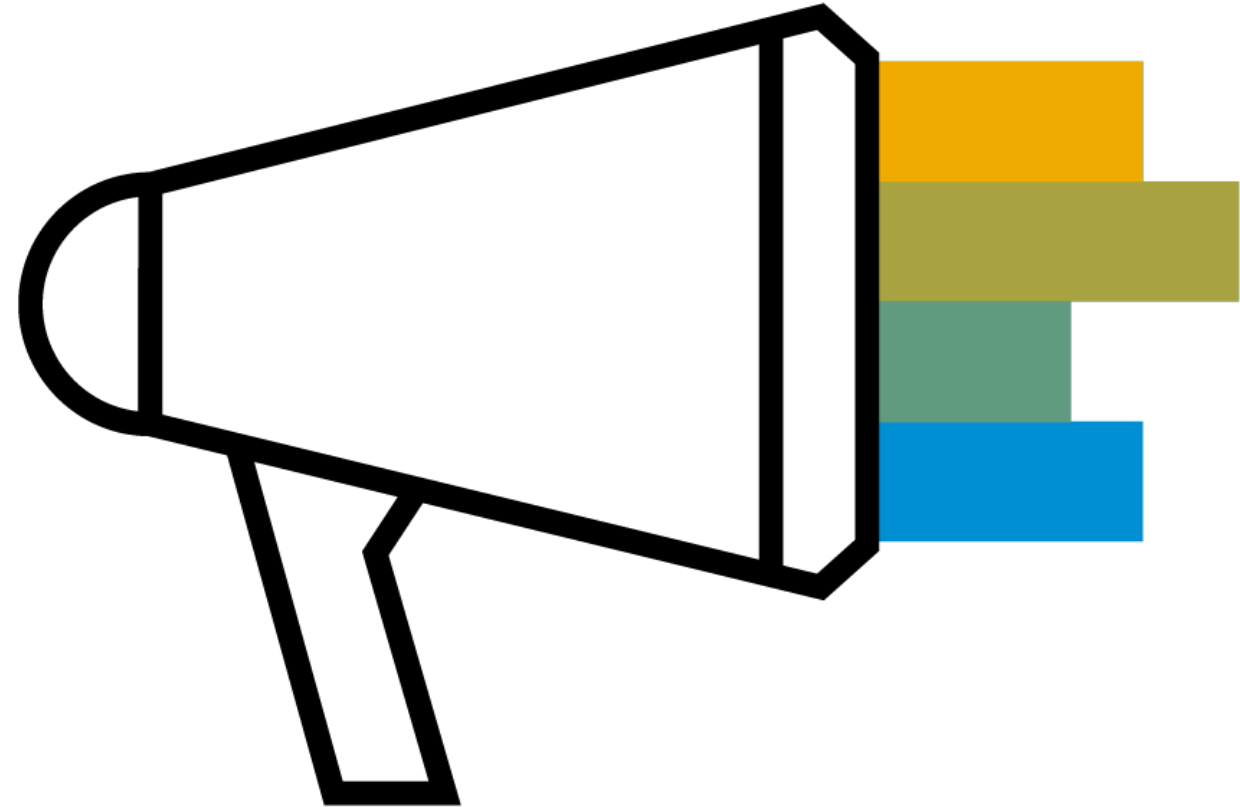
Discussion

Discussion Point 1: SAP Notes

We are evaluating the inclusion of SAP Notes into the Knowledge Base Article repository (Launchpad only).

In order to make this content useful, would you:

- prefer **filters** to drill down i.e. show me everything in a particular component area last two weeks?
- prefer **free text** search i.e. looking for a solution to a particular issue?
- imagine scenarios when **both** options could be useful?

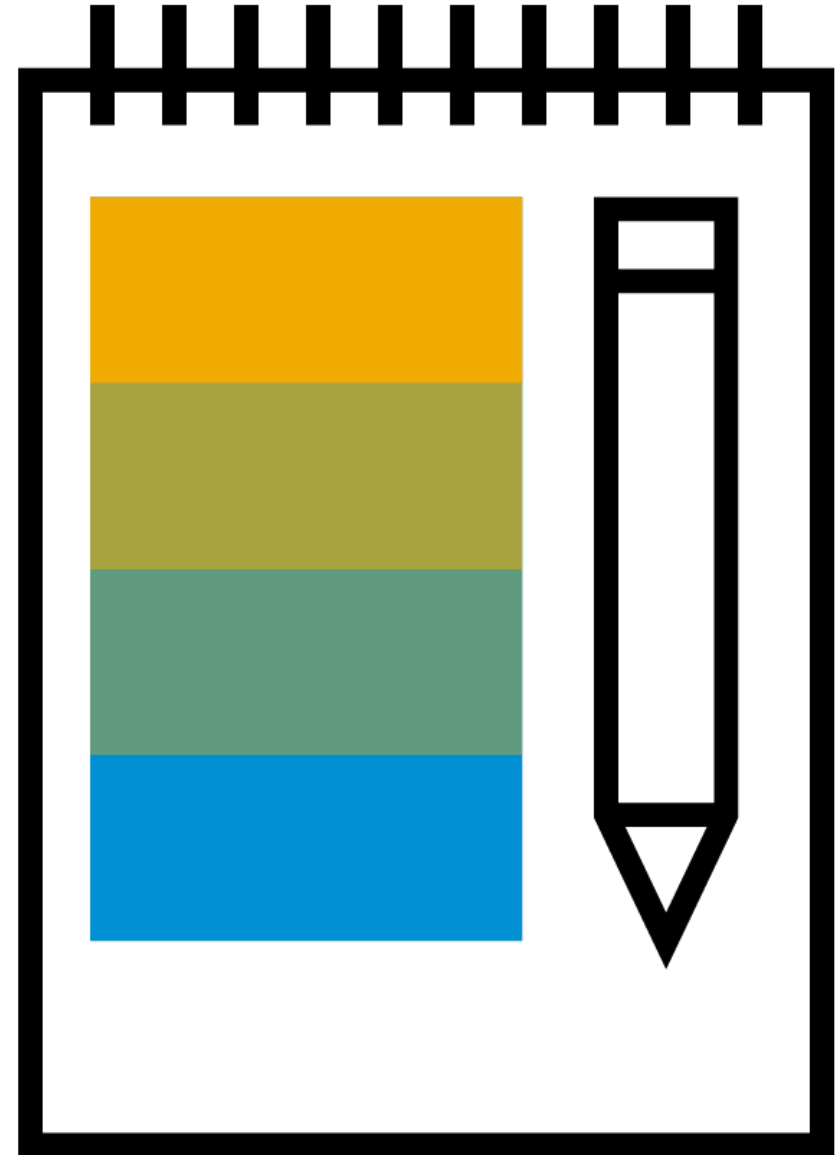


Discussion Point 2: Missing Content or Features

Is any relevant **content** missing that you would find useful?

Are any **features** missing that would make the pages more useful?

Poll Question 6



Wrap Up Questions 7 & 8

Thank you.

Contact information:

Alyson Munroe

alyson.munroe@sap.com

Customer Experience | Process & Innovation Office | Customer Success Services | SAP

Appendix

(Instead of live DEMO if needed)

Support by Product

[Find a Product](#)

Support by Product

Stay up to date with the latest featured content, SAP Knowledge Base Articles, Guided Answers, questions and blogs for a selection of SAP products.

The SAP ONE Support Launchpad includes all SAP products, with additional repositories like downloads and systems.

[Find More Products in the Launchpad](#)

Read more about the support by product pages in the [support by product FAQs](#).



Recently Viewed Products:

[SAP Solution Manager](#)[SAP SuccessFactors Learning](#)[SAP BusinessObjects Business Intelligence platform](#)

[0-9](#) | [A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [L](#) | [M](#) | [N](#) | [P](#) | [R](#) | [S](#) | [T](#) | [W](#)

0-9

[SAP 3D Visual Enterprise Author](#)[SAP 3D Visual Enterprise Viewer](#)[SAP 3D Visual Enterprise Generator](#)

SAP SuccessFactors Learning

[View Additional Product Content in the Launchpad](#)Featured
ContentSAP Knowledge Base
Articles

Documentation

Guided
AnswersQuestions &
Blogs

Recommended Articles

- ✓ Release Readiness KBAs
 - ✓ [2824706](#) - Q3 2019 (1908) - SuccessFactors Learning (LMS) Release Information Summary
- ✓ Recommended KBAs
 - ✓ [2165346](#) - Learning Management System Refresh Process
 - ✓ [2318341](#) - LMS Connectors Knowledge Support and Tips
 - ✓ [2330530](#) - LMS Notifications Knowledge Support and Tips
 - ✓ [2377246](#) - SuccessFactors LMS Glossary Terms
 - ✓ [2324462](#) - CDP Integration in LMS Knowledge Support and Tips
 - ✓ [2088892](#) - How to Grant Support Access to SuccessFactors Support Staff
 - ✓ [2177797](#) - LMS: Setting up a Substitute Item in SuccessFactors Learning
 - ✓ [2485268](#) - How to Setup Curriculum Retraining
- ✓ Helpful How-To KBAs
 - ✓ [2493212](#) - FAQ on SuccessFactors Learning Management System (LMS)
 - ✓ [2484582](#) - FAQ on SuccessFactors LMS Reports
 - ✓ [2512691](#) - FAQ on SuccessFactors Learning Management System (LMS) – Content
 - ✓ [2273478](#) - FAQ on SuccessFactors Learning Management System (LMS) – Mobile

Related Pages

- ✓ WIKIs:
 - ✓ [SAP SuccessFactors WIKI](#)
 - ✓ [Learning Management System WIKI](#)
- ✓ Customer Community:
 - ✓ [SAP SuccessFactors Community](#)
 - ✓ [Learning Community](#)
- ✓ Partner Community:
 - ✓ [SAP SuccessFactors Partner Delivery Community](#)
 - ✓ [Learning Partner Community](#)
- ✓ Blogs:
 - ✓ [Learning Resources Blog](#)
 - ✓ [Learning Native Log In Deprecation Q3 2020](#) - Innovation Alert
 - ✓ [Learning Assessments Migration from Plateau Question Editor \(PQE\) Q4 2020](#) - Innovation Alert
 - ✓ [Learning Administration Interface Flash Deprecation First Half of 2020](#) - Innovation Alert

Release Information

- ✓ [SAP SuccessFactors Q3 2019 Product Updates](#)
- ✓ [2019 Release Schedule](#)

SAP SuccessFactors Learning

[View Additional Product Content in the Launchpad](#)

Featured Content	SAP Knowledge Base Articles	Documentation	Guided Answers	Questions & Blogs
------------------	-----------------------------	---------------	----------------	-------------------

Previews of SAP Knowledge Base Articles and publicly available KBAs are listed here. [Log in to the SAP ONE Support Launchpad](#) to view full KBAs.

Show 10 ▾ entries

Search:

Title	Released On
2333808 - LMS Content Structure Knowledge Support and Tips	09/20/2019
2601761 - Character Limit For Import Data Templates	09/20/2019
2467990 - Change the Text for AICC Wrapper Agree/Disagree buttons - LMS	09/20/2019
2540366 - LMS - Notification Character Limit	09/20/2019
2750835 - Including Additional Email Addresses on Data Services/Data Extract Notifications - LMS	09/20/2019
2278087 - Unable to Inactivate an Item due to error: The item is in use by Program(s)	09/20/2019
2784345 - Course Catalog Best Practices - Learning Administration	09/20/2019
2674615 - LMS ODATA API Questions : UserTodoLearningItems and fetch learning by manager	09/19/2019
2638137 - Employee Enrolment Digest - (LRN-24528)	09/19/2019
2377385 - To set the reporting level to be displayed for supervisor	09/19/2019

SAP SuccessFactors Learning

SAP SuccessFactors Learning

[View Additional Product Content in the Launchpad](#)[Featured
Content](#)[SAP Knowledge Base
Articles](#)[Documentation](#)[Guided
Answers](#)[Questions &
Blogs](#)

Documentation Categories:

[Show All](#)

What's New

[SAP SuccessFactors Release Information](#)

Please go to the release information page for what's new in our quarterly releases.

Additional Pages and Links

[SAP Jam](#)

Go to our SAP Jam page.

[SAP SuccessFactors Calibration](#)

Go to our SAP SuccessFactors Calibration page.

[SAP SuccessFactors Community](#)

Go to the SAP SuccessFactors Community to join conversations about SAP SuccessFactors.

[SAP SuccessFactors Compensation](#)

Go to our SAP SuccessFactors Compensation page.

[SAP SuccessFactors Employee Central](#)

Go to our SAP SuccessFactors Employee Central page.

Implementation

[Account Code Connector](#)

Implement the use of connectors to sync learning account codes in an SAP SuccessFactors integrated environment.

[Configuring Learning Item Connector](#)

Implement the use of connectors to sync learning items in an SAP SuccessFactors integrated environment.

[Creating Course Cancellation Policies](#)

Create cancellation policies to define how SAP SuccessFactors Learning should behave when a user withdraws from a course.

[Creating Learning Approval Processes](#)

Create approval processes to define how users receive approval for events in SAP SuccessFactors Learning

[Creating a Learning Credit System](#)

Create a learning credit system to define how users receive credit for completing their courses.

[Defining Physical Learning Resources](#)

Define your physical learning environment so that you can track your educational assets.

SAP SuccessFactors Learning

View Additional Product Content in the Launchpad

Featured Content	SAP Knowledge Base Articles	Documentation	Guided Answers	Questions & Blogs
------------------	-----------------------------	---------------	----------------	-------------------

Guided Answers

Search Guided Answers

Skillsoft connector configuration and complete details

Skillsoft connector and the configuration

Product: SAP SuccessFactors Learning

Component: LOD-SF-LMS-CON

Troubleshooting LMS Connectors

This tree includes the basic configuration of connectors in LMS and the associated errors

Product: SAP SuccessFactors Learning

Component: LOD-SF-LMS-CON

User-SF connector configuration and complete details

Configurations and the settings required to run user connector-SF in order to populate the data in LMS from BizX

Product: SAP SuccessFactors Learning

Component: LOD-SF-LMS-CON

Plateau Report Designer (PRD) setup and utilisation

How to use PRD and what all configuration needs to be checked and the common error faced

Product: SAP SuccessFactors Learning

Component: LOD-SF-LMS-PRD

How to setup and run the connector through SFTP server

Connectors process through feed files

Product: SAP SuccessFactors Learning

Component: LOD-SF-LMS-CON

SAP SuccessFactors Learning

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Questions

[+ Ask a Question](#)

How to Connect SuccessFactors LMS with SAP Cloud Platform and Extend the application - 3 weeks ago
[motiononme](#)

1 Answer | 0 Votes



Successfactor LMS : default start page setting - 1 week ago
[omari.darwich](#)

1 Answer | 0 Votes



“Before factory” property on LMS Plateau Report Designer - 1 week ago
[anthonyrosado2017](#)

1 Answer | 0 Votes



SuccessFactors Learning: Update Learning History via Connector - 8 months ago
[mwijaya99](#)

1 Answer | 0 Votes



How to check the size of each content item on the content server (SuccessFactors iContent server) - 2 weeks ago
[ben-trundley](#)

Blogs

[+ Write a Blog](#)

SAP SuccessFactors Learning – Useful Resources and Documents - 2 weeks ago
[luke.marson](#)

0 Answers | 0 Votes



How to leverage industry experience and knowledge for your technical support questions - 1 month ago
[tod.keiffer](#)

0 Answers | 0 Votes



Join a free live webinar on SAP Support’s new live support channel for SAP SuccessFactors Solutions - 1 month ago
[theresa.boehme](#)

0 Answers | 0 Votes



One small step for (a) learner, one giant leap for your organization! - 2 months ago
[margit.bauer](#)

0 Answers | 0 Votes



Purpose-Driven Design for the SAP Jam Digital Learning User Experience - 2 months ago
[elle-savage](#)



SAP Solution Manager 7.2

SAP SOLUTION MANAGER 7.2



Product Type: Standalone Product Version

Release Type: Standard

Product: SAP Solution Manager

SAP HANA Readiness: Ready

Product Line: SAP Solution Manager

Current Status: **Unrestricted available**

Product Category: Technology Platform

End of Mainstream Maintenance: 30.12.2025

[Featured Content](#)[SAP Knowledge Base Articles](#)[Documentation](#)[Guided Answers](#)[Questions & Blogs](#)[Downloads](#)

Update of the SAP Support Backbone - Customer action required!

SAP's support backbone has been updated. The legacy infrastructure remains in place to allow a safe transition for customers. Customers need to switch to the new infrastructure before January 2020 to ensure continuous connectivity.

This impacts every ABAP-based SAP system which is connected to the support backbone.

More information [here](#).

Be ready for connecting to the new infrastructure by following the [Checklists](#).

Stay Connected

Stay up-to-date on news about SAP Solution Manager through:

- ✓ Twitter hash tags: #SOLMAN, #SAPSOLMAN
- ✓ [What'sApp](#)

Related Pages

- ✓ [SAP Solution Manager Product Page](#)
- ✓ [SAP Support Portal for SAP Solution Manager](#)
- ✓ [SAP Solution Manager Expert Wiki](#)
- ✓ [SAP Content Activation Wiki](#)
- ✓ Value Maps [Home page](#) & [PDF](#)

SAP Help Portal

- ✓ [SAP Solution Manager](#)
- ✓ [SAP Fiori for SAP Solution Manager](#)
- ✓ [Focused Run for SAP Solution Manager](#)
- ✓ [Focused Build for SAP Solution Manager](#)



SAP Solution Manager 7.2

SAP SOLUTION MANAGER 7.2



Product Type: Standalone Product Version

Release Type: Standard

Product: SAP Solution Manager

SAP HANA Readiness: Ready

Product Line: SAP Solution Manager

Current Status: **Unrestricted available**

Product Category: Technology Platform

End of Mainstream Maintenance: 30.12.2025

Featured Content

SAP Knowledge Base Articles

Documentation

Guided Answers

Questions & Blogs 

Downloads

3500 Documents

Sort By: Released On 



Number	Title	Component	Version	Category	Released On	
0002361067	How to assign Transport Requests created outside CHARM	SV-SMG-CM	0006	How To	11.10.2019	>
0002766071	Error "Action RELEASE_ALL cannot be performed during the current phase" during status move - SAP Solution Manager 7.2	SV-SMG-CM	0002	Problem	11.10.2019	>
0002848632	Guided Self-Service (GSS) Performance Optimization	SV-SMG-SER	0002	Problem	11.10.2019	>
0002680092	Enterprise Search connector for object type PLM_xxx is not available	BC-EIM-ESH	0002	Problem	11.10.2019	>
0002421317	System constellation is empty when Upload to SAP Support Portal	SV-SMG-SVC	0006	Problem	10.10.2019	>
0002808800	Error "500 Internal server error" with Administration Cockpit - SAP Solution Manager 7.2	SV-SMG-CM	0001	Problem	10.10.2019	>



SAP Solution Manager 7.2

SAP SOLUTION MANAGER 7.2

Product Type: Standalone Product Version Release Type: Standard
Product: SAP Solution Manager SAP HANA Readiness: Ready
Product Line: SAP Solution Manager Current Status: **Unrestricted available**
Product Category: Technology Platform End of Mainstream Maintenance: 30.12.2025

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Documentation

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Questions & Blogs

Downloads

Access the SAP Software Download Area



Installations and Upgrades
SAP SOLUTION MANAGER 7.2



Support Packages and Patches
SAP SOLUTION MANAGER 7.2



SAP BusinessObjects Business Intelligence platform 4.2

SBOP BI PLATFORM 4.2



Product Type: Standalone Product Version

Release Type: Standard

Product: SAP BusinessObjects Business Intelligence platform

SAP HANA Readiness: Ready

Product Line: SAP BusinessObjects Business Intelligence

Current Status: **Unrestricted available**

Product Category: Analytics


End of Mainstream Maintenance: 30.12.2022

Featured Content

SAP Knowledge Base Articles

Documentation

Guided Answers

Questions & Blogs 

Downloads

Welcome to the featured content for the SAP BusinessObjects Business Intelligence Platform [BI Platform]. Here you will find information about the SAP BI Server Platform and related functional areas like Web Intelligence, and other Analysis products.

Important information:

- ✓ Check out our new Guided Answers decision tree to quickly access the most important [Best practices & KBAs](#) !
- ✓ Priority-One Support Maintenance Phase for BI 4.0 will be available until 31st December 2017. For XI 3.1 the Priority-One Support Maintenance Phase has been extended until 31st December 2018. For further information, please see [Priority-One Support Maintenance Phase for BI - KBA 2078591](#)



Business Intelligence Platform



My Home

My Products



Favorite Products

SAP Afaria 7.0

ERP 6.0

Solutions / Incidents

Report an Incident

Incidents
Inbox

Solution Proposed



My Favorites

**EHP1 FOR SAP CRM 7.0** ★

SAP enhancement package 1 for SAP CRM 7.0

**EHP6 FOR SAP ERP 6.0** ★

SAP enhancement package 6 for SAP ERP 6.0

**SAP BUSINESS BYDESIGN 1905** ★

SAP Business ByDesign 1905

**SAP ERP 6.0** ★

SAP ERP 6.0

**SAP NETWEAVER 7.3** ★

SAP NetWeaver 7.3

**SAP SOLUTION MANAGER 7.2** ★

SAP Solution Manager 7.2

**SBOP BI PLATFORM 4.2** ★

SAP BusinessObjects Business Intelligence platform 4.2

**SYBASE AFARIA 7.0** ★

SAP Ariba 7.0

Recently Viewed

**SAP SOLUTION MANAGER 7.2** ★

SAP Solution Manager 7.2

**SUCCESSFACTORS LEARNING 1908** ☆

SAP SuccessFactors Learning 1908

**SAP BUSINESS BYDESIGN 1905** ★

SAP Business ByDesign 1905

**EHP6 FOR SAP ERP 6.0** ★

SAP enhancement package 6 for SAP ERP 6.0

**SBOP BI PLATFORM 4.2** ★

SAP BusinessObjects Business Intelligence platform 4.2

**SYBASE AFARIA 7.0** ★

SAP Ariba 7.0

**SAP BUSINESS BYDESIGN 1805** ☆

SAP Business ByDesign 1805

**SAP BUSINESS BYDESIGN 1802** ☆

SAP Business ByDesign 1802

**SAP ERP 6.0** ★

SAP ERP 6.0