QUICK GUIDE
SUPPORT SERVICES FOR CUSTOMERS OF SAP® ENTERPRISE SUPPORT

THE BEST-RUN BUSINESSES RUN SAP™

SAP®

CONTENT

ABOUT SAP® ACTIVE GLOBAL SUPPORT
EXPERTISE YOU NEED FOR BEST POSSIBLE BUSINESS PERFORMANCE

With more than 35 years of experience delivering support, SAP knows how to minimize risks and optimize our customers' SAP® software to help ensure high-performance operations. The SAP Active Global Support organization has more than 5,000 employees in more than 50 countries, backed by more than 6,000 developers. These employees and developers support 86,000 customers in more than 120 countries worldwide.

Our employees work from front offices that are linked to a global back office staffed 24 hours a day 7 days a week by professionals expert in a wide range of topics. For more information on SAP Active Global Support, you can visit www.sap.com/support.

SAP ENTERPRISE SUPPORT FOR SAP SOLUTIONS
PROTECTION FOR YOUR IT INVESTMENTS*

Software solution	Application lifecycle management	Remote services and mission-critical support
■ Continuous improvement and innovation ■ Solution configuration content ■ Test management ■ Advanced support for custom code ■ Extended maintenance	■ SAP® Solution Manager ■ Run SAP methodology ■ Support for industry-specific best practices ■ SAP standards for solution operations ■ Test optimization ■ Reporting from SAP Enterprise Support	■ Continuous quality checks for SAP Enterprise Support ■ Service-level agreements ■ 24x7 root cause analysis ■ Remote supportability ■ 24x7 online knowledge hubs

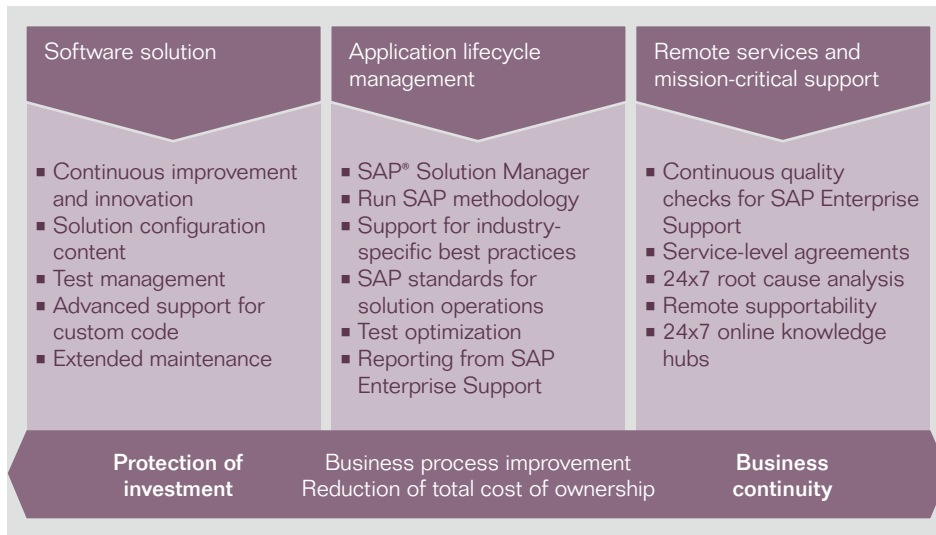| **Protection of investment**	Business process improvement Reduction of total cost of ownership	**Business continuity**

Figure 1: Overview of SAP Enterprise Support

Due to the increasing complexity of solution landscapes, every business has integration needs specific to its mission-critical applications. SAP Enterprise Support services are a key enabler for integrated, standardized, end-to-end solution operations. The key focus of SAP Enterprise Support is the holistic application lifecycle management of customers' software landscapes and applications.

The key elements of SAP Enterprise Support help you in a variety of ways. The services help you adapt to changing business needs and set up effective solution and application lifecycle management. They help you reduce the operational and technical risk inherent in running in complex IT software landscapes that are supplied by multiple vendors and run software from different software companies.

SAP enhancement packages and support packages: To help you protect your IT investment and lower the total cost of your operations, these packages allow you to deploy measured innovation and state-of-the-art functionality to fulfill your changing business requirements.

Application lifecycle management: To help you optimize the operations of your SAP solutions and keep the availability of your mission-critical business processes high, you receive guidance in managing software performance, controlling data volume, and improving data transparency and consistency across your entire software landscape.

Run SAP methodology: To help you set up effective end-to-end solution operations, this proven methodology provides SAP standards for solution operations and a clear road map to im-

plement them, with consulting, training, and certification available as additional offerings.

Mission-critical support: Continuous quality checks for SAP Enterprise Support are made by SAP support experts on an ongoing basis to gauge the current technical risk of your software landscape and uncover hidden opportunities to improve your software operations, performance, and availability. You have a direct communication channel to the support advisory center for 24x7 mission-critical support. Your service-level agreement specifies maximum response times from SAP support experts for initial reactions and corrective actions to your "very high" and "high" priority messages. Should you experience production downtime, you have access to special SAP service teams who are also able to deal with critical situations based on custom code.

SAP global support backbone: SAP Solution Manager, enterprise edition, and the service and support infrastructure serve as the foundation for efficient collaboration between SAP, SAP partners, and you. You have access to knowledge hubs and are provided support for integrated application lifecycle management, incident management, service delivery, and software updates.

For further details, please visit www.service.sap.com/enterprisesupport.

* SAP Enterprise Support offerings for SAP BusinessObjects customers differ.

Innovation and Protection of Investment

SAP Enterprise Support is a key enabler for leveraging built-in innovation along with integrated and standardized end-to-end solution operations. Innovation and fulfilling changing requirements are possible through the deployment of SAP enhancement packages, support packages, and our overall maintenance strategy.

The 7-2 maintenance strategy for new releases of the core SAP Business Suite applications offers long-term planning security and a higher return on investment. The format of seven years of mainstream maintenance and two years of extended maintenance gives you additional time to deploy and benefit from innovation delivered through SAP enhancement packages.

For more information about the maintenance strategy, please visit www.service.sap.com/maintenance.

To keep you fully informed of the innovation potential of the latest enhancement packages, SAP Enterprise Support offers the accelerated innovation enablement service, which gives you five days of remote advice from SAP per calendar year. All accelerated innovation enablement requests can be ordered through the SAP Service Marketplace extranet (or via SAP Solution Manager, enterprise edition, the application management solution from SAP for customers who have SAP Enterprise Support services) using a specific component available under XX-AIE. Details about service content and delivery are described at SAP Service Marketplace (see www.service.sap.com/enterprisesupport and select *SAP Enterprise Support Services → Accelerated Innovation Enablement*.

In addition, SAP Enterprise Support includes special remote checks to analyze modifications you have made or plan to make to the SAP source code you are running, and to identify possible conflicts between your own custom code and the enhancement packages and other SAP software updates you plan to install. You are entitled to receive any combination of the following services twice per calendar year per SAP software solution – one of the services twice or one of each per year.

- Modification justification check. The objective of this service is to provide expert advice on how to avoid making modifications to SAP source code whenever possible by using SAP standard functionality or taking advantage of the SAP enhancement framework instead. It is delivered remotely by SAP solution experts and conducted for one specific modification in one of your core business process steps. The service can be ordered as described in SAP Note 1281532. A detailed description of the service is provided in the fact sheet available by visiting SAP Service Marketplace at www.service.sap.com/enterprisesupport and selecting *SAP Enterprise Support Services → SAP Modification Justification Check*.
- Custom code maintainability check. This service analyzes the objects in a custom development project and documents the results in a service report. It evaluates the quality of those objects and how they may impact your ability to perform future SAP upgrades and import enhancement packages or support packages. The custom code maintainability check is delivered remotely by SAP solution experts. The service can be ordered as described in SAP Note 1330674. A detailed description of the service is provided in the fact sheet available in SAP Service Marketplace at www.service.sap.com/enterprisesupport and selecting *SAP Enterprise Support Services → SAP Custom Code Maintainability Check*.

Configuration guidelines and best practices for SAP software system administration and SAP solution operations are integral elements of SAP Enterprise Support, as are preconfigured test templates and test cases.

Application Lifecycle Management

Given the complexity of today's IT environment, which is characterized by heterogeneous software running in a highly distributed landscape, managing individual applications has become a nontrivial task. By implementing application lifecycle management functionality, IT organizations and business process experts can manage their application environments with greater efficiency, transparency, and security. The Run SAP methodology is a clearly defined, proven way to help you manage your applications for the duration of their lifecycle in your IT landscape.

For further details, please visit the SAP Service Marketplace at www.service.sap.com/e2e.

Run SAP Methodology

The Run SAP methodology includes SAP standards for solution operations for a company's business and IT units, addressing the needs of business process experts as well as IT departments. Each standard contains best-practice procedures on how to run individual tasks, explanations on which tools in SAP Solution Manager, enterprise edition, should be used, and references to available training and services that support the adoption of the standard. Among others, standards are available for change request management and change control management, test management, data integrity and transactional consistency, data volume management, exception handling, and business process and interface monitoring, as well as root cause analysis, system administration and monitoring, and upgrades.

The road map for the Run SAP methodology guides you through the following five project phases for standardizing and implementing your solution operations:
- Assessment and scoping
- Design of operations
- Setup of operations
- Handover to production
- Operations and optimization

In addition to the road map, the Run SAP methodology provides tools, services, training, and certification.

The training courses focus on the four core competencies of end-to-end solution operations: root cause analysis, change control management, business process integration and automation management, and technical upgrade management. These training courses and services can be found in the global service and education catalog (see www.sap.com /services/education/catalog /solutionmanager.epx).

For further details on the Run SAP methodology and SAP standards for solution operations, please visit www.service.sap.com/runsap and www.service.sap.com/supportstandards.

Mission-Critical Support

To optimize the value of services delivered by an IT organization, the focus has to be on core business processes. Because disruptions of those business processes will have the greatest business impact, it is crucial to set up special precautions for them. This includes disruption-prevention actions, the execution of quality checks, and measures to accelerate the resolution of problems.

Continuous Quality Checks for SAP Enterprise Support
By assessing your technical solutions and core business processes and recommending action, SAP Enterprise Support helps you run your processes more efficiently and improve your operations on a continual basis.

Service-Level Agreements
SAP Enterprise Support includes a service-level agreement for initial reaction time and for corrective action as defined in the table below.

| Priority of Customer Message	Description	Initial Reaction Time	Corrective Action Time
1 – Very high	A message is priority one if the problem has very serious consequences for normal business transactions and prevents urgent, business-critical work from being performed. The message requires immediate processing because the malfunction can cause serious losses. The following circumstances generally give rise to priority one messages: ▪ Complete system outage ▪ Malfunctions of central SAP® software functions in the production system ▪ Top issues – Issue or failure identified and prioritized by both SAP and the customer in accordance with SAP standards and which endangers a going-live date or has a severe business impact on a production system	1 hour (24x7)	4 hours (24x7)
2 – High	A message is priority two if normal business transactions in a production system are seriously affected and prevent necessary tasks from being performed. This is caused by incorrect or inoperable functions in the SAP software that are required to perform such transactions or tasks. The message requires immediate processing because the malfunction can seriously disrupt the entire productive business flow.	4 hours (local office hours)	Not specified
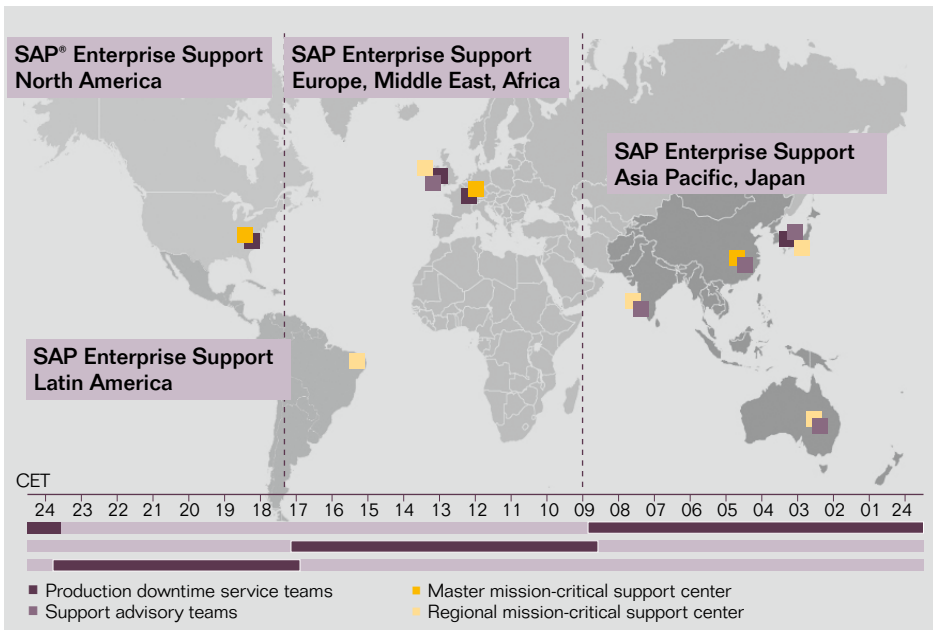
Figure 2: SAP Support Advisory – Around-the-Clock Access for Customers

Support Advisory Center
SAP provides a global service and contact unit to handle customer messages with priority level one ("very high") and top issues. These cover malfunctions that prevent the customer from going live and errors that significantly impair business-critical processes in a production system and therefore interfere with the customer's operating environments. Examples include production standstill caused by IT and the failure of invoice creation, a core business process. The service unit, known as SAP support advisory, has several locations, allowing it to work according to the "follow-the-sun" principle. It is part of the SAP support organization for customer remote support in business-critical operational phases. The support advisory team communicates in English and can be reached by the customer's specified contact person or by phone any time of the day or night (24x7).

The Support Advisory Center application lifecycle management tasks include the following:
- Proactive identification of top issues within customer application lifecycle and provision of follow-up-measures after critical lifecycle incidents in order to drive continuous improvement
- Delivery of SAP Enterprise Support setup service ("initial assessment")
- Help to reach SAP Solution Manager, enterprise edition, readiness
- Support business configuration and business continuity
  - Service and action planning
  - Guidance in case of top issues and/or critical alert or report
  - Additional escalation level in case of top issues
  - Follow up after critical application lifecycle incidents
- Support for service-level agreement claim management
- Delivery of SAP Enterprise Support report on request

- Customer Center of Expertise (re) certification on request

Global support customer interaction centers form the entry channel for the customer's business-critical inquiries requiring interaction with the SAP support advisory team. You can find all local and global phone numbers, e-mail addresses, and the related message components of the centers in SAP Note 560499 by visiting SAP Service Marketplace (www.service.sap.com/notes).

Root Cause Analysis for Standard and Custom Code
SAP Enterprise Support includes global 24x7 root cause analysis and escalation procedures that are performed within the times set out in the service-level agreement (shown in the previous table). For custom code built with SAP development workbenches, SAP performs root cause analysis. If customers documented their custom code according to the standards for solution documentation for custom development set by SAP at that time (see www.service.sap.com/supportstandards), SAP may provide guidance to assist the customer in resolving related issues.

Customer Center of Expertise

To use the full potential of the SAP Enterprise Support services, each customer is asked to establish a Customer Center of Expertise (Customer COE) team within 12 months after the contract for SAP Enterprise Support is signed. A Customer COE is an organizational unit that is specifically designed as the central point of reference within the customer organization for contacting SAP and covers all core business process flows.
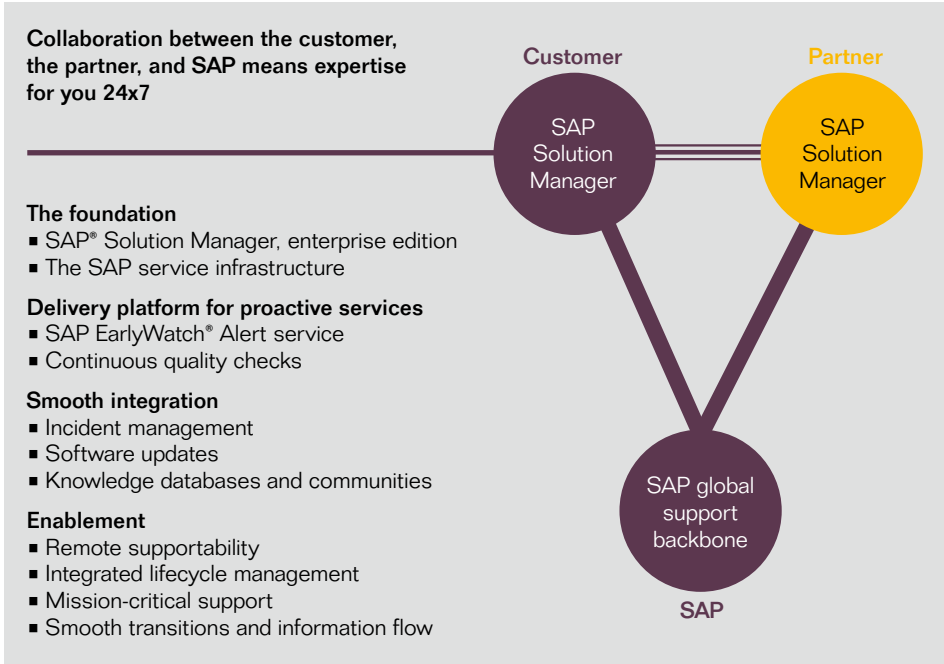
Collaboration between the customer, the partner, and SAP means expertise for you 24x7

The foundation
- SAP® Solution Manager, enterprise edition
- The SAP service infrastructure

Delivery platform for proactive services
- SAP EarlyWatch® Alert service
- Continuous quality checks

Smooth integration
- Incident management
- Software updates
- Knowledge databases and communities

Enablement
- Remote supportability
- Integrated lifecycle management
- Mission-critical support
- Smooth transitions and information flow

Figure 3: Collaboration Enabled Through the SAP Global Support Backbone

It establishes a connection between the customer's user and IT departments to foster close collaboration for integrated quality management. A center of expertise must support all SAP software on which the maintenance agreement with SAP Enterprise Support is based. Centers of expertise may obtain two levels of certification: primary certification and an optional advanced certification.

For more information on centers of expertise, please refer to SAP Service Marketplace at www.service.sap.com/coe.

SAP Global Support Backbone

The SAP global support backbone, one of the major components of SAP Enterprise Support, is a key prerequisite for the efficient delivery of services. It consists of two essential tools – SAP Service Marketplace and SAP Solution Manager, enterprise edition, which is integrated into your software landscape. This infrastructure enables optimal collaboration between you, your service partners, and SAP (see Figure 3). It is available for all customers of SAP Enterprise Support at no extra charge.

SAP Solution Manager, Enterprise Edition
As a centralized and robust application management solution, SAP Solution Manager, enterprise edition, combines functionality, content, and direct access to SAP to increase the reliability, minimize risk, and lower the total cost of ownership of your SAP solutions. Moreover, SAP Solution Manager, enterprise edition, serves as the hub for collaboration within the SAP ecosystem and, consequently, as the foundation of SAP Enterprise Support.

SAP Solution Manager, enterprise edition, runs in your IT landscape and facilitates the support of your distributed software. For more information, please go to www.service.sap.com/enterpriseedition.

SAP Solution Manager, enterprise edition, provides all the functionality necessary to fulfill the commitment for an engagement between the customers and SAP Enterprise Support:
- Support for standardized and integrated end-to-end solution operations to reduce risk and lower total cost of ownership
- A comprehensive and integrated quality management process to optimize business benefits
- Leverage for built-in innovation to make innovation a nonevent and protect existing investments

To request SAP Solution Manager:
■ Refer to SAP Note 628901
■ Contact the SAP support hotline

To update your existing SAP Solution Manager application management solution to SAP Solution Manager, enterprise edition:
■ Perform an upgrade if you have an earlier version of SAP Solution Manager than 7.0 (formerly known as 4.0)
■ Deploy support package 15 or higher
■ If you are not running support package 18 or higher, refer to SAP Note 1140258 for activating the enhanced functionality of SAP Solution Manager, enterprise edition

SAP Service Marketplace

SAP Service Marketplace is the extranet provided by SAP for customers and partners to enable their full collaboration with SAP. Segmented into specific portals tailored to your particular needs, SAP Service Marketplace is your one-stop access to exclusive information as well as an extensive repository of services, software, and consulting information. SAP Service Marketplace provides the necessary knowledge tools to help you throughout the evaluation, implementation, and operation of your SAP solutions. For more information, please go to www.service.sap.com.
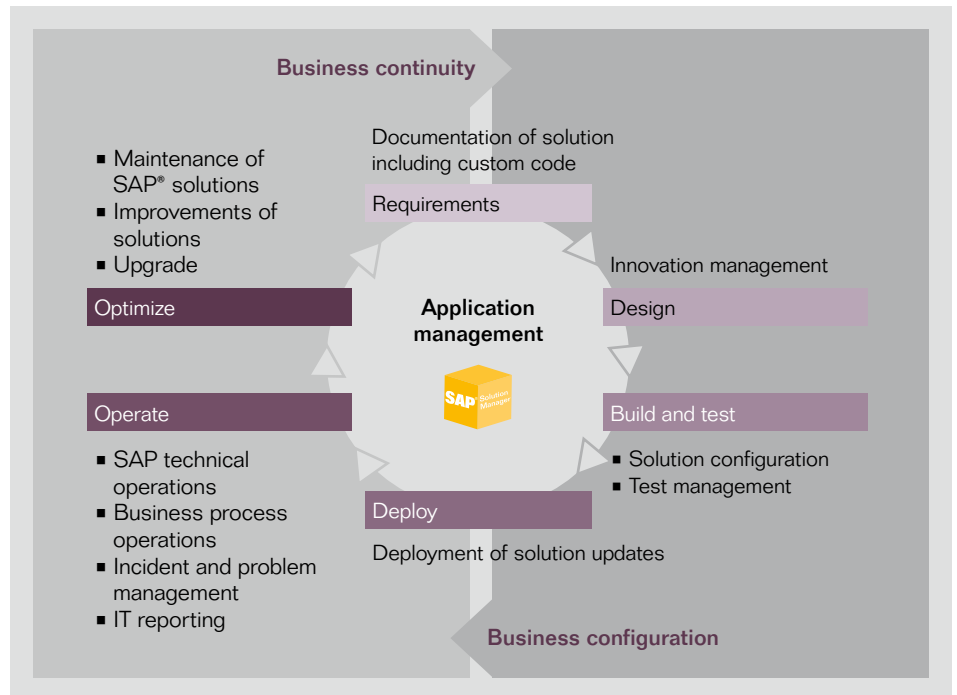

Figure 4: Application Lifecycle Management with SAP Solution Manager

SAP Support Portal

The SAP Support Portal destination within SAP Service Marketplace provides system administrators, support employees, and project leads with centralized access to all the information, applications, and processes they need to run their SAP solution optimally. For more information, please go to www.service.sap.com/support.

New users and new administrators of customers using SAP Service Marketplace (superadministrators) should visit www.service.sap.com/support-welcome, where they can get all the information they need to start working with SAP Support Portal. To use the support applications, specific authorizations are required, which can be assigned to you by the superadministrator in your company. To see the authorizations required for each application, go to www.service.sap.com/support and select *Learn More ➤ About the SAP Support Applications*.

To make access to SAP Support Portal and its support applications as easy as possible, we recommend you use the single sign-on functionality with an SAP passport. You can request your SAP passport at the *my Profile* section in SAP Support Portal. With single sign-on, you do not have to enter your user ID and password repeatedly.

UNLIMITED LICENSE KEYS
REQUEST SUBMISSION TO SAP SERVICE MARKETPLACE

To run your SAP solution, you need to request an unlimited license key four weeks after the solution has been installed. This replaces the initial temporary license key. All solutions for which you have requested unlimited license keys are displayed in the system data and customer message application in SAP Service Marketplace as well as in other system-based support applications. As part of the license key request process, a system is generated and used as a reference within the support applications, for example, to create customer messages or to get remote support.

For SAP BusinessObjects™ solutions, permanent license keys are available on request at the time the order for the software is invoiced. Permanent license keys can also be requested through SAP Service Marketplace.

For more information, please go to www.service.sap.com/licensekey or the SAP BusinessObjects spotlights in SAP Support Portal. Temporary license keys, available for all SAP BusinessObjects solutions, can be used while you are waiting for your permanent license keys.

The learning map and documentation on the license key request start page in SAP Support Portal provide you with all necessary information on how to obtain license keys and apply them to SAP software.

Requirements to Request License Keys for SAP Software

In general, all information regarding license key requests can be found in SAP Note 94998.

Please have the information shown in the table below available when you request a license key for SAP software.

Information Item	Description
Installation number	Ten-digit number supplied by SAP when an installation is called up. New installation numbers can be requested via an e-mail to your designated contract department. A list of available contract departments can be found on www.service.sap.com/contracts.
System name	Can be chosen by the customer.
System ID	Three-digit/letter system name, such as C11 or ABC
Type of system	Production or test, for example
SAP® product	Name of SAP product; for example, the SAP NetWeaver® technology platform
Product version	SAP NetWeaver 7.0, for example
Technical usage	If required
Database	Database you have in operation
Operating system	Operating system in use, such as IBM AIX
Planned productive date	Only necessary for test and productive systems
Hardware key	Eleven-character string unique to the hardware
License type	Possibilities include standard, Java 2 Platform, Enterprise Edition (J2EE), and portal (refer to "License Types" below)
E-mail	E-mail address

License Key Request for SAP BusinessObjects Products

All information regarding the license key request can be found in SAP Note 1251889.

The information shown in the table below is required when you make a request for a license key for SAP BusinessObjects products.

Information Item	Description
Installation number	Ten-digit number assigned by SAP
System name	Can be chosen by the customer.
System type	Examples: production or *test*
Operating system	The operating system in use, such as IBM AIX
Product data	Purchased and booked products are visible with number of users/CPU; product version in use has to be chosen
E-mail	E-mail address

Requisite Conditions for Applying for License Keys

There are certain conditions that must be fulfilled in order for you to be able to apply for license keys. They are summarized here:

- **Authorization.** You need authorization called "Request license keys" to use the license key application. To request it, please contact your super-administrator.
- **One key per software solution.** Each license key is individually derived for a specific software solution. A license key generated for solution A will not work for solution B.

- **Temporary license key.** When an SAP solution is installed, a temporary license key is created automatically. This key allows you to use the software for four weeks, giving you time to arrange for the assignment of a permanent license key.

Processing Times

Normally, license keys are available within an hour after a request is made, but it may take up to three working days. A license key can be downloaded only after it has been successfully requested from SAP Service Marketplace. Overviews of software landscapes are updated automatically.

License Types

The following license types are available:
- Standard – For all systems installed on the SAP NetWeaver® Application Server component with the ABAP™ programming language; this also applies to Java 2 Platform, Enterprise Edition (J2EE) engine add-in installations
- J2EE engine – For J2EE engine stand-alone systems; for further instructions, please refer to SAP Note 607141
- SAP NetWeaver Portal – For the SAP NetWeaver Portal component, version 6.0, with support package 8 or lower, and the SAP NetWeaver Portal component, version 5.0
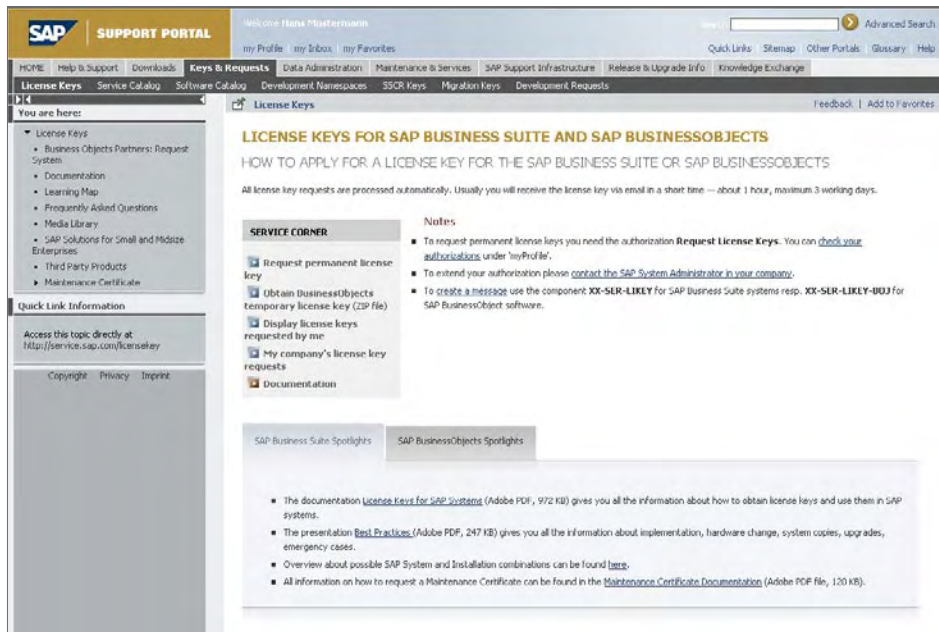
Figure 5: License Key Requests

- Engine measurement
- License administration workbench

For questions about the license audit, please create an SAP customer message using component XX-SER-LAS.

License Key Request

To request a license key, visit www.service.sap.com/licensekey (see Figure 5).

To request a key or to change an existing key, perform the following:
1. Select one of the request license key options
2. Select an installation
3. Select the *New System* button to request a license key for a newly installed software solution; select *Change Details for System* for an existing solution
4. Add the required system data and hardware data
5. Click *Save* to continue for a new or changed system request
6. Click *Submit* to send the license key request to SAP

For any issues on license key request, create an SAP customer message under component XX-SER-LIKEY for SAP Business Suite software or XX-SER-LIKEY-BOJ for SAP BusinessObjects solutions.

For further instructions on license key installation, please refer to SAP Note 94998.

- Maintenance certificate – For information on making manual requests for maintenance certificates, please visit www.service.sap.com/maintenancecertificate.

SAP Solution Manager Key

As of the SAP ERP application, release 2004 (with the SAP ERP Central Component, version 5.0), a key is required for tools used to install and upgrade SAP software. The key is created by SAP Solution Manager, enterprise edition. For more information and further instructions, please refer to SAP Note 811923.

Global License Auditing Service

License audits are performed for all software registered with SAP (SAP BusinessObjects solutions are not yet part of the standard process). The global license auditing service helps customers fulfill their contractual duty to carry out system measurements.

Detailed information is available at www.service.sap.com/licenseauditing, including:
- Named user measurement, user classification
- Measurement program tips and tricks
- Documentation

DATA MAINTENANCE
CLEAR AREAS OF RESPONSIBILITY

User Data Maintenance

SAP customers' user administrators can maintain user data and authorizations themselves. They can request any number of users and are responsible for deleting user IDs that are no longer needed. SAP sets up data and authorizations for new customers and normal users only in exceptional cases. Maintaining personal data, especially phone and fax numbers and e-mail addresses, is the task of the customer. Please see www.service.sap.com/user-admin.

The user-data maintenance application in SAP Support Portal enables administrators to maintain the user data and authorizations of users for their areas of responsibility (see Figure 6). In the user data maintenance application, you can:

- **Search and maintain users**
  - Searching and filtering users
  - Batch deletion of users
  - Maintaining user profiles, passwords, and authorizations
- **Get authorization reports of users**, a reporting tool that lets you check and change the authorization profiles of your company's S-users
- **Request new users**, with a function to copy user authorizations
- **List requested users** to show the status of all new requested users and successfully created users who have not yet logged on to SAP Service Marketplace
- **Maintain e-mail domains** to allow company employees to generate an info-user ID for SAP Service Marketplace for their own purposes. In this
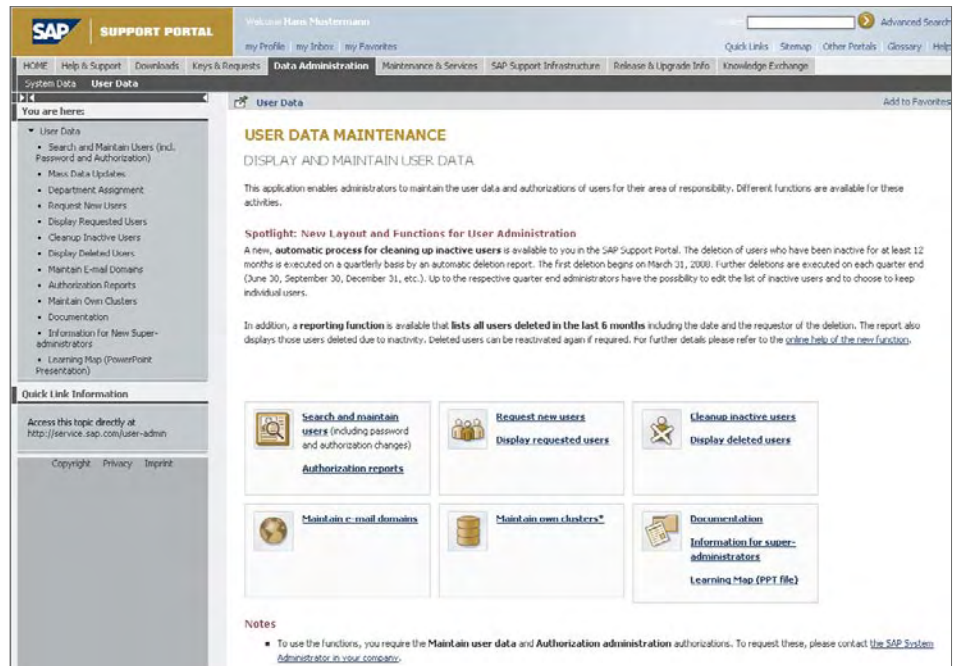

Figure 6: User Data Maintenance

way, employees can access SAP Service Marketplace without calling on the services of the system administrator. The info user is authorized to read the information offered in SAP Service Marketplace but not to use the support functionality, such as the message wizard
- **Maintain clusters** to enable customers with many installations and customer numbers to define their own clusters – for example, to group customer numbers, installation numbers, numbers for Customer Center of Expertise teams, or individual users. After creating these clusters, user authorization can be granted to these clusters to reflect the company structure.

How to Request New Users

Figure 7 shows how to request new users.

Figure 7: Requesting a New User

Enter user information and click on *Authorizations* to proceed to the next steps.

Copy the authorization profile from another user.

Make adjustments to the copied authorization profile here.

How to View a List of Users for All Authorization Objects

Figure 8 shows how to view a list of users for all authorization objects.

Figure 8: Viewing a List of Users for Authorization Objects

You can filter for specific authorization objects by selecting them.

You can restrict results to selected customers and installation numbers.

System Data Maintenance

We recommend that you keep your system data up-to-date in order to receive the best possible support from SAP. Most support applications refer automatically to your system data, for example, when creating SAP customer messages or searching SAP Notes.

To display and maintain system data, please go to www.service.sap.com/system-data (see Figure 9). Using this application requires a special authorization you can get from your SAP system administrator. The functions of the different tabs are explained below.

System. Displays data about the current SAP product version, the upgrade SAP product version, the usage type, the technical kernel, the kernel patch level, and the SAP router.

Software Components. Displays a list of the SAP software components installed in your IT landscape, including the release and highest support package installed.

DB Server. Shows the data describing the database server of your IT landscape. You cannot maintain this data. If you need to change it, contact the contracts department of your local SAP office.

Application Server. Displays the data describing the available application servers in your IT landscape. As with the database server, you cannot maintain this data. Should you need to, contact your local SAP office.

Figure 9: Display and Maintain System Details

Figure 10: Display and Maintain Installation Details

Other Server. Shows additional servers in your IT landscape. These servers may be SAP servers or non-SAP servers.

License Keys. Shows license key information. You cannot modify this data.

Header Details. Shows installation details. You can change the name and the country of the installation.

Common Data. Displays customer address data, shipment, and maintenance information.

Platforms. Shows details of the platforms used.

Contacts. Shows the designated company contact persons.

PROBLEM RESOLUTION
DIVERSE MEANS FOR GETTING HELP

What to Do If You Encounter an Error

If you experience a problem or error with installed standard SAP software, you can search the SAP Notes database for the known issues or fixes. Alternatively, you can create or submit an SAP customer message. Details on SAP customer message creation are described later in this section.

Before creating an SAP customer message, you can find help quickly through the following knowledge resources:
- The SAP Developer Network community at www.sdn.sap.com
- Expert forums at www.sdn.sap.com/irj/sdn/forums These forums are valuable sources of information when you want to ask a question not clearly related to an SAP product error. They help you quickly locate information; share ideas, opinions, and information; find other knowledgeable users; and participate in conversations.
- SAP Notes database at www.service.sap.com/notes
- The help portal at http://help.sap.com

Navigating the SAP Notes Tool
Along with the classic search function for SAP Notes, SAP has developed three other service functions to allow you to display just those SAP Notes of interest to you. These functions are available for SAP Notes only, not for notes pertaining to SAP BusinessObjects solutions:
- Hot news – Priority one (very high) SAP Notes that tell you how to resolve or avoid problems that could lead to an SAP software shutdown or lost data

- Top notes – The most important notes for a component or subcomponent
- Security notes – Notes containing expert advice from SAP regarding important action items and patches that help maintain the security of the software landscapes of SAP customers.

Avoiding Unwanted Side Effects from Applying SAP Notes
A reporting tool on side effects of SAP Notes is available at www.service.sap.com/notes –> *Side-Effects of SAP Notes*. Its purpose is to help you avoid unwanted side effects after applying SAP Notes related to SAP software products. (The tool is not available for notes pertaining to SAP BusinessObjects solutions.)

Understanding Support Versus Consulting Services
The resolution of problem messages by SAP support in accordance with the SAP Enterprise Support agreement covers:
- Errors in standard software
- An error in the software causing subsequent errors
- Problems that arise when you implement corrections based on the SAP correction instructions
- Standard functions with incorrect documentation

Other matters require a consulting inquiry that is not covered by the SAP Enterprise Support contract. An inquiry of this type would concern:
- Processing logic of the software, the business processes, and customizing, including questions regarding working with transactions, programs, and screens, and the contents of screens and printouts

- Administration of – including archiving and recovery – or fine-tuning the SAP application, database, or operating system
- Errors caused by a change to the system (for example, from introducing user exits)

For more information, please refer to SAP Note 83020.

Creation of an SAP Customer Message

For SAP solutions there are three ways to create an SAP customer message, each with different levels of efficiency. For SAP BusinessObjects solutions, messages have to be created in SAP Support Portal, or you can call one of the SAP BusinessObjects service centers. For the phone numbers, please refer to SAP Note 560499.

Your SAP Solution Manager Service Desk

For all SAP products, the most effective and efficient method for creating an SAP customer message is to create it directly in your SAP business application. (Note: This does not yet apply to SAP BusinessObjects solutions.) The message is transferred automatically to the enterprise edition of SAP Solution Manager. As part of the overall incident management offered by SAP, this method offers the following additional advantages:

- Automatically captures system information associated with the problem
- Facilitates attachment of supporting documentation (screen shots, error messages, dumps, and logs) essential for root cause analysis
- Logs messages into the issues database of SAP Solution Manager, enterprise edition, for your future reference
- Classifies the problem before sending it to SAP for action
- Archives all documentation related to the issue for reporting purposes
- Provides full end-to-end lifecycle support for issue management

SAP Support Portal in SAP Service Marketplace (SAP and SAP BusinessObjects Solutions)

This method:

- Documents all aspects of a problem through the message wizard process
- Attaches supporting documentation (screen shots, error messages, dumps, and logs) essential for root cause analysis

Calling the SAP Support Hotline or an SAP BusinessObjects Service Center

This method should be your third choice because:

- The call agent transcribing the conversation into the customer message may not capture all problem-related issues and might induce errors mistakenly.
- The hotline is not able to attach supporting documents.

Message-Related Authorizations

Only users with special authorizations for the specified installation number or customer number can work with customer messages. There are four message authorizations available, which can be assigned to each S-user ID:

- Create customer messages
- Send customer messages
- Confirm customer messages (close messages)
- Display customer messages (read-only authorization)

These authorizations can be assigned only by your SAP superadministrator, whose name is displayed under *my Profile ➤ Display My Super-Administrators*.

For more information on user authorizations, please refer to www.service.sap.com/user-admin.

Guidelines for Creating SAP Customer Message

Customer messages written in English can be processed quicker as there is no time lost for translation. To create an SAP customer message, follow these steps:

1. Record only one problem per message. By logging separate error messages, each message can be specifically assigned to the appropriate processor. In this way, the problems that you are experiencing can be dealt with more quickly.
2. Include step-by-step instructions to reproduce the problem.
3. Enter a title in the form of a "meaningful" short text of error-related information.
4. Select the appropriate priority level. Refer to "Message Priority Classification" in this section for details.
5. Document the business impact of the problem. For a guide on defining the business impact, refer to "How to Gauge Business Impact" in this section.
6. Enter deadlines, if they exist.

7. Select the correct component area for the problem; be as specific as possible.
8. Provide remote login information when required. Ensure that the validity date of the user ID and password is sufficient for the connection to remain open.
10. Include all actions already taken to resolve the issue, including any SAP Notes you may have applied.
11. Provide direct contact information (phone, mobile phone, and e-mail), making sure the information is correct.
12. Retain the message number for follow-up on the message status after message submission is completed.

Message Priority Classification
The following outlines how to prioritize messages.

Very high: A message can be classified as very high when there is an absolute halt of a productive system or an imminent going-live process or upgrade is jeopardized. This classification is used only for "show stoppers." Always state the business impact for messages with this priority. This priority level requires that you provide 24x7 contact information including phone or mobile phone number. Remote connection should remain open and logon information should be provided in the secure area of your customer message for your SAP software system.

High: A message can be classified as high when it causes serious interruptions in normal operations, normal business transactions are seriously affected, or necessary tasks cannot be performed.

It also represents a problem whose continuous malfunction could result in serious effects on the entire productive system.

Medium: A message can be classified as medium when interruptions in normal operations occur repeatedly, and these problems are caused by incorrect or inoperable functions in the SAP software.

Low: A message is classified as low when minor interruptions occur in normal operations or the defective function is not required on a daily basis or used only infrequently.

Messages with very high priority will be processed 24x7; messages with other priority levels will be processed during local office hours. For more information, please refer to SAP Note 67739.

Waiting for a Response from SAP

Once you have sent your message to SAP, a support expert will contact you. After that, you can monitor the handling of the message yourself regularly. To expedite the process, here are some tips:
- Monitor the message on a daily basis for updates. Do this more frequently for messages prioritized as "very high" and "high."
- Use e-mail notification to ease your message monitoring by specifying it in *SAP Support Portal ⇒ my Profile ⇒ Maintain My Notifications and Subscriptions*
- Respond to all requests for supporting information
- Send the message back to SAP after the requested update is completed

- Check message status. Message status notes are:
  – *Not sent to SAP*. A message was created and saved as a draft but not yet sent to SAP.
  – *Sent to SAP*. A message was sent to SAP. Once you have sent the message to SAP, you cannot change it, but you can add information.
  – *In process at SAP*. The message is in process at SAP. You can add information and send it to SAP.
  – *Customer action*. SAP is awaiting a response from you as stipulated in the message.
  – *SAP proposed solution*. SAP proposed the solution in the reply and in the attached SAP Notes. When you are not satisfied with the solution, you must respond and send the message back to SAP.

– *Confirmed.* The message was confirmed and can no longer be reopened. Confirmed messages are no longer displayed in the in-box but can be accessed via *Search → Customer Messages* in your in-box. (Please refer to "How to Access a Confirmed Message.")

– *Confirmed automatically.* The message was confirmed and closed automatically. For the reasons for automatic confirmation, please refer to the "Messages with Status Customer Action" section. Messages confirmed automatically are no longer displayed in the in-box but can be accessed via *Search → Customer Messages* in your in-box. (Please refer to "How to Access a Confirmed Message.")

How to Gauge Business Impact

Business impact is the single most important aspect in determining message priority and SAP response time. When entering a "very high" message or raising priority from "high" to "very high," be prepared to answer the following questions:
- Is the problem in a productive, test, or development system?
- Is an imminent going-live process or upgrade jeopardized?
- At what point is your daily business and how is your daily business impaired by the problem?
- Do you have a work-around plan in place? If so, how effective is it?
- How many users are affected?

Be aware that when you have entered a message as "very high" or just raised a message to "very high," you must

have someone available 24x7 as a point of contact for the message and provide contact information: phone number, pager, mobile phone number, and e-mail address. Also, you must have resources standing by to take corrective action as directed by SAP, if appropriate. For more information, please refer to SAP Note 90835.

Justified Acceleration of Problem Resolution (for SAP Solutions)

SAP Enterprise Support includes service-level agreements (described in "Mission-Critical Support"). In case problem resolution needs to be accelerated, the following steps can be taken.

Follow Up on an Inactive Customer Message
You can follow up on a message that has been inactive using the SAP support hotline (see SAP Note 560499) and request to speak with the processor if further explanation or discussion is required. Always have your SAP message number ready.

Raise the Priority of an SAP Customer Message
When facing critical issues, you may raise the priority level of a message. When the message is in status *customer action*, you can change the priority yourself. Otherwise, if a message has had no response for an extended period of time, you can call the SAP support hotline and request the priority be changed. Be prepared to provide information on the business impact of the problem. Please refer to "Message Priority Classification" and "How to Gauge Business Impact."

Only "very high" messages are processed 24x7. Please provide contact information of the person who can be contacted 24x7 and will immediately respond when required. This contact person should also be able to provide remote logon information and the time when the remote connection will be open.
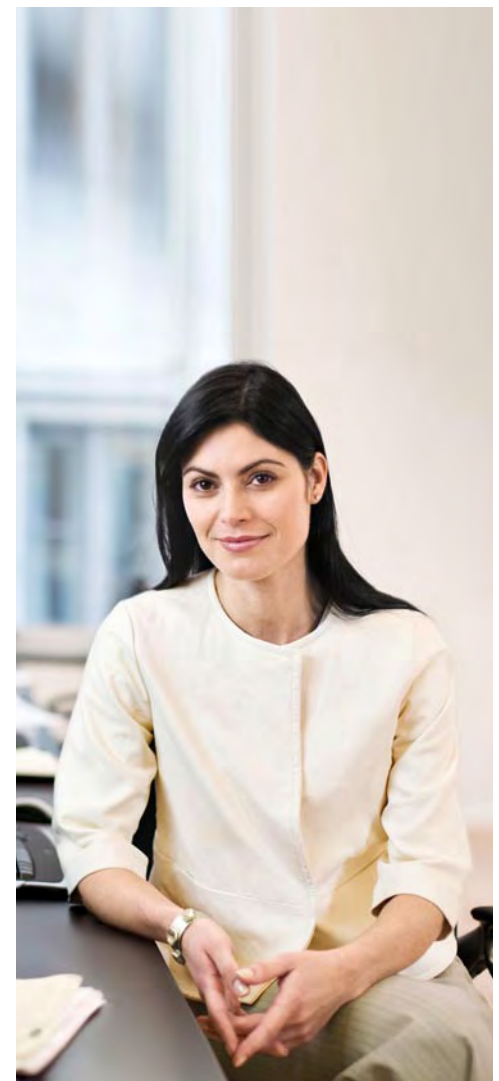
Escalate a Message

If your message does not meet the criteria for being classified "very high" but is of great importance to you, you can ask to have the message escalated. Requesting message escalation does not guarantee escalation of the message. SAP will evaluate the request based on the reason provided and determine if the business-impact case is justified. Once escalated, a message ascends the message queue and receives higher-priority handling. For more detailed information, please refer to SAP Notes 90835 and 560499.

Only "high" messages can be escalated; however, you can raise the priority of "medium" and "low" priority messages as appropriate based on their impact on your business.

The criteria for raising the priority of a "high" message to "very high" are:
- Severe business or financial impact due to effect on going-live schedule or production operations
- Increasing business or financial impact due to lack of timely resolution

To escalate a message:
1. Contact the SAP support hotline to request escalation of an existing message
2. Be ready to provide the business impact driving your request
3. Have the SAP customer message number
4. Provide contact information of the person who can be contacted during your local office hours.

Message Confirmation

Once your problem has been resolved, you should confirm the solution by closing the message. At the same time, it is helpful if you take a minute to complete the positive call closure questionnaire.

The positive call closure questionnaire is your direct feedback channel to SAP support. When you confirm a message, you can tell us what you liked about the service and what you think should be improved. SAP uses this information to refine the message resolution process. Your response can help shape SAP support and improve the service.

Messages with Status *Customer Action*

When the message status is set to *customer action*, it is your responsibility to continue to provide feedback and updates to SAP according to the request described in the message. The message will not be processed further until the message is sent back to SAP.

Messages are automatically confirmed by SAP if the message in *customer action* status receives no response from you for the following periods of time:

- Very high   14 days
- High   21 days
- Medium   45 days
- Low   45 days

A message that is already closed cannot be reopened. A new message must be created if you want to pursue the problem described in the message that was confirmed and closed.

To keep messages from being confirmed automatically (and closed), you may respond to the message explaining that either the solution is being implemented or the problem is ongoing. Do not let the message remain in *customer action* status.

The screen shots in Figure 11 show how to create a customer message with the message wizard. Please see www.service.sap.com/message for details.

Access the message wizard.

1 Select your system.

2 System data is automatically populated. Select the component and enter a short description of your problem. Press *Continue* to begin the note search.

3 Check if the displayed notes solve your problem. You can refine your search results. If not, press *Create Message* to create a new message.

Figure 11: Creating a Message with the Message Wizard

4
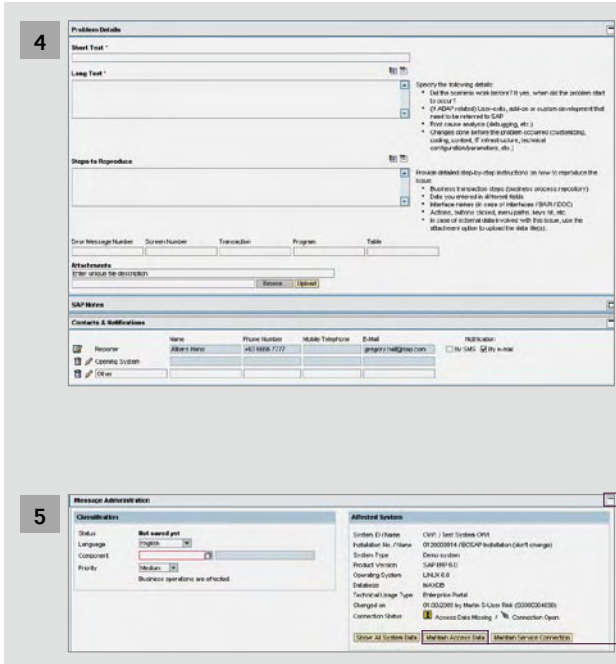
- Enter a "meaningful" short text of error-related information.
- Provide step-by-step instructions to reproduce the problem.
- Select the appropriate priority level.
- Include all actions already taken, including SAP® Notes applied.
- Provide relevant documentation, for example, dumps, screen dumps, or error logs.
- Provide direct contact information.

5

- Collapse and expand tray with system information.
- Maintain system logon data in the **secure area** here.

Figure 11 (cont.): Creating a Message with the Message Wizard

How to Access a Message

You can retrieve your sent, draft, and confirmed messages and replies to and from SAP support from your in-box at www.service.sap.com/inbox. Figure 12 shows how to do this. (The in-box contains messages sent from SAP. Sent items are messages sent to SAP. Drafts are messages saved for further processing.)

How to Access a Confirmed Message

You can find your closed cases in *SAP Support Portal ➤ My Inbox ➤ Message Search* (see Figure 13) using the search option to search for status *confirmed*.

Figure 12: Accessing a Message
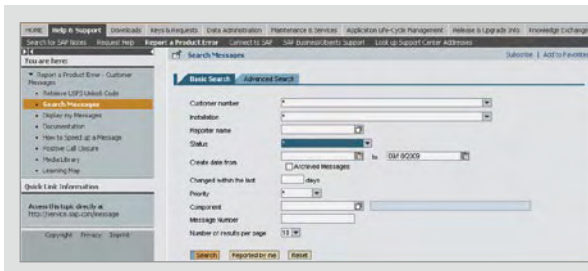
Select the status of the messages to be displayed.

Figure 13: Displaying Messages

ESTABLISHING A REMOTE CONNECTION TO SAP**

YOUR LINE TO SAP SUPPORT

An essential part of the support infrastructure is the remote service connection between you and SAP. Over this connection, SAP customers can access a large number of support services. A major advantage of delivering error analysis and services this way is they are available on demand. Figure 14 shows how to initiate a remote service connection.

How to Set Up a Remote Network Connection to SAP Support

A remote service connection has to be set up for each system using one of various service connection types over which SAP employees can access your system remotely. To set up a remote network connection, perform the following steps:

- Choose a connection type and apply for your connection through your local network provider. Refer to SAP Note 33953 for a list of network providers for your country.
- Provide SAP with the data it needs to set up the connection between your SAP routing software and the SAP support server using the remote connection data sheet available in SAP Note 28976.
- Configure your network components to set up the remote connection. (To find out about establishing a remote network connection with SAP routing software, please refer to www.service.sap.com/saprouter.)
- Once a remote connection is established, enter the required logical connections between your SAP software and SAP.
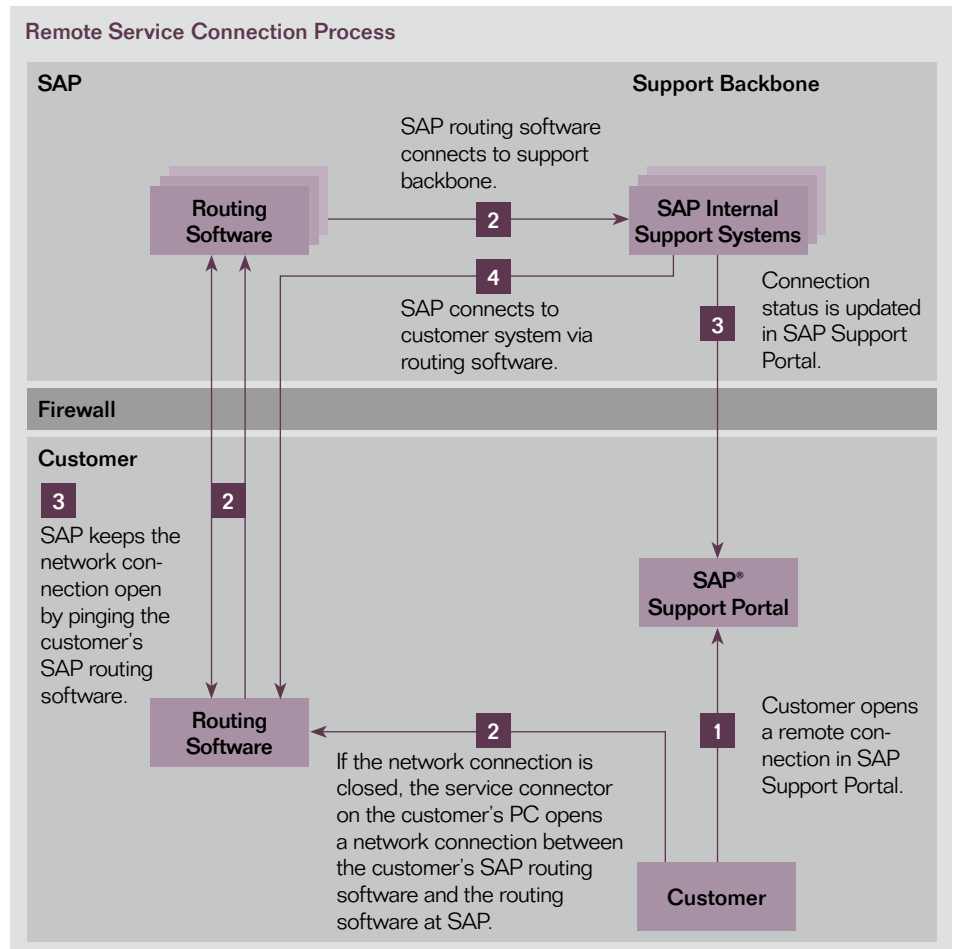

Figure 14: Setting Up a Remote Service Connection to SAP

How to Establish a Remote Service Connection

If you want to use SAP remote services – SAP EarlyWatch® services, the SAP GoingLive™ Check service, or remote consulting, for example – you have to open a remote service connection. If you want to give an SAP support expert access to work directly in your system to diagnose problems more accurately, you require a remote service connection

as well. A remote connection has to be set up for each system to be serviced. All service connections between SAP and your system are established by your SAP routing software.

A remote service connection offers the following benefits:
- It allows SAP to service your SAP software in a safe, fast, and auditable way.
- You have full control of open connections.

** This chapter is not relevant for SAP BusinessObjects customers.

- Every remote connection to a system is logged.
- Various encryption mechanisms are available.

To set up a remote service connection to SAP:
1. Set up a remote network connection to SAP
2. Install the service connector on a local PC running on a Microsoft Windows platform
3. Maintain the various service connection types you require to give SAP employees appropriate remote access to your system – an SAP connection or an HTTP connect, for example
4. If the network connection is already open (routing software status is *connected*), all users with the appropriate authorization can immediately open a service connection from any PC with Internet access. If the network connection has not been opened yet (routing software status is *not connected* or *cancelled*), you have to start the service connector application to open the physical network connection to SAP. Afterward, you can open the selected service connection.

Necessary Software
The software you will need to set up a remote network connection is outlined here.

Service Connector
The service connector is a tool that must be installed on your local PC to open the remote network connection between your SAP routing software and the SAP support back end. Note

that your local PC must have the SAP graphical user interface installed as well. If your company is permanently connected to the SAP support back end via the Internet, the service connector might not be necessary.

Line Opener Program for Semiautomatic Opening
Using semiautomatic opening, SAP can open and use service connections to your systems with no contact person required. Using a semiautomatic opening provides the following advantages:
- SAP can access a system faster and at times when it may be difficult to reach your contact person (at night or on weekends) or in case of serious problems.
- Communication costs can be reduced – for example, when you are using an ISDN connection – as the network connection is only open for the time needed.
- Use of semiautomatic opening can be granted per system.
- Every time a service connection is opened, you are informed via e-mail and the action is recorded in the log book.

To use semiautomatic opening, you need the line opener program, which enables SAP to open service connections to your systems independently. This program checks periodically per HTTPS request in SAP Service Marketplace to see whether an opening request – made by an SAP support employee – exists for one of your systems. If such a request exists, the program opens the connection between your SAP routing software and SAP.

The line opener program can only be installed on a Microsoft platform – Windows 2000, Windows XP, or higher.

Netviewer Application-Sharing Tools
Netviewer Meet, Netviewer Support, Netviewer Admin, and Netviewer Present are tools by Netviewer AG that provide application-sharing methods. They are designed to ease educating and training customers and facilitate online meetings. Features of the Netviewer products include:
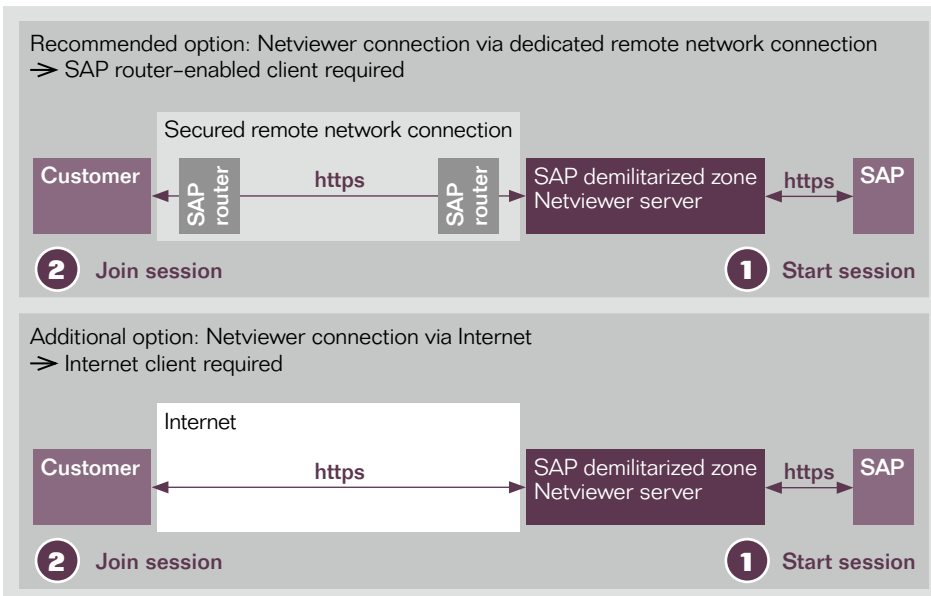
Figure 15: Two Basic Options – SAP Router Connection or Internet Connection

Figure 16: Establishing a Remote Service Connection

- Encrypted data exchange
- Session recording
- A voice and video channel
- Application sharing
- Read-only mode/safe mode, where a customer can allow desktop viewing but disable application sharing
- Connection control, allowing the customer to close the connection at any time

Netviewer software is integrated into the SAP remote support infrastructure. In order to meet security requirements, a read-only mode is offered, where customers can allow desktop viewing but disable application sharing. Two basic options for the data transfer are available: the SAP router connection, which is recommended, and an Internet connection (see Figure 15).

To download any of the above-mentioned software, please visit SAP Support Portal and select *Help & Support ≫ Connect to SAP ≫ Technical Prerequisites ≫ Necessary Software*.

Establishing a Remote Service Connection
Figure 16 shows how to establish a remote service connection. See www.service.sap.com/access-support for more information. For any issues concerning your remote service connection, please create an SAP customer message under component XX-SER-NET.

SAP SOFTWARE DOWNLOADS AND ORDERS

INSTALLATIONS, UPGRADES, SUPPORT, AND ENHANCEMENT PACKAGES

Software Distribution Center

The online software distribution center is your single point of access for SAP software (see Figure 17). For details on the necessary first steps to download software and obtain license keys for SAP Business Suite software and SAP BusinessObjects solutions, visit www.service.sap.com/swdc.

If you have any issues with the SAP software distribution center, please create an SAP customer message under component XX-SER-SAPSMP-SWC.

Software Downloads

To **download software**, you require download software authorization. To request it, please contact your SAP superadministrator. Whatever software you download, you will be choosing from the product catalog, which contains the following categories:

- SAP software installations and upgrades – Here you can access a complete list of all available CDs or DVDs of the SAP application components and SAP enhancement packages included under mainstream maintenance.
- SAP support packages and patches – Here you can access the latest corrections for all SAP application components that are still under mainstream maintenance. This includes SAP application components that are in the ramp-up phase. You also will find SAP enhancement packages here. In the archive subarea, you can access all corrections for SAP application components that are no longer maintained.
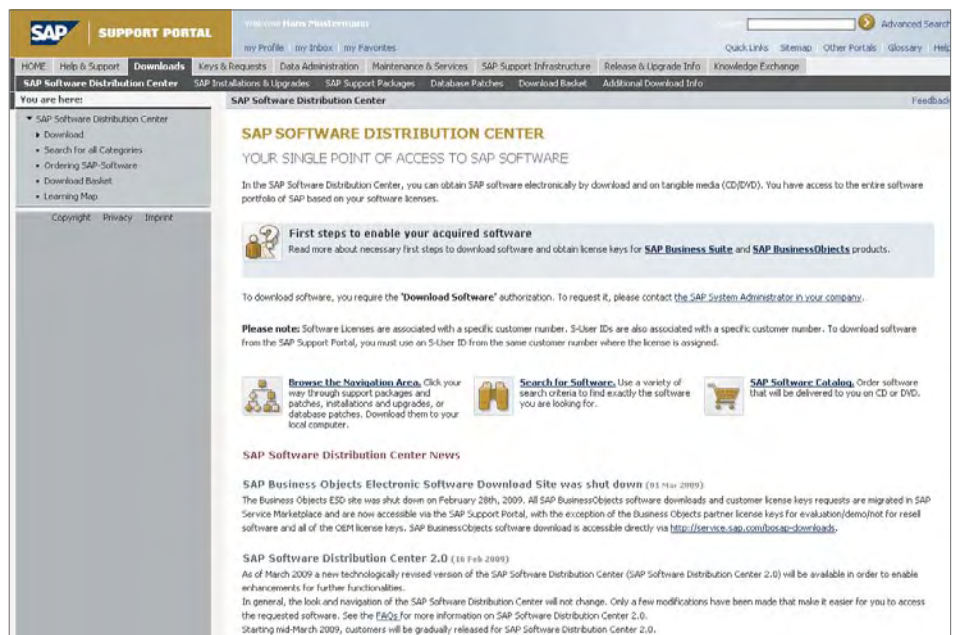

Figure 17: Software Distribution Center

- Database patches – This area provides database patches from different vendors such as IBM, Informix, Microsoft, and Oracle. You can also find database patches for the SAP database and the SAP MaxDB™ database.

Maintenance Optimizer Required for SAP NetWeaver 7.0 and Above

All corrective software packages, including support packages and patches for SAP NetWeaver 7.0 and subsequent versions, as well as all applications based on this software released after April 2007 (including SAP Business Suite 2005 applications), are available exclusively through the maintenance optimizer functionality in SAP Solution Manager, enterprise edition.

Affected SAP software packages are:
- Support package stacks, support packages, and patches for Java instances, except for kernel patches
- Legal changes

SAP applications and versions are:
- Mandatory for SAP NetWeaver 7.0 and all applications based on this software, including SAP Business Suite 2005
- Optional for all other SAP applications

Required versions of SAP Solution Manager are:
- Version 7.0, support package 9
- Version 3.2, support package 15 (with limited functionality)

Functionality provided includes:
- Simplification of software maintenance process through support packages
- Support for enhancement packages for SAP ERP 6.0 (support package 12) through the maintenance optimizer functionality
- Delta calculation of required files (support package 12)
- XML generation to control import tools (support package 12)
- Installation of enhancement packages for SAP ERP 6.0 (support package 12)
- Automatic download of files into central download directory (support package 15)
- Support of SAP ERP 6.0 upgrade (support package 15)

Activating the Maintenance Optimizer
To use the maintenance optimizer functionality, just run the basic setup of SAP Solution Manager. For detailed instructions, visit www.service.sap.com/mopz. For more information, refer to SAP Note 1042671.

Download Basket and Download Manager
The download basket contains all your selected downloads. The download manager is additional software you will require to manage your downloads. With the download manager, you can schedule downloads at night or during the weekend. You can also restart interrupted downloads at the point where they were interrupted.

For any issues with the download manager, create an SAP customer message under component XX-SER-SAPSMP-SDM.

Software Orders

If you choose to obtain your SAP software on physical media (CD or DVD), you can browse the SAP software catalog to view all software available in this format. Please see www.service.sap.com/swcat.

For any issues concerning the SAP software catalog, please create an SAP customer message under component XX-SER-SAPSMP-SHP.

PLEASE NOTE: This document contains additional information on SAP Enterprise Support. It is offered for guidance only and is not a contractual commitment. All obligations between you and SAP will be set out in signed contracts between you and SAP. SAP may change or modify the contents and process descriptions set out herein at its discretion. You can find a summary of all recently made changes to this document at www.service.sap.com/enterprisesupport. In case you have questions, please contact your local account executive.

FIND OUT MORE
CONTACT INFORMATION

Destination	Link
SAP® support centers	www.service.sap.com/supportcenters
SAP BusinessObjects™ customer service centers	
SAP Support Portal destination	www.service.sap.com/support

Further Support-Relevant Links

Customer Center of Expertise organization	www.service.sap.com/coe
Installation and upgrade guides	www.service.sap.com/instguides
Maintain S-user data	www.service.sap.com/user-admin
Maintenance optimizer	www.service.sap.com/mopz
Remote connection to SAP	www.service.sap.com/access-support
Request license keys	www.service.sap.com/licensekey
SAP Active Global Support services	www.service.sap.com/supportservices
SAP Enterprise Support services	www.service.sap.com/enterprisesupport
SAP Notes service search and display	www.service.sap.com/notes
SAP service channel in-box	www.service.sap.com/inbox
SAP Solution Manager, enterprise edition	www.service.sap.com/enterpriseedition
SAP support packages and patches	www.service.sap.com/patches
SAP upgrade info center	www.service.sap.com/upgrade
View and maintain your system data	www.service.sap.com/system-data

Other Useful Links

SAP Developer Network community	www.sdn.sap.com
SAP help portal	http://help.sap.com

www.sap.com/contactsap

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