Creating a Message on the SAP Service Marketplace (SMP)

This document will assist you in creating a message (incident) on the SAP Service Marketplace (SMP) and assumes you have never logged into the system.

- 1. Go to http://service.sap.com
- 2. Click on SAP Support Portal.

SAP SERVICE MARKETPLACE	
The SAP Service Marketplace contains a variety of target group specific internet portals that enable true c	collaboration among SAP, its customers and partners.
One Source for All Your Business Needs	QUESTIONS REGARDING LOGIN? Encrapt password/user ID? New User? Register here! Get assistance in the FAO section Benefit from Single Sign-On The Section
	ce and Support Infrastructure. <u>Watch the SAP Service Marketplace demo video</u> (29.7MB; download <u>Adol</u> to SAP Support Portal you need an S-user ID and password. A letter with your personal log on data is cess to the SAP Service Marketplace, please <u>contact your Customer Service</u> .
> Business Objects Enterprise Support in the SAP Support Portal 🙀	Crystal Reports and Xcelsius Support
The main point of contact with Business Objects support for customers and partners with Enterprise Technical Assurance.	Where all Crystal Reports and Xcelsius customers receive free technical support.
3 SAP Support Portal	SAP Partner Portal
Supporting your SAP solution to run optimally during its entire lifecycle	The best single source of information and services for SAP Partners
SAP Notes Search Request Help Product Errors Software Download SAP Support Center	Partnering with SAP Marketing & Sales Events Products Education Support

3. Enter your S-User ID and password and click OK.

210	
SAP Service Marketplace	
User name:	2

4. Click "OK" on digital certificate.

Choose a	a digital certifi	icate	? 🔀
Identifi	The Web site you	uwant to view requests ase choose a certificate.	
	Name	Issuer	
		More Info	ite
		OK Ca	ancel

5. Enter your S-User ID and password again, and click OK.

SAP Service Marl	katrilara
User name:	(C)
Password:	
-	Remember my password

6. Click OK

Identif		I want to view requests
<u>.</u>	Name	ase choose a certificate.
		More Info
		More Info

- Setting up your Single Sign-on allows the site to remember your login and not prompt for it so frequently. To do
 this, click my Profile at the top of the page. Then click Maintain my Single Sign-on Certificate on the left of
 the page and follow the instructions. (See Tips and Tricks document for more information.)
- 8. After the Single Sign-On, Click on **Help & Support** and click **Report a Product Error**. Under **System Search**, click the drop down arrow next to your installation and choose your system, and click Search and then click on the BOB link.

🚖 🕸 🎉 SAP Support Portal - Report a Prod	uct Error - Custom			🟠 🔻 🗟 🔹 🖶 Page 👻 Tools 🔹
SAP SUPPORT PORTAL	Welcome, BOSAP AMERICAS			Searce Advanced Sear Ouick Links Sitemap Other Portals Glossary He
HOME Help & Support Downloads Keys	s & Requests Data Administration Maintenand	e & Services SAP Support	Infrastructure Release & Upgra	
Search for SAP Notes Request Help Repo	rt a Product Error Connect to SAP Look u	p Support Center Addresses		
	Report a Product Error - Customer	Messages		Add to Favorite
You are here:	SAP Message Wizard • To use the application, you require the au customer messages to SAP, and C these, please contact the <u>SAP System A</u> • You can access sent messages and SA message, you can opt to receive an e-m New Problem Solving Request New Problem Solving Request Lessa Description Description	Infirm Customer messag dministrator in your company Ps reply in <u>your inbox</u> . When all and/or SMS notification.	es, respectively. To request SAP has responded to your	I have a "How to" question In this case, the <u>SAP Discussion Forums</u> allow you to quickly locate information. Organized by topics in an easy-to-follow format, they are designed as you can share ideas, opinions and information, find other knowledgeable users and participate in conversations.
http://service.sap.com/message	Select the system for which you want to	create a message		
Copyright Privacy Imprint	Your Recently Used Systems		System Search	
	System ID and Name	Installation Number		
	BOB - test	0020335737	Customer *	
	BOB - BOB development system (ERIC)	0020335737	Installation OSS Te	st function #1 Walldorf (0000202418)
	BOB - BOB productive sytem (ERIC)	0020335737	System ID SAPNet	R/3-Frontend Test customer #St. Leon-Rot (0000202419)
	OSS - BOSAP System (don't change)	0120009914	Search	st. #3. Walldorf (0000202420)
	AAA - dshdshwe	0020187823	Test val	lue contract Walldorf (0000203069)
	MUT	0000050505		

9. When creating a SAP message it is required to search for Notes (Knowledge Base articles) to see if you can find an answer to your question without having to log the message for support. In the Search Terms area, type your question and click **Continue**.

	Welcome, BOSAP AMERICAS	vanced Search		
	my Profile my Inbox my Favorites Quidk Links Sitemap Other Portals Gl	lossary Help		
HOME Help & Support Downloads Keys &	Requests Data Administration Maintenance & Services SAP Support Infrastructure Release & Upgrade Info Knowledge Exchange			
Search for SAP Notes Request Help Report	a Product Error Connect to SAP Look up Support Center Addresses			
You are here:	诸 Report a Product Error - Customer Messages Ad	d to Favorites		
	9 System data is not maintained correctly. Please refer to SAP Note 702438.			
 Report a Product Error - Customer Messages 	1 2 3 4			
Search Messages	Choose System Prepare Solution Search Find Solution Enter Message			
 Display my Messages 				
Documentation	A Back Continue b	0		
 How to Speed up a Message 	Prepare Solution Search based on data for system BOB			
Positive Call Closure	Search term (e.g. keywords, transaction, program name) *			
Media Library	Securiterin (e.g. keywords, dansaction, programmane)			
Learning Map	Component			
Quick Link Information	Number of Hits for Each Page 20			
and the second sec	Number of hits for Each Page (20)			
Access this topic directly at http://service.sap.com/message	Extended Search Options			
Copyright Privacy Imprint	Language English 💌			
	Search Behavior ⓒ Linguistic Search ⓒ Exact Search			
	Search Method All Words (AND)			
	Gasrib Danne All IV			

10. If you do not see any Notes pertaining to your question click on Create Message.

· · ·					-		
SAP SUPPORT PORTAL	Welcome, BOSAP AMERICAS my Profile my Inbox my Favorites				SearchOuick Links S	Sitemap Other Portals Gloss	iced Se sary
						internapi Other Portais Glossi	ci y
HOME Help & Support Downloads Ke	eys & Requests Data Administration Mainte	nance & Services SAP	Support Infrastructure	Release & Upgrade Info	Knowledge Exchange		
	port a Product Error Connect to SAP Lo	ok up Support Center Ad	dresses				
()	💣 Report a Product Error - Custon	er Messages				Add to	b Fav
ou are here:	1 2	3	4				
 Report a Product Error - Customer 				-			
Messages	Choose System Prepare Solution	Search Find Solution	on Enter Message				_
Search Messages	Back New Search Save Search	Result Create Messag	e)				
 Display my Messages 			/		1		
Documentation	Search Terr	ns * ACE				Search	
 How to Speed up a Message 	The following search terms	Search regulte	that are relevant for vo	ur avatom ROR			
 Positive Call Closure 	may be of help to you	searchitesuits	that are relevant for yo	di system bob			
Media Library	ACE ACE Views ACE	1904 SAP Note	s found (based on sel	ected system)			
Learning Map		Ranking	Appl. Area SAP Note 1	lumber Title		Changed on	n I
lick Link Information	ACE RAPID ACE Library	1 0.490	11	91704 How to inst	all the NCOALink and ANKLink directorie	es - ACE 07-09-2008	3
	ACE Views ACE RAPID	2 0.510	12	07045 What is the	definition of a vacant address? - ACE	05-23-2008	
ccess this topic directly at	ACE job	3 0.500					_
ttp://service.sap.com/message	Access Control Engine				Shockwave" update when trying to dov		
	International ACE	4 0.550	11		r entering the Early Warning System (EV		-

11. Choose the correct **Component** for the product you are creating the message for. The component is the support Q that your call will go into so the correct team can assist you. To do this click on the icon next to the icon next to the Component window to see a drop down list.

		Search Search 😥 Advanced Sea
	my Profile my Inbox my Favorites	Quick Links Sitemap Other Portals Glossary H
HOME Help & Support Downloads Keys &	Requests Data Administration Maintenance & Services SAP Support Infrastructure	re Release & Upgrade Info Knowledge Exchange
Search for SAP Notes Request Help Report :	Product Error Connect to SAP Look up Support Center Addresses	
	😚 Report a Product Error - Customer Messages	Add to Favori
You are here: Report a Product Error - Customer Messages	Enter a more specific component	
 Search Messages 	1 2 3 4	
 Display my Messages 	Choose System Prepare Solution Search Find Solution Enter Message	ge
Documentation	Back Save Message Send Message Print	0
 How to Speed up a Message Positive Call Closure 	Message Administration	
Media Library	Message Administration	
Learning Map	Classification	Affected System
Quick Link Information Access this topic directly at http://service.spic.com/message Copyright Privacy Imprint	Reporter BOSAP AMERICAS (Test value contract) Status Not asved yet Language English Component Priority Business operations are affected.	System D/ Name BOB / test Instalation No. / Name 02023573 / Business Objects test installation (ERIC) System Type Test system Product Version BOB / LEVTERPRISE 6.5.3 Operating System LNUX Database Technical Usage Type Technical Usage Type No technical usage types available Changed on 07-02-2008 by Hans Ammer (50000315119) Connection Status Connection Closed Show All System Data Maintain Service Connection
	Problem Details	
	Short Text *	
	Long Text *	
		 Specify the following details: Did the scenerio work before? If yes, when did the problem start to occur? Were any changes made to the environment?

- 12. Click the arrow by BOJ-EIM to see a more detailed list. By each component the names of the "products" you are using are listed. Choosing the correct component will get your Message logged for the correct support team. For example:
 - a. BOJ-EIM-COR is used for ACE, DataRight IQ, Match/Consolidate, IACE, and FirstPrep products.
 - b. BOJ-EIM-COM is used for DeskTop Mailer, Business Edition, Presort, PrintForm, Label Studio
 - c. BOJ-EIM-DEP is used for DQXI, Data Insight, eDQ Infa, SAP Siebel, PSFT, Oracle, Rapid Library
 - d. BOJ-EIM-DF is used for Data Federator
 - e. BOJ-EIM-DI is used for Data Integrator, Text Analysis, Data Services
 - f. BOJ-EIM-DS is used for Data Services, Fazi/Fuzzy
 - g. BOJ-EIM-MD is used for Metadata Manager and Composer
 - h. BOJ-EIM-RMA is used for RapidMarts, BOW



- 13. After choosing the component, fill in any remaining required/optional items. **Required fields under Problem Details are flagged with a red asterisk.
 - In the **Short Text** box, enter a brief description of the question or issue.
 - In the Long Text box, you can go into further detail about what you are seeing or questioning.
 - On this page also you can select to attach files if needed (please zip your files).
 - When you are finished you can either click on Save Message or Send Message. If you click on Save Message, the message WILL NOT be sent to support, it will remain in the Draft section of your "my Inbox" for you to send later.
 - If you want to send the message to technical assurance now click Send Message.
 - You can see the messages you have "sent" to support by clicking **My Inbox** and viewing your **Sent Items**.