Definition of errors vs. advice in calls

ERRORS		
	SAP® software errors	Troubleshooting through SAP® Notes and service packs
	PROMOS.GT software errors	Dumps in the context of using reports and function modules in PROMOS namespaces (/PROREX/ as well as /PROHAN/ and /PROMOS/)

ADVICE

- User errors and user questions (including customising, help with making adjustments or configuring the system, determining and analysing business processes and processing logic)

- User creation and authorisation changes, determining missing authorisations, changing authorisations and roles, assigning roles

- Master data errors

- Transports

- Customer-specific developments (errors in Z programmes or Z fields)

- Questions about new functions, the feasibility of requirements and functions and the evaluation of feasibility

- All issues relating to SAP® Basis topics, unless the hosting is provided by PROMOS

PROMOS