

Have you discovered an error in your system and now need help? Feel free to report this to our support in SAP® Solution Manager. We will look for a solution as soon as possible. To allow short support times with optimal results, please use the following checklist when opening a call!

Many thanks.



One call per issue

(do not mix topics)



Select system and client

(live or test system)



Set priority

You can use the following categorisation as an orientation aid for assessing the priority of your issue:

Priority	SAP selection	Comment	e.g. affected:
1.	Very high	<ul style="list-style-type: none"> ▪ Complete failure of a live system ▪ The core business is seriously impacted. 	Entire system
2.	High	<ul style="list-style-type: none"> ▪ Significant impairments of normal business procedures due to faulty or failed functionality of the SAP® system, which result in failure of the entire productive business procedure 	One department
3.	Medium	<ul style="list-style-type: none"> ▪ Impairments of the normal business procedure due to faulty or failed functionality of the SAP® system 	Multiple people
4.	Low	<ul style="list-style-type: none"> ▪ No or low impairments due to faulty or failed functionality of the SAP® system that is not required on a daily basis or is used only a little 	Few people



Determine component

(rough classification of the component: real estate > RE-FX, technology> MM-IV, AF general ledger > FI-GL, controlling > CO-OM, authorisations / basis > BC-AC)



Short text

Meaningful subject (not “error message”)



Long text

Precise procedure to recreate the issue including:

- Sequence of entries
- Example data incl. system + client (e.g. test system)
- Transaction name
- Selection variants, if applicable
- Complete error message (long text: question mark button)
- What values/behaviour are expected
- Screenshots as attachments, if appropriate
- Special OPPC call:
 - Main business process
 - Business process
 - Sub-process
 - No. of the sub-process