

Guide OpenPromos Unified Services

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Structure

1.	Overview	3
2.	Key-user concept	3
2.1.	Target group	3
2.2.	Definition key-user.....	4
2.3.	Required qualification of key-users	4
2.4.	Tasks of key-user	4
2.5.	Responsibility of key-user	4
2.6.	Determination of key-user	5
3.	Support process	5
3.1.	Login OPUS – Access to support reports.....	6
3.2.	Acquisition of new support reports	7
3.2.1.	Choosing the system.....	7
3.2.2.	Choosing the priority	9
3.2.3.	Choosing the components	10
3.2.4.	Short text	11
3.2.5.	Long text	12
3.2.6.	Enclosing of attachments.....	12
3.2.7.	Sending support reports	12
3.3.	Report processing via PROMOS consult.....	15
3.3.1.	Forwarding to the SAP® SE.....	15
3.3.2.	Status ,action of the author‘	15
3.3.3.	Status, suggested solution	17
3.4.	Display and processing of support reports	17
3.4.1.	Display of support reports	18
3.4.2.	PDF-printing view.....	19
3.4.3.	Deposition of SAP® login data to security section	19
3.4.4.	Reply in support reports	21
3.4.5.	Confirmation of support reports.....	22
3.4.6.	Automatic confirmation of support reports.....	23
3.5.	Reference: every status of a support report + responsibility	24
4.	FAQ – frequently asked questions	25

Attachment: List of key-users	26
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1. Overview

The OpenPromos Unified Services (OPUS) are a portfolio of different service offers of the PROMOS consult. Those services can be called up via a web-based interface (portal). The central access to all necessary functions to generate, process and recall support reports goes with it. On the one side, this portal is structured in views, in which you look for support reports, process and view them. On the other side, you can complete typical tasks, which you use a lot (e. g. access to the SAP®-support library). The access to support reports via OPUS can happen via following URL:

<https://service.promos-consult.de/message>

In this part of the OPUS-portal the entire communication with the support department takes places, concerning open support-cases. This way, media disruption, loss of information and increase of effort in processing support reports are avoided. Every response, suggested solutions and requests are continuously documented and can be called up via internet at any time.

Internet Explorer Vers. 6.5 (and higher) or Mozilla Firefox Version 9x (and higher) are required for a flawless use of the OPUS-support portal.

The Mozilla Firefox and other browsers can be used as well, though restrictions in particular functions might occur.

Advice: Don't use the browsers' „back“-button for the navigation.

Since the application of this service primarily concentrates on the key-user of the customers' company, now the so called key-user concept will be explained.

2. Key-user concept

2.1. Target group

The PROMOS key-user concept aims at IT- and/or support-persons in authority of the customers' company, who implement SAP®-solutions with PROMOS (e. g. SAP® ERP, PROMOS.GT etc.) and subsequently get support, software maintenance and services via the OpenPromos® Unified Services (OPUS).

Besides the key-user, a briefing is relevant for any further employee of the client, who receives error messages from the system in their daily work and obtains access to OpenPromos® Unified Services via their key-users.

Thus target groups of the documents are:

- responsible employees for the service- and support,
- key-users,
- employee of the customer for information,
- project-involved employees of PROMOS.

2.2. Definition key-user

In PROMOS' opinion following employees/application advisors come into consideration:

- customers' employees, who played a great part within the implementation of SAP®-solutions, e. g. as project- or subproject leaders.
- SAP®-Know-how carrier in the project or in a later application support, who acquired comprehensive experiences in the processing of daily tasks with SAP®-solutions.
- Generally specific multipliers, which have played a supportive role in trainings or workshops.
- Employees with outstanding qualifications, who take responsibility for tasks in the application support, e. g. team leader or specialized coordinators.

The determination, which users will be defined key-user, lays in the responsibility of the customers' company. PROMOS can quote recommendations in the definition of persons.

2.3. Required qualification of key-users

Employees basically come into question for key-user, who –besides their professional qualification– took part in the projects, which put SAP®-solutions into operation and that way became qualified to support their colleagues with occurring problems intensively through trainings or coaching.

Normally, a key-user should be a professionally great- or outstanding person of the company, who took part in the formation of business processes and their depiction within an implementation- or migration project.

2.4. Tasks of key-user

The tasks of the key-user can be summarized roughly:

- Adaption of change-requirements or error messages of the end-user,
- Audit of change-requirements, if an operating error exists,
- Assessment of change-requirements concerning relations between benefit and effort, maybe request on offer estimations of PROMOS and offer inquiry,
- Editing of the assessment in the form of a recommendation or a decision model presentation for the particular group of decision makers
- Test and acceptance of realized orders or change-requirements – maybe together with the named working group member,
- Processing of reports via OpenPromos® Unified Services.

2.5. Responsibility of key-user

The key-user tries to guarantee, only errors in the software system are reported via the OpenPromos® Unified Services. He follows those reports until they are removed. Also he makes sure, there are no changes made to the system with offers or change-requests, which aren't economically reasonable or the effort cannot be justified with the benefit. With an acceptance-test the key-user assures that the realized changes meet the users' requirements.

A key-user should be named as the representative to PROMOS and changes in the composition of key-users should be announced to PROMOS as well.

2.6. Determination of key-user

The definition of key-users should be made depending on the size of a company and based on the professional structure of the business departments. Exemplarily, those are defined in the following solution map for the SAP®-branch template PROMOS.CITY. Accordingly, a distribution of key-users could happen e. g. vertically through the departments. That means one key-user per department (100/200/300/400/500) or horizontally through the departments, e. g. for accounting one key-user per department (101/102/103/104/106/...).

This graphic of the solution map is a help for the defined company and doesn't present a determination.

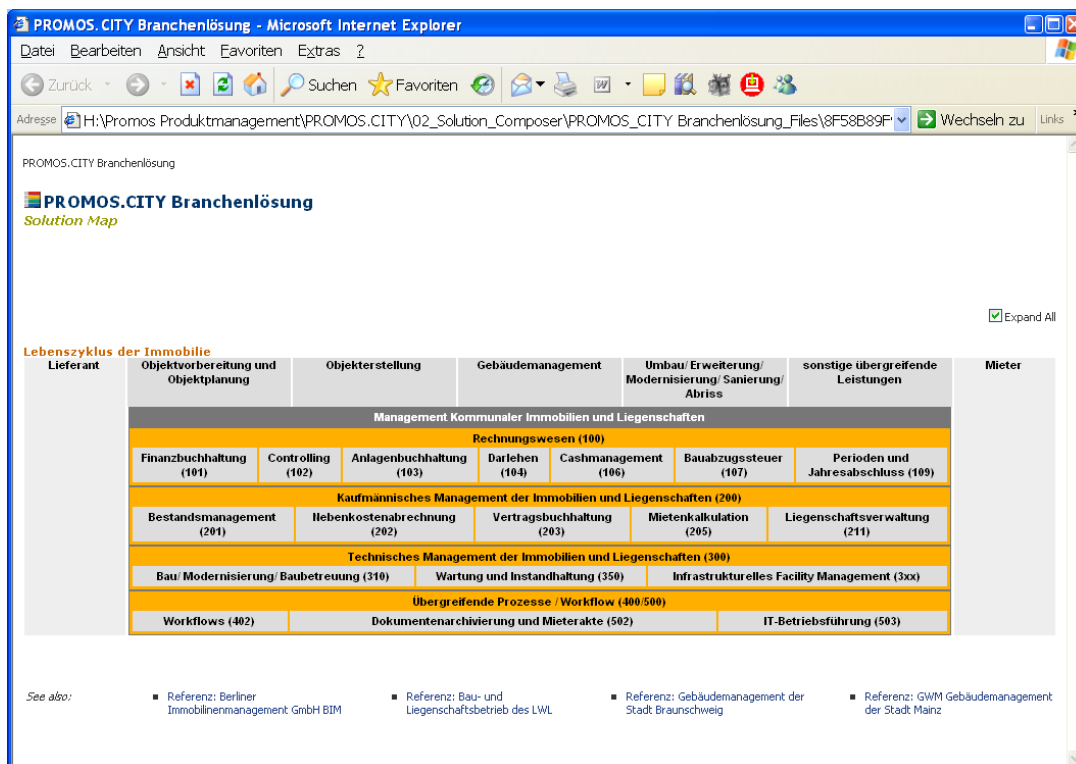


Image 1: Solution map illustrated from the branch solution PROMOS.GT as a template for the determination of key-users/departments.

With the completion of a contract the customer forwards a key-user-list to PROMOS, after the attachment "list of key-users".

The particular contract defines the number of required key-users or their substitutes in vacation- or illness cases, depending on the number of all users using the SAP®-software.

3. Support process

The communication between customer and support department happens via support reports, which are a central medium. Instead of replying to an email, the customer now responds directly in the support report in the support portal and automatically forwards the report to the support, which processes it furthermore. Beyond that, the support report can be opened and receipted via the support portal.

The support process can schematically be depicted like this:

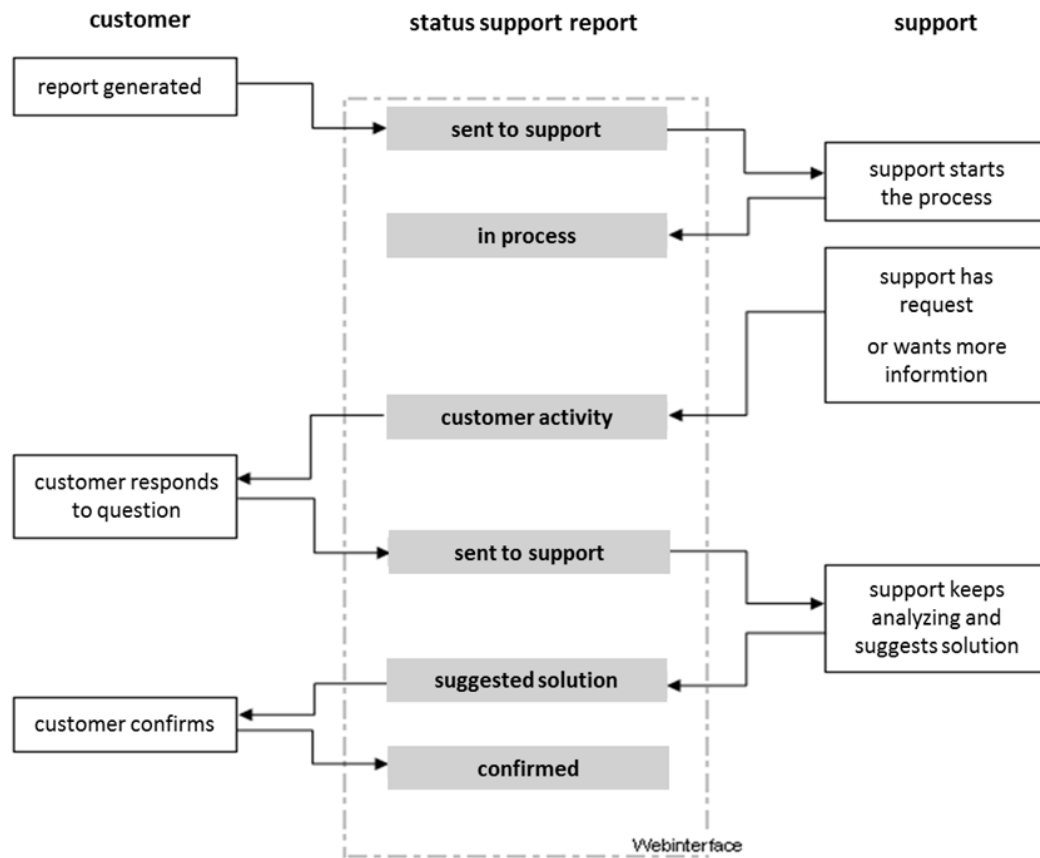


Image 2: Scheme of the support process.

In the following the support process will be explained more closely.

3.1. Login OPUS – Access to support reports

The support portal can be found via following URL:

<https://service.promos-consult.de/message>

Requirements

You are a key-user and an access account was given to you by PROMOS' support department.

You're using the following WebBrowser

- InternetExplorer 6.0/7.0/8.0
- Mozilla Firefox 8x/9x/10x/11x

In case you require access, which wasn't given to you so far, please inform us here:

mailto: sap-support@promos-consult.de

3.2. Acquisition of new support reports

Click on *New Reports* on the left side of the navigation, which will open the surface for generating a support report in a new browser tab.

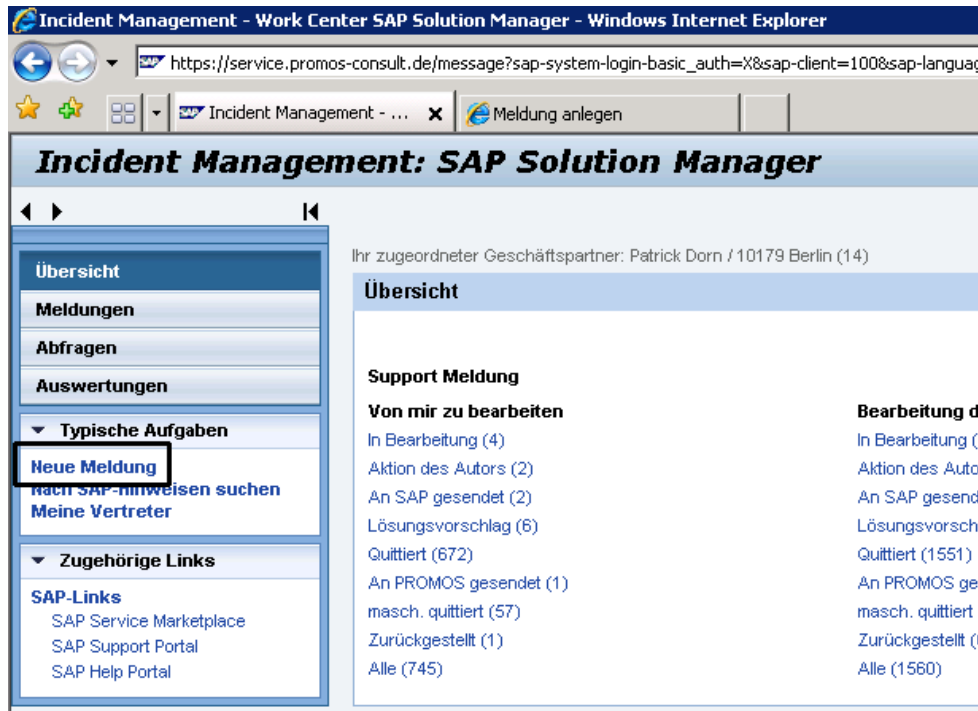


Image 3: Generating new reports.

In order to drop a support report successfully, some information are important:

3.2.1. Choosing the system

Please choose a *system*, which you want to generate a support report for. You can choose from the appropriate systems with help of a selection guide.

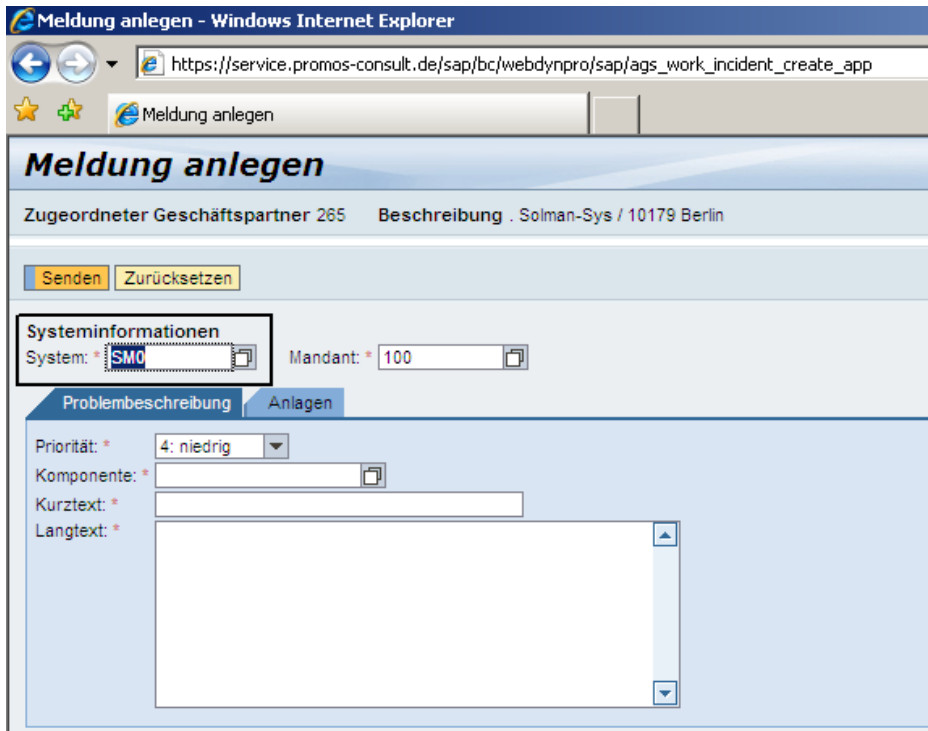
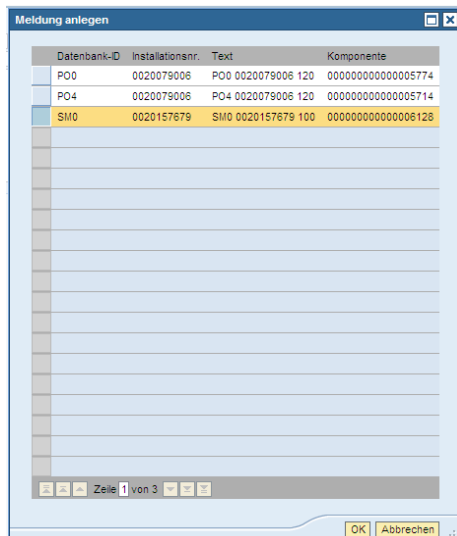


Image 4: Dialogue „generating a report“.



Datenbank-ID	Installationsnr.	Text	Komponente
PO0	0020079006	PO0 0020079006 120	000000000000005774
PO4	0020079006	PO4 0020079006 120	000000000000005714
SMO	0020157679	SMO 0020157679 100	000000000000006128

Seite 1 von 3

Image 5: Choosing the system.

3.2.2. Choosing the priority

Please choose a *priority*. Please keep in mind there are following classifications:

Prio	SAP®-range	Comment
1	Very high	<p>A report with the priority „very high“ is justified, if it comes to very serious restrictions in the usual business process. Work can't be done, which can't be put on hold. This is usually caused by following circumstances:</p> <ul style="list-style-type: none"> ▪ Complete breakdown of a productive system. ▪ Danger to the shortly upcoming start of productive systems or upgrades. ▪ The core business is seriously restricted. ▪ There is no „work-around“ available. <p>This report requires an immediate processing, because the disruption will lead to a substantial loss.</p>
2	High	<p>A report with the priority „high“ is justified, if it comes to serious restrictions in the usual business process. Important work cannot be done. This is caused by a defected or failed functionality of the SAP®-system, that's strongly needed for the current situation.</p> <p>The report requires an early processing, because the continuous dysfunction might lead to a serious disruption of the entire productive business process.</p>
3	Medium	<p>A report with the priority „medium“ is justified, if it comes to restrictions in the usual business process. This is caused by a defected or failed functionality of the SAP®-system.</p>
4	Low	<p>A report with the priority „low“ is justified, if it comes to no or low restrictions in the usual business process. This is caused by a defected or failed functionality of the SAP®-system, which isn't needed on a daily basis or rarely.</p>

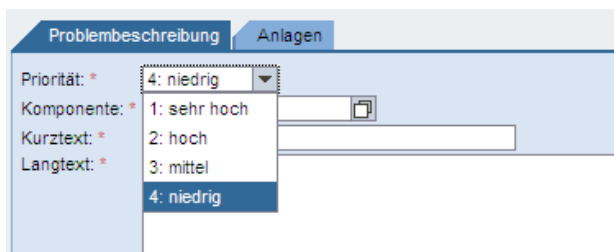


Image 6: Entering the priority.

Caution: Priority 1 should only be used in case of a real deadlock of the system. For example: In case the accounting stagnates and that way **no** accounting can be done, a very high priority is given.

If priority 1 is chosen, following requirements need to be met by the reporting person in order to ensure a quick processing:

1. Report needs to be generated in English.
2. The problem needs to be described precisely, stating the specific data, so that the error can be reset (not detailed information increase processing- and also resolve-time).
3. The reporting person has to be available on the phone 24/7 and has to know English, speaking and writing.

The support of the PROMOS consult is not staffed outside the articulated opening hours (usually Monday-Friday, 7am-7pm, except national holidays). Support reports with priority 1, which come in outside of our opening hours, are forwarded to SAP® directly. The SAP® will give the reporting person a call back within 30-60 minutes in order to discuss further steps to resolve of the problem.

Advice: The PROMOS' support notes corrections of the priority; e. g. if priority 1 is chosen but the reporting person is not available.

3.2.3. Choosing the components

The *component* helps the classification of support reports to subject areas. An automatic call-dispatching takes place via components at the SAP® SE, which makes it possible to forward the support reports depending on the particular subject to the appropriate support team of the SAP® SE for the processing.

A search function via short texts with wildcards can be used in the selection. In addition to that, the 5 last used components can be selected without a new search, as long as they match to the current support case.

Meldung anlegen [Support Meldung]

Zugeordneter Geschäftspartner 14 Beschreibung Patrick Dorn / 10179 Berlin

Senden Zurücksetzen

Systeminformationen

System: * PX1 Ma

Problembeschreibung Anlager

Priorität: * 3: mittel

Komponente: * BC-ABA

Kurztext: *

Langtext: *

Meldung anlegen

Komponentensuche

Komponente: BC

Beschreibung:

Suchen Weiter suchen

Komponente	Beschreibung
AP-ACC-AXR	Accounting Data Export Run
AP-ACC-BCF	Balance Carry Forward Run
AP-ACC-BIS	Balance Sheet and Income Statement Report
AP-ACC-CFS	Cash Flow Statement
AP-ACC-CGA	China Golden Audit Report
AP-ACC-CSF	Cash Ledger Account Foreign Currency Remeasurement Run
AP-ACC-CSH	Cash Ledger Account
AP-ACC-ERD	Accounting Entry Recurrence Definition
AP-ACC-FDR	Fixed Asset Depreciation Run
AP-ACC-FXA	Fixed Asset

Alles expandieren Alles komprimieren

Zuletzt verwendete Komponenten

Komponente	Beschreibung
BC-ABA	ABAP-Laufzeitumgebung
AC-COB	Kontierungsblock

Image 7: Choose component.

Advice: Many problems are concentrated in some few components, which can be entered in the field „component-ID“.

Advantage: The selection of components is simplified.

For the global classification following components can be used:

Real estates:	RE-FX
Technics:	MM-IV
Fin. accounts, ledger:	FI-GL
Controlling:	CO-OM
Autorisation/basis:	BC-AC

3.2.4. Short text

Please fill in a *short text* to the problem. Please keep it brief and informative. This text helps you in the search of your report.

3.2.5. Long text

The *long text* describes the problem more precisely. This text should be more informative, stating the essential details. In order to process the report quickly and targeted, please have following aspects in mind:

- Stating the entire menu trail or transaction-code
- Stating every step made, every option chosen and all enter-/selection data
- Stating the concrete error or the technical error number
- Expectations on error situation (meaning: How should the system have reacted, or which solution data was expected?)
- Is the problem reproducible?
- Is the problem related to particular incidents (networking works, HW-exchanges, etc.)?

You can fasten the processing of reports and reduce questions that way.

3.2.6. Enclosing of attachments

Through the register *attachments* you can forward screenshots, logfiles, etc. with the support report.



Image 8: Adding of data-attachments.

3.2.7. Sending support reports


If all required data is filled in and audited, the support report can be sent with *send*. The report will be entered in the ticket system; you'll be given a response with a report number right away. From now on, this number is a leading criteria.

In addition to that, the system gives an overview on support reports with your problem description and further technical information. Those information are filled in by the system automatically according to the chosen SAP®-system and assist the support.

Meldung anzeigen

Meldungs-ID 0000016134

Unten finden Sie die Details der von Ihnen angelegten Meldung. Sie können eine Kopie für Ihre Unterlagen ausdrucken.

 Meldung 0000016134 erfolgreich angelegt.

Neue Meldung

Meldung 0000016134

PDF-Druckansicht

Priorität	4: niedrig	Geändert von	Solman_Sys - SOLMAN_SYS
CRM-Status	An Support gesendet	Geändert am	17.04.2008 11:01:39
Transaktions-ID	0000016134		
Transaktionsbeschreibung	kein Druck auf LP_ST01_XX_0x45		
Angelegt von	Solman_Sys - SOLMAN_SYS	Geändert von	Solman_Sys - SOLMAN_SYS
Angelegt am	17.04.2008 11:01:39	Geändert am	17.04.2008 11:01:39
Langtext	Beschreibung SOLMAN_SYS 17.04.2008 11:01:37 Sehr geehrte Damen und Herren, der Druck auf o.g. Drucker funktioniert seit heute 10:15 nicht mehr. Der Drucker ist online, kein Papierstau vorhanden. Wir bitten um Prüfung. Vielen Dank. Enni Muster Kontextinformationen: SY-UNAME..... SOLMAN_SYS BSP USERID..... SOLMAN_SYS Systemdaten SOLMAN_SYS 17.04.2008 11:01:38 SY-SYSD SM0 SY-MANDT 100 Installation number 0020157679 System type Production System		

Image 9: Display of the report.

In the overview of support reports (initial screen support portal) a meter, which counts the support report with the status „sent to PROMOS“, raises correspondingly.

Advice: The reporting person of a support report is always our direct contact person for the entire communication. The reporting person also monitors and audits regularly and proactively the process of the support reports in the OPUS-portal. In case the status should change to “customer action” or “suggested solution”, the system sends an automatically generated, informative mail. This is supposed to point out the change of status to the reporting person; the cause of the change of status can be seen in the support portal.

In addition to that, the reporting key-user of the customer and the support of PROMOS consult receive an email with additional confirms of the report receipt. This email looks like:

Sehr geehrte Damen und Herren,
Ihre Anfrage wurde unter folgender Meldungsnummer erfasst:
30000 : FLB3N => DBIF_RSQL_INVALID_RSQL

Bei Fragen oder Ergänzungen diese Nummer bitte stets mit angeben.
Sie können den akt. Status der Supportmeldung im Support-Webportal einsehen.
<https://service.promos-consult.de/message>

Mit freundlichen Grüßen
PROMOS Service & Support

PROMOS consult GmbH
Rungestraße 19
10179 Berlin

Tel.: +49 (0)30-24 31 17 610
eMail: sap-support@promos-consult.de
www.openpromos.com

PROMOS consult Projektmanagement, Organisation und Service GmbH
Sitz der Gesellschaft: Berlin
Amtsgericht Charlottenburg HRB 108478 B
Geschäftsführer: Dipl.-Ing. Jens Kramer , Dipl.-Inf. Volker Schulz

3.3. Report processing via PROMOS consult

PROMOS starts the analysis und search for solution, which is mainly performed in the 1st level support. In case specific knowledge is needed, the call will be forwarded internally to the appropriate team (next support level).

Following teams are available:

- Team FI (components FI/CO)
- Team RE (RE Classic und RE-FX)
- Team Technics (components MM/IH/SD/PS, construction topics)
- Team Development
- Team Data Center
- Team BI/BO/BW

The transfer is flanked to the appropriate team, due to the deposit of a corresponding team, as a responsible processing instance and with an additional intern email. This forwarding is documented for the key-user with a corresponding information text in the call.

Within the team a specialist for the solution is found in short time and starts the process in the call.

The responsible processing worker is transparent to the key-user via the support portal at any time.

3.3.1. Forwarding to the SAP® SE

PROMOS can forward issues to the support of the SAP® SE. PROMOS consult circumscribed or analyzed the cause to this point. Anyways, the particular requirements to the forwarding through PROMOS as a partner of the SAP® SE are considered; the customer is not responsible.

PROMOS carries the entire communication with the SAP® SE.

The key-user can see that a support report has been forwarded to the SAP® in the report status 'sent to SAP®'.

As soon as the SAP® responses with questions ('action of the author' or 'suggested solution'), PROMOS audits those responses and reacts accordingly (transfer of further information or discussion/information of the solution to the key-user).

In this case the status of the call changes automatically from 'sent to SAP®' to 'in process'.

The responsible processing worker receives an information-email on the change of status automatically.

3.3.2. Status ,action of the author'

In the course of the processing an addition of further details might be necessary.

The support of PROMOS consult calls the reporting person or asks for the details in written form per call response. The status of the call changes to 'action of the author' and the reporting person receives an informative email, which informs about the change of status and the required need for action of the customer, automatically:

Sehr geehrte Damen und Herren,

der Status folgender Supportmeldung hat sich geändert:
Die Meldung wurde auf "Kundenaktion" gesetzt. Es sind weitere Fragen
aufgetaucht bzw. bitten wir um Ihre Unterstützung.

Call-Nr.: 30000

Kurztext: FLB3N => DBIF_RSQL_INVALID_RSQL

Status: Kundenaktion

Über folgenden Link gelangen Sie ins Supportportal und können den Grund der
Kundenaktion einsehen.

<https://service.promos-consult.de/message>

Mit freundlichen Grüßen

Support

PROMOS consult GmbH

Rungestraße 19

10179 Berlin

Tel.: +49 (0)30-24 31 17 610

www.openpromos.com

The reporting person logs in into the support portal and examines the new situation of the support report. Depending on the information, the key-user (e. g. reply to questions) responses or confirms the call, if a solution can be confirmed (see chap. 3.4).

3.3.3. Status, suggested solution

As soon as PROMOS consult or the SAP® found a solution, they will be documented in the call. The call consists the status 'suggested solution'; the reporting person receives an email, which informs about the change of status, automatically:

```
Sehr geehrte Damen und Herren,  
  
wir haben zu folgender Supportmeldung einen Lösungsvorschlag erarbeitet:  
  
Call-Nr.: 30000  
Kurztext: FLB3N => DBIF_RSQI_INVALID_RSQI  
Status: Lösungsvorschlag  
  
Über folgenden Link gelangen Sie ins Supportportal und können den  
Lösungsvorschlag einsehen.  
https://service.promos-consult.de/message  
  
Mit freundlichen Grüßen  
-----  
Support  
  
PROMOS consult GmbH  
Rungestraße 19  
10179 Berlin  
  
Tel.: +49 (0)30-24 31 17 610  
www.openpromos.com  
-----
```

The key-user logs in into the support portal and examines the support report.

If the solution is accepted, the key-user confirms the support report, otherwise an appropriate response to the support report will be sent back to the PROMOS support and the processing continues.

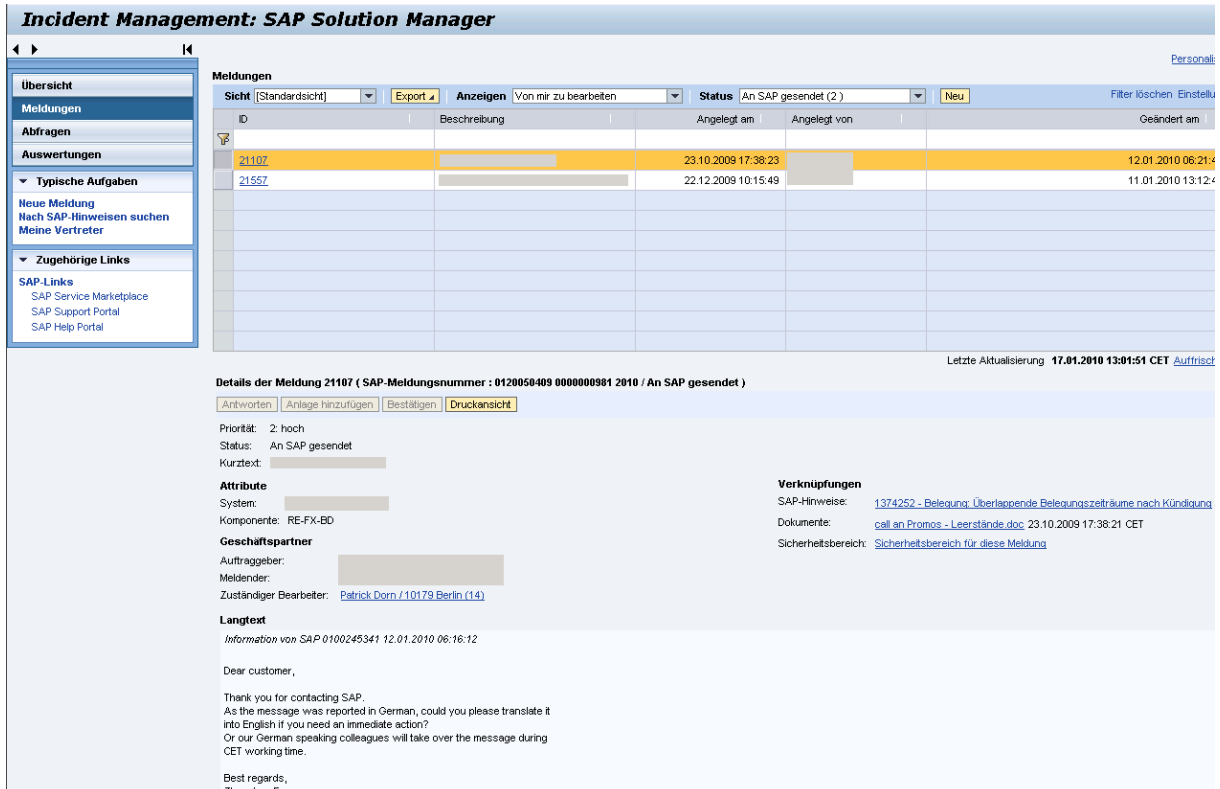
Every response of a customer to a support report, automatically leads to an informative email to the responsible processing worker of the report, which informs about the customers' reaction. The processing worker examines the particular call and passes the further process.

3.4. Display and processing of support reports

You can tell from the initial screen in OPUS if a support report has been sent back to you. This mostly happens, if requests of the support have been asked (status *customer reaction*) or a solution was suggested (status *suggested solution*).

3.4.1. Display of support reports

In the overview you can click on the according link to the particular status and you will receive a list of the support reports and their chosen statuses. Standardly the first line is marked and the content of the report is depicted in the area below the list.



Incident Management: SAP Solution Manager

Meldungen

Sicht: [Standardsicht] Export Anzeigen Von mir zu bearbeiten Status: An SAP gesendet (2) Neu Filter löschen Einstell...

ID	Beschreibung	Angelegt am	Angelegt von	Geändert am
21107		23.10.2009 17:38:23		12.01.2010 06:21:4
21557		22.12.2009 10:15:49		11.01.2010 13:12:4

Letzte Aktualisierung: 17.01.2010 13:01:51 CET Aufrisch

Details der Meldung 21107 (SAP-Meldungsnummer : 0120050409 0000000981 2010 / An SAP gesendet)

Antworten | Anlage hinzufügen | Bestätigen | Druckansicht

Priorität: 2: hoch
Status: An SAP gesendet
Kurztext:

Attribute
System:
Komponente: RE-FX-BD

Geschäftspartner
Auftraggeber:
Meldender:
Zuständiger Bearbeiter: Patrick Dorn / 10179 Berlin (14)

Langtext
Information von SAP 0100245341 12.01.2010 06:16:12

Dear customer,

Thank you for contacting SAP.
As the message was reported in German, could you please translate it into English if you need an immediate action?
Or our German speaking colleagues will take over the message during CET working time.

Best regards,
Zhonghao Fan

Verknüpfungen
SAP-Hinweise: 1374252 - Belegung: Überlappende Belegungszeiträume nach Kündigung
Dokumente: call an Promos - Leerstände.doc 23.10.2009 17:38:21 CET
Sicherheitsbereich: Sicherheitsbereich für diese Meldung

Image 10: List of support reports.

Advice: Key-user aren't authorized to open support reports with the links for 'process-ID' or 'description of the process'. Those links lead key-users and the master key-user to an empty WebDynprp. Therefore, mark the entire line with the button on the left to the priority, which you want to show for display (see following image).



Sicht: [Standardsicht] Export Anzeigen Bearbeitung durch mein Team Status: Lösungsvorschlag (13) Filter lös

Priorität	Vorgangs-ID	Vorgangsbeschreibung	Angelegt am	Angelegt von	Geändert am	Geändert von
2: hoch	16443	Fehlermeldung bei Buchung mit Steuerschl	03.06.2008 16:11:05	GJIRAK	03.06.2008 16:57:54	KKNORR
3: mittel	16439	aktueller Datenstand- HZE	03.06.2008 15:27:46	GJIRAK	03.06.2008 18:49:06	EHOEDKE
2: hoch	16425	Abbruch -Optionssatzermittlung	02.06.2008 14:47:18	JWEIGEL	03.06.2008 15:14:58	JSTIBBE
4: niedrig	16411	Eirichtung Drucker	29.05.2008 19:00:24	FKNUST	03.06.2008 11:23:57	MJAHN
3: mittel	16410	Übernahme ELKO-Auszüge in SAP BK 2060	29.05.2008 16:14:04	JWEIGEL	02.06.2008 14:21:47	MWAGNER

Zeile 1 von 13

Letzte Aktualisierung: 04.06.2008 08:28:08

Image 11: Selection of reports Selection of reports.

3.4.2. PDF-printing view

Support reports can be depicted in an overview as a PDF, opened and locally saved to the harddrive, to use them – if needed- as an attachment to the email.

Approach

Press the button „Printing view“. The support report will be shown as a complete overview with all texts in the current edition.

Afterwards, press the button “PDF-printing view”, to open the data download-dialogue.

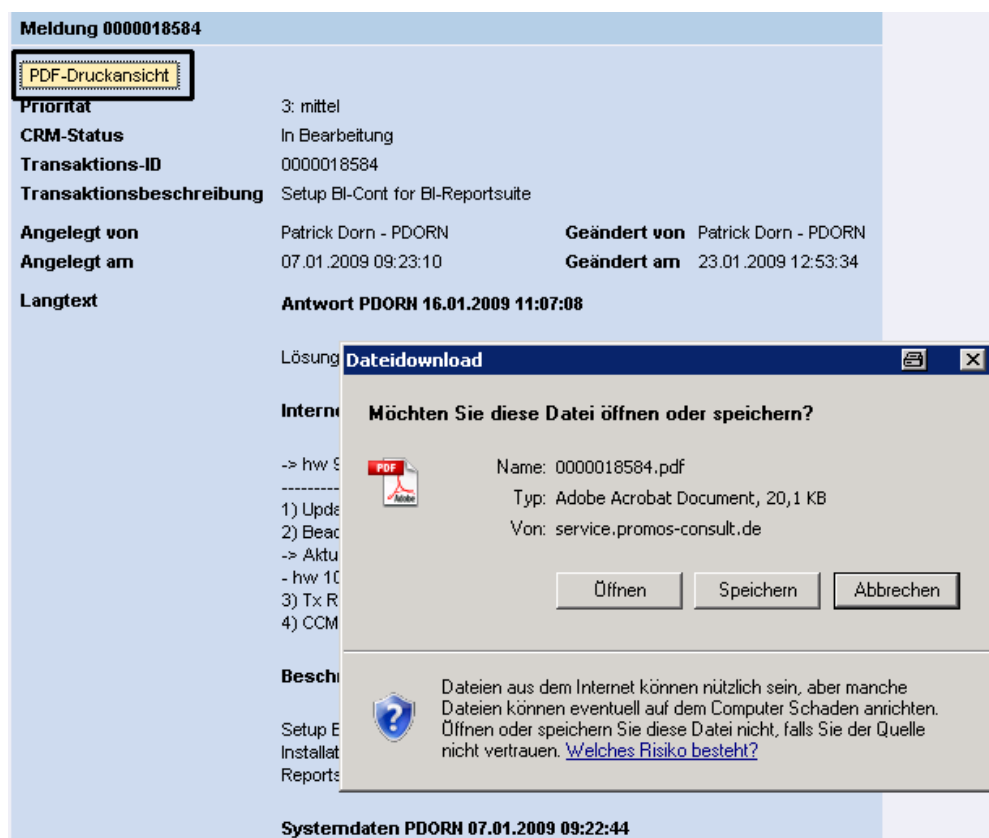


Image 12: PDF-printing view.

3.4.3. Deposition of SAP® login data to security section

In case you need to deposit login data for the SAP®-system, you can do so via the so called security section. This section only grants access to the deposited data to the key-user, PROMOS and the SAP®. Following requirements for the access to the security section need to be met:

Requirements

- You have an S-account for the OSS with corresponding rights
- Your system is installed in SAP® Service Marketplace

Click on the link 'security section for this report'

Details für Meldung 27361

[Druckansicht](#) [Meldung beobachten](#)

Priorität: 3: mittel
 Status: Lösungsvorschlag
 Kurztext: ASSERTION_FAILED WDA

Attribute
 System: SM0 0020157679 100
 Komponente: BC-WD-ABA


Geschäftspartner
 Auftraggeber: [REDACTED]
 Meldender: [REDACTED]
 Zuständiger Bearbeiter: [REDACTED]

Verknüpfungen
 Dokumente: [screenshot+2+-+f.+hasslebacher.docx](#) 23.01.2012 12:04:22 CET
 Sicherheitsbereich: [Sicherheitsbereich für diese Meldung](#)

A login screen for the login to the security section of the SAP® SE for support reports pops up:

Windows-Sicherheit

Der Server "websmp130.sap-ag.de" an "SAP Service Marketplace" erfordert einen Benutzernamen und ein Kennwort.



☐ Anmeldedaten speichern

Now you can deposit login data for the particular system.

"Customer Message Center - sicherer Bereich"

Sicherer Bereich: PROMOS consult Projektmanagement - Berlin (Deutschland)

System Explorer
 Installation
 • (Produktivsystem)
 • (Testsystem)

Installation ändern

Anmeldedaten für (Produktivsystem) -

☒ Sie sehen nur die Kennwörter der Konten, die Sie gepflegt haben. Von anderen Kollegen gepflegte Kennwörter sind verschlüsselt (mit Ausnahme der Super-Administratoren), können jedoch geändert werden.

Benutzer **SAP Router** **Zusätzlicher SAP Router** **Zusätzliche Server (z.B. Firewall)** **Zusätzliche Ansprechpartner** **Zusätzliche Informationen**

Mandant:
 Benutzer-ID:
 Passwort:
 Ablaufdatum: 06.04.2011 23:45

[Sichern](#) [Zurücksetzen](#) [Anmeldedaten anzeigen](#)

Mandant	Benutzer-ID	Passwort	Ablaufdatum	Änderungsdatum	Geändert von
Die Tabelle enthält keine Einträge.					

[Markierten Eintrag ändern](#) [Markierten Eintrag löschen](#)

A detailed guide for the maintenance of login data can be found in the SAP®-advice 508140 „customer reports – login-data of the customer“.

3.4.4. Reply in support reports

Reply without adding attachments

To react to support reports, stated requests or a new situation, you have the opportunity to *reply*.

Requirements

A support request from you exists in the status 'action of the author', 'suggested solution', 'sent to PROMOS' or 'in process'.

Click on *response*.

Now you have the opportunity to generate a reply and save it. With the saving your text will automatically be saved to the support report and this report with the status 'sent to PROMOS' will be sent back to the support of PROMOS for further processing. The responsible support-employee receives an automatic information, will read your reply and react accordingly.

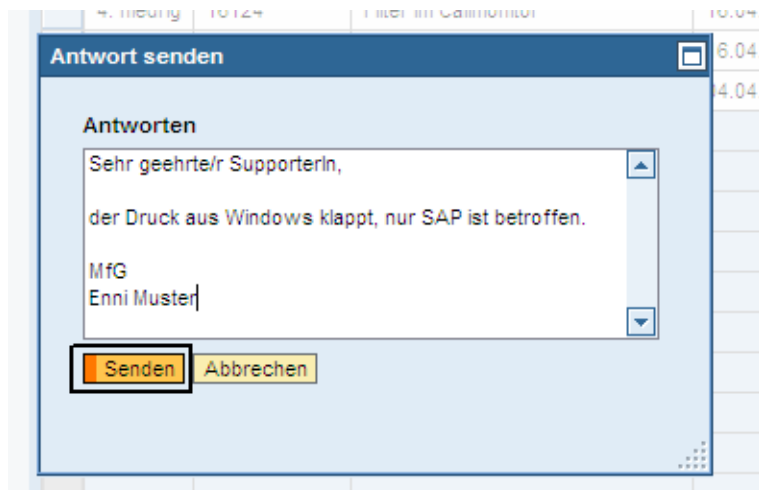


Image 13: Generation of response.

Reply with attachment

If you'd like to support your response with an attachment, you have the opportunity to do so.

Requirements

A support request from you exists in the status 'action of the author', 'suggested solution', 'sent to PROMOS' or 'in process'.

Click on *add attachment*.

The attachment has to be saved to your PC. With the data-selection-dialogue an attachment can be chosen and uploaded.

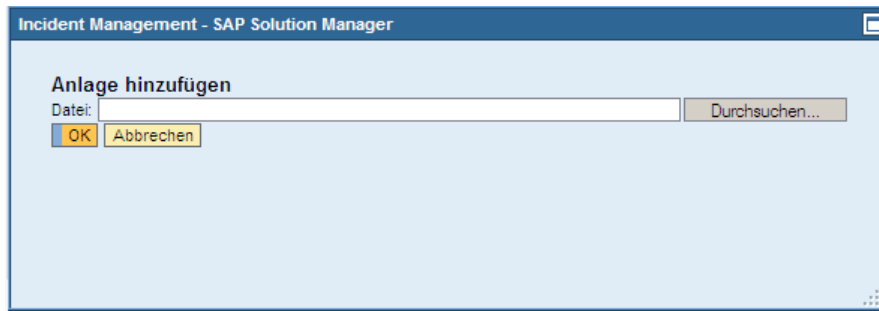


Image 14: Add attachment.

Afterwards, click on *reply*.

Phrase a response and refer to the attachment (data name).

Automatically, the responsible processing worker receives an informative email about the change of status. S/he will examine the support report and pass further processing.

3.4.5. Confirmation of support reports

If a suggested solution is accepted and the problem for the reporting person solved or if a support report is gone out of use, a support report can be confirmed and closed. This report cannot be processed any further.

Requirements

A support report has been sent to the reporting person with the status 'action of the customer' or 'suggested solution'. The support report is selected in the overview-list.

Approach

Click on *confirm*.

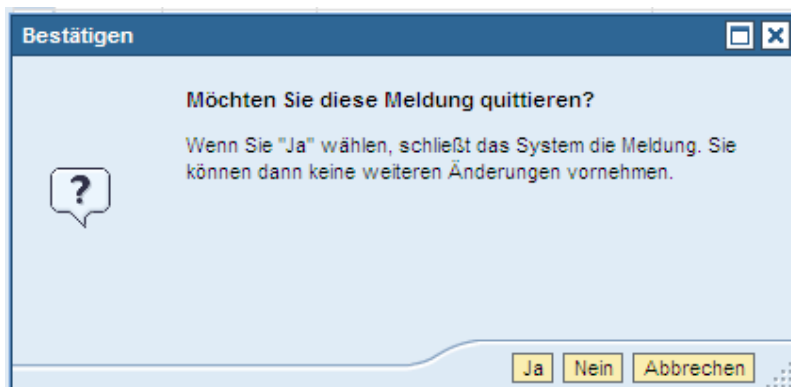


Image 15: confirm report.

Result

The support report is confirmed and completed.

3.4.6. Automatic confirmation of support reports

If a support report is set to *'action of the customer'* or *'suggested solution'* for a longer period and a response or confirmation of the reporting person missed out (my customer), the report confirms automatically. Afterwards, the support report can't be processed any further; a still relevant situation has to be reported once again.

Requirements

A support reports' status is *'action of the customer'* or *'suggested solution'*. There is no reply of the reporting person for following time periods:

Prio 1 = 14 days

Prio 2 = 21 days

Prio 3 = 45 days

Prio 4 = 45 days

Approach

The system status of the support report is examined periodically. If time periods are exceeded the status automatically changes to *'confirmed'*.

Result

The support report is automatically confirmed and completed.

3.5. Reference: every status of a support report + responsibility

Status	Description	Automatic information	Who has to react?
Sent to PROMOS	Initial status of new calls and recurring call status if the customer replies	One-time informative mail to the customer and to the PROMOS support for the confirmation of an incoming report (initial status) Automatic informative mail to the responsible processing worker in customer responses	PROMOS consult
In process	Call is in progress at the PROMOS consult	Automatic informative mail to the responsible processing worker (PROMOS), when the call was sent back from the SAP® to PROMOS	PROMOS consult
Sent to SAP®	Call has been sent to the SAP® SE for further processing	None	SAP® SE
Action of the author	PROMOS asks for support from the customer (reporting person)	Automatic informative mail to the customer (reporting person), who is informed about the change of status	Customer (reporting person)
Suggested solution	PROMOS presents a suggested solution	Automatic informative mail to the customer (reporting person), who is informed about the change of status	Customer (reporting person)
Confirmed	Call has been confirmed by the customer	None	-
Automatically confirmed	Call has been confirmed automatically, because the customer hasn't reacted to questions or suggested solutions for a long time (chap. 3.4.6)	None	-

4. FAQ – frequently asked questions

Why isn't there a function 'log off' in the work center?

Most of the providers of web-services work with cookies, to save a status of session. Cookies can be manipulated, though. Due to that, we waive cookies in our SAP® support portal. All information on the login for the solution manager are deposited to the storage of the particular browser. If the browser is closed, a new login has to take place. A logoff is therefore not required. Shutting down the browser works as well.

Why can't I respond to reports of my colleagues?

The generator or reporting person is the direct contact person for the support of PROMOS consult. Only that person is authorized to process the call. It would add to confusion if any key-user could edit calls of others. This has to be avoided.

Also, a common interest of the progress of a support situation is subordinated; the key-user will regularly examine the calls' status in the portal that way.

In case of a vacation or illness of a reporting person, every call can be transmitted to another key-user (substitute), in order to receive a complete access to the reports. Information for the support of PROMOS about the naming of the calls of the reporting person, which should be transmitted to the substitute will do.

Why do I have to maintain components when generating a new support report?

The SAP®-support uses an automatic calldispatching depending on components, in order to address the matching support team for the particular topic. That's the reason why this is a mandatory field.

The component can be searched for in so called wildcards (e. g. search for *ABAP* in the description, gives all components with ABAP in the description) or typed in directly (e. g. RE-FX for the flexible real estate management). In addition to that, a history of the 5 last chosen components is available; those can be used right away without a new search.

In any case, those components are audited by the support of PROMOS and –if needed- corrected, if the issue has to be forwarded to the SAP®. See advice from chap. 3.2.3 in this guide.

Attachment: List of key-users

Name of employee	Email address	Phone number	Department
Max Mustermann	max.mustermann@firma.de	Office 030-243117-22 Mobile 0177-7979722	Accounting/ Controlling