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.

🕘 Welco	ne to the SAP Se	rvice Marketplac	e - Microsoft Interne	t Explorer provided b	y Business Objects I	E6 SP	1 V.09.06	
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	The SAP : One s	Service Marketplace co	ntains a variety of target	group specific internet port	tals that enable true collab	oration QU	among SAP, its customers and partners. ESTIONS REGARDING LOGIN? Eorgot password/user ID? New User? Register here! Get assistance in the FAQ section Benefit from Single Sign-On Inc.	I
	Bu As Fila cur > <u>Bu</u> Thu Ent	isiness Objects Cu of July 7, 2008 you wi sh Player) and find out rently being sent to all isliness Objects En e main point of contact terprise Technical Assu	stomers & Partners: Il benefit from the integrat more in the <u>overview pre</u> current named users and terprise Support in 1 with Business Objects sup rance.	Welcome to the SAP ion of Business Objects Sup sentation (Adobe PDF file, a primary contacts. In case y the SAP Support Port oport for customers and par	Support World! pport into SAP's Service an 2,380 KB). To log on to SA you urgently need access t tal rtners with	d Supp P Supp to the S >	ort Infrastructure. <u>Watch the SAP Service Marketplace demo video</u> (29,7MB; download <u>Adobe</u> ort Portal you need an S-user ID and password. A letter with your personal log on data is AP Service Marketplace, please <u>contact your Customer Service</u> . <u>Crystal Reports and Xcelsius Support</u> Where all Crystal Reports and Xcelsius customers receive free technical support.	I
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3. Enter your S-User ID and password and click "OK".



4. Click "OK" on digital certificate.

Identifi	ication		
⚠	The Web site yo identification. P	ou want to view requests lease choose a certificate.	
	Name	Issuer	
		More Info	Certificate
		<i>a</i>	

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



6. Click OK on the following screen.

The web site you wan't to view requests identification. Please choose a certificate.

20

Choose a digital certificate

Identification

- 7. 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 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 Product Error - Customer Messages - Microsoft Internet Explorer provided by Business Objects IE6 💽 🕞								
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	AAA - dshdshwe	0020187823	lest value	contract vvalidort (0000203069)				

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**.

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HOME Help & Support Downloads Keys 8	Requests Data Administration Maintenance & Services SAP Support Infrastructure Release & Upgrade Info Knowledge Exchange	
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Report a Product Error - Customer Messages Search Messages Dicolay my Messages	Choose System Prepare Solution Search Find Solution Enter Message	
Display my messages Documentation	Back Continue	0
How to Speed up a Message	Prepare Solution Search based on data for system BOB	
Positive Call Closure Media Library	Search term (e.g. keywords, transaction, program name) *	
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Copyright Privacy Imprint	Language English 💌	
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10. If you do not see any Notes pertaining to your question click on Create Message.

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Media Library	ACE ACE Views ACE	190	4 SAP Not	tes found (ba	sed on selected s	ystem)					
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	VIEWS ALL RAPID ACE	7	0.330		1188894	What metho	ds can be used to un	lock LACSLink? - Troub	leshooti 05	-20-2008	
	• <u>CASS</u>	8	0.460		1191062	What is the	difference between t	he Postalsoft Diversifie	d Di 05	-20-2008	
	DQKBArchive	9	0.520		1192870	Where to fin	d the CASS certification	te - ACF	05	-20-2008	

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.

	Welcome, BOSAP AMERICAS Search	dvanced Searc
Soff off Follow	my Profile my Inbox my Favorites Quick Links Sitemap Other Portals	Glossary Help
HOME Inclp & Support Downloads Keys 8 Search for SAP Notes Request Help Report Market SAP Notes Request Help Report For are here: Search Messages Documentation How to Speed up a Message Positive Cal Closure Media Library Learning Map Quick Link Information Access this topic directly at http://service.sap.com/message	my rote my rote Queck my rote Queck my rote Queck my rote Requests Data Administration Maintenance & Service: SAP Support Infrastructure Release & Upgrade Info Nowledge Exchange Product Error Connect to SAP Look up Support Center Addresses A Product Error Connect to SAP Look up Support Center Addresses A Product Error Connect to SAP Look up Support Center Addresses A Choose System Prepare Solution Search Find Solution Enter Message Reporter Bock (Save Message) Send Message Print Message Administration Affected System System D / Name BOB / Net System D / Name BOSAP AMERICAS (Test value contract)) System D / Name BOB / Net Statis Not saved yet Instaliation No / Name BOB / Net Product Version BOB / Itert Solution (ERIC) Product Version BOB / Itert Name	dd to Pavorite
Copyright Privacy Imprint	Business operations are affected. Database Technical Usage Type. No technical usage types available Changed on 07-02-2008 by Hans Anmer (\$0000315119) Connection Status ************************************	
	Problem Details	
	Short Text *	
	Long Text * Specify the following details: Did the scenero work before? If yes, when did problem start to occur? Vere any changes and Attach any relevant trace logs, screenshots or and logs for core dumps. Please makes sure sourd System Information in the Please makes sure sourd System Informa	the le to the errors e SAP

- 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

https://websmp230.sap-ag.de - Component selection - Microsoft Intern	et Explorer provided by Business Objects 📃 🗖 🔰
BOJ-EIM-COR Search Reset Cancel	
1 matching entry found	
SAP Component Hierarchy	
▼ BOJ - SAP Business Objects	
BOJ-BIP - Business Intelligence Platform	
BOJ-DEV - Development of custom applications using the SDKs	
 BOJ-EIM - Enterprise Information Management 	
 BOJ-EIM-COM - Desktop Mailer, Business Edition, Presort, Printform, Labels 	
 BOJ-EIM-COR - ACE, DataRight IQ, Match/Consolidate, IACE, FirstPrep 	
 BOJ-EIM-DEP - DQXI Data Insight eDQ Infa SAP Siebel PSFT Oracle Rapid Lib 	
BOJ-EIM-DF - Data Federator	
 BOJ-EIM-DI - Data Integrator, Text Analysis, Data Services 	
BOJ-EIM-DS - Data Services, Fazi/Fuzzy	
BOJ-EIM-MD - Metadata Manager and Composer	
BOJ-EIM-RMA - RapidMarts, BOW	
BOJ-EPM - Enterprise Performance Management	
BOJ-ERQ - Enterprise Reporting and Query Analysis	
BOJ-TST - DO NOT USE - SAP Business Objects Test Component	
XX-SER - Service Messages	

- 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**.