

Tips and Tricks

This document is to help classic Data Quality/Data Integrator/Firstlogic customers navigate the new Business Objects SAP website. The information included in this document is subject to change.

Overview of the SMP Service Market Place

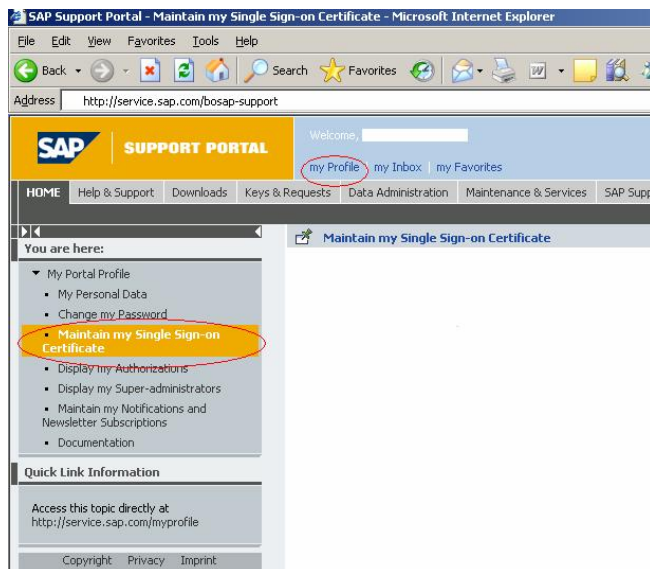
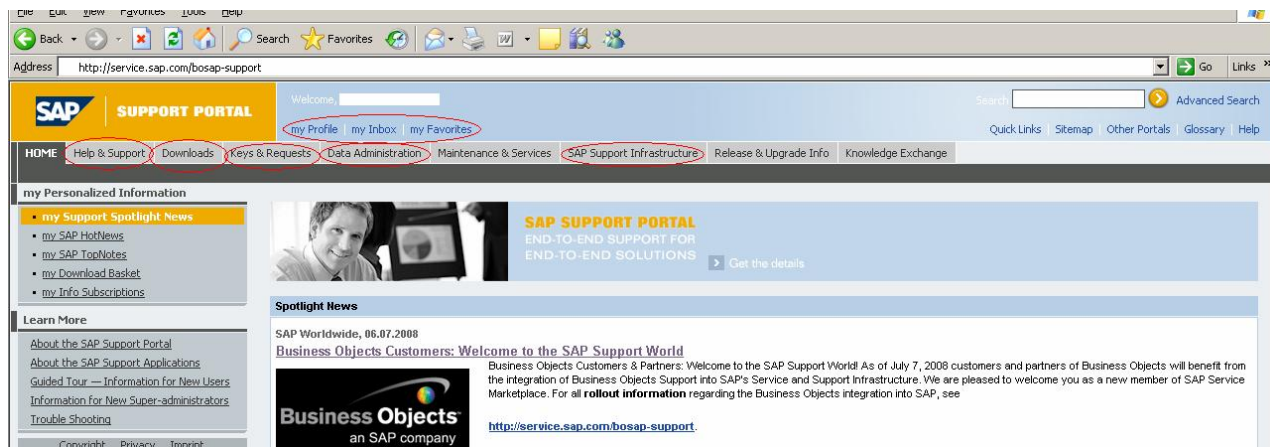
<http://Service.Sap.Com>

OR

<http://service.sap.com/bosap-support>

Several areas that will mainly be used will be:

- **Help & Support**
- **Downloads**
- **Keys & requests**
- **Data Administration**
- **SAP Support Infrastructure**
- **My Profile, My Inbox, My Favorites**



All users should maintain a Single Sign-on Certificate on their machine.

This will prevent having to log into the website several times.

To setup the Single User Sign-on click on **My Profile** at the top of the page, click on **Maintain My Single Sign-on Certificate**.

Key areas of Help & Support

The screenshot shows the SAP Support Portal interface in Microsoft Internet Explorer. The browser address bar displays <http://service.sap.com/bosap-support>. The page header includes the SAP logo and 'SUPPORT PORTAL' text. A navigation menu at the top contains 'HOME', 'Help & Support', 'Downloads', 'Keys & Requests', 'Data Administration', 'Maintenance & Services', 'SAP Support Infrastructure', 'Release & Upgrade Info', and 'Knowledge Exchange'. The 'Help & Support' tab is active, and a sub-menu below it shows 'Search for SAP Notes', 'Request Help', 'Report a Product Error', 'Connect to SAP', and 'Look up Support Center Addresses'. The 'Search for SAP Notes' option is selected. The main content area is titled 'SAP Notes Search' and includes an 'Extension of Notes Database' section, a search input field with a 'Number' label, and a 'Search options' section with a 'Used Template' field set to 'no template used' and a 'Load Template' button.

Under the **Help & Support** tab there are 3 helpful areas for support.

Search for SAP Notes – this is a simple knowledge base search of related articles to help users resolve software issues or technical questions.

Request Help – this area links to SAP forums. When using these forums all of the Data Quality/Data Integrator/Firstlogic products will be under **Business Objects Enterprise Information Management (EIM)**. Users can post questions or topics for discussion among other users and SAP staff. This area is not necessarily monitored by technical support staff.

Report a Product Error – This area is to log a support message or case for Technical Support **see additional doc “Creating SAP Message.pdf”

Downloads

There are a few files available on the download site at this time such as the EWS, Mail Direction, and SSN files. Click Downloads, click Business Objects Downloads. Available files located on the left side of the window.

All other files, until further notice will be available on the Business Objects ESD site -

<https://businessobjects.subscribenet.com/control/bobj/login>

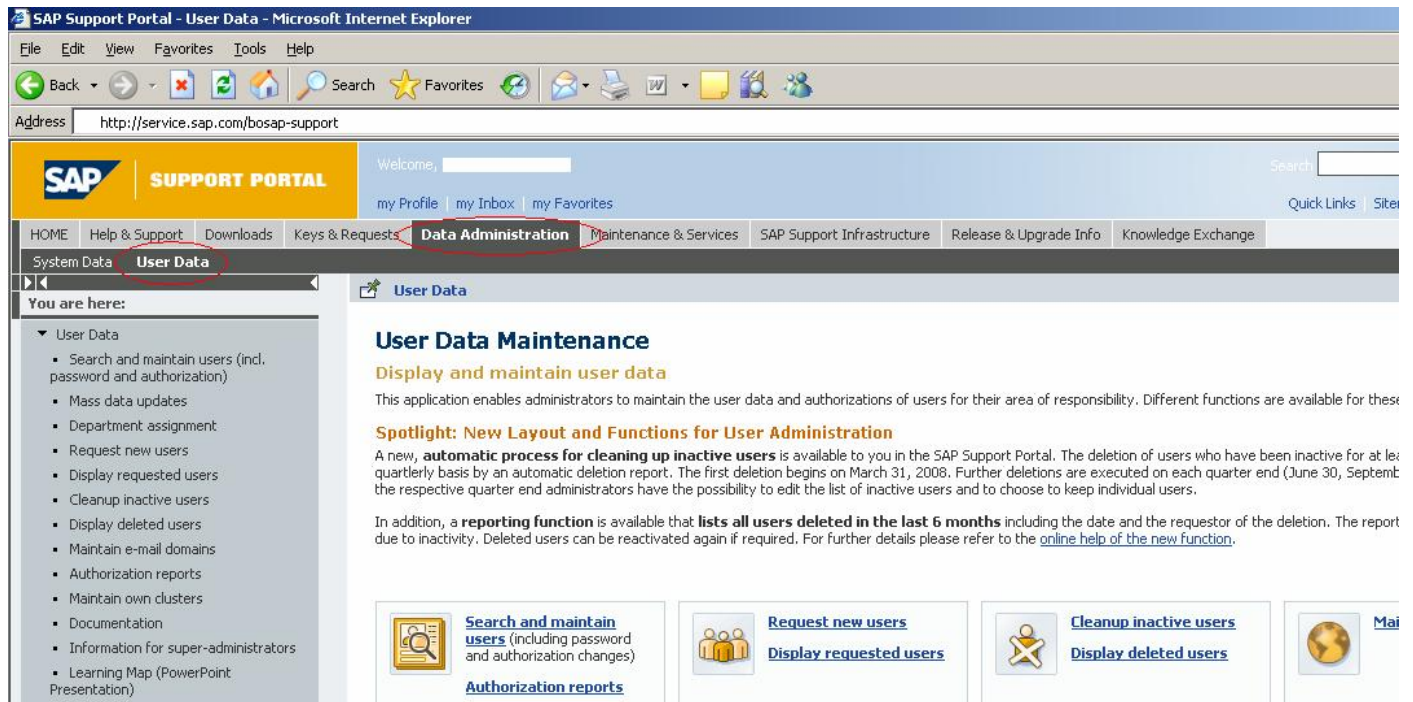
The screenshot shows the SAP Support Portal interface in Microsoft Internet Explorer. The browser address bar displays <https://websmp201.sap-ag.de/support>. The page header includes the SAP logo and 'SUPPORT PORTAL' text. A navigation menu at the top contains 'HOME', 'Help & Support', 'Downloads', 'Keys & Requests', 'Data Administration', 'Maintenance & Services', 'SAP Support Infrastructure', 'Release & Upgrade Info', and 'Knowledge Exchange'. The 'Downloads' tab is active, and a sub-menu below it shows 'SAP Software Distribution Center', 'SAP Installations & Upgrades', 'SAP Support Packages', 'Business Objects Downloads', 'Database Patches', 'Download Basket', and 'Additional Download Info'. The 'Business Objects Downloads' option is selected. The main content area is titled 'Business Objects Downloads' and includes a section for 'US Postal Services and Data Quality Supplemental Files'. This section contains a list of files: 'Early Warning System (EWS) Directories', 'Mail Direction File', and 'Social Security Number (SSN) File'. Below the list, there is a note about licensed customers finding 'Address Directories' and a link to 'service.sap.com/installations'. The left sidebar shows a navigation tree with 'Business Objects Downloads' expanded, and 'US Postal Services and Data Quality Supplemental Files' selected.

Keys & Requests

Keys & Request will only need to be used if new products or add-ons are purchased that require keycodes. Further documentation is available from technical support if keys are needed.

Data Administration

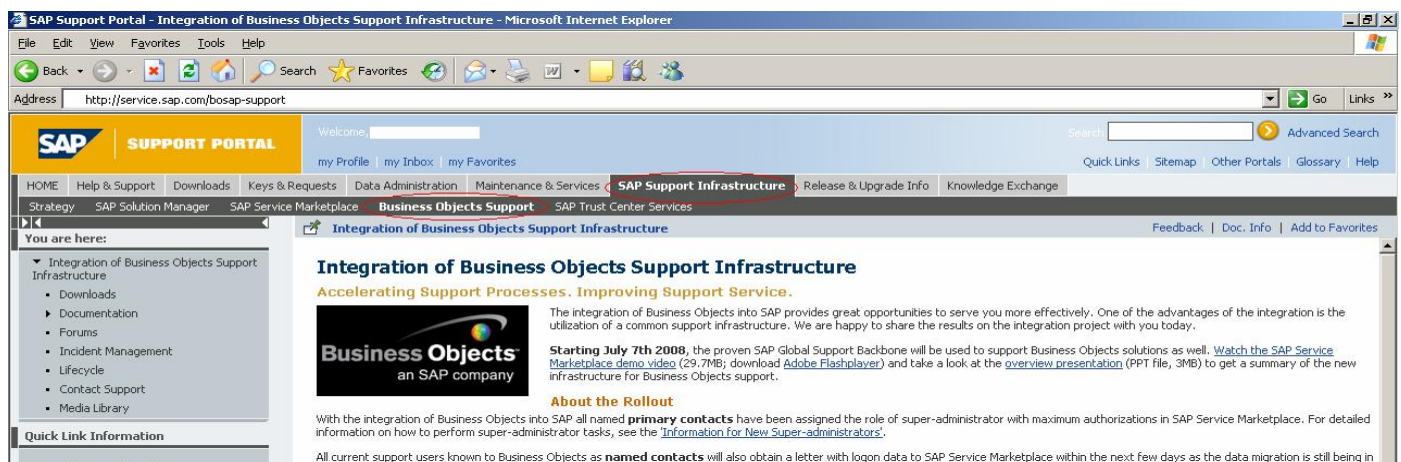
Each company has an administrator assigned which will be allowed to add or delete users, change or add authorizations such as download rights, reset passwords, ect. To access Administrative options go to **Data Administration**, click on **User Data** on the left side of the window. This will give options available for the administrator.



The screenshot shows the SAP Support Portal interface in Microsoft Internet Explorer. The browser address bar displays <http://service.sap.com/bosap-support>. The page header includes the SAP logo and "SUPPORT PORTAL". A navigation menu at the top contains links for HOME, Help & Support, Downloads, Keys & Requests, **Data Administration**, Maintenance & Services, SAP Support Infrastructure, Release & Upgrade Info, and Knowledge Exchange. The "Data Administration" tab is active, and the "User Data" sub-tab is selected. The left sidebar shows a tree view with "User Data" expanded, listing various functions like "Search and maintain users", "Mass data updates", and "Request new users". The main content area is titled "User Data Maintenance" and includes a description of the application's purpose, a "Spotlight" section about a new automatic process for cleaning up inactive users, and a "reporting function" for listing deleted users. Below the text are four icons with corresponding links: "Search and maintain users", "Request new users", "Cleanup inactive users", and "Display deleted users".

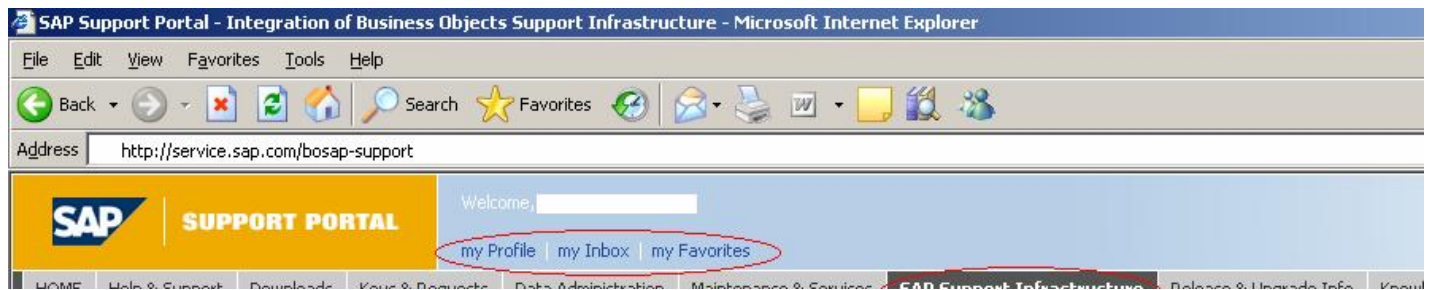
SAP Support Infrastructure

Under the **SAP Support Infrastructure** tab, click **Business Objects Support**. This page contains Documentation, User Guides, InfoSource along with many other useful information and links.



The screenshot shows the SAP Support Portal interface in Microsoft Internet Explorer. The browser address bar displays <http://service.sap.com/bosap-support>. The page header includes the SAP logo and "SUPPORT PORTAL". A navigation menu at the top contains links for HOME, Help & Support, Downloads, Keys & Requests, Data Administration, Maintenance & Services, **SAP Support Infrastructure**, Release & Upgrade Info, and Knowledge Exchange. The "SAP Support Infrastructure" tab is active, and the "Business Objects Support" sub-tab is selected. The left sidebar shows a tree view with "Integration of Business Objects Support Infrastructure" expanded, listing various resources like "Downloads", "Documentation", and "Forums". The main content area is titled "Integration of Business Objects Support Infrastructure" and includes a sub-heading "Accelerating Support Processes. Improving Support Service." Below this is a "Business Objects an SAP company" logo and a text block explaining the integration of Business Objects into SAP, mentioning a rollout starting July 7th, 2008, and providing links to a demo video and an overview presentation. At the bottom, there is a section titled "About the Rollout" with further details.

My Profile, My Inbox, My Favorites



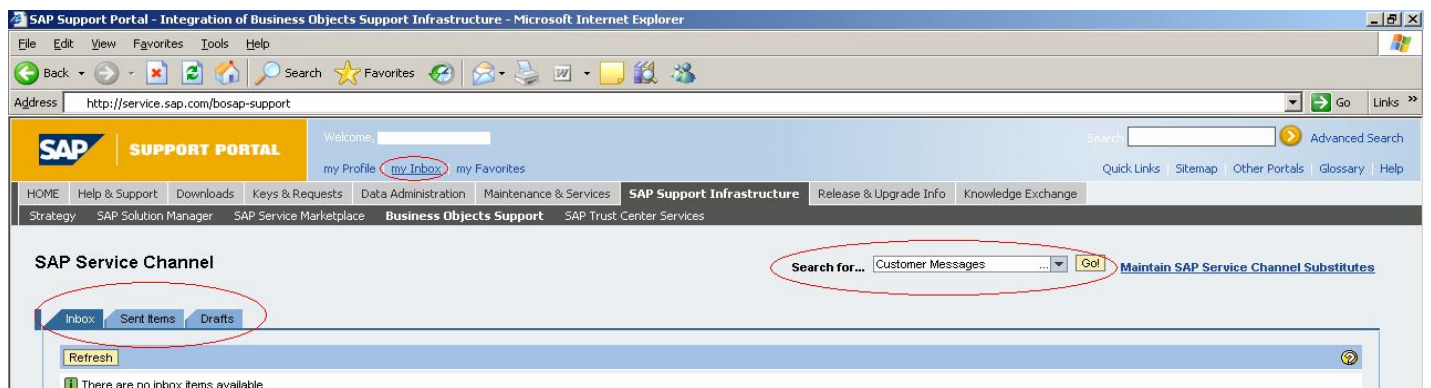
My Profile

Each user can update their information such as email address or phone number. This ensures that technical support can reach users in a timely manner.

My Inbox

Under the Inbox users will have three tabs – **inbox**, **sent items**, **drafts**. These contain messages or cases that are in progress between a user and technical support. Drafts contain messages that you may still be working on but have NOT been sent to technical support.

This area also contains a **Search for message** option to view past messages or cases.



My Favorites

Throughout the website you may find areas that you want to bookmark for a later time. You can add an area to your favorites by clicking on **Add to Favorites** on the right side of the screen. This can later be accessed under **My Favorites**.

