

Perfect Incident

SAP Inside Track Buenos Aires

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CUSTOMER



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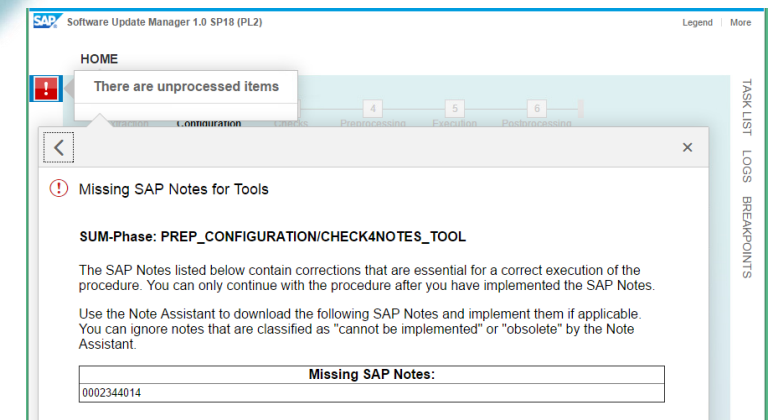
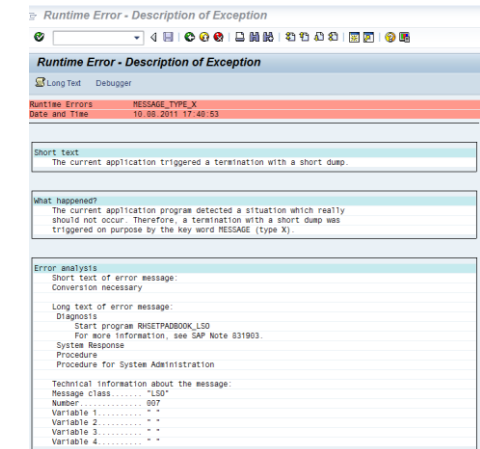
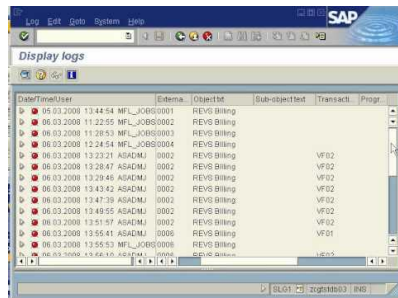
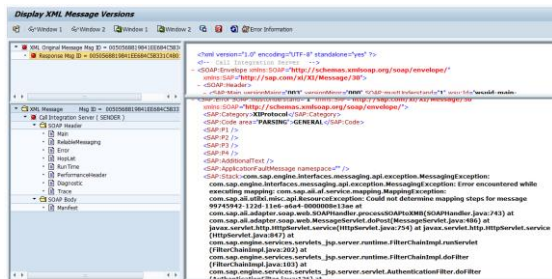
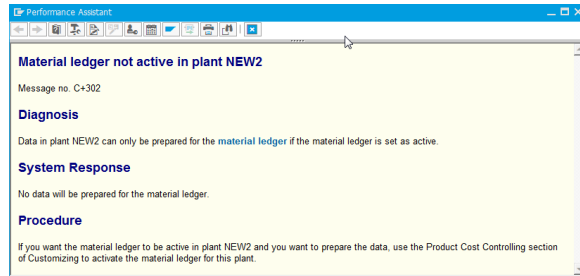


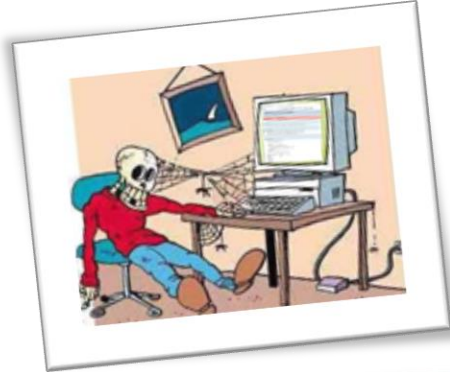
@poblet_daniel



Introducción

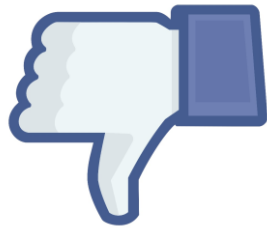
- Durante los Proyectos de implementación de SAP, o durante la operación diaria, pueden encontrarse errores en los productos de SAP.





Crear un incidente de Soporte SAP

- Para encontrar la solución a estos errores aislados y que raramente ocurren, podemos recurrir a la creación de un incidente. (OSS)

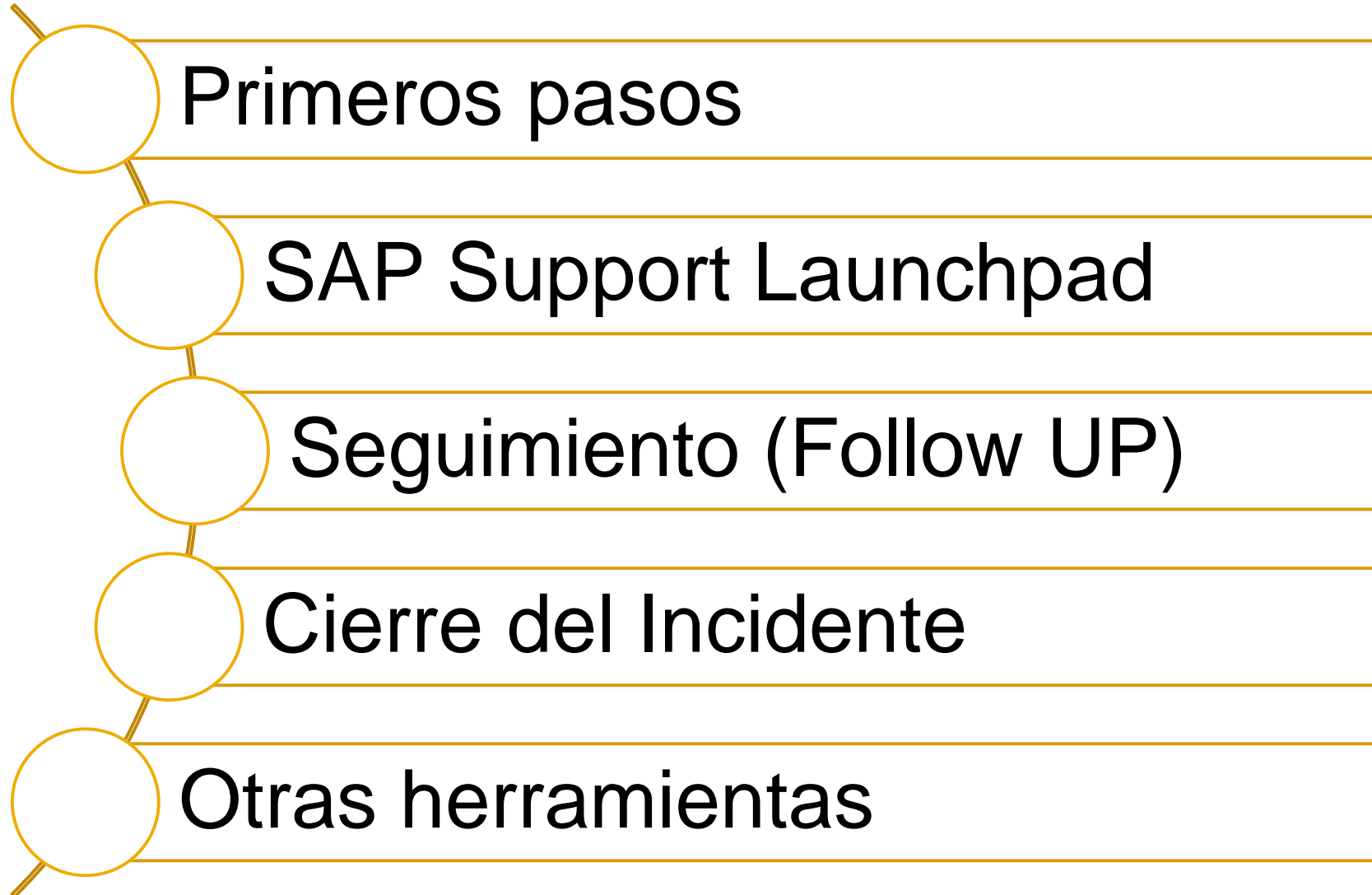


- La creación de un incidente, suele ser una tarea poco feliz para algunos consultores (y mucho mas para desarrolladores), que en ocasiones prefieren evitar.



- El objetivo de esta presentacion es darles algunos consejos para simplificar este proceso.

Agenda



Primeros pasos

Primeros pasos

Obtener un S-USER

- Para abrir un incidente se necesita un usuario S (S-USER) relacionado con la instalación del cliente.
- Solo un usuario Administrador de la instalación puede administrar estos usuarios (nota **1271482**)
- Con este usuario se puede acceder a la base de notas y KBA de SAP.
- El S-USER permite también descargar software, registrar objetos, administrar las conexiones, acceder a documentación, etc.



Primeros pasos

Replicar el incidente

- De ser posible es ideal replicar el incidente en un entorno de desarrollo o test para facilitar su resolución y acceso.
- De solo suceder en un entorno productivo, se debe autorizar explícitamente a SAP a realizar dicho análisis.

Aislar e Identificar el/los errores

- En el caso de que se detecten 2 errores diferentes, también se deberá abrir 2 incidentes en SAP.



SAP Support launchpad

SAP Support Portal Home – <http://support.sap.com>

SAP My Support ▾ Release, Upgrade & Maintenance ▾ Tools ▾ Offerings & Programs ▾ SAP Solution Manager ▾ 日本語

SAP Support Portal Home

Search for Answers

Welcome to the SAP Support Portal. Search for SAP Notes, SAP Knowledge Base Articles, SAP Community content and more.

 [Search](#)

[Access Expert Search](#)

[Contact Us](#)

SAP ONE
Support
Launchpad

Report an
Incident

View
Incidents

View SAP
SuccessFac
Incidents

Download
Software

Manage
Users


Request
Keys


Manage
Remote
Connections


Search
Product
Documentati


View Cloud
Status
Dashboard


Creación de un incidente – SAP Support Launchpad


 SAP Incidents


Knowled... 


Perfect Incident message 








 Step 1 – Before you report an incident


 Step 2 – Use the filter criteria offered


 Step 3 – Report an incident using the guide you through the process.


 < SAP ONE Support Launchpad


Knowle... 


perfect incident message 














 50 SAP Notes & KBAs


 63 SAP Answers




 13 SAP Community Wiki

 1740 Support Portal

 0 Help Portal

 10 SF Community

Component Type Priority Category Release Date (Last 5 Years) 

English (50)   

Results filtered by Release Date. Click here to see all 51 results unfiltered.

☐

[2356620 - How to create the perfect incident for CA-DMS](#)
You want to create a support **incident** for Document Management on component ... you need to provide in the **incident**. 1. Before creating the **incident** 1. Go to the DMS ... common issue. 2. When creating the **incident**, you will be given the ... the Component Specific Questions section during **incident** creation. 5. Respect **incident's** priorities , as described in ... select the correct component for your **incident**. Creating the **incident** in the wrong component can ... commonly used for analyzing a RCP **incident**. R/3 service
CA-DMS 03.10.2016 SAP Knowledge Base Article



☐

[2492984 - How to create the perfect incident for Posting, Clearing and Taxes components](#)
You want to create a support **incident** for Posting, Clearing and Taxes ... you need to provide in the **incident**. In order to further investigate ... the following details provided in the **incident**: System landscape: Inform the name (... a written authorization (directly in the **incident**) to post a document (or ... add logon data securely to an **incident** - SAP Support Portal Steps to ... behavior. 2358000 - How to create the **perfect incident** for FI/CO component and ..., report, bapi, withholding, general ledger, accounting, **incident**,
FI-GL-GL-A 21.06.2017 SAP Knowledge Base Article

☐

[2255693 - How to create the perfect incident for PP component and subcomponents](#)
You want to create a support **incident** for Production Planning and Control ... you need to provide in the **incident**. 1. Before Creating the **Incident** Go to the Production Planning ... a common issue. When creating the **incident**, you will be given the ... the Component Specific Questions section during **incident** creation, which will provide you with additional valuable information. Respect **incident's** priorities , as described in ... select the correct component for your **incident**. Creating the **incident** in the wrong
PP-BD 25.04.2017 SAP Knowledge Base Article ★★★★★

[2491971 - Requested issue on CENTRAL FINANCE - how to create a perfect incident](#)
You want to create a support **incident** for SAP Central Finance and ... you need to provide in the **incident**. 1. Before Creating the **Incident** Searching for SAP Help

Contact SAP Support  

Creación de un incidente – SAP Support Launchpad

✓ Which of your systems or products is affected?

For guidance on the correct selection of product/installation for Cloud incidents, please refer to [KBA 2379404](#)

Your recently used systems/products

No data

Your favorite systems/p

Or search for another system or product for which you are authorized

Product

SAP SOLUTION MANAGER

Installation

Solution Manager

System/Product

Enter optional search term (for example, CRM, learning,

System ID	System Number	System Type	Description	Installation	Customer
PRO	311876325	PROD	SAP SOLUTION MANAGER 7.0 / Solution Manager - Producción	Solution Manager	
PRD	11790201	PROD	SAP SOLUTION MANAGER 7.1 / Solution Manager - Producción	Solution Manager	
SOD	11796871	DEVELOP	SAP SOLUTION MANAGER 7.1 / Solution Manager - Desarrollo (LM)	Solution Manager	
DEM	11687507	DEMO	SAP SOLUTION MANAGER 7.1 / Solution Manager - Sandbox	Solution Manager	
TRA	11952921	TRAIN	SAP SOLUTION MANAGER 7.0 / Solution Manager	Solution Manager	

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Creación de un incidente – SAP Support Launchpad

> Which of your systems or products is affected?



Connections are currently closed or System Access data has not been maintained for the selected System. To speed up incident processing, please correctly maintain your Remote Connections for the selected System. Please also ensure that correct user roles are provided and that these roles are identical to where the reported error occurred.

System/Pr... POP - Solution Manager - Producción



Access Data Missing



Connection Close

Tip!



Creación de un incidente – SAP Support Launchpad

Provide Incident Details

*Language	English	▼
*Priority	Medium	▼
*Subject	Very High	
*Description	High	
	Medium	
	Low	
		▼
*Component	Select a component...	🔗



Usar prioridad Very High solo si

- Un Sistema productivo se encuentra caído.
- Existe riesgo de detener un go live cercano.
- El negocio principal del cliente está siendo afectado seriamente.
- No existe un workaround.

Es requisito Incluir datos de contacto 24x7 y cumplir todos los pre-requisitos.

Solo para Enterprise Support, Active Embedded o MaxAttention

Creación de un incidente – SAP Support Launchpad

Provide Incident Details

*Language English

*Priority Medium

*Subject Error occurs when creating a perfect incident

*Description

BLA BLA BLA BLA

Step 1 – Enter transaction FB01
Step 2 – Select Company Code “1000”
Step 3 -
Step n

*Component Select a component...

Seleccionar un título claro

Evitar el uso de “How To”

Explicar el incidente en forma detallada

Incluir un paso a paso para reproducir el incidente

Tip!

Creación de un incidente – SAP Support Launchpad

Seleccionar el componente adecuado

Provide Incident Details

*Language English

*Priority Medium

*Subject Error occurs when creating a perfect incident

*Description

BLA BLA BLA

Step 1 – Ent

Step 2 – Sel

Step 3 -

Step n

*Component FI-AR

Select a Component

FI-AR

68	68	16
Personalized	All Components	Search Result
FI-AR-AR Basic Functions		
FI-AR-AR-A Posting/Clearing/Special General Ledger		
FI-AR-AR-C Dunning/Interest		
FI-AR-AR-D Reporting/Display/Credit Management		
FI-AR-AR-E Archiving		

Cancel

- Utilizar el componente correcto agiliza el tiempo de resolución del incidente.
- Si no sabe cual usar, utilice el que mas aparece como resultado de las búsquedas de notas y KBA.
- La nota 36677 - Structure of components for customer incidents contiene el detalle de los componentes disponibles.

Creación de un incidente – SAP Support Launchpad

Business Impact

Pending Going Live or Upgrade Is at Risk Yes
GoingLive/Upgrade Date 12.08.2017
Core business processes are affected and are at serious risk Yes

Description of Business Processes with Business Impact:
Payment Transactions are duplicated causing an daily loss of 50 minions dollars

Detallar el impacto en el negocio

Would you like to share a document with SAP?

+ Add Attachment

File Name Description

Add a New Attachment

Note: File size cannot exceed 30MB

Upload File: Browse...

File Description:

☐ Contains Personal or Confidential Data

Add Cancel

Adjuntar la documentación

Algunos componentes requieren información específica

Additionally, with whom can we get in contact?

Name	E-Mail	Role
SAP Support Launchpad - Customer Support	customer.support@sap.com	REPORTER
		24HOUR
		Contact description...

Completar los datos de contacto

Enviar a SAP mediante el botón “Submit”

Seguimiento (Follow Up)

Seguimiento

- Los tiempos de proceso pueden ser mas largos que lo esperado.
- Acelerar un incidente está a sólo un llamado de distancia.

Argentina 0800 444 1284

- SAP Note 1281633 - Speed Up Processing of a Customer Incident.
- Realizar los pasos indicados en la respuesta y responder acorde a lo solicitado en el incidente.
- Mantener el incidente activo para evitar la confirmación automática.



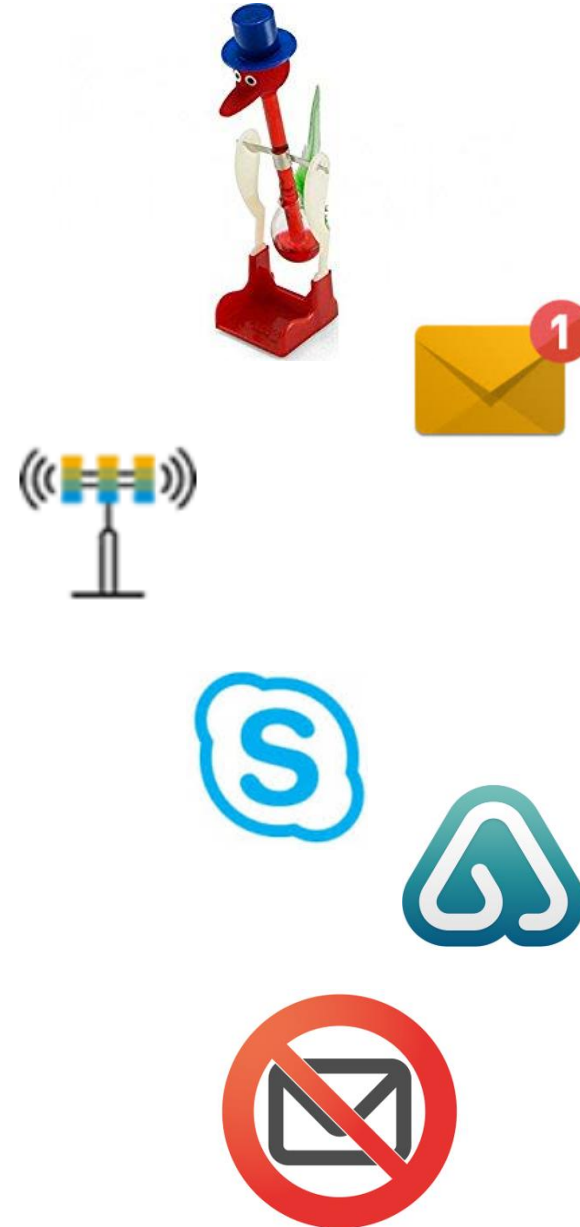
Tiempo para confirmación automática

Priority	Period of time
Very High	14 calendar days
High	21 calendar days
Medium	45 calendar days
Low	45 calendar days



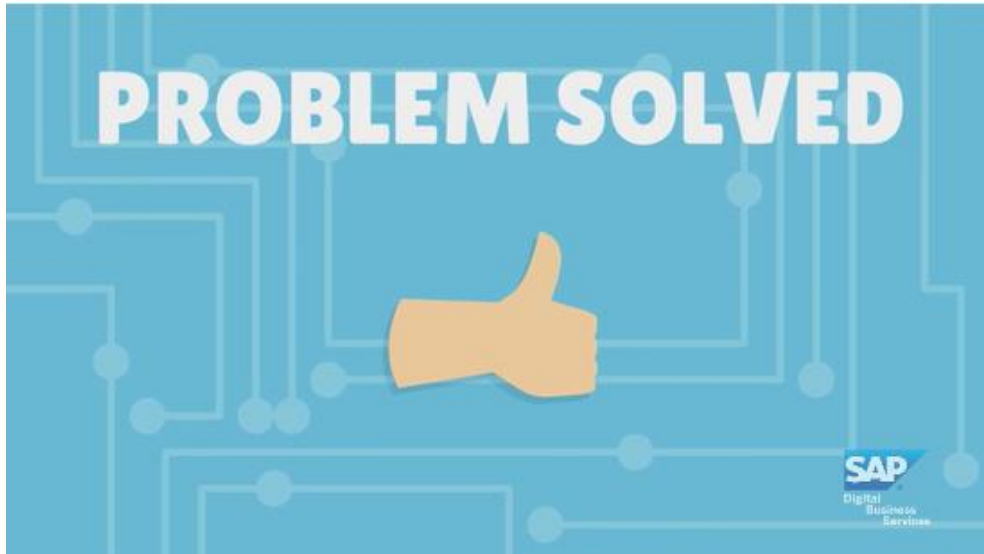
Seguimiento

- Definir un sustituto en caso de ausencia.
- Suscribirse a las notificaciones
- Mantener la conexión abierta y usuario vigente.
- Tener presentes otras herramientas de comunicación:
 - ✓ Skype Meeting
 - ✓ SAP Connect
 - ✓ Citrix GoToAssist - Nota 2026090
- Evitar la comunicación por eMail



Cierre del Incidente

Cierre del Incidente



¿Se resolvió el incidente?

- Confirmar el incidente indicando que la solución fue encontrada e indicando cual fue (si no fue indicada por SAP)
- Completar la encuesta de satisfacción del incidente
- Solicitar el cierre de las conexiones.

Otras Herramientas

Creación de un incidente – Expert Chat

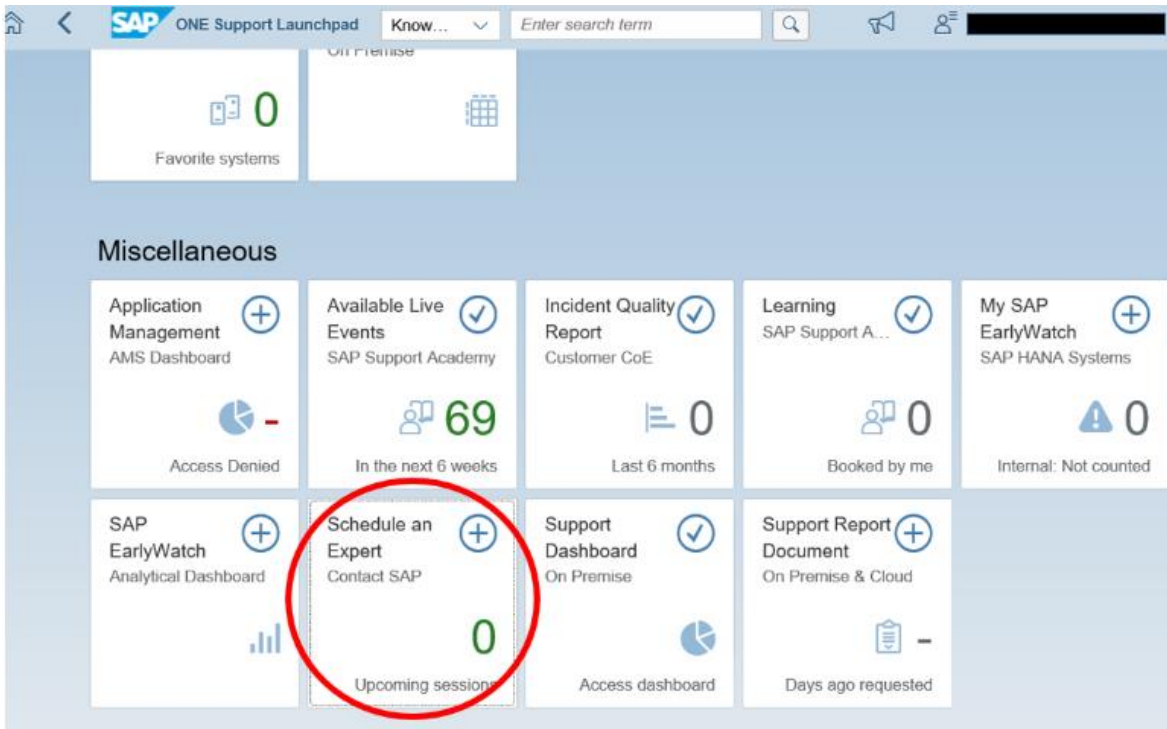
The screenshot shows the SAP 'Create Incident' web interface. At the top, there's a header with the SAP logo and 'Create Incident' text. Below it, a search bar and a 'Contact SAP Support' link are visible. The main form area is divided into sections. The first section contains input fields for 'Customer Number', '*S-User ID', 'S-User Name', and 'Customer Name'. The second section, titled 'Provide Incident Details', contains dropdowns for '*Language' (set to 'English (default language)'), '*Priority' (set to 'Medium'), and a text field for '*Subject' (containing 'test'). Below these is a larger text area for '*Description' (containing 'test') and a field for '*Installation'. At the bottom of the form, a green callout box highlights two buttons: 'Start Chat' (with a chat icon) and 'Submit'. The footer of the page includes links for 'Cancel', 'Save as Draft', 'Share Your Feedback', 'About the Launchpad', 'Legacy Applications', 'Terms of Use', 'Legal Disclosure', and 'Privacy'.

NEW! Expert Chat Available

Tip!

- Si el componente seleccionado permite el chat con un experto, se podrá visualizar el botón “Start Chat” junto con el de Submit.
- El idioma del Chat es Inglés
- Ver Nota: 2213344 - Starting an Expert Chat with SAP Support [video]

Creación de un incidente – Schedule an Expert session



NEW! Schedule an Expert session

Tip!

- SAP Ofrece la opción de agendar una sesión con un experto (30 minutos).
- Sólo está disponible para algunos productos.
2473981 - Schedule an Expert - Supported Product Areas.
- Se requiere al menos 3 días de anticipación para agenda la reunion con el expert.
- 2482688 - *** MASTER KBA *** Schedule an Expert

Thank you.

Contact information:

Daniel Poblet

Technical Quality Manager

SAP Digital Business Services