

Documentation of Steps for Issue Recreation

Case Management

Documenting how to reproduce the issue reported (if necessary)

If the Support Engineer needs to contact the customer for the information about how to reproduce the reported issue, the Support Engineer can document the steps using the Message field. The Support Engineer can also decide whether to send such information to the Customer by selecting the different types of the message.

Step1

Check the **Description** field to ensure the completeness of the information provided by the customer:

- Actions performed by the customer
- Response of the system
- Whether the customer can reproduce the issue or not
- Whether the issue has been occurring after a specific action
- Whether the issue affects all users
- Whether the customer requires us to solve the issue urgently
- Contact data
- System data (Product, Version, Support Package Level, DB)
- Remote connection data

Notes



What questions to ask for better understanding of the issue?

1. Where and how does an error occur?
 - Exact description
 - Affected transaction, program, screen, table, etc.
2. Which error occurs?
 - Error number, text, syslog, short dump (attach the long text of the corresponding dump to the Case)
3. When does the error occur?
 - Always? Sporadically? Only with a particular user?
4. Special environment?
 - What was done prior to issue?
 - Is it reproducible?
 - Batch-input? Online?
5. Since when does the error occur?
 - Was an update or an upgrade performed?
 - Was the customizing changed?
 - Was a new component activated?
6. Which Solutions (Notes/KBA's) were tried?

Step2

Choose **Internal Info** or **External Info** as the **Message type** (depending on whether to communicate this information to the customer) and provide new information provided by customer in the **Message** field if necessary.

Click **Save** to update the record.

CS20190000055944

Details

[DEMO] - WIPS Demo for Validating Case Information

Send Reply Send Provider Info ISM Save

Priority 2 - High State In progress Component CEC-SRV-FSM

SAP case number 55944/2019 (002028376700000559442019)

Details Interactions Attachments Knowledge Appointments Action Plan Steps Incidents Escalations SLA(3) more

1 Communication

Message type Internal Info

2 Message

Font Family B U Paragraph

If there is any new information, use Internal Info to document in the Case record.

Activity

WW Wei Wei

Field changes 2019-10-29 16:13:48

Business impact For all P1 and P2 cas is mandatory to fill i Business Impact. You may add more information provide the customer for th

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What is a change log?
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

Blanca Serrano, [Madrid](#)
Process Manager

Change Log

Version	Changed by	Date	Description of changes	Status
2.0.0	Wei Wei	Nov 18, 2019	<ul style="list-style-type: none">WIPS 4.0 Golden Standard Baseline Document	Released