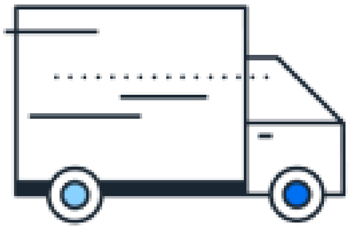
Getting Support

Create a service request through SAP for Me for repetitive tasks with low-risk.

- Creating a Service Request [page 19]

Diving into the Solution



Make the most of your solution.

- Diving into the Solution [page 21]

1.1 Getting Started

Start your journey with SAP resources..

Purchasing Combinations [page 5]
    Purchase your products with different combinations based on your requirements.

Provisioning Environments [page 5]
    Set up the required environments using the service provided in the *SAP for Me* customer portal.

Managing Operations [page 8]
    Learn more about the operations in the tenant lifecycle management.

1.1.1 Purchasing Combinations

Purchase your products with different combinations based on your requirements.

When you purchase your product, you're entitled to both a production and a test tenant. It is recommended that you implement your changes in the test environment before deploying them to production. It is not possible to delete data or refresh if changes are implemented directly in the production tenant. Since no tenants are provisioned automatically, all tenant related activities are managed using *SAP for Me*.

These are the different products (SKU) that you can purchase:

- SAP Sales Cloud Version 2 Production and Test tenants: 8014321
- SAP Sales and Service Cloud Version 2 Test tenants: 8012580
- GROW with SAP S/4 HANA Production and Test tenants: 8014761

The following table gives you the details of purchasing the products with different combinations:

Purchasing Combinations	Description
SAP Sales Cloud Version 2 Standalone	During this product purchase, you are entitled to both a production and a test tenant. You can also design the tenant landscape as needed.
SAP Sales Cloud Version 2 and SAP Service Cloud Version 2 in different tenants	Before this product purchase, you can discuss with the Account Executive and build the quote accordingly. These items must be on different entitlement sets. During this product purchase, you are entitled to a production tenant, and we recommend that you also purchase a test tenant. You can also design the tenant landscape as needed.
SAP Sales Cloud Version 2 and SAP Service Cloud Version 2 in the same tenant	If you have SAP Sales Cloud Version 2 Standalone and the test tenant already, and purchase SAP Service Cloud Version 2 as part of the same entitlement set, then the same production tenant updates the service features automatically. To update the test tenant with the service features, you must create an incident with the component CEC-HCS-PROV.
SAP Sales Cloud Version 2 with Add-ons	When the contract with the Add-ons is activated, the relevant services are activated on the tenant.

1.1.2 Provisioning Environments

Set up the required environments using the service provided in the *SAP for Me* customer portal.

SAP for Me is the default solution for provisioning your solution. See your Service Description for further details about allocated environments.

1.1.2.1 Using SAP for Me to Provision Environments

SAP for Me provides personalized access, and a transparent view of your product portfolio, giving you control over your environments and their availability. Use it to view and provision the systems (environments) that you're entitled to access.

Prerequisites

You have an S-user ID.

Procedure

1. Go to SAP for Me.
2. Click *Sign in*.
3. Enter your email address, S-user ID or login name, and click *Continue*.
4. Enter your password.
5. Click *Log On*.

   If you forget your password, click *Forgot password* and enter your S-user ID into the *Forgot My Password* panel.

   The *SAP for Me* portal opens.
6. Click *Me as Customer* in the side navigation.
7. Select the *Systems & Provisioning* dashboard from the submenu.

   The *Systems & Provisioning* page opens, displaying a series of system overview cards.
8. Click the *Cloud Delivery* tab at the top of the page.

   The Cloud Delivery page opens, displaying three cards, one of which is the *Products Available for Provisioning* card. This card contains all entitlements with the status "Open".
9. Locate the relevant entitlement (environment) by checking the *Product*, *Entitlement Role* (environment type), and *Entitled Materials* columns.

   Clicking any of the *Materials* entries opens details of the license materials, including the entitled quantity, order ID, and duration.
10. Click *Start provisioning* next to the entitlement (environment) that you want to provision.

    If the *Start provisioning* button is inactive, see Provisioning Help [page 7] for hints on possible reasons.
11. Click *Submit* in the *Start New Provisioning Request* pop-up window.

    - The status of the item in the card changes to *In Process*.
    - The request to provision is sent to CRM (Customer Relationship Management).
    - In the *Provisioning Status* card, the requested provisioning status changes to *Provisioning triggered*, and corresponding information in the *Triggered at* and *Triggered by* columns is updated.

- When provisioning is complete, the status changes to *Provided* and the provisioned entity's system number is displayed in the *Provisioned System* column. Note that you may need to refresh the browser page after a few minutes to get the updated status.
- The IT Contact mentioned in the Order gets the Handover Mail with the initial user credentials. This is valid for 90 days and can be used to set up the admin users in the tenant.

12. Click the *Provisioned System* number to access more detailed information about the provisioned environment (system).

    In both cards, you can search by **Product** and **Entitlement Role**. In the *Provisioning Status* card, you can also search by system number or filter by status.

1.1.2.2 Provisioning Help

Learn more about the provisioning process, how to identify and resolve issues, and where to get additional help.

Accessing SAP for Me

SAP for Me lets you view and provision the environments that you're entitled to use. Note that in *SAP for Me*, environments are referred to as **systems** and the systems that you're entitled to are referred to as **entitlements**. You need an S-user ID to log in to *SAP for Me* and view your entitlements.

As *SAP for Me* introduces capabilities that leverage new data types, new authorizations have been introduced to the existing S-user framework. These authorizations can be granted to any S-user by super administrators or, in some cases, by cloud administrators.

For the process of provisioning systems, you need the `Edit Cloud Data CLOUDEDIT` authorization assigned to your S-user ID.

Who gets the authorization automatically?

- **Cloud administrators**: for installations that they're cloud administrators for
- **Company super administrators**: for customer numbers that they're super administrators for
- **CCoE super administrators**: on the CCoE level
- An **IT contact person** named in the order, if they are not one of the above.

Entitlement Roles

Entitlement roles in *SAP for Me* describe the category of a system, in other words, the type of your solution environment that you're entitled to provision.

Term	Purpose
Testing Tenant	Testing or Pre-Production Environment
Productive	Operating live sites

Entitlement Materials

Entitlement materials are the licensed materials that will be installed on the system, and hence the items that appear on the bill of material content. Clicking an entitled materials entry in *SAP for Me* displays details of the material, quantity, order ID, and the start and end date of the entitlement contract.

Actions and Statuses

The following actions appear in the *Products available for Provisioning* card of *SAP for Me*, alongside the various entitlements:

- **Start Provisioning**: when enabled, means you can trigger provisioning for this entitlement. If this button isn’t enabled, it could mean:
  - You aren’t entitled to provision. Check your user-ID permissions.
  - The contract start date hasn't been reached yet.
  - The sequence check hasn't passed, indicating that a prerequisite system needs to be provisioned first.
- **In process**: indicates that the call-off flag has been removed for the entitlement, but the status has not yet changed from *Open* to *Provisioning Triggered*. This indicates that CRM (Customer Relations Management) is still processing the entitlement. If the status remains *In Process* after five minutes, an error may have occurred on the CRM side. Please then raise a support ticket with the subject IMAS_FULFILLMENT.

In the *Provisioning Status* card, all entitlements have either the status *Provisioning Triggered* or *Provided*.

Further Assistance

- To check on planned and unplanned downtimes of your cloud system, use the Cloud Availability Center.
- To subscribe to cloud system availability notifications, go to Cloud Availability Notifications.
- If you experience technical issues, such as problems logging in, report the incident in the SAP ONE launchpad using the component `CEC-CRM`.

1.1.3 Managing Operations

Learn more about the operations in the tenant lifecycle management.

- New Customer

The operations work on service requests (incidents come from the order) that are created by the responsible teams. These service requests specify the details of the tenant, such as the location (data center), number of user licenses, contract start date, and so on.
According to the incident details mentioned in the service request, the operations team moves forward to create a new tenant for the customer.

- Existing Customer
  You can contact the operations team either by contacting support or creating an incident.
  According to the incident details mentioned in the service request, the operations team moves forward to create a new tenant for the customer.

Roles and Responsibilities of Operations Team

- Tenant is created and is ready to be handed over to you on trigger from *SAP for Me*.
- Handover emails containing relevant information (data user, password, URL) are sent to your IT contact at the time of order placement.
- If you request retrigger of handover email, the operations team will send it to the updated IT contact.

Note that handover email and other communications are sent to IT contact only. So, customers should maintain and update IT contact regularly.

Update IT Contact Information

If you are a new customer, reach out to customer support and get the contact IT updated before sending out the handover email.

Logon credentials will NOT be sent to any other email address than maintained contact IT.

Monitor Service Requests

Service requests can be monitored by you via *SAP for Me*.

1.1.3.1 Requesting a New Tenant

Learn more about the process of requesting a new tenant.

Every customer is eligible for a production tenant. It is recommended that new customers purchase a test tenant. Once the implementation in the test tenant reaches the stage in the project life cycle where you can request a production tenant.

As an S user, you can request tenants using SAP for Me.

Tenant Options

You can request a tenant in SAP for Me by navigating to *Systems & Provisioning*. Select the relevant product and then click *Start Provisioning*.

Choose any of the following tenant option based on your requirement:

- Request New Initial Tenant
- Copy of Source Tenant
    - *Complete Copy of Source Tenant*: Complete copy of data, including configuration (part of settings), master, and transactional data, including users, is copied. The user credentials for logging in to the newly created tenant remain the same as those for the source tenant. Therefore, initial user credentials are not sent as part of the handover email in this scenario.

      > Note
      >
      > Timeline entries are not copied.

    - *Copy of Configuration*: Configuration settings that are not tenant-dependent, part of the settings page, are copied. Users are not copied in this scenario. Hence, the handover email contains the initial user credentials (username and password) for accessing the tenant.

  The source tenant should match the order of the Target tenant, and the customer should have an open order item for the tenant.

1.1.3.2 Refreshing a Tenant

A tenant refresh is a special provisioning process by which one existing test tenant can be refreshed with data from another existing tenant.

This process will only be applicable to standard customer test and production tenants. In this method, the existing test tenant URL and tenant ID are kept and refreshed with data from another test or productive tenant. This means that we make a full copy of the source (another test or productive) tenant.

> Note
>
> - All communication arrangements must be rebuilt for the refreshed tenant.
> - Certificate mapping should be redone on the refreshed test tenant.
> - In total, a tenant refresh can take anywhere from 14 to 48 hours or even more, depending on the tenant data.
> - The production tenant cannot be the target tenant.

To create a service ticket for refreshing your tenant, see Creating a Service Request [page 19].

1.1.3.3 Restoring a Tenant

Restore your tenant by creating a restore point.

Create Restore Point

A restore point is a full copy of a tenant. It is a snapshot of the tenant's data at a specific point in time. Before performing data migration processes or other necessary actions in an existing tenant, it can be requested as a fallback tenant.

> ⓘ Note
>
> - Any critical activity in the source tenant must be avoided while the restore point creation is in progress. This is required to provide a consistent recovery.
> - The retention period of a restore point is, by default, 14 days. After the retention period, the restore point is deleted.
> - Restore points are inactive tenants, so you cannot log onto one.
> - You can request restore points for both test and production tenants.

To create a service ticket for creating restore points, see Creating a Service Request [page 19].

Reset to Restore Point

The restore to the tenant to the created restore point can be triggered any time in the 14 days time frame. It can be triggered by raising an incident to the component CEC-CRM-CO-OPS.

> ⓘ Note
>
> - Restore is possible only for the Restore Points created in advance.
> - Multiple Restore points cannot be created. There can only be one active Restore Point.

1.1.3.4 Decommissioning a Tenant

For tenant decommission, raise an incident to CEC-CRM-CO-OPS with the necessary tenant details.

1.1.3.5 Customer Data Backup and Recovery Services

Customer data backup and recovery services for SAP customers.

It is important that customers feel safe and confident about the protection of critical data and process configuration, including B2B interface processes. SAP assures quick access to restored data with minimal loss in the event of an incident. This security of the customers' data is guaranteed through compliance procedures and stringent execution of internal controls, which are audited regularly by Certified Public Accountants. To provide customers with this service, SAP spends significant figures every year.

The ISO 27001 is an internationally recognized standard that certifies that SAP Sales and Service Cloud V2 is supported by an Information Security Management System to protect customers' data at the utmost level.

ISO 22301 specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise.

Our backup and recovery service encompasses the following service elements:

Backup

- *Continuous Protection*: Our backup system operates continuously, ensuring that your data is always backed up, eliminating the risk of data loss due to unforeseen circumstances.
- *Automated Backups*: The backup process operates automatically, continuously capturing change.
- *Secure Storage*: We utilize industry-leading cloud storage solutions to store your backups securely. Your data is encrypted both in transit and at rest.
- *Point-in-Time Recovery*: Our solution supports point-in-time recovery, allowing you to restore your databases to specific moments in time.
- *Efficient Recovery*: In the event of data loss or corruption, the recovery process can be initiated with ease.
- *Data Integrity*: Backup and restored data is tested regularly to verify data integrity.
- *Location*: The backups are stored in cloud storage spread across various zones within the region.

All our RPO and RTO remain the same as per the contract.

Recovery

The databases can be recovered using data cloud backups.

SAP restores backed-up data in case of a system malfunction with approval.

Below are the possible failure scenarios:

- *Failure of one availability zone*- No major impact on the application, remaining zones handle the processing.
- *Complete region failure*- but at least one availability zone is not destroyed and can be recovered.
  Once the hyper-scaler restores the availability zone, SAP's restore operations can begin.
- *Complete region failure*- all availability zones are destroyed (Currently Cross Region Backup copies are not available)
  Nothing left to restore from – worst case scenario.

Service Level Agreement

The following Service Level Agreements are available::

Recovery Criteria	Details
Retention time	Up to 14 days

Recovery Criteria	Details
RTO	Best Effort
RPO	5 mins
Quality of restored tenant	Tenant tested on functions and consistencies

1.2 Getting Access

Get your access credentials and create users in SAP Sales Cloud Version 2.

SAP User IDs [page 13]
Get your login and set up your team members' logins to access SAP products (SAP for Me, Built-In Support, and SAP ONE Support Launchpad) services, support, and resources.

SAP for Me [page 17]
Set up your access in *SAP for Me* where you can get support, report issues, and consult known issues.

Creating Administrators [page 18]
As an S-user, you must create an administrator, who further creates more users, and roles in your system.

1.2.1 SAP User IDs

Get your login and set up your team members' logins to access SAP products (SAP for Me, Built-In Support, and SAP ONE Support Launchpad) services, support, and resources.

An SAP user ID is a login that allows you to log on to and navigate seamlessly between SAP sites. Different authorizations can be associated with an SAP user ID. To learn more, see Users.

If you're a new SAP customer or partner, a designated person within your company becomes the first user and has super administrator or security manager permissions. They're responsible for setting up the other users and their permissions.

User IDs can have various formats depending on the user type.

- Customer users: Customer user IDs begin with an *S*. You can access resources intended for customers with these user IDs.
- Partner users: Partner user IDs can begin with an *S* or a *P*, depending on how they were created. Partner user IDs created on SAP Partner Edge begin with a *P*. You can access resources intended for partners with these user IDs.
- Public users: Public user IDs begin with a *P*. You can't access resources intended for customers or partners with these user IDs.

Related Information

Provisioning Environments [page 5]

1.2.1.1 Creating User IDs for Your Team

SAP creates the first user for your company. The first user is then responsible for all user management, including assignment and removal of authorizations to other users. The platform that you use to create and administer your users varies depending on whether you are a customer or partner.

1.2.1.1.1 Customers

If you are an SAP customer, you can use *SAP ONE Support Launchpad* to create users for your company.

Prerequisites

You have the super administrator role. For more information, see Administrator concept.

Procedure

1. Log on to Launchpad and scroll down to *System Operations and Maintenance* › *Support User Management*.
2. Click *Request User* in the bottom-right corner.
3. Fill in the required fields of the *Request User* screen and click *Submit*.

Results

Once a user logs on to the *SAP ONE Support Launchpad* for the first time, the user's login data disappears from the *Requested Users* list.

1.2.1.1.2 Partners

If you're an SAP partner, you can use SAP Partner Edge to create users and set up self-registration for your company.

Prerequisites

You've partner security manager permission assigned to your S-user ID. As partner security manager you can:

- create, delete, and manage users for your company
- review self-registration requests (if you enabled the self-registration option)
- assign system permissions
- control user access to SAP systems and tools

Procedure

1. Log on to SAP Partner Edge Launchpad and scroll down to *My Partnership* > *Manage My Users*.
2. Click *Create User* in the top-right corner.
3. Fill in the required fields of the *Request User* screen and click *Save*.

Results

The newly created user is shown on the *All Users* tab with an indicator that the S-user will generate soon.

Related Information

Contact & User Management

1.2.1.2 Obtaining an SAP User ID

The process for obtaining an SAP user ID varies depending on whether you are a customer or partner.

1.2.1.2.1 Customers

If you are a customer, your company's super administrator requests the S-user ID for you.

Procedure

Contact the super administrator for your company.

If you do not know who the super administrator of your company is, please call the Customer Interaction Center (CIC). They will tell you who your super administrator is.

1.2.1.2.2 Partners

If you are a partner, you may obtain an S-user ID or P-user ID depending on how the user ID is created.

Procedure

Request your S-user ID using one of the following methods.

- Contact your company's security manager.
- Self-register at Partner Portal.
  This option is only available if self-registration is set up on SAP Partner Edge for your company. If you do not know whether the self-registration option is available to you, contact your company's security manager.

If you do not know who your company's security manager is, send an email to channelprograms@sap.com requesting this information and indicating your company's name, address, and partner number.

1.2.1.3 Resetting Your SAP User ID Password

If you forget the password associated with your SAP customer or partner user ID, you can reset it.

Procedure

1. Click the *Forgot password* link on an SAP login page or go to SAP ID Service.
2. In the *E-Mail, ID, or Login Name* field, enter your customer ID (S-user ID) or partner ID (S-user ID or PartnerEdge P-user ID) and click the *Send* button.

   Do not enter your email address as you may have multiple user IDs associated with your email address. Only your customer or partner ID provide you with access to the documentation.

   An email with a reset password link is sent to the email address linked to your user ID. If you do not receive this email:
   - Make sure that you used the correct user ID to reset your password (customer ID or partner ID).
   - Contact the super administrator or security manager of your company to make sure that your login is active.

Related Information

SAP User IDs [page 13]
Users and Authentication

1.2.2 SAP for Me

Set up your access in *SAP for Me* where you can get support, report issues, and consult known issues.

SAP for Me provides access to task-driven support resources in an intuitive interface. By using customizable role profiles, it displays the applications and insights relevant to you.

Super administrators create SAP user IDs, or S-user IDs, for each person in the organization who needs access to report incidents or request services using the SAP Support Portal. For more details, see User Administrators.

When the super administrator for your company sets up an S-user ID for you and assigns the appropriate authorizations, you receive access to the *SAP Support Portal* and *SAP for Me*.

> ⓘ Note
>
> If you do not have an S-user ID, contact your super administrator. For assistance identifying your super administrator, contact the Customer Interaction Center.

For more information about the process for accessing SAP Support tools, see Data, Processes and Communication Flow in SAP Support Portal.

Related Information

SAP for Me Online Help

1.2.2.1 Authorizing Users to Create and View Support Requests

To allow users to create and view incidents and make requests in *SAP Support Portal* and, provide authorization for their SAP user IDs.

To authorize users to use SAP Support tools, you must be a super administrator for your company. Additionally, SAP User IDs, or S-User IDs, must exist for the accounts you authorize.

Assign the following authorizations to each S-user that needs access to SAP Support tools:

- Report an Incident
- Display Incidents
- Display All Incidents
- Send Incidents to SAP
- Close Incidents

For information about assigning authorizations to S-users, see User Management .

1.2.3 Creating Administrators

As an S-user, you must create an administrator, who further creates more users, and roles in your system.

Context

The initial user must create an administrator before performing other tasks. The initial user is locked after 90 days, so creating an administrator is an important step that your initial user must perform.

Follow the links provided in Related Information section for detailed steps.

Procedure

1. Log in to your system with the S-user credentials.
2. Create an Employee.
3. Create an User for the Employee. You'll receive an email with login credentials for your new user.
4. Create a Business Role. Set this role as the administrator by using the *Admin* switch.
5. Assign the User to the Business Role.
6. Log out of the system, and log in to the system with your newly created Administrator credentials. Using this administrator login credentials, you can further create more administrators, users, and roles in your system.

Related Information

Create Employees
Create Business Users and Assign a Business Role
Create Business Roles and Assign a Business User

1.3 Getting Support

Learn who to contact and which channels to use when you encounter a problem.

Creating a Service Request [page 19]
Create a service request through *SAP for Me* for repetitive tasks with low-risk. These requests are not for unexpected service delays or disruptions..

1.3.1 Creating a Service Request

Create a service request through *SAP for Me* for repetitive tasks with low-risk. These requests are not for unexpected service delays or disruptions..

Prerequisites

You have an S-user ID.

You should also have the following authorizations to directly access the Service Catalog:

- Create Billable Service Requests (SRV_BIL_AD)
- Create Service Requests (SRV_CREA)

- Display Service Requests (SRV_REQ)

Contact your company's administrator to request one of the authorizations. For more information, refer to Users and Contacts in the *SAP for Me* application.

Context

There are two possible ways to create a service request. Certain authorizations allow you to directly access the service catalog, which facilitates the creation process. In the catalog, you can immediately create a request using a predefined category. Without the authorizations, you can only access the catalog through the *SAP for Me* application.

Procedure

1. Go to Service Catalog .
2. If you can't access the *Service Catalog*, go to SAP for Me and perform the following steps:
    1. Select *Sign In*.
    2. Enter your email address, S-user ID, or login name, and select *Continue*.
    3. Enter your password and select *Log On*.
       If you forget your password, select *Forgot password* and reset by entering your S-user ID into the *Forgot My Password* panel.
       The *SAP for Me* portal opens.
    4. Under *Dashboards*, select *Services & Support*.
    5. Choose *New Service Request*.
3. On the *Service Request Management* portal, select the *Catalog* as *CRM and Customer Experience*.
4. Under *Categories*, select *CX Sales & Service Cloud*.
5. Choose a service based on your requirement:
    - *CX Sales - GROW Integration*
    - *CX Sales and Service - Tenant Services*
        - CX Sales and Service - Tenant Refresh
        - CX Sales and Service - Tenant Backup
6. Fill out the form according to the instructions.
7. Select *Submit*.

Related Information

Integration of SAP S/4HANA Cloud with SAP Sales Cloud Version 2: Set Up and Managed by SAP
Refreshing a Tenant [page 10]
Restoring a Tenant [page 10]