

# Support Notifications



# Document History



## Caution

Before you start the implementation, make sure you have the latest version of this document. You can find the latest version at the following location: [xxx /xxx](#) ➔

The following table provides an overview of the most important document changes.

Table 1

Version	Date	Description
0.1	2015-08-28	Preliminary Version

# Content

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# 1 Support Notifications

Using the SAP Networked Logistics Hub [Notifications](#) application, the platform service provider can notify the business partners about the scheduled system maintenance. The notifications sent to the users of SAP Networked Logistics Hub can be about the database upgrade, maintenance, patch, fixes, or reasons and consequences of system not responding. The users receive only notifications that are in the active status in the dialog box when the user starts the application.

## Note

The [Notifications](#) application is visible only to the platform service provider.

The platform service provider can create and edit the active notifications using this application. The notifications can also be filtered by category (patch, hotfix, database upgrade, operating system update and grouped by status (active and expired)). When creating a notification, it is mandatory to mention the validity.

## Note

- The users cannot reply to the notification or message.
- In case of multiple messages, all of them are displayed in the dialog box.
- Both the active and expired messages are visible in the live feed. For more information about live feed, refer *Monitor Traffic and Communicate with Trucks* [external document] .
- If the notification is active, it displays as a warning each time the user logs into the application.
- Every message has a validity timeframe.
- Only notifications in an active status can be edited

## Business Value

- Notify the user in the system about the scheduled maintenance

## Available Features




- Create and edit notifications
- Filter and search notifications
- Display notifications

## Related Information

- *Launch Applications* [external document]

# Typographic Conventions

Table 2

Example	Description
<Example>	Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, "Enter your <User Name>".
► Example ► Example ▢	Arrows separating the parts of a navigation path, for example, menu options
<b>Example</b>	Emphasized words or expressions
<b>Example</b>	Words or characters that you enter in the system exactly as they appear in the documentation
<a href="http://www.sap.com">www.sap.com</a> 	Textual cross-references to an internet address
<a href="#">/example</a>	Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web
<a href="#">123456</a> 	Hyperlink to an SAP Note, for example, SAP Note <a href="#">123456</a> 
<i>Example</i>	<ul style="list-style-type: none"> <li>Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options.</li> <li>Cross-references to other documentation or published works</li> </ul>
Example	<ul style="list-style-type: none"> <li>Output on the screen following a user action, for example, messages</li> <li>Source code or syntax quoted directly from a program</li> <li>File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools</li> </ul>
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, database table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE
<span>EXAMPLE</span>	Keys on the keyboard





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