

# SAP - Input should be in the form of a message

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'https://fmcnaddev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

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Title

SAP - Input should be in the form of a message

Purpose:

Follow this procedure when a user reports Input should be in the form of a message.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number IP Address of computer Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

When creating purchase orders, customers may get message "input should be in the form ---,---"

5.

Either log into the customer's system or walk them through accessing the default settings screen while they are logged into SAP

6.

Under the "Defaults" tab, they need to be sure the correct Decimal Notation is selected. If they are not able to connect, the incident will need to be referred to the appropriate Field System Support group including the IP address of the PC and all troubleshooting that was performed prior to escalation.

7.

Make sure the settings are saved by clicking the 'save' icon

8.

Have the user log out and back into SAP. They should now be able to create their purchase orders.

9.

Follow the resolution process.

10.

If additional assistance is needed please follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Install

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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