

SAP ECC Required Information

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Document Name

SAP ECC Caller Info Gathering

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Document Purpose

The purpose of this article is to outline the process to be followed by the Level 1 Help Desk when gathering information from a Caller who is requesting SAP ECC support.

Overview

There are occasions when the Level 1 Help Desk will need to assign a ServiceNow ticket to the L2/L3 queues. This document details the minimum information required prior to assigning the ticket to the L2/L3 queues.

Required information

The following information is required when creating an INC/REQ/TASK for SAP ECC L2/L3:

1. SAP user ID- some users have multiple SAP user ID's. Please supply the user ID having the issue(s)
2. Transaction code(s) being used (if applicable)- if the business user is experiencing a system issue/error regarding a specific transaction, please supply the transaction code(s)
3. Screenshot of the error(s) the user is facing. Please supply screenshots of any messages (green), warnings (yellow) or errors (red), that the user is experiencing. If there is a help message associated with the error, please supply a screenshot of that message as well (or combine into one screenshot, where possible).
4. If there are no messages/errors, please supply a general screenshot showing the transaction they are using (including the header information, which details the transaction description explicitly).

Other Information

Both the username and the transaction code can be found in the bottom right-hand corner of the SAP GUI.

Process

1. Locate the system information indicator (arrow pointing towards left), in the bottom-right hand portion of the SAP GUI, and click it to extend

2. You can now see additional system information. Click the downwards facing arrow, which will open the session information dialog box. You can find the username, as well as the transaction code in this box **Note, all SAP dialog boxes (messages) will need to be closed before you can click to see this information.

1. Below is an example of a high-quality screenshot of an SAP error. When double-clicking the system message/warning/error (example error below with red symbol), a dialog box appears, which supplies an extended message, along with the message number:

2. There may be occasions where multiple screenshots are necessary. We can see that the below dialog box (error log display), references a long text option for the error. In cases like this, please ensure we are including a screenshot of the original error (shown below), as well as a screenshot of the Long Text from the error.