

# Customer Messages Creation in the SAP Support Portal

**SAP Service Marketplace  
Product Management**

**SAP AG, January 2005**

## How to create a message?

- **Step 1: Select System**
- **Step 2: Specify Problem**
- **Step 3: Solve Problem**
- **Step 4: Enter Details**

## How to access/find a message?

- **Step 5: Drafts – messages saved for further processing**
- **Step 6: Sent Items – messages sent to SAP**
- **Step 7: Inbox – messages sent from SAP**
- **Step 8: Search Option – search for customer message**

# How to use the new application?

## Access the new application in the SAP Support Portal:

- <http://service.sap.com/message> or
- Problem Solving → Customer Messages

**Creating Customer Messages**

On this page, you can quickly and easily create customer messages. To create a customer message, first click "Select System". On the next screen, enter a Component, priority, short text, and problem description. You also have the option of adding attachments to your customer message. If you frequently send customer messages for one of your systems, it is recommended to save your data as a template before saving or sending the message to SAP. The next time you create a customer message, you only have to enter the priority, short and long text in the message. All your templates are listed in the right-hand column below. If you have activated the substitution function for a colleague in the [SAP Service Marketplace Inbox](#), your colleagues' templates also appear for selection. You can read the customer messages you have created, their status, and SAP's reply in your SAP Service Marketplace Inbox. When SAP has responded to your message, you can opt to receive e mail or SMS notification ([see prerequisites](#)).

**Execute Quick Link /message to browse to the message page**

**Create Customer Messages for System**

**My Systems**  
Please select the system for which you want to create a message

**Create Customer Messages with Template**

**My Templates**  
[System NW4](#)

**Select System (Pilot)**

**Select System (Pilot) button to start the new application. A new logon is required!**

# How to create a message?

## Step 1: Select System

**1** **Select System Data**      **2** Specify Problem      **3** Solve Problem      **4** Enter Contact Information

Continue ▶

Select the system for which you want to create a message

**System Selection**

- ▼ 002410 - OSS Test function #1
  - ▶ 0020182239 - SAP ERP - Testinstallation
  - ▶ 0020187822 - SAP NW - Testinstallation
  - ▼ 0020187823 - SAP EP - Testinstallation
    - E1P -
    - J11 -**
    - EPD -
    - ABC -
    - BBC -
    - ASB -
    - JJ1 -
    - DDE -
  - ▶ 0020190925 - SAP Business One - Testinst.
  - ▶ 0120009914 - R/3 Installation

Click the triangle to expand your systems

Select your system

# How to create a message?

## Step 2: Specify Problem

1 Select System Data    **2 Specify Problem**    3 Solve Problem    4 Enter Details

◀ Back   Continue ▶

### System Data

System ID/Type	NW3	International Demo ar	Product Version	04
System Name			Patch Level	
Operating System	LINUX		Database	ADABAS D

Select System   System Data Maintenance   Display Software Details

### Classification

Component *	BC-DB	<input checked="" type="checkbox"/> With Subcomponents
Language	English	
In which context did the problem occur? *		

### Short Description of the Problem

Describe the problem using a few keywords \*

Error message in transaction DB6

Number of Hits for Each Page 10

◀ Back   **Continue ▶**

**Values taken from system data application**

**Select application component, language and context of problem  
→ Tipp: Search with Subcomponents!**

**Enter a short description of your problem**

**Press continue to start the Notes Search with your values**

# How to create a message?

## Step 3: Solve Problem

1 Select System Data    2 Specify Problem    **3 Solve Problem**    4 Enter Contact Information

◀ Back   Continue ▶

**262 SAP Notes Found**

	Ranking	Themenkreis	Hinweisnummer	Titel	
1	0.910	BC-DB-DB6	597640	<a href="#">DB6: DB2 event monitors with SAP appl</a>	<b>Check if the displayed notes solve your problem</b>
2	0.890	BC-DB-DB6	66750	<a href="#">DIA1600E Event Monitor "DB6 EDLMONx" deactivated</a>	17.02.1997
3	0.870	BC-DB-DB6-INS	799570	<a href="#">DB6: Database crash due to JDBC problem</a>	09.12.2004
4	0.870	BC-DB-DB6-DBA	542021	<a href="#">DB6: db2uext2 terminates with error code 43</a>	01.08.2002
5	0.870	BC-DB-DB6	809574	<a href="#">DB6: Increasing performance after many 'DELETE's</a>	18.01.2005
6	0.870	BC-DB-DB6	426818	<a href="#">DB6: no reason code when 'set write suspend' fails</a>	20.09.2001
7	0.870	BC-DB-DB6	426774	<a href="#">DB6: Database Snapshot returns incorrect values</a>	20.09.2001
8	0.850	BC-DB-DB6-DBA	695461	<a href="#">DB6: SDDB6INS termination when installing DB6 admin tools</a>	09.01.2004
9	0.850	BC-DB-DB6	395448	<a href="#">DB6: SQL0293N with migration to v6</a>	08.02.2002
10	0.850	BC-DB-DB6-INS	785310	<a href="#">DB6: Hang situation in the database</a>	29.10.2004

◀ Page 1 von 27 ▶

◀ Back   **Continue ▶**    **Press continue to create message**

# How to create a message?

## Step 4a: Enter Details (1/2)

1 Select System Data    2 Specify Problem    3 Solve Problem    4 **Enter Details**

Back Save Message Send message to SAP New Search New Message

**Status:**

Message Number	<input type="text"/>	Status	<input type="text"/>
Reporter	Hans Mustermann	Creation Date	02.02.2005
Last Changed By	<input type="text"/>	Change Date	<input type="text"/>

**Selected System: MW3**

System ID/Type	MW3 International Demo ar	Product Vers	
System Name	<input type="text"/>	Patch Level	
Operating System	LINUX	Database	

System Data Maintenance    Display Software Details    Maintain Access Data    Maintain Service Co

**Classification: BC-DB-DB6**

Component *	BC-DB-DB6 <input type="button" value="copy"/>
Language	English <input type="button" value="down"/>
	<input type="checkbox"/> Ramp-Up Project

**Check the Status of the message**

**With these links you can**

- maintain system data
- display software details
- maintain access data
- maintain service connections

**Enter or select a component and mark, if you are part of a Ramp Up Project**

# How to create a message?

## Step 4b: Enter Details (2/2)

**Specification:**

Search Terms  
Error message in transaction DB6

Short Text \*

Long Text \*

Depending on the chosen application component, additional **application specific questions** may appears !

Steps for the Reconstruction

In which context did the problem occur?

**Importance: Medium**

Medium Standard business transactions are affected.

**Contact Persons**

	Name	Telephone Number	E-Mail	User ID	
Reporter	Hans Mustermann	06227747743		S0003419294	
Access Data					Select
Others					Select

**Attachments**

Description Browse... Upload

Back Save Message Send message to SAP New Search New Mes

Enter short and long text to describe the problem

Describe steps to reproduce the error

Select a priority

Select or note additional contact persons

Add attachment

Temporarily save message or directly send it to SAP



# How to access / find a message?

## Step 5: Drafts - messages saved for further processing

The screenshot shows the SAP Support Portal interface. At the top, there is a navigation bar with 'Welcome, Hans Mustermann', 'my Profile', and 'SAP Support Portal'. Below this is a search bar and a 'Go!' button. A yellow box highlights the 'SAP Service Channel - my Inbox' link in the top navigation. Below the search bar, there are several tabs: 'HOME', 'Problem Solving', 'Downloads', 'Keys & Requests', 'Data Administration', 'Maintenance & Services', 'Tools & Methods', 'Release Info', and 'Knowledge Transfer'. A yellow box highlights the 'Access your Inbox' button. In the left sidebar, under 'You are here:', there is a tree view showing 'SAP Service Marketplace Service Channel' > 'Inbox' > 'Drafts (1)'. The 'Drafts (1)' item is highlighted with a yellow box. The main content area shows 'SAP Service Channel - Inbox - Drafts' with a 'Help' button. Below this, there is a section 'Items for Drafts' with a sub-section 'Customer Messages - New (1)'. A table lists messages with a title 'Archiving cannot running properly' and a green pilot icon. A yellow box highlights the pilot message with the text: 'You have two lines per message : Select the green (pilot) message for processing with new application'. An arrow points from this box to the detailed message view below.

**You have two lines per message :  
Select the green (pilot) message  
for processing with new application**

The detailed view of a message shows the following information:

- Status:** Customer action
- Meldungsnummer:** 0020068250 0000000043 2005
- Status:** Customer action
- Meldender:** Albers Hans
- Anlagendatum:** 11.01.2005
- Ersteller / Änderer:** SAP
- Änderungsdatum:** 11.01.2005
- Gewähltes System:** ABC
- System ID/Typ:** ABC Demo system
- Produktversion:** 1.2A
- Systemname:** Das ist das Test123456
- Patchlevel:** 00 122223333
- Betriebssystem:** DOS\_SADF
- Datenbank:** 7.2.11
- Klassifizierung:** OM-IM-IL
- Spezifizierung:** Kurztext senden an SAP
- Themenkreis spezifische Fragen**
- Dringlichkeit:** Medium
- Kontaktpersonen**
- Kommunikation**
- Anhänge**

# How to access / find a message?

## Step 6: Sent Items – messages sent to SAP

Welcome, Hans Mustermann my Profile **SAP Support Portal** Other Portals Quick Links Sitemap Help **SAP**

SAP Service Channel - my Inbox Search Go! Advanced Search

HOME **Problem Solving** Downloads Keys & Requests Data Administration Maintenance & Services Tools & Methods Release Info Knowledge Transf

SAP Notes Customer Messages Your Connection to SAP Worldwide Support Centers

You are here:

- ▼ SAP Service Marketplace Service Channel
  - ▶ Inbox
    - Customer Messages (0)
    - Development Requests (0)
    - Service Messages (0)
    - Service Marketplace Feedback (0)
    - Info Subscription
    - **Sent Items (1)**
    - Drafts (0)
    - Order Tracking
  - ▶ Search Options
    - Customer Messages
    - Development Requests
    - Service Messages

### SAP Service Channel - Inbox - Sent Items

Items for Sent Items

Customer Messages - Sent to SAP (1)

Title

**Archiving cannot running properly (pilot)**

Meldung an SAP senden | Meldung quittieren | Neue Meldung

Status: Customer action

Meldungsnummer: 0020068250 0000000043 2005 Status: Customer action

Meldender: Albers Hans Anlagdatum: 11.01.2005

letzter Änderer: SAP Änderungsdatum: 11.01.2005

Gewähltes System: ABC

System ID/Typ: ABC Demo system Produktversion: 1.2A

Systemname: Das ist das Test123456 Patchlevel: 00 122223333

Betriebssystem: DOS SADF Datenbank: 7.2.11

Systemdatenpflege | Software Details anzeigen | Zugangsdaten pflegen | Serviceverbindung pflegen

Klassifizierung: OM-IM-IL

Spezifizierung: Kurztext senden an SAP

Themenkreis spezifische Fragen

Dringlichkeit: Medium

Kontaktpersonen

Kommunikation

Anhänge

Meldung an SAP senden | Meldung quittieren | Neue Meldung

# How to access / find a message?

## Step 7: Inbox – messages sent from SAP

Welcome, Hans Mustermann my Profile **SAP Support Portal** Other Portals Quick Links Sitemap Help SAP

SAP Service Channel - my Inbox Search Go! Advanced Search

HOME Problem Solving Downloads Keys & Requests Data Administration Maintenance & Services Tools & Methods Release Info Knowledge Transfer

SAP Notes Customer Messages Your Connection to SAP Worldwide Support Centers

You are here:

- SAP Service Marketplace Service Channel
  - Inbox
    - Customer Messages (1)**
      - Development Requests (0)
      - Service Messages (0)
      - Service Marketplace Feedback (0)
      - Info Subscription
      - Sent Items (0)
      - Drafts (0)
      - Order Tracking
    - Search Options
      - Customer Messages
      - Development Requests
      - Service Messages

### SAP Service Channel - Inbox - Customer Messages

Search for SAP Notes Create message

Items for Customer Messages für Customer alle

Customer Messages - Customer Action (1)

Title
Archiving cannot running properly
Archiving cannot running properly (pilot)

**You have two lines per message :  
Select the green (pilot) message  
for processing with new application**

Meldung an SAP senden | Meldung quittieren | Neue Meldung

**Status: Customer action**

Meldungsnummer: 0020068250 0000000043 2005 Status: Customer action

Meldender: Albers Hans Anlagendatum: 11.01.2005

letzter Änderer: SAP Änderungsdatum: 11.01.2005

**Gewähltes System: ABC**

System ID/Typ: ABC Demo system Produktversion: 1.2A

Systemname: Das ist das Test123456 Patchlevel: 00 122223333

Betriebssystem: DOS SADF Datenbank: 7.2.11

Systemdateipflege | Software Details anzeigen | Zugangsdaten pflegen | Serviceverbindung pflegen

**Klassifizierung: OM-IM-IL**

Spezifizierung: Kurztext senden an SAP

Themenkreis spezifische Fragen

Dringlichkeit: Medium

Kontaktpersonen

Kommunikation

Anhänge

Meldung an SAP senden | Meldung quittieren | Neue Meldung

# How to access / find a message?

## Step 8: Search Option – search for customer messages

The screenshot shows the SAP Support Portal interface. The top navigation bar includes 'Welcome, Hans Mustermann my Profile', 'SAP Support Portal', and links for 'Other Portals', 'Quick Links', 'Sitemap', and 'Help'. Below this is a search bar with a 'Go!' button and a link to 'Advanced Search'. A secondary navigation bar contains categories like 'HOME', 'Problem Solving', 'Downloads', 'Keys & Requests', 'Data Administration', 'Maintenance & Services', 'Tools & Methods', 'Release Info', and 'Knowledge Transfer'. On the left, a 'You are here:' breadcrumb trail shows the path: 'SAP Service Marketplace Service Channel' > 'Inbox' > 'Customer Messages (0)'. The main content area is titled 'SAP Service Channel - Search Options - Customer Messages' and contains a search criteria form. The form includes fields for 'Customer number\*' (with a dropdown menu), 'Reporter', 'Status' (with a dropdown menu), 'Reporting date from' and 'to', 'Priority', and 'Component'. Below the form are 'Search' and 'Reset' buttons. A yellow callout box points to the 'Status' dropdown, which is set to 'Confirmed', with the text: 'Select the Status of the messages to be displayed'. Below the search form, there is a 'Back to the search' button, a 'Tipp:' section, and a 'Result list' table. The table has columns for 'Date', 'Status', 'Component', and 'Title'. A yellow callout box points to the 'Title' column of the first result, which is 'Archiving cannot running properly (pilot)', with the text: 'Select the green (pilot) message for processing with new application'. The table data is as follows:

Date	Status	Component	Title
02.02.2005	Sent to SAP	BC-DB-DB6-UPG	Archiving cannot running properly (pilot)

# Appendix

# Templates for Notes Search

The search options can be saved by system as a template and can be loaded from the start page.

The screenshot displays the SAP Notes Search & Message Creation interface. At the top, a progress bar shows four steps: 1. Select System Data, 2. Specify Problem, 3. Solve Problem, and 4. Enter Details. Below the progress bar are navigation buttons: Back, Continue, and Save Template. The main content area is titled "SAP Notes Search & Message Creation" and includes a "System Data" section with a "Select System" button. The "Classifications" section includes fields for Component, Language, and In which country. The "Search templates" section is highlighted with a red box and contains a table of saved search templates. The "Former search results > follow-up required" section contains a table of previous search results. The "Messages that have not been sent to SAP" section contains a table of unsent messages. A "Load Template" button is highlighted with an orange box, and a "Select system" button is also visible.

**Search templates**

Name	SID	Installation	
<a href="#">Production system P01</a>	P01	0020068250	
<a href="#">Intranet Back-up</a>	EP6	0110003587	
<a href="#">System ABC with Patches as of 18/9/04</a>	ABC	0110003587	

**Former search results > follow-up required**

Name	SID	Installation	Last Change	
<a href="#">Change proxy settings</a>	P01	0020068250	01/09/2004	
<a href="#">BC-SM Bug &gt; implement three SAP notes</a>	EP6	0110003587	03/03/2004	

**Messages that have not been sent to SAP**

Name	SID	Installation	Last Change	
<a href="#">Within SBWP - Double Click...</a>	P01	0020068250	24/09/2004	
<a href="#">COPA Specific Accessible...</a>	EP6	0110003587	22/09/2004	
<a href="#">pwwrfm2 uses USERID e-mail address...</a>	ABC	0110003587	21/09/2004	

# Saving of Search Results

The search results can be saved and loaded from the start page.

The screenshot displays the SAP search interface with a progress bar at the top indicating four steps: 1. Select System Data, 2. Specify Problem, 3. Solve Problem (highlighted), and 4. Enter Contact Information. Below the progress bar are 'Back' and 'Continue' buttons, and a 'Save search results temporarily' button. The main content area shows '262 SAP Notes Found' and a section titled 'SAP Notes Search & Message Creation'. This section includes a 'Search via Note Number' field with a 'Display' button, and a 'SAP Notes Search for System' section with 'Search templates' and 'System Selection' options. A 'Former search results > follow-up required' table is highlighted with a red box, showing a list of search results with columns for Name, SID, Installation, and Last Change. Another table, 'Former search results', is also visible, showing a list of search results with columns for Name, SID, Installation, and Last Change.

**Former search results > follow-up required**

Name	SID	Installation	Last Change
<a href="#">Change proxy settings</a>	P01	0020068250	01/08/2004
<a href="#">BC-SM Bug &gt; implement three SAP notes</a>	EP6	0110003587	03/03/2004

**Former search results**

Name	SID	Installation	Last Change
<a href="#">Within SBWP - Double Click...</a>	P01	0020068250	24/09/2004
<a href="#">COPA Specific Accessible...</a>	EP6	0110003587	22/09/2004
<a href="#">rswo.rwfm2 uses USERID e-mail address...</a>	ABC	0110003587	21/09/2004

# Existing Notes Search fully integrated 1/2

The search options of the existing SAP Notes Search will be fully integrated into the message creation process in order to get optimal search results.

1 Select System Data    2 **Specify Problem**    3 Solve Problem    4 Enter Details

◀ Back   Continue ▶

### System Data

System ID/Type:      Product Version:

System Name:

Operating System:     Patch Level:

Database:

Select System   System Data Maintenance   Display Software Details

### Classification

Search options

Used Template: no template used   Load Template

Language:  German    English

Search Term:    Search

Search Method:

Search Range:

Search behavior:  Linguistic search    Exact search

Application Area:    Select

Restrictions:    Select

Additional Criteria:    Select

Search result

Results Per Page:    View / Sorting   Configure

Search   Reset   Save as Template   Help

◀ Back   Continue ▶



# Existing Notes Search fully integrated 2/2

The search results list of the existing SAP Notes Search (/notes) will be fully integrated into the message creation process.

1 Select System Data 2 Specify Problem 3 **Solve Problem** 4 Enter Contact Information

◀ Back Continue ▶

### 262 SAP Notes Found

Not satisfied?  
▶ New Search  
Redefine search terms  
DB6 ▶ go

The following terms may help you:  
▶ db6 db2udb  
▶ DB2 LDB  
▶ DB2UDB DB6  
▶ db6sdb  
▶ db2 db6  
▶ DBA Cockpit  
▶ IBM DB2 Universal Database  
▶ DB6 PSAPDOCUI  
▶ DB6 PSAPDOCUI  
▶ DB6 PSAPDDICD

Restrict your search by:  
Priority (856)  
HotNews (5) ▶ go  
Category (856)  
Program error (350) ▶ go  
Operating system (131)  
AIX (71) ▶ go  
Database system (361)  
ADABASD (3) ▶ go

View Sort Download  
Language: English  
You search for: DB6, Search Method All Terms (AND), Search Range All  
Search criteria: Application Area ( BC\* ) |

### 856 SAP Notes found

Page 1 of 86

Ranking	Application Area	Number	Short text	Last Changed On
1. 0.950	BC-UPG-PRP	14040	Advance info upgrade to 4.5R freespace	21.07.2000
2. 0.950	BC-DB-DB6	54053	DB6: Event monitor db6.edmon... could not be changed	02.08.2002
3. 0.950	BC-DB-DB6-CCM	640017	DB6: Error termination in ST04 for the function DB6_PM_CLPCC	10.07.2003
4. 0.950	BC-DB-DB6	51449	Updated COPYRIGHT DB6	23.04.2002
5. 0.950	BC-DB-DB6	46037	DB6: sql104N when converting tables (db6com)	19.02.2003
6. 0.950	BC-UPG-PRP	20348	Advance info upgrade to 4.6C free space	30.03.2000
7. 0.950	BC-UPG-PRP	17932	Advance info: upgrade to Rel. 4.6B - freespace	19.07.2000
8. 0.950	BC-UPG-PRP	15630	Advance info upgrade to 4.6A freespace	20.03.2000
9. 0.950	BC-DB-DB6	193701	DB6: WP restart nach CONVERT TEXT Ausführung	11.01.2000
10. 0.950	BC-DB-DB6	182140	DB6: Erweiterte Traceausgabe bei SQL-Fehlern	03.11.1999

1 2 3 4 5 6 7 8 9 10 ... ▶ |

Marked SAP Notes... put to Download Basket ▶ go

◀ Back Continue ▶

**SAP Notes can be rated within the SAP Note (Note has been helpful / Note is unclear). Rated Notes are attached with your rating to the message.**

The screenshot displays the SAP Note interface for the note titled "End of Maintenance for Outlook/Lotus Workflow Integration". The interface includes a search bar with the note number "91849", a language dropdown set to "EN", and a version dropdown set to "12". Below these are buttons for "Print", "SSCR", and "Download". A section titled "Ranking of SAP Note" is highlighted with a red box and contains two buttons: "Note has been helpful" and "Note is unclear". At the bottom, there are tabs for "Text", "Header Data", "Release", "Correction Instructions", and "Support Packages". The "Text" tab is active, showing the following content:

**Symptome**  
You are integrating your SAP workflows with Microsoft Outlook or Lotus Notes using the client software on the SAP Presentation CD. This client software, which also includes the SAPforms capability, will no longer support SAP software components based on NetWeaver '04 or the SAP Web Application Server Release 6.40 or above. Maintenance of earlier Releases will be supported until October 2005. Future versions of Microsoft Outlook (beyond Outlook 2002) and Lotus Notes (beyond Domino 6.0) will not be supported using this interface. Replacement: The pro-active e-mail notification of work items will be enhanced for SAP NetWeaver '04. This will be available as advance functionality for SAP software using the basis Release 4.6C of the SAP Web Application Server.

# Templates for Messages

A template can be created or an existing template can be updated. Each template can be selected directly from the start page for processing.

**1** Select System Data    **2** Specify Problem    **3** Solve Problem    **4** Enter Details

Back Save Message Send message to SAP New Search New Message Save Template

**Status:**

Message Number  
Reporter  
Last Changed

**Selected System:**

System ID/Type  
System Name  
Operating System  
System Data

**Classification:**

Component \*  
Language

### SAP Notes Search & Message Creation

This area offers quick and easy access to the SAP Notes Search. Optionally, a message can be created once the search has not delivered a hint to resolve a particular problem.

Before creating a problem message, an SAP Notes Search has to be conducted in the first step.

To start the application, please select a system or use one of the templates you saved before. Once you have conducted a search for SAP Notes, you can save the search result and work on the individual hits later on. Furthermore, from this page you can access messages that have been saved before. (Additionally, you can find them in the "Drafts" section of your inbox)

#### Search via Note Number

Note Number

#### SAP Notes Search for System

##### Search templates

Name	SID	Installation
<a href="#">Production system P01</a>	P01	0020068250
<a href="#">Intranet Back-up</a>	EP6	0110003587
<a href="#">System ABC with Patches as of 18/9/04</a>	ABC	0110003587

##### System Selection

If the system you want to search an SAP Note or create a message for cannot be found in your template list to the left, you can select it here.

##### Former search results > follow

Name	SID	Installation	Last Change
<a href="#">Change proxy settings</a>	P01	0020068250	01/09/2004
<a href="#">BC-SM Bug &gt; implement three SAP notes</a>	EP6	0110003587	03/03/2004

##### Messages that have not been sent to SAP

Name	SID	Installation	Last Change
<a href="#">Within SEWP - Double Click...</a>	P01	0020068250	24/09/2004
<a href="#">COPA Specific Accessible...</a>	EP6	0110003587	22/09/2004
<a href="#">psvwrfm2 uses USERID e-mail address...</a>	ABC	0110003587	21/09/2004

# Status update via enhanced email notification

The status of the message is shown on top of the message. In addition an enhanced e-mail notification for status updates will be available.

The screenshot displays a SAP message details window. At the top, there are three buttons: "Send message to SAP", "Confirm Message", and "New Message". Below this is a section titled "Status: Customer Action" with a minus sign icon on the right. This section contains a table of message details, which is highlighted with a red border. The table has two columns: the left column contains labels and values, and the right column contains the status and dates. The details are: Message Number (0020079747 0000043765 2005), Status (Customer Action), Reporter (Hans Mustermann), Creation Date (02.02.2005), Last Changed By (SAP), and Change Date (02.02.2005). Below the status section is another section titled "Selected System: NW3" with a minus sign icon on the right. This section contains a table of system information: System ID/Type (NW3 International Demo ar), Product Version (04), System Name (empty), Patch Level (empty), Operating System (LINUX), and Database (ADABAS D). At the bottom of the system section, there are four buttons: "System Data Maintenance", "Display Software Details", "Maintain Access Data", and "Maintain Service Connection".

Label	Value	Label	Value
Message Number	0020079747 0000043765 2005	Status	Customer Action
Reporter	Hans Mustermann	Creation Date	02.02.2005
Last Changed By	SAP	Change Date	02.02.2005

  

Label	Value	Label	Value
System ID/Type	NW3 International Demo ar	Product Version	04
System Name		Patch Level	
Operating System	LINUX	Database	ADABAS D