

How to Create a Support Message in SAP Service Marketplace



Summary

This document explains how to create a message (incident) on the SAP Service Marketplace. It is assumed that the customer has never logged into the system.

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Introduction

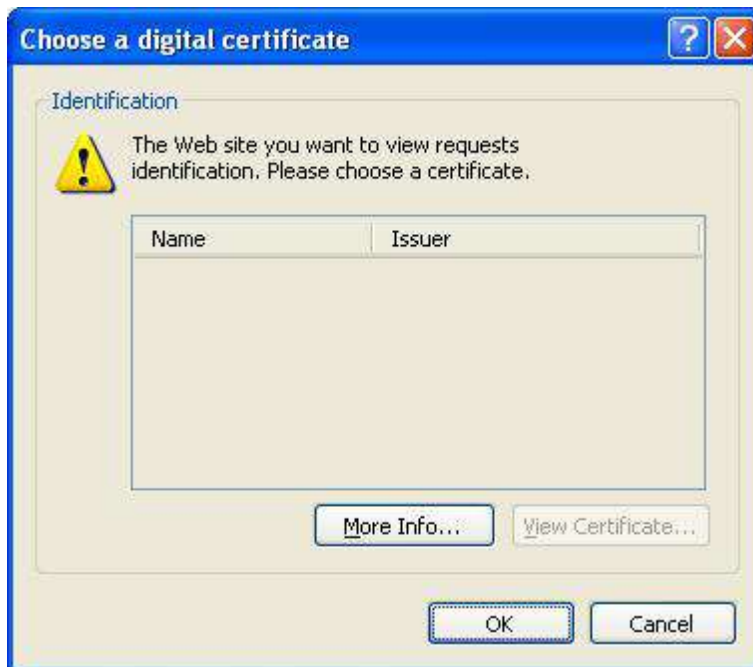
This document will assist you in creating a message (incident) on the SAP Service Marketplace (SMP) and assumes you have never logged into the system.

Log in

1. Go to the [SAP BusinessObjects Support page](#).
2. Enter the S-User ID and password. Click **OK**. (If you have done a single-sign on, go to step 6.) The Choose a digital certificate dialog appears.



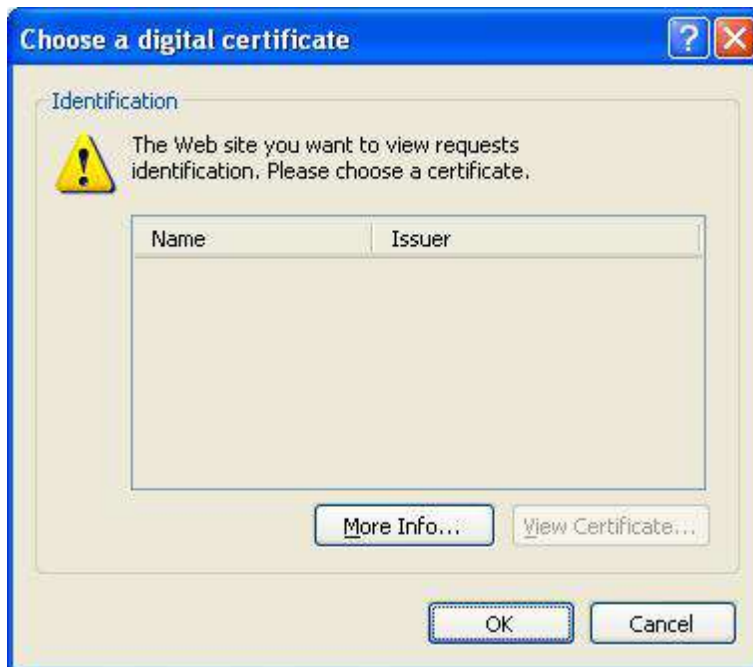
3. Click **OK**.



4. Enter the S-User ID and password. Click **OK**.



5. Click **OK** again.



The SAP BusinessObjects landing page appears. On this page are links to useful items, including the **Create a message/Contact technical support** link.

The screenshot shows the SAP Support Portal interface. At the top, there's a navigation bar with 'HOME', 'Help & Support', 'Downloads', 'Keys & Requests', 'Data Administration', 'Maintenance & Services', 'Application Life-Cycle Management', 'Release & Upgrade Info', and 'Knowledge Exchange'. Below this is a search bar and a 'SAP BusinessObjects Support' link. The main content area is titled 'FREQUENTLY USED LINKS FOR SAP BUSINESSOBJECTS CUSTOMERS'. Under the 'I want to ...' section, the link 'Create a message / Contact technical support' is highlighted with a red box. Other sections include 'Troubleshoot a Technical Problem', 'Find Documentation', 'Learn About Support', and 'Activate My Software'.

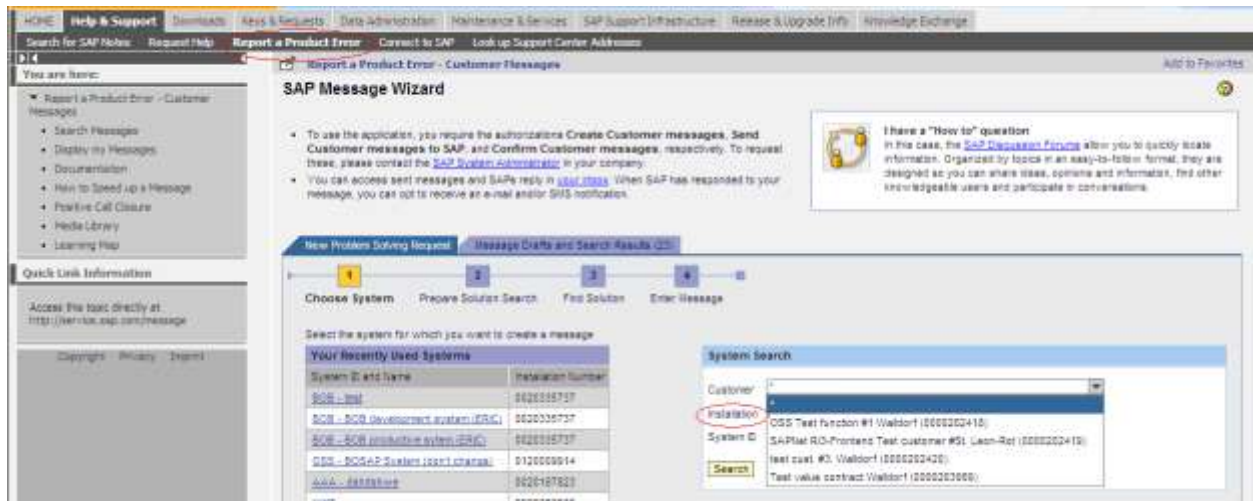
Note: Setting up a **Single Sign-on** allows the site to remember login information and not prompt for it so frequently. To do this, click my **Profile** at the top of the page. Click **Maintain my Single Sign-on Certificate** on the left of the page. Follow the instructions provided.

The screenshot shows the 'My Portal Profile' page. The navigation bar includes 'HOME', 'Help & Support', 'Downloads', 'Keys & Requests', and 'Data Administration'. A 'My Portal Profile' dropdown menu is open, showing options like 'My Personal Data', 'Change my Password', 'Maintain my Single Sign-on Certificate', 'Display my Authorizations', 'Display my Super-administrators', 'Maintain my Notifications and Newsletter Subscriptions', and 'Documentation'.

Create the Support Message

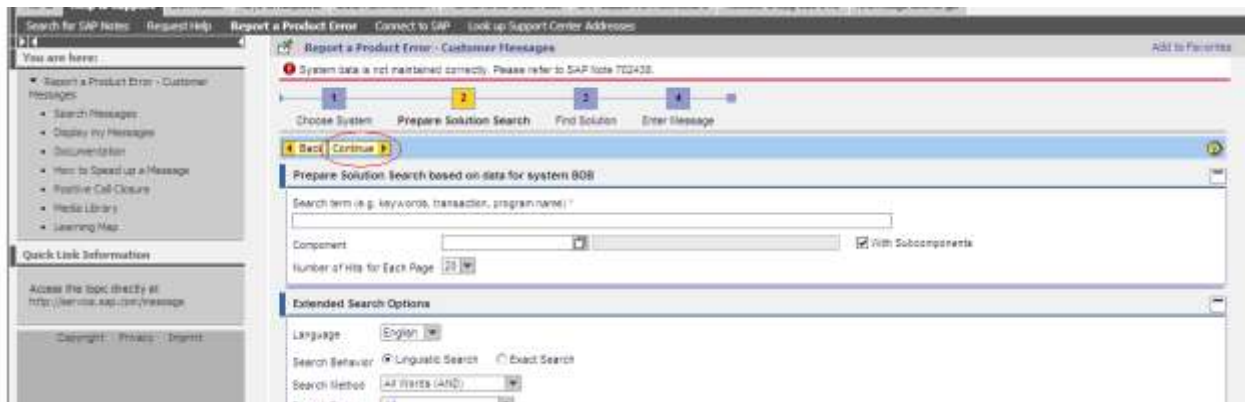
To create the support message

1. Click **Create a message/Contact technical support** (as shown above).
2. Click the **drop-down arrow** next to the appropriate installation. Choose the system.
3. Click **Search > BOB**.



Note: When creating a message, it is required to search for **Notes** (formerly known as **Knowledge Base articles**) to try to find an answer without logging a message.

4. Type the question in the **Search Terms** area. Click **Continue**.



5. Click **Create Message** if there are no notes answering the question.

The screenshot shows the 'Report a Product Error - Customer Messages' page. The 'Create Message' button is circled in red. Below the search bar, there are search results for 'ACE'. A table titled '1994 SAP Notes found (based on selected systems)' is visible, with the following data:

Ranking	App. Area	SAP Note Number	Title	Changed on
1	0.455	1181734	How to change the NCDL as an active webserver - ACE	07-09-2006
2	0.510	1207945	What is the definition of a support address? - ACE	08-23-2006
3	0.533	1162543	Redesign "Business" code when using an external EUS ID	08-23-2006
4	0.555	1181386	Checklist for entering the SAP Internal System ID (S) ID	08-23-2006

Components

Choose the appropriate component for the message. The component allows the message to be logged for the correct support team. To do this, click the **icon** next to the Component window for a drop down list.

The screenshot shows the 'Report a Product Error - Customer Messages' page. The 'Component' field is circled in red. The page shows the 'Message Administration' section with the following fields:

- Reporter: BOSAP AMERICAS (That value cannot be changed)
- Status: Not added yet
- Language: English
- Component: [Dropdown menu]
- Priority: Medium

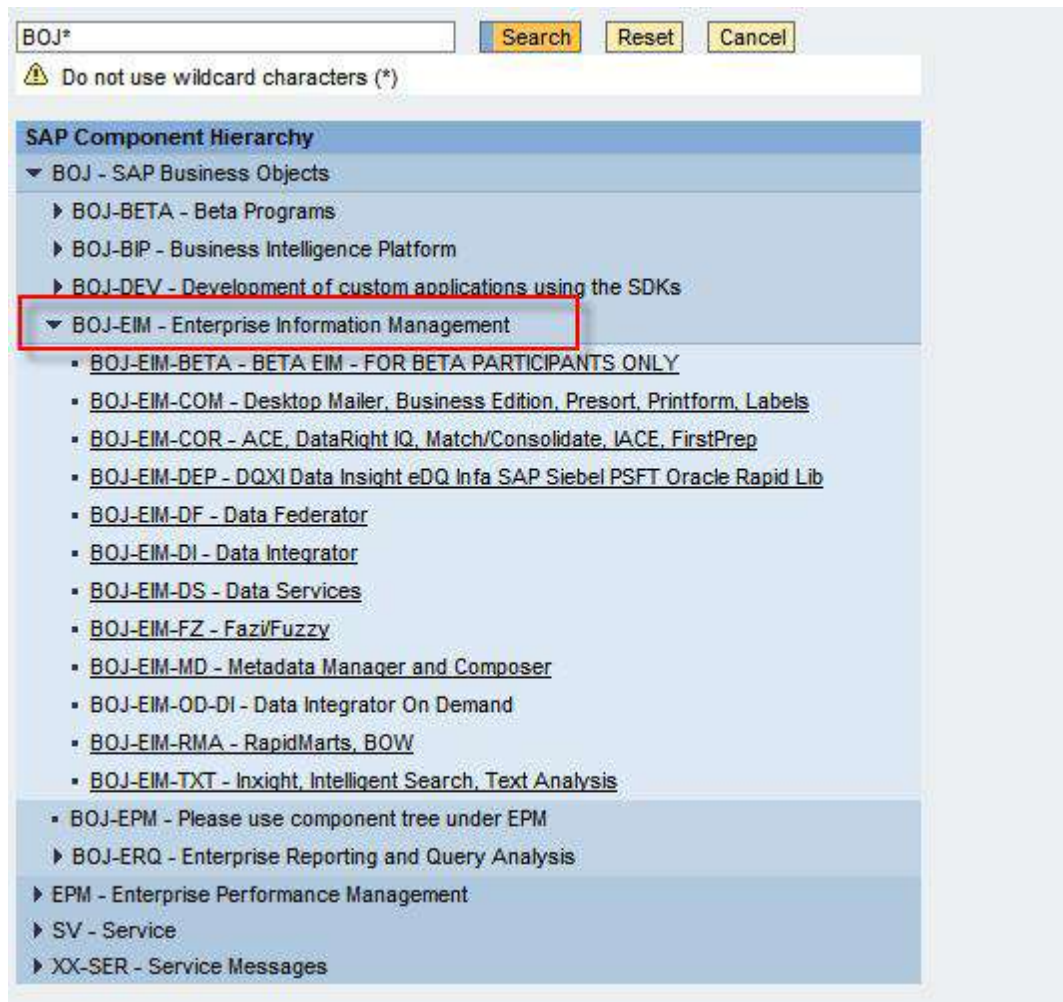
The 'Affected System' section shows the following details:

- System ID / Name: BOB / test
- Installation No. / Name: 000035707 / Business Objects test installer (ERIC)
- System Type: Test system
- Product Version: BOS/ ENTERPRISE 6.5.3
- Operating System: LINUX
- Database:
- Technical Usage Type: No technical usage types available
- Changed on: 07-02-2006 by Hans Ammer (S000315119)
- Connection Status: Connection Closed

The 'Problem Details' section has fields for 'Short Text' and 'Long Text'.

For example, click the arrow by **BOJ-EIM** to see a more detailed list. Next to each component, the name(s) of the products are listed.

- BOJ-EIM-COR - ACE, DataRight IQ, Match/Consolidate, IACE, FirstPrep
- BOJ-EIM-COM - DeskTop Mailer, Business Edition, Presort, PrintForm, Label Studio
- BOJ-EIM-DEP - DQXI, Data Insight, eDQ Infa, SAP Siebel, PSFT, Oracle, Rapid Library
- BOJ-EIM-DF - Data Federator
- BOJ-EIM-DI - Data Integrator, Text Analysis, Data Services
- BOJ-EIM-DS - Data Services, Fazi/Fuzzy
- BOJ-EIM-MD - Metadata Manager and Composer
- BOJ-EIM-RMA - RapidMarts, BOW



Completing the Message

After choosing the component, fill in any remaining required and optional items.

Note: Required fields under **Problem Details** are flagged with a red asterisk (“ * “).

To complete the message

1. Type a brief description of the issue in the **Short Text** box.
2. Type additional details regarding the issue in the **Long Text** box. If it is necessary to attach files, please use ZIP format.
3. Click **Send Message**.
Alternately, click **Save Message**. This keeps the message in the **Draft** section of **My Inbox**.

To view messages that have been sent to support, click **My Inbox > Sent Items**.

When Technical Assurance sends a message for closure or more information, it will be in the Inbox.

Important: After the Technical Assurance team sends the message back *and* the issue is resolved, click **Close Message**.

Related Content

[Note 1424080](#) -- SAP BusinessObjects - Business Intelligence Platform Components

[Note 1424123](#) -- Components for Enterprise Performance Management - Business Planning and Consolidations

[Note 1424115](#) -- SAP BusinessObjects - Enterprise Performance Management - Financial Consolidations Finance Components

[Note 1424096](#) -- SAP BusinessObjects - Enterprise Performance Management - Profitability and Cost Management, EPO, PP, AA Components

[Note 1424489](#) -- Components for Enterprise Performance Management (EPM)

[Note 1411049](#) -- Product - Component Legend for SAP BusinessObjects Products

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