## How to Create a Support Message on the SAP Service Marketplace

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.

- 1. Go to https://service.sap.com/bosap-support
- 2. Enter your S-User ID and password and click OK. (If you have done a single-sign on, go to step 6.)

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SAP Service Marke	tplace	~
Password:	Remember my password	1

3. Click OK on "Choose a digital certificate".

<u>^</u>	The Web site you identification. Ple-	want to view requests ase choose a certificate.
	Name	Issuer

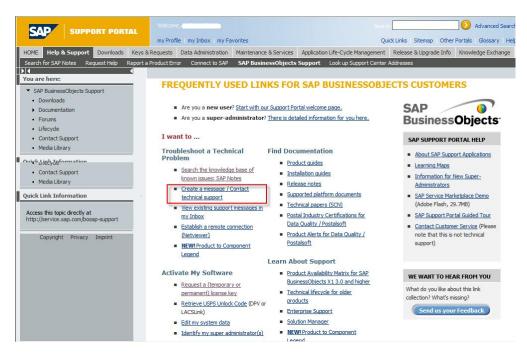
4. Enter your S-User ID and password again, and click OK.



5. Click OK again.

		u want to view requests sase choose a certificate.
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		More Info View Certificate

6. You are now logged on to the SAP BusinessObjects landing page. On this page you will find links to common items you will find useful, including the **Create a message/contact technical support** link.



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



- 7. To log the support message, click **Create a message/Contact technical support** (as shown above).
- 8. Under **System Search**, click the drop down arrow next to your installation and choose your system. Click **Search** and click on the BOB link.

HOME Help & Support Downloads	Keys & Requests Data Administration N	faintenance & Services S	AP Support Infrastructure	Release & Upgrade Info	Knowledge Exchange						
	Report a Product Error Connect to SAP	Look up Support Center	Addresses								
You are here:	Report a Product Error - Cu	istomer Messages				Add to Favorites					
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<ul> <li>Report a Product Error - Customer Messages</li> </ul>	of a moodage thizard					<b>*</b>					
<ul> <li>Search Messages</li> </ul>	• To use the application, you require the authorizations Create Customer messages, Send										
<ul> <li>Display my Messages</li> </ul>	Customer messages to SA	AP Discussion Forums allow you to quickly locate zed by topics in an easy-to-follow format, they are									
<ul> <li>Documentation</li> </ul>		<ul> <li>these, please contact the <u>SAP System Administrator</u> in your company.</li> <li>You can access sent messages and SAPs reply in <u>your inbox</u>. When SAP has responded to your message, you can out to receive an email and/or SMB notification.</li> </ul>									
<ul> <li>How to Speed up a Message</li> </ul>											
Positive Call Closure											
<ul> <li>Media Library</li> </ul>											
Learning Map	New Problem Solving Request	Message Drafts and Sea	arch Results (23)								
Quick Link Information Access this topic directly at http://service.sap.com/message	Choose System Prepare	Solution Search Find S	3 4 Solution Enter Message	-							
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	WHT	0020252525									

9. When creating a message it is required to search for Notes (Knowledge Base articles) to see if you can find an answer to your question without logging a message. In the Search Terms area, type your question and click **Continue**.

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	t a Product Error Connect to SAP Look up Support Center Addresses	
	😤 Report a Product Error - Customer Messages	Add to Favorites
You are here:	System data is not maintained correctly. Please refer to SAP Note 702438.	
<ul> <li>Report a Product Error - Customer Messages</li> <li>Search Messages</li> </ul>	System data is not maintained correctly prease feter to SAP rivie 702436.      1     2     3     4     Choose System Prepare Solution Search Find Solution Enter Message	
<ul> <li>Display my Messages</li> </ul>	Choose System Prepare solution search Prind Solution Enter message	
Documentation	Back Continue	0
<ul> <li>How to Speed up a Message</li> </ul>	Prepare Solution Search based on data for system BOB	
<ul> <li>Positive Call Closure</li> </ul>		
Media Library	Search term (e.g. keywords, transaction, program name) *	
Learning Map		
	Component 🔽	
Quick Link Information	Number of Hits for Each Page 20 -	
Access this topic directly at		
http://service.sap.com/message	Extended Search Options	
Copyright Privacy Imprint	Language English 💌	
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10. If you do not see any Notes pertaining to your question click Create Message.

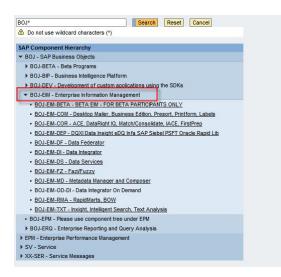
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HOME Help & Support Downloads Keys	& Requests Data Administration M	aintenance & Servic	es SAP Support I	nfrastructure Relea	se & Upgrade Info	Knowledge Exchange	2			
Search for SAP Notes Request Help Repor	rt a Product Error Connect to SAP	Look up Support	Center Addresses							
	💣 Report a Product Error - Cu	stomer Message	5						Add to Fa	vorites
You are here: Report a Product Error - Customer Messages	Choose System Prepare Soli	tion Search Fi	3 nd Solution E	4 ter Message						
<ul><li>Search Messages</li><li>Display my Messages</li></ul>	Back New Search Save Search Save Search Save Search S	earch Result Crea	te Message							1
Documentation	Search	Search Terms * ACE Search								
How to Speed up a Message     Positive Call Closure	The following search terms Search results that are relevant for your system BOB may be of help to you									
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11. Choose the correct **Component** for the product you are creating the message for. The component will allow the message to be logged for the correct team that supports the product. To do this, click on the icon next to the Component window for a drop down list.

	Keys & Requests Data Administration Maintenance & Services SAP Support Infrastructure Release & Upgrade Info Knowledge Exchange	
	Report a Product Error Connect to SAP Look up Support Center Addresses	
You are here:	①             Report a Product Error - Customer Messages               Add to Fa               Add to Fa                 ①             Error a messectific component               Add to Fa               Add to Fa	rorites
Report a Product Error - Customer Messages     Search Messages     Display my Messages     Documentation     How to Speed up a Message     Positive Call Closure	1 2 3 4 Choose System Prepare Solution Search Find Solution Enter Message	<b>?</b>
Media Library     Learning Map	Classification Affected System	
Quick Link Information Access the topic directly at http://service.sap.com/message Copyright Privacy Imprint	Reporter       BCBAP AMERICAS ("test value contract)         Status       into saved yet         English       Into saved yet         Component       Into saved yet         Priority       Indum v         Business operations are affected.       System D / Name       BCB / test         Status       Interface       System D / Name       BCB / test         Doprating B yatem       Destabase       English       Connection Status         Connection Status       Connection Closed       Show All System Data       Maintain Service Connection	
	Problem Details	
	Short Text *	
	Long Text *	
	Specify the following details:     Specify the following details:     Did the scenerio work before? If yes, when did the     problem start to occur? Were any changes made to the     environment?	

- 12. 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.
  - a. BOJ-EIM-COR ACE, DataRight IQ, Match/Consolidate, IACE, FirstPrep
  - b. BOJ-EIM-COM DeskTop Mailer, Business Edition, Presort, PrintForm, Label Studio
  - c. BOJ-EIM-DEP DQXI, Data Insight, eDQ Infa, SAP Siebel, PSFT, Oracle, Rapid Library
  - d. BOJ-EIM-DF Data Federator
  - e. BOJ-EIM-DI Data Integrator, Text Analysis, Data Services

- f. BOJ-EIM-DS Data Services, Fazi/Fuzzy
- g. BOJ-EIM-MD Metadata Manager and Composer
- h. BOJ-EIM-RMA RapidMarts, BOW



- 13. After choosing the component, fill in any remaining required and optional items. \*\*Required fields under Problem Details are flagged with a red asterisk.
  - In the Short Text box, enter a brief description of the question or issue.
  - In the Long Text box, you can go into further detail.
  - On this page, you can attach files if needed (please zip the file(s)).
  - When finished, you can either click Send Message or Save Message. If you click Save Message, the
    message WILL NOT be sent to support, it will remain in the Draft section of "my Inbox" for you to send
    later. If you are ready to send the message, click Send Message.
  - You can see the messages you have "sent" by clicking My Inbox and viewing your Sent Items.
  - When Technical Assurance sends a message back to you to close or for further information, it will be in your Inbox.
  - It is important after the Technical Assurance Team sends the message back to you, and if the issue is resolved, click Close Message.