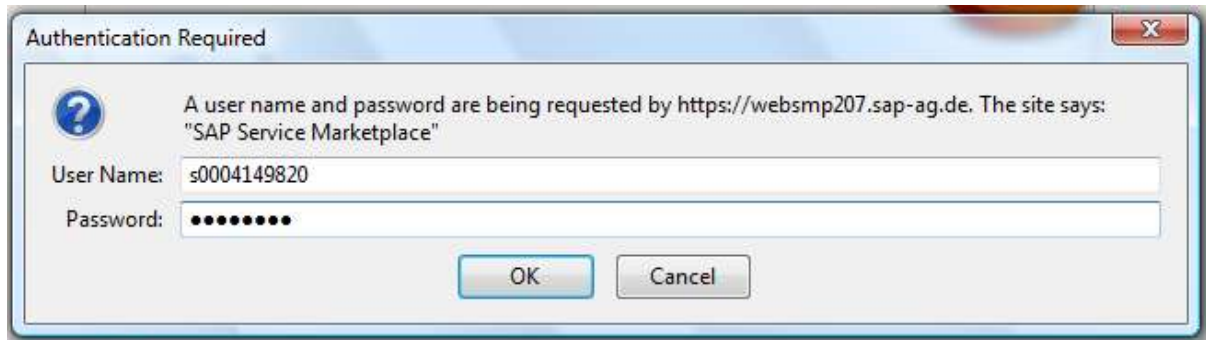


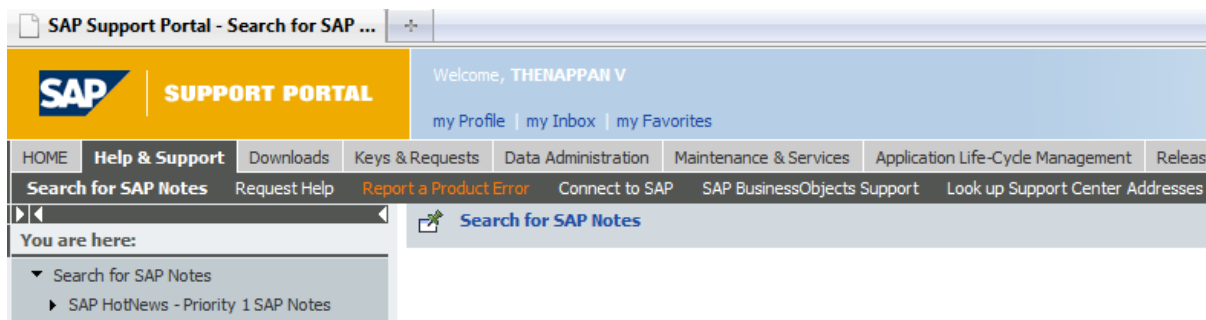
Step 1 – Goto SAP Service Market place www.service.sap.com/notes



Step2 – Enter the S User ID and Password provided by the Admin



Step 3 – Click on Report a Product Error



Step4 – Select the system which you want to correct the issue or program error. In this step you must describe the problem or error you are facing and press continue. The system will search the solution from the existing SAP notes and if there is any you can use it for your issue. Otherwise you can proceed to enter message to get the solution from SAP in the form of OSS note.

HOME | **Help & Support** | Downloads | Keys & Requests | Data Administration | Maintenance & Services | Application Life-Cycle Management | Release & Upgrade Info | Knowledge Exchange

Search for SAP Notes | Request Help | **Report a Product Error** | Connect to SAP | SAP BusinessObjects Support | Look up Support Center Addresses

You are here: Report a Product Error - Customer Messages

1 Choose System | 2 Prepare Solution Search | 3 Find Solution | 4 Enter Message

Back | Continue

Prepare Solution Search based on data for system ISM

Search term (e.g. keywords, transaction, program name) *
 Batch stock of 1 lot is picked by two outbound deliveries even though the stock will meet the requirement as one delivery

Component: SD-BF-AC | Availability Check: | With Subcomponents:

Number of Hits for Each Page: 20

Extended Search Options

Language: English

Search Behavior: Linguistic Search | Exact Search

Search Method: All Words (AND)

Quick Link Information

Access this topic directly at <http://service.sap.com/message>

Copyright | Privacy | Imprint

System Data

System ID / Name	ISM / Solution Manager
Installation No. / Name	0020283514 / Solman
System Type	Production system
Product Version	SAP SOLUTION MANAGER 7.0
Operating System	NT/INTEL WIN2003
Database	MSSQLSRV
Technical Usage Type	No technical usage types available
Changed on	01.06.2009 by M.Bala Subramanian (S0004164141)
Connection Status	Access Data Missing / Connection Closed

Show All System Data

Back | Continue

Continue

Report a Product Error | Connect to SAP | SAP BusinessObjects Support | Look up Support Center Addresses

Report a Product Error - Customer Messages

Number of Hits for Each Page: 20

Extended Search Options

Language: English

Search Behavior: Linguistic Search | Exact Search

Search Method: All Words (AND)

Search Range: All

Sort by: Ranking

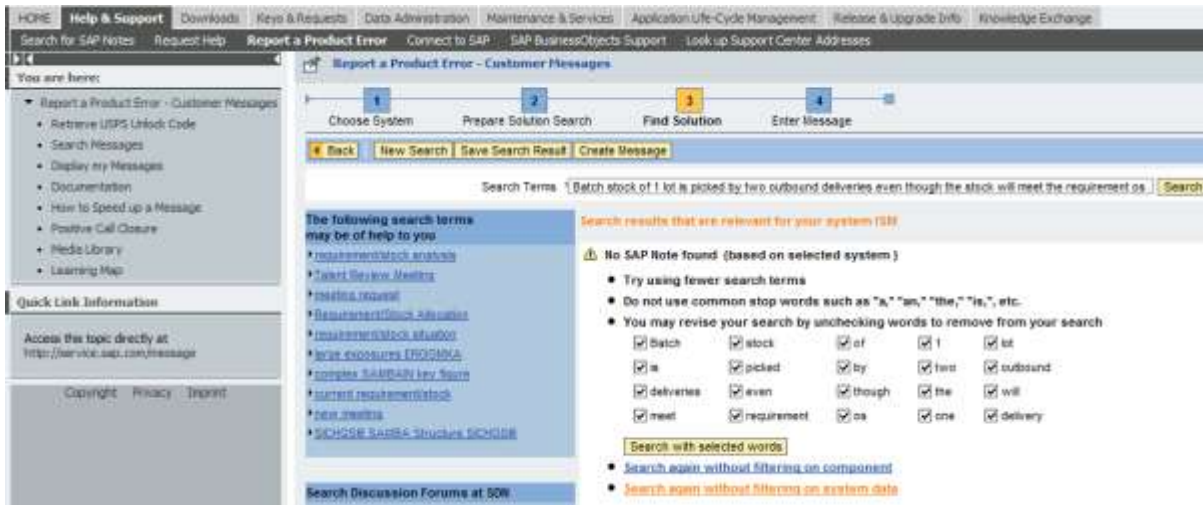
System Data

System ID / Name	ISM / Solution Manager
Installation No. / Name	0020283514 / Solman
System Type	Production system
Product Version	SAP SOLUTION MANAGER 7.0

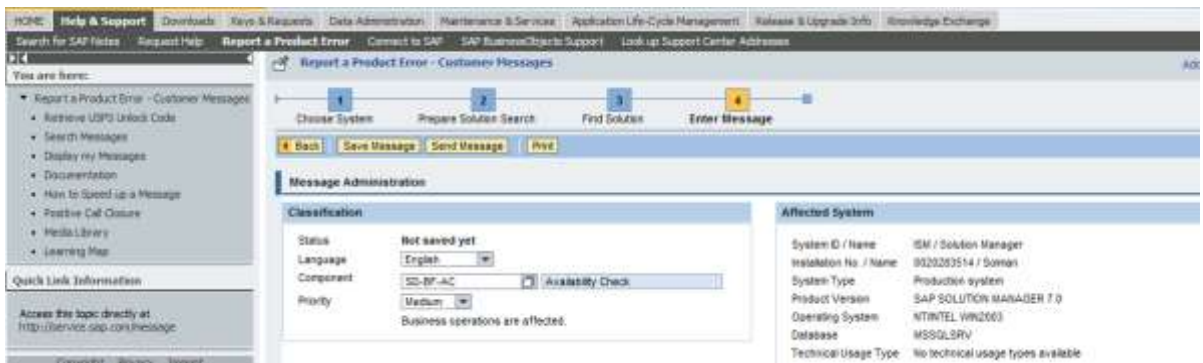
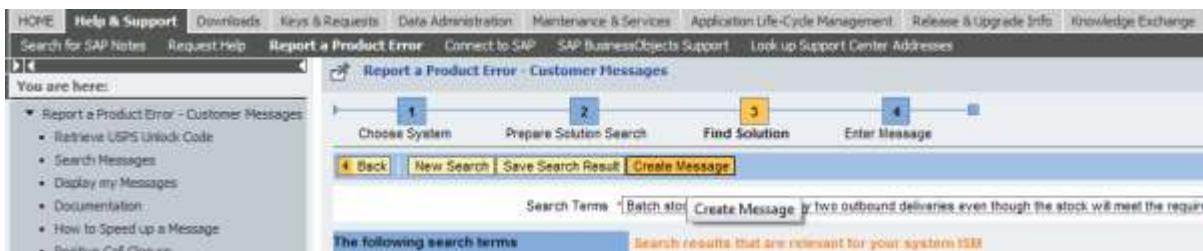
Wait...

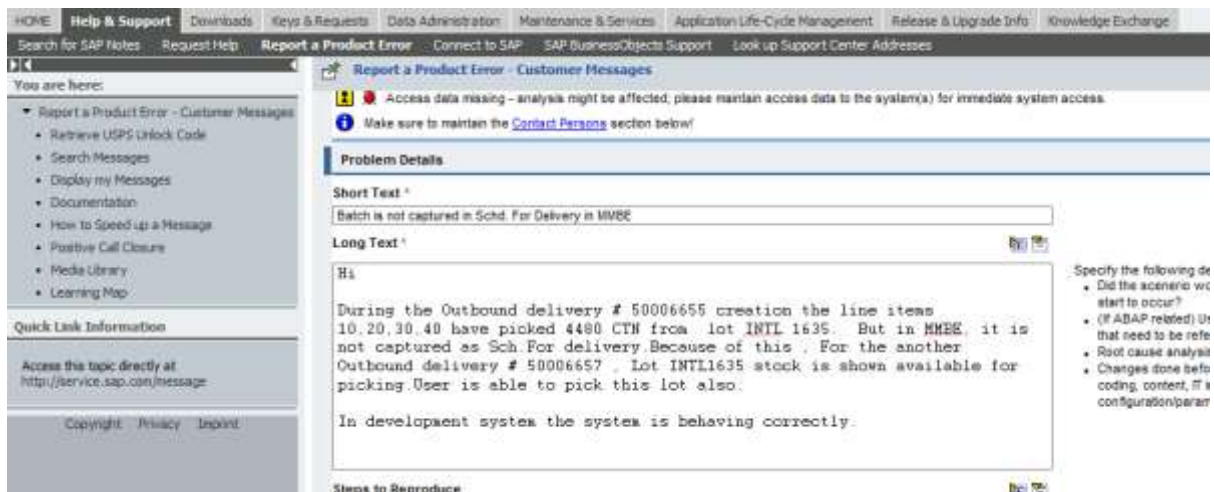
Your request is being processed.

No solution found



Step 5 – Create the message to SAP to get the solution by describing the problem in detail





Step 6 – you can upload any documents or screen shots if you have relevant to the issue. And provide the contact details to get in touch with SAP. Press send message.

Report a Product Error - Customer Messages

Enter unique file description:

SAP Notes

SAP Notes which have been implemented to resolve the issue

Please fill out the following table with SAP Note numbers you have implemented to resolve the problem and give a short description of the result.

Note number	Not relevant	Implemented and still in systems	Implemented but removed afterwards	Comment
<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

Contacts & Notifications

	Name	Phone Number	Mobile Telephone	E-Mail		
<input checked="" type="checkbox"/>	Reporter	THENAPPAN V.	+95 84411781	+95 91079561	skarthikeyan@obtechglo	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Opening System					<input type="checkbox"/>
<input type="checkbox"/>	Other					<input type="checkbox"/>

Error uploading file - empty or nonexist...

Step 7 – You can check the myInbox to see any response from SAP and you can continue the communication until the issue is resolved.

SAP SUPPORT PORTAL

Welcome, THENAPPAN V.

my Profile | my Inbox | my Favorites

Report a Product Error - Customer Messages

1 Choose System | 2 Prepare Solution Search | 3 Find Solution | 4 Process Message

Your message was sent successfully.
(0001170921 2009)
The message can be found in your SAP Service Channel inbox.