

How to check and implement OSS notes

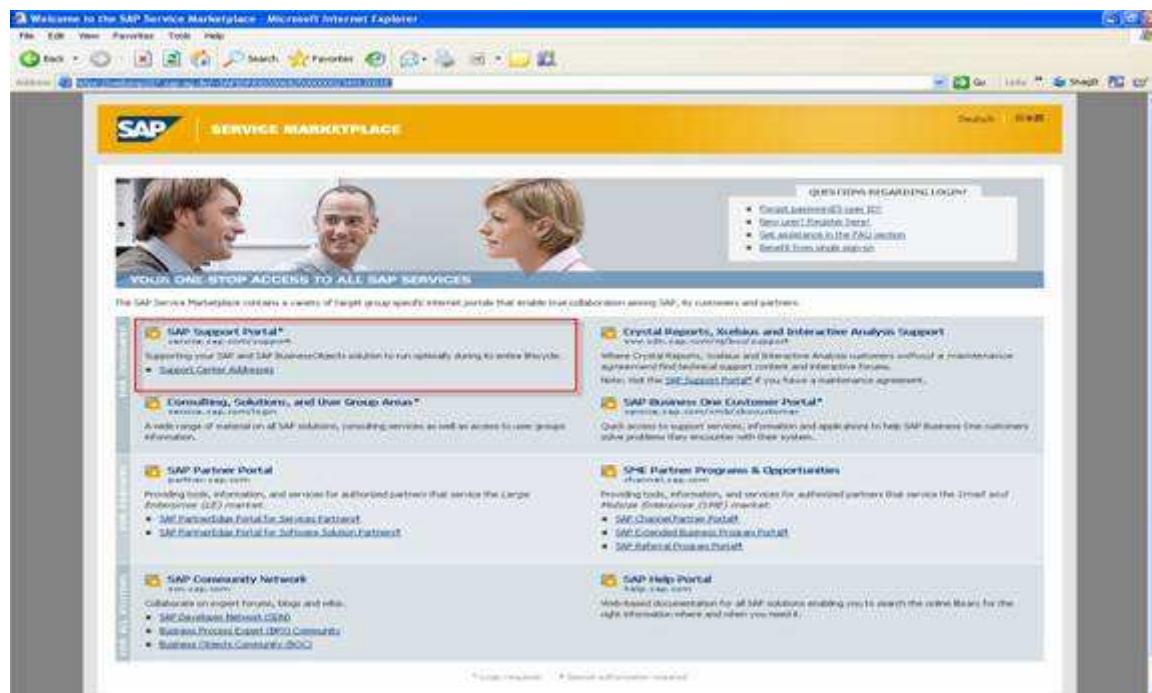
By Shivaji Gannavarapu, Wipro Technologies

SAP Service Marketplace is one point communication with collection of different portals for all customers, partners with SAP.

OSS is an online SAP service portal which that has updates about SAP patches and latest SAP note information. If standard SAP program has any bug or error, SAP will provide small correction instructions as SAP notes for customers. The correction instructions are implemented either automatically from the transaction 'SNOTE' or manually by registering the individual object in the online service portal for modification.

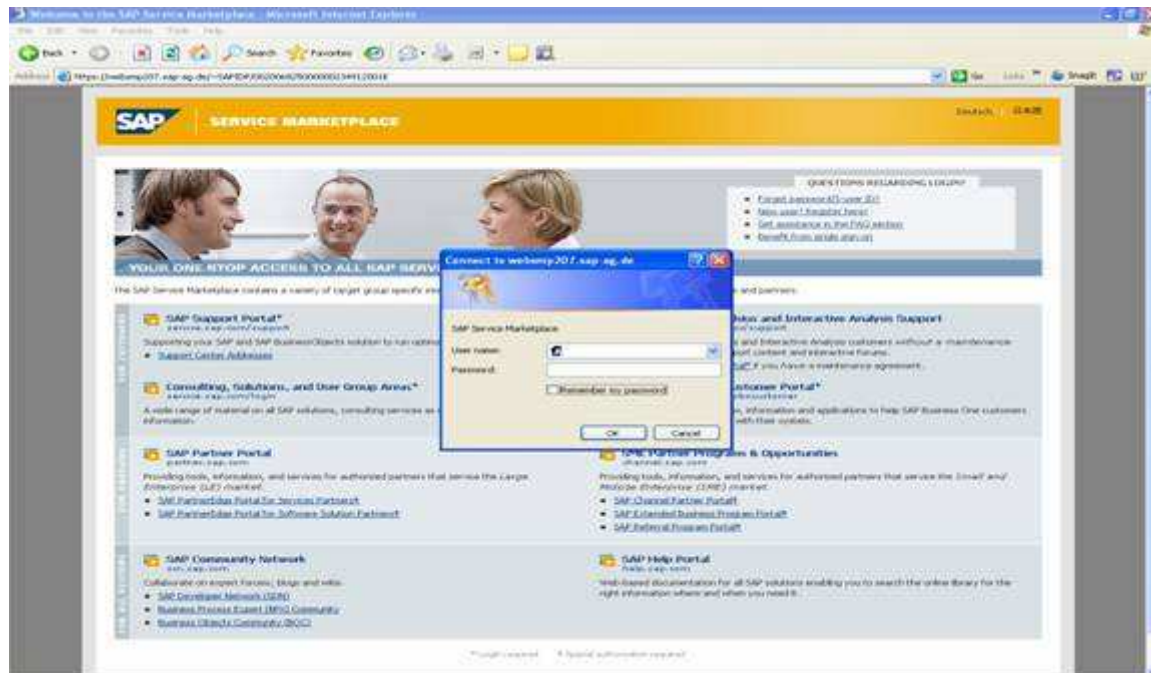
To check for SAP Notes through the service portal

1. Open the URL – <http://service.sap.com> in a browser. And select the SAP Support Portal.



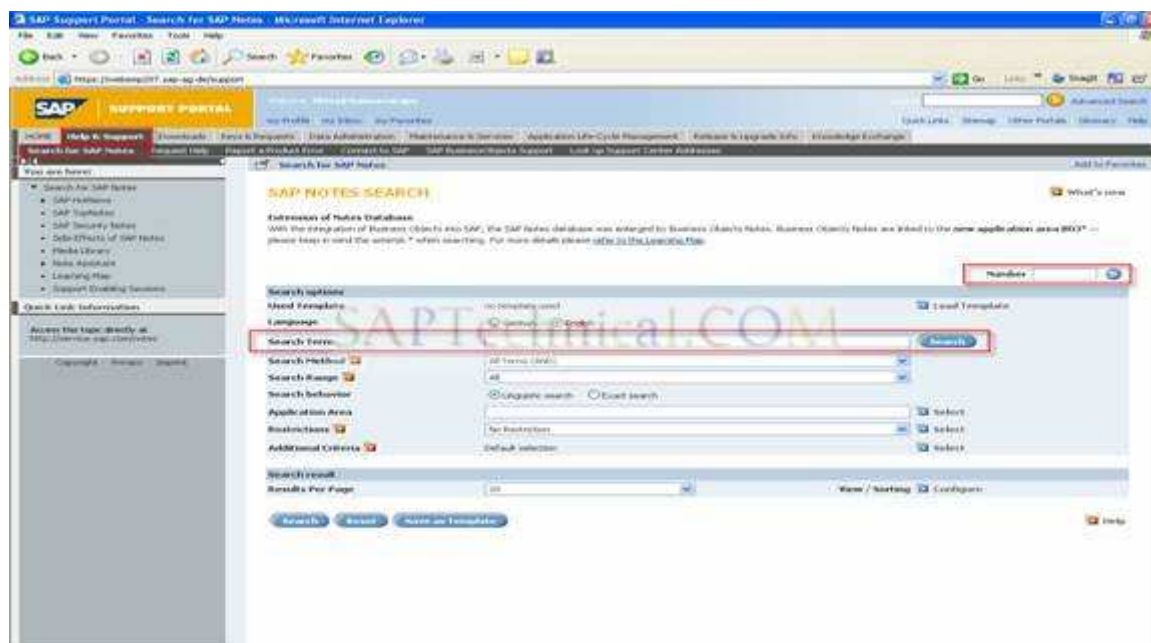
2. Enter the OSS ID and password to login to the support portal.





3. Once we login to the SAP support portal, select the menu 'Help & Support'. In that again select 'Search for SAP Notes'. A selection screen is displayed where we can search for OSS notes by

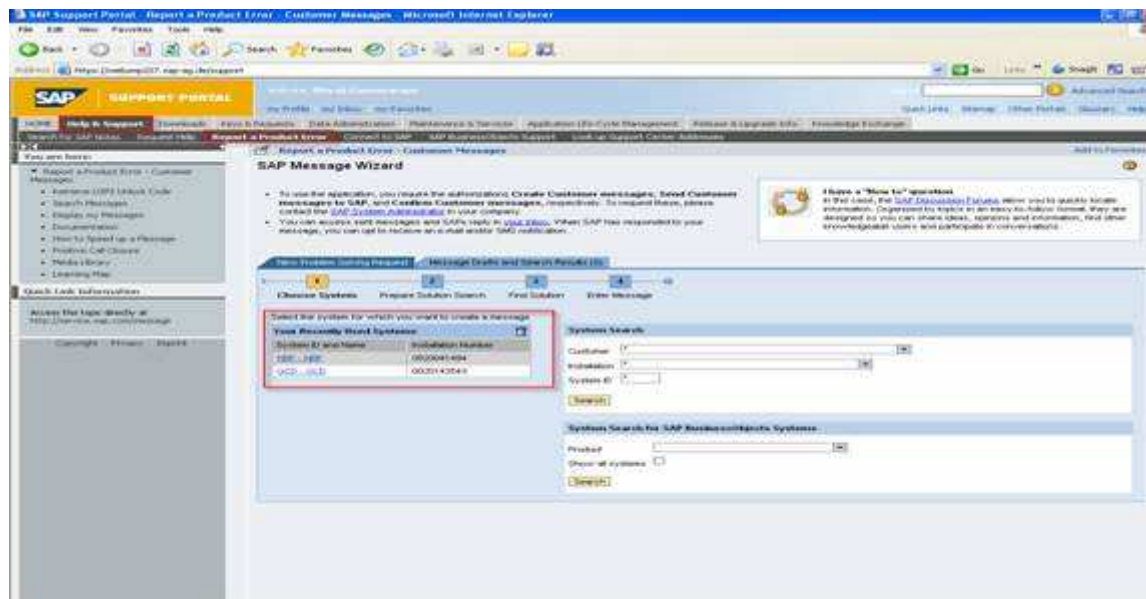
1. A note number,
2. A Search term (Any description, for ex: 'short dump in QE51N', etc).



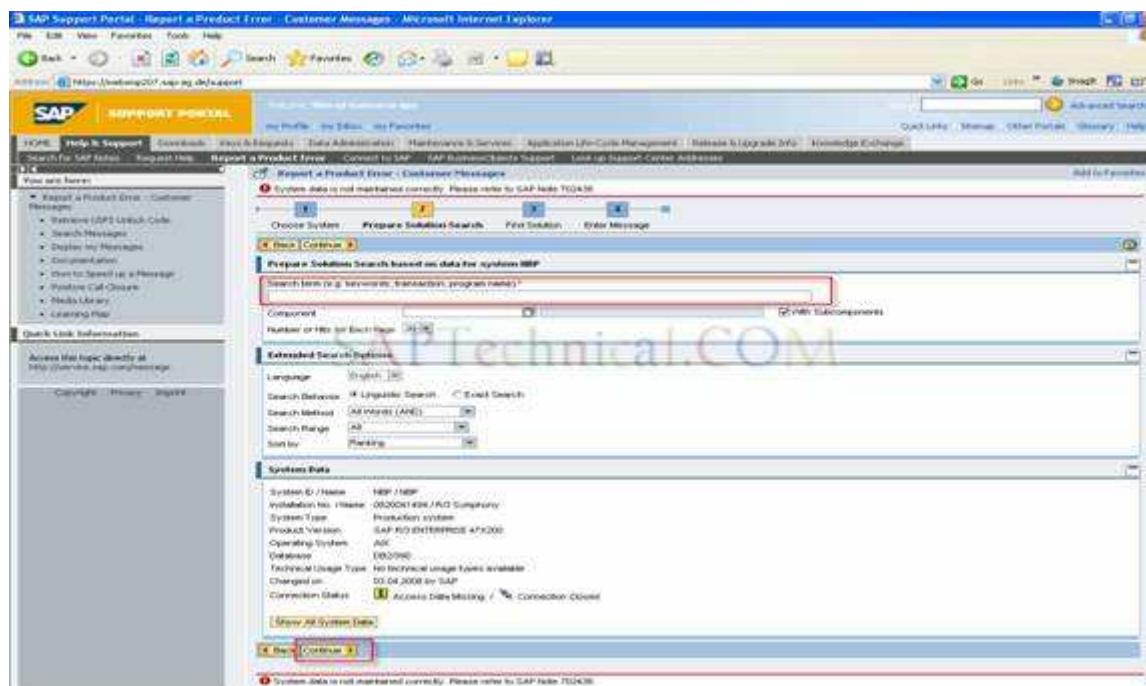
Report a product error and Create SAP Message

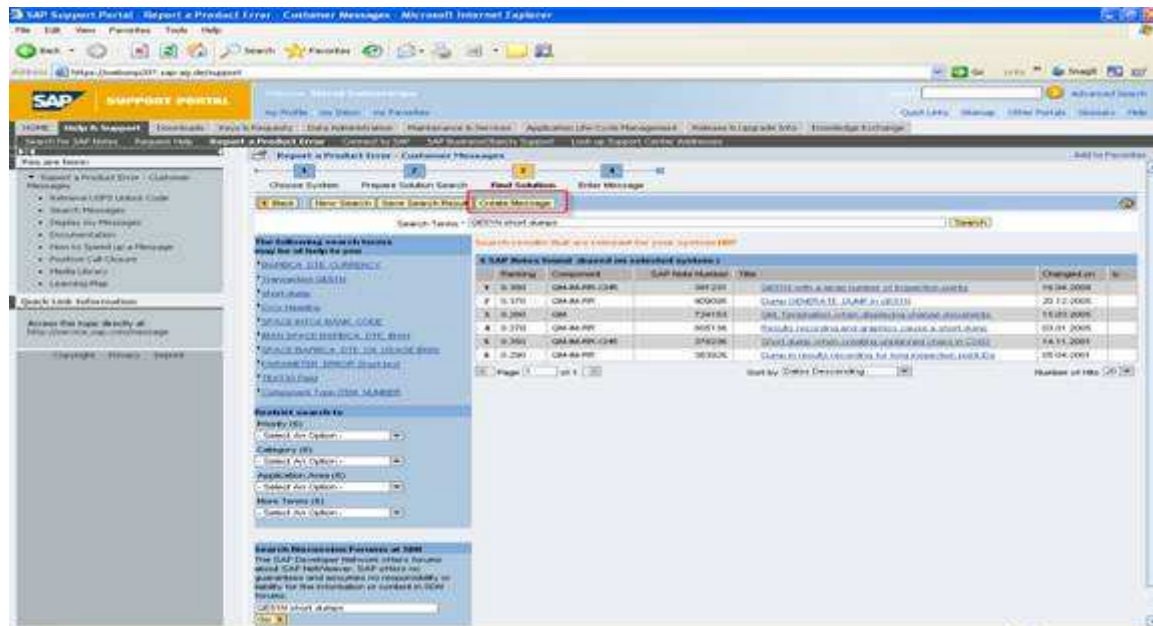
When, we don't find a relevant SAP Note for with a required correction/fix, we can report an issue to SAP. Select 'Help & Support' -> 'Report a product error' menu. Select the appropriate System ID.





In the next screen, provide the short description in few words about the issue and click Continue. The relevant OSS notes are displayed in the next screen. If none of them match with our criteria, then we can proceed to create a message to SAP with more details of the issue.





screen is displayed when we click the 'Create Message' button.

Here we can give details of the issue. Fill in,

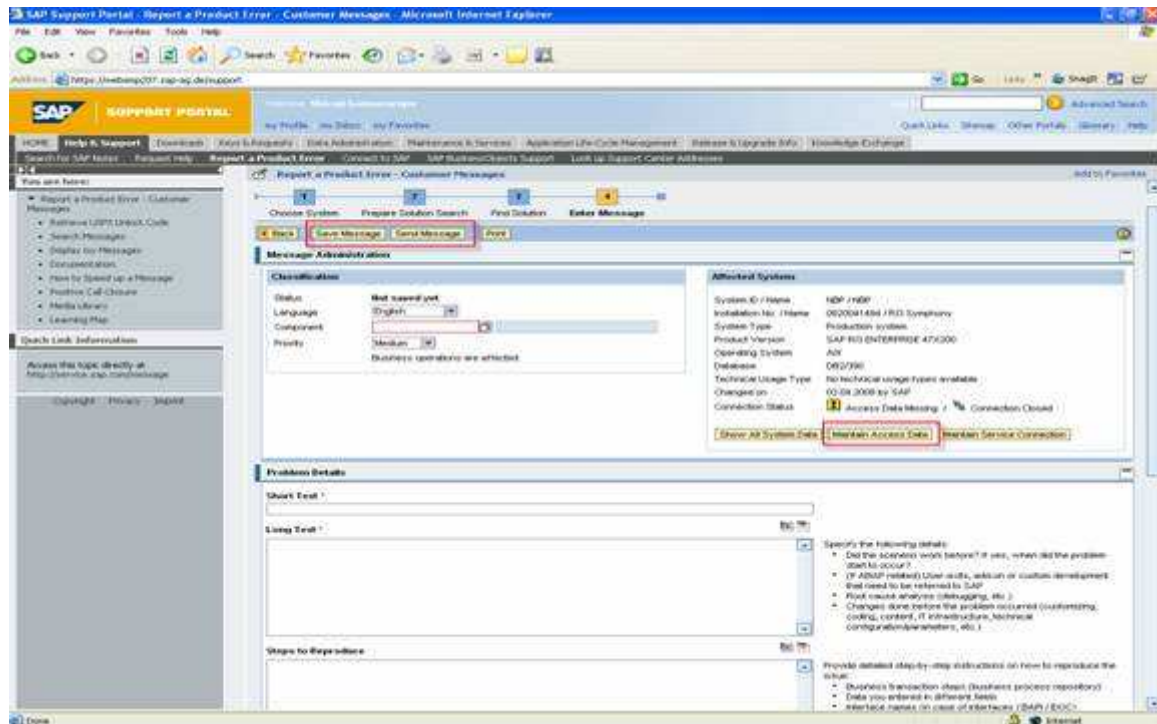
1. Short text
2. Long text
3. Steps to reproduce the issue
4. Attach any documents with screen shots.
5. Also provide the credentials for any system access. (Dev, Test or production system)

In the 'Maintain Access Data', temporary system Id and password are maintained for SAP until certain period of time. The duration is extended for more days, if needed.

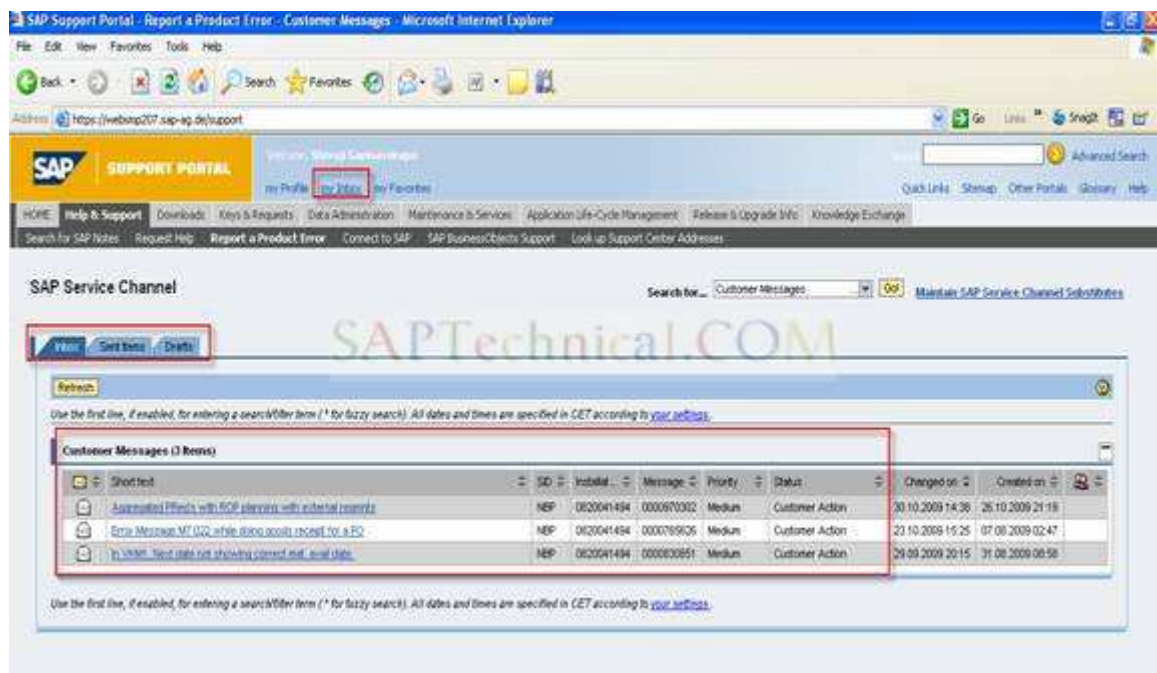
Once all the details are specified, we can save the message for further editing

'Save Message' button, or send the message to SAP by clicking the 'Send Message'.





The message can be monitored in the 'my inbox'.

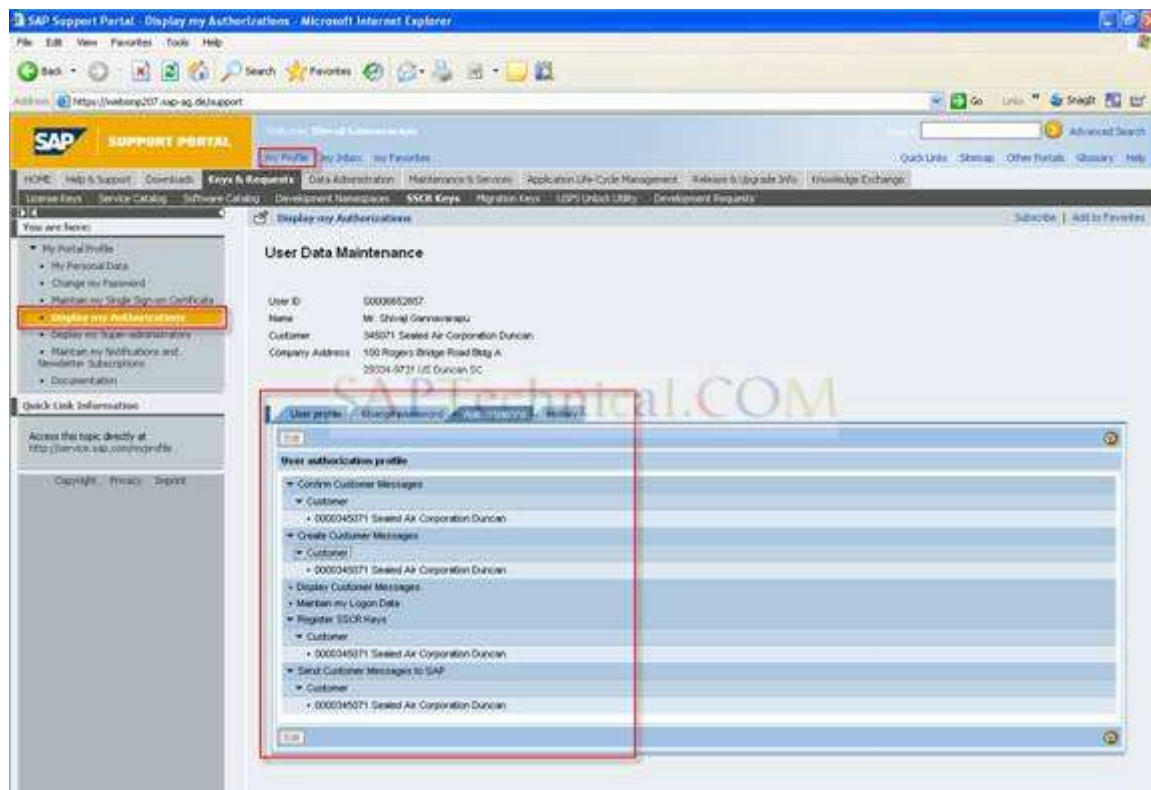


To display user profile in OSS Portal

Select 'my profile -> Display my authorization'

1. To see what authorization you have like

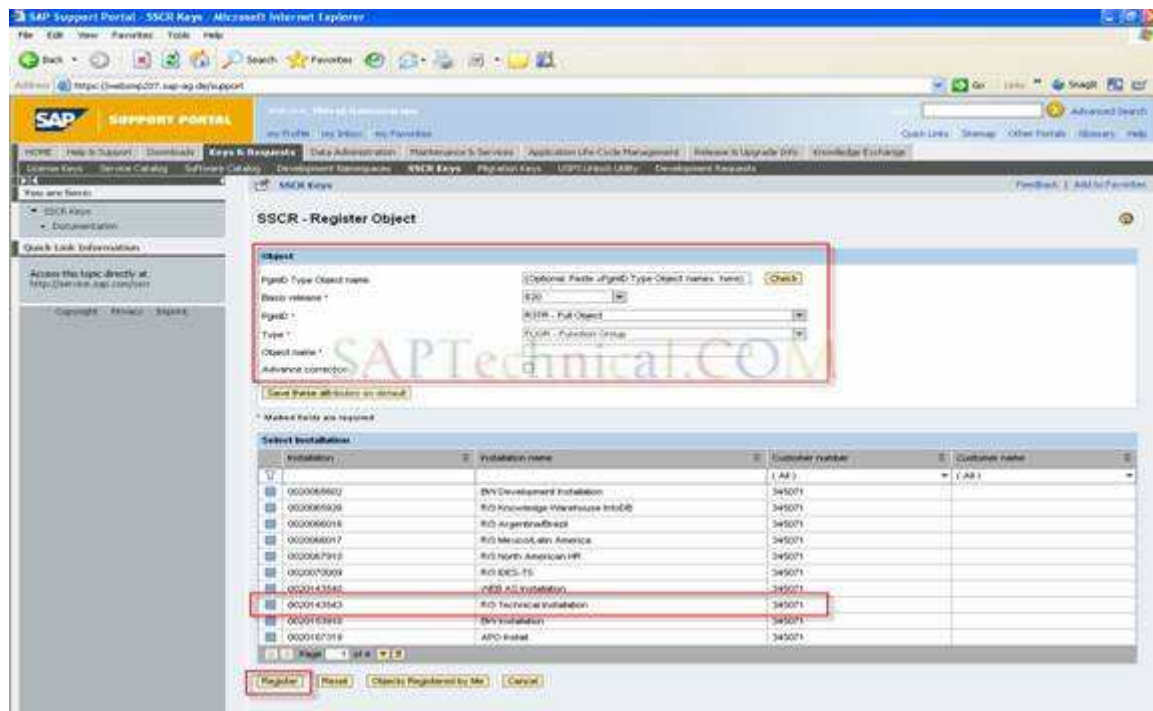
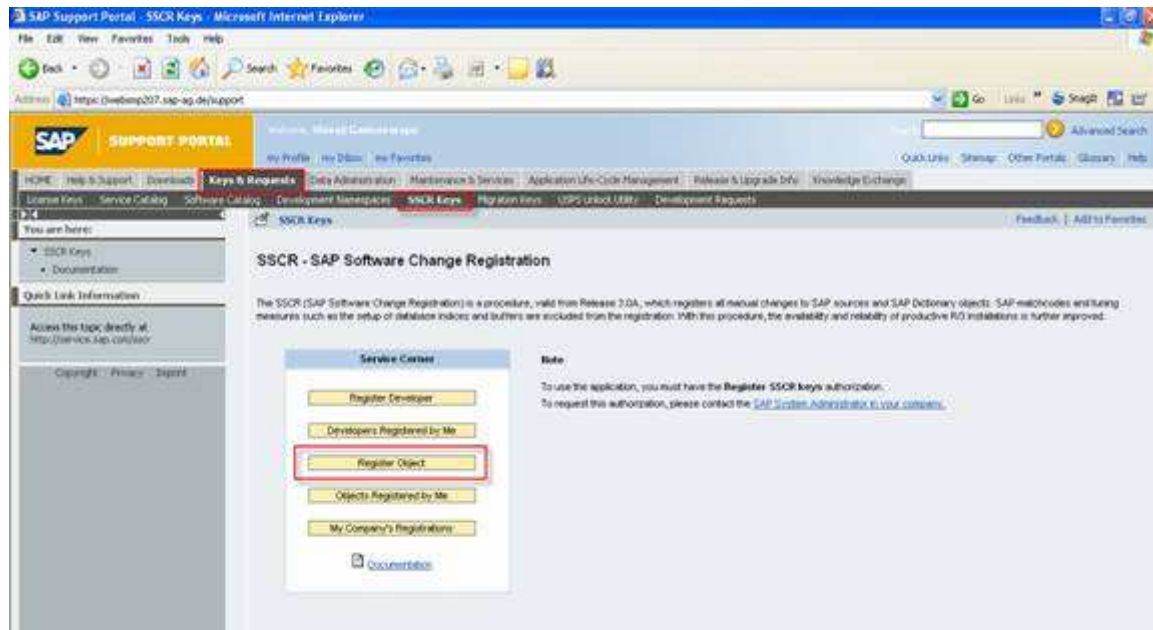
1. To view OSS notes
 2. Create/View SAP messages
 3. Register objects are modifications, etc.
2. To change your profile details.



To Register Standard SAP Objects for modifications manually

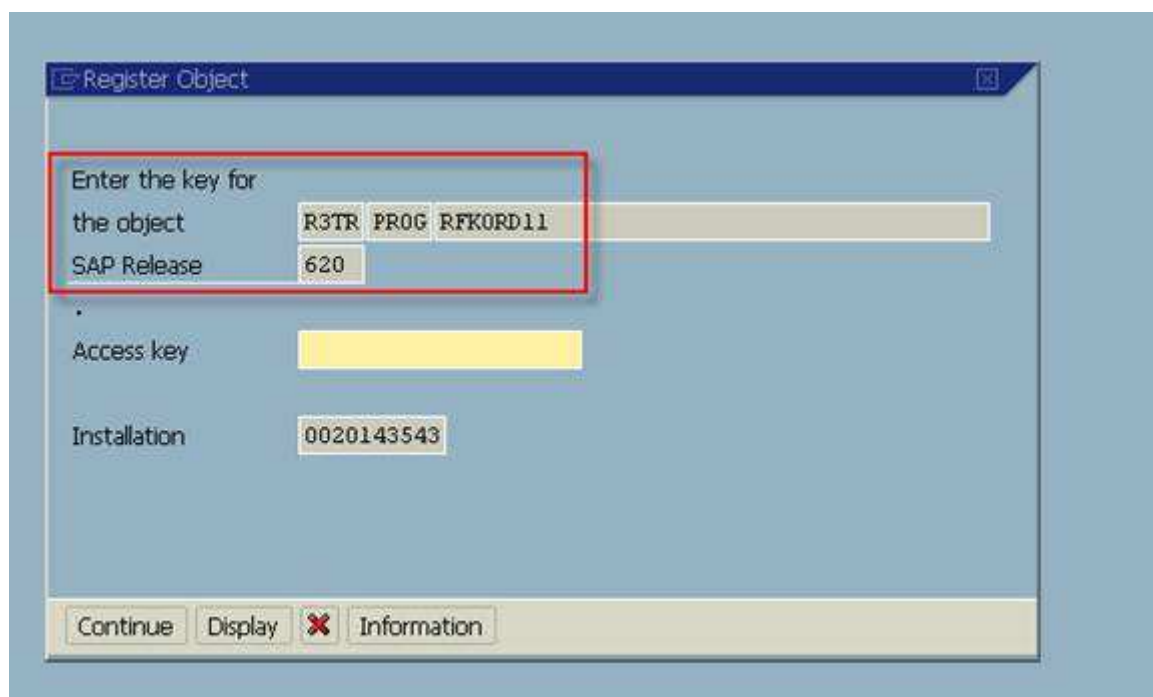
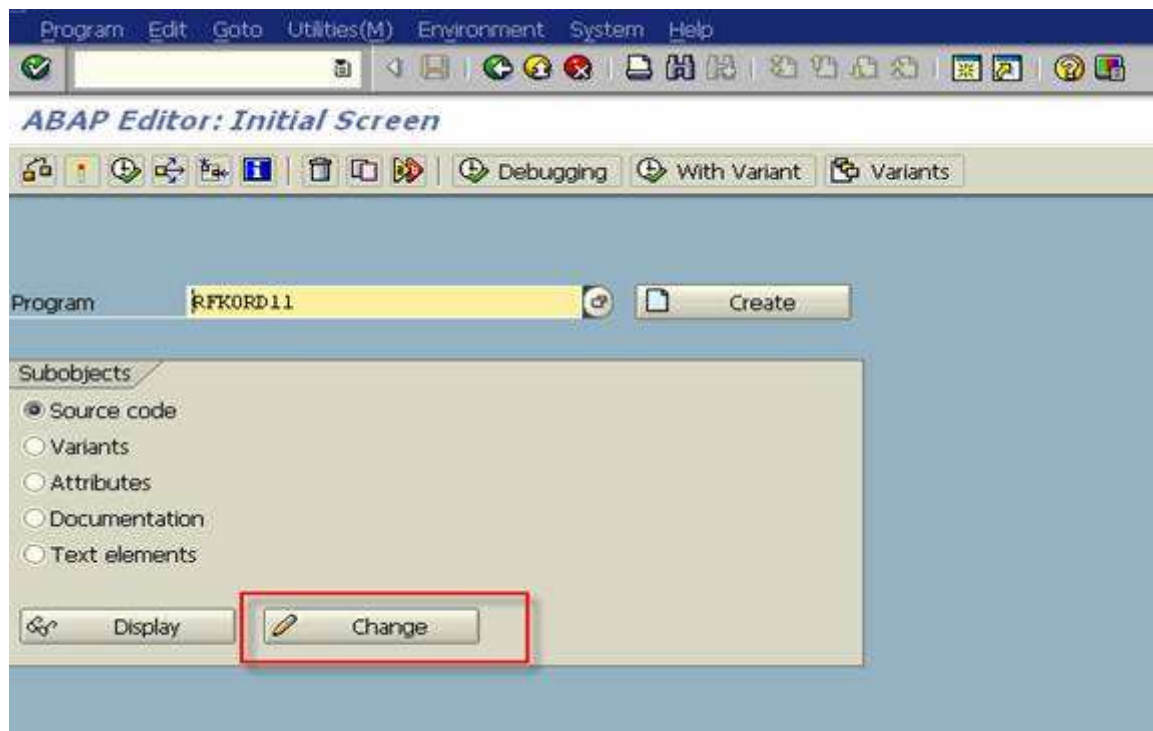
Select 'Keys & Registration -> SSCR Keys' menu. In that select the 'Register Object' button and provide the details of the object like Program ID', Object Type, Release no. etc. These details can be found when we click the change button on the standard objects (programs, function modules, etc).

Also, select the R/3 Technical installation no. from the list. Once we register the object, we get a key from SAP. This key can be used to modify the standard program.



For example, for the program RFKORD11, click the change button to see the details to enter in the above screen,

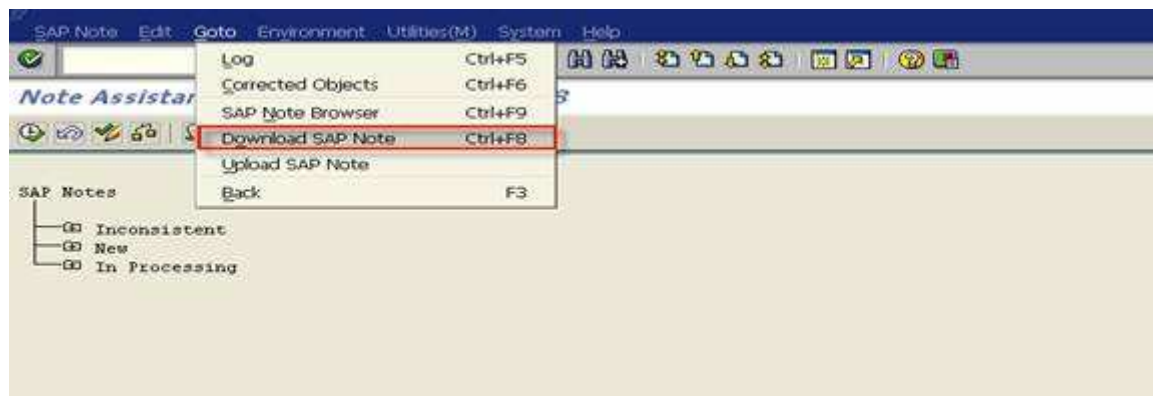




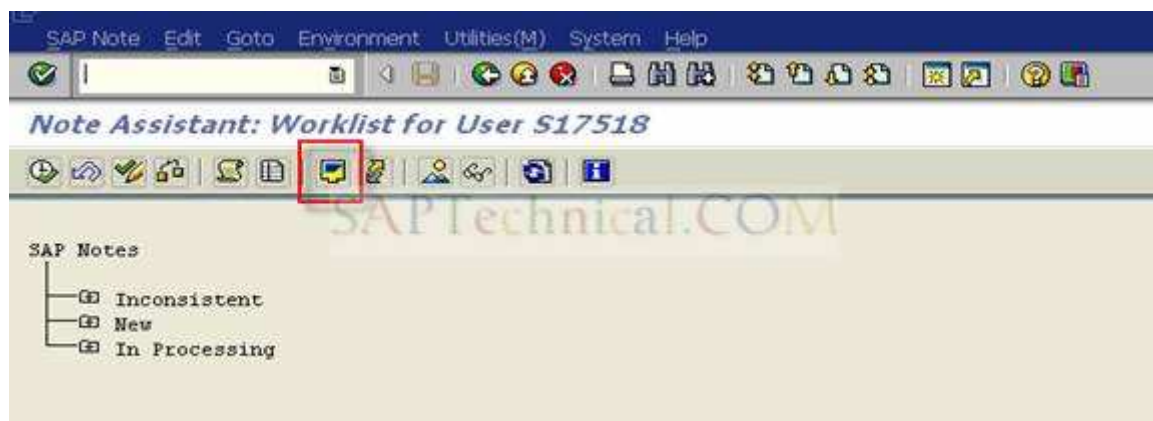
To implement OSS SAP Notes automatically from transaction 'SNOTE'.

Download the SAP Note from OSS portal by the 'Download SAP Note' option from the 'Goto' menu.

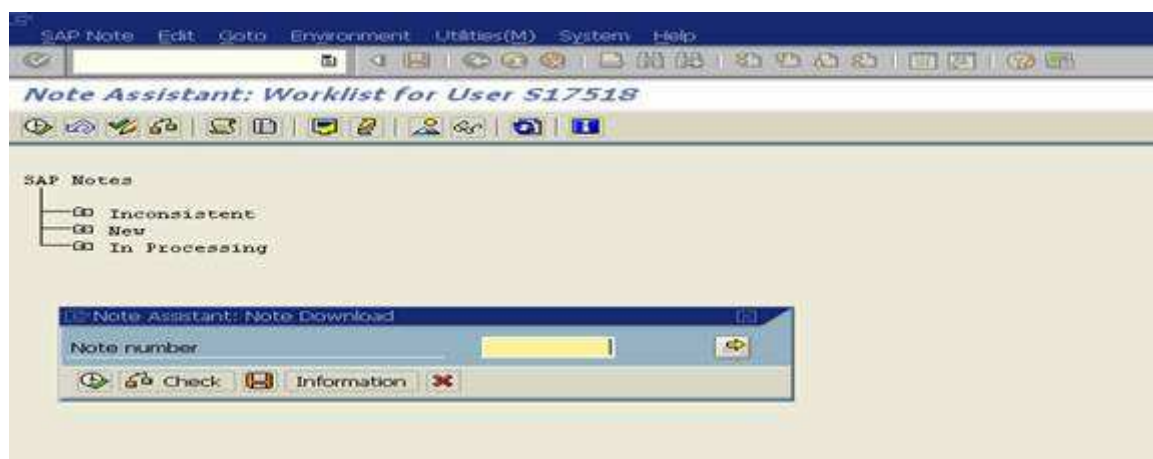




The SAP Note can also be downloaded from the application toolbar button.

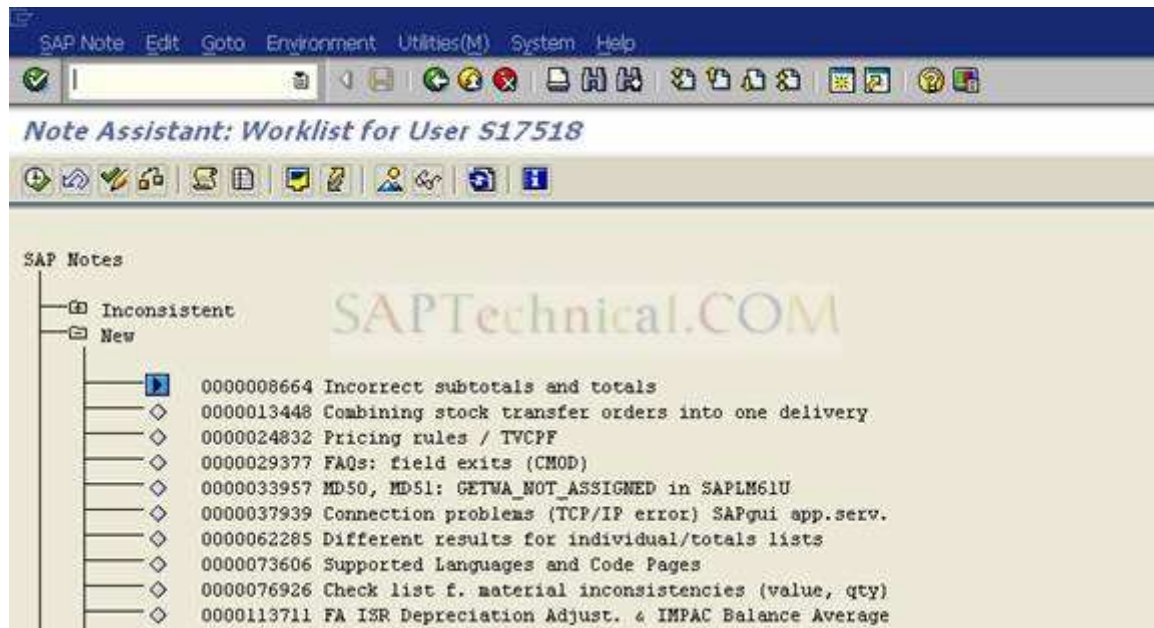


On clicking the download option, a popup is displayed to provide the note number for download.



All the newly downloaded SAP Notes can be viewed in the node 'New' under root node 'SAP Notes'.





The image in front the SAP Note indicates whether it can be implemented or not.



The details of individual SAP Note can be seen by double-clicking the note. The implementation status tells us whether the SAP Note can be implemented or not.

The objects impacted and the correction instructions can be seen from the hierarchy in the left side of the screen. An SAP note can be implemented by clicking the menu

'SAP Note Display -> Implement SAP Note'



