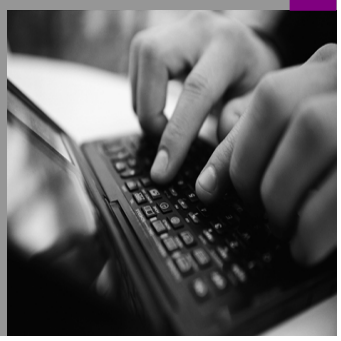

How-to Guide
SAP CPM

How To… get help from SAP regarding SAP BPC

Version 1.00 – 15th of September 2008

Applicable Releases:
SAP BPC 5.1, 7.0 M, 7.0 NW

THE BEST-RUN BUSINESSES RUN SAP

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1 Scenario

You need help regarding SAP BPC, but you don't know where to find the necessary information or how to contact SAP. This How-to guide introduces the different SAP portals and gives you a step-by-step approach for solving problems.

2 Introduction

Some of the former OutlookSoft customers have problems with understanding the processes at SAP. Due to the fact, that SAP is significantly bigger than OutlookSoft has been, the processes have to serve many more customers. That's why the processes may seem more complex at first. However, you will get help from SAP fast and effectively, if you choose the right tools to get help.

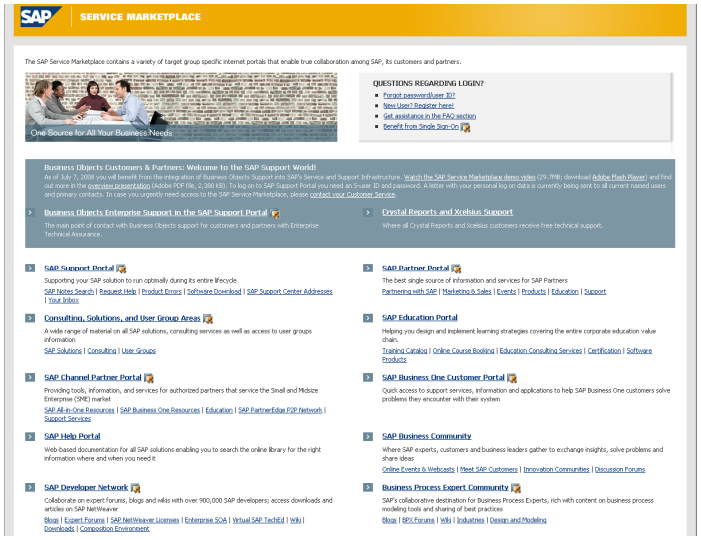
3 The Step By Step Solution

Here, the most important websites of the SAP customer services are introduced. You can access them with an SAP Service User. You should have received this Service User after signing the software contract.

3.1 How to… Download Software

1. The most important SAP **customer portal** is the SAP Service Marketplace (http://service.sap.com). Here, you can

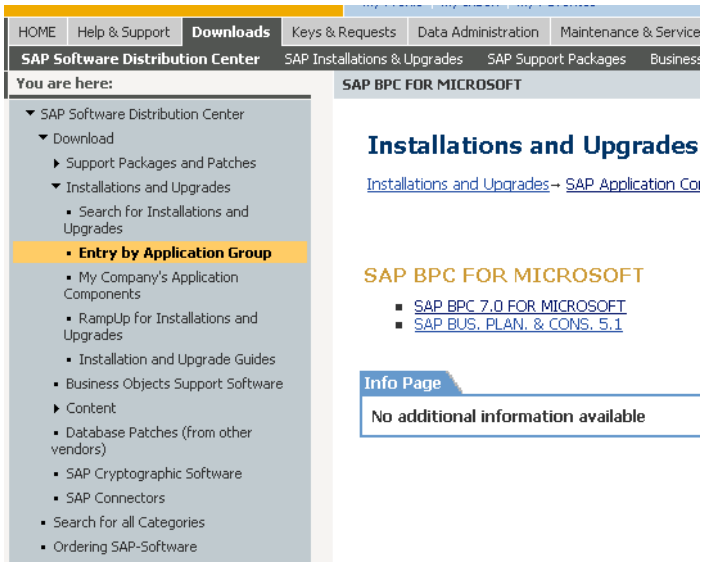
- Download Software
- Download Guides
- Get help in case you have found product errors
- Get information regarding training
- And find links to other SAP portals.



2. **Download software**:

   Click on Software Download or use the direct link (http://service.sap.com/swdc):

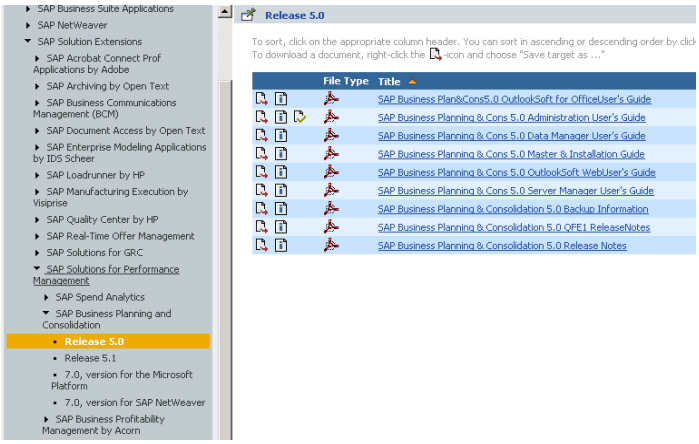
- The SAP BPC software can be found under Installations and Upgrades / Entry by application group / SAP Application Components / SAP BPC for [Microsoft | SAP NetWeaver]
- The support packages and patches regarding BPC can be found under Support Packages and Patches / Archive for Support Packages and Patches / Entry by Application Group / SAP Application Components / SAP BPC for [Microsoft | SAP NetWeaver]



3.2 How to… Get Help

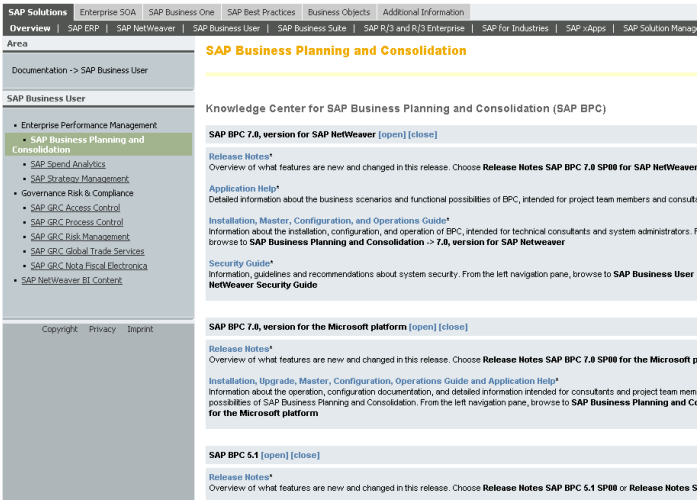
3. **Download Guides:**

   Click on Download / Installation and Upgrades / Entry by Application Group / SAP Application Components / BPC for [Microsoft | SAP NetWeaver] or use the direct link (http://service.sap.com/instguidescpm-bpc) to find Guides regarding Installation, Upgrade, Backup and the Usage of SAP BPC.



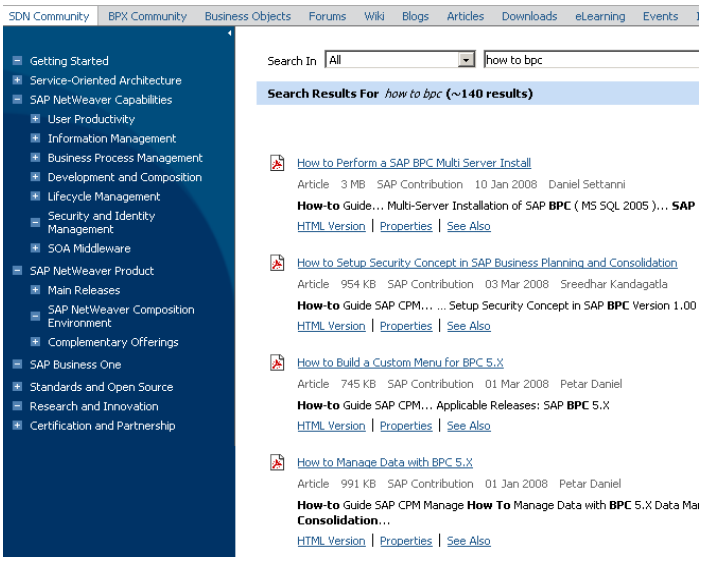
4. **Get help on Help-Portal (1st step):**

   First entry page for help is the SAP Help-Portal on help.sap.com. At first you should click on "SAP Business User" and after that on "SAP Business Planning and Consolidation". On the right you are able to find an overview of information regarding the actual versions of SAP BPC.



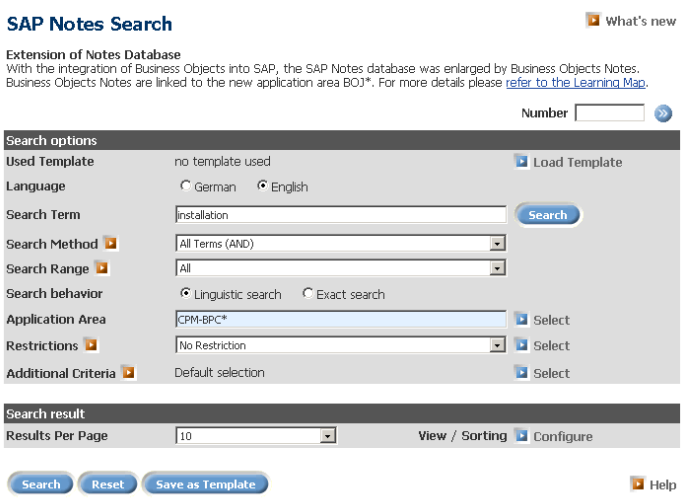
5. **Get help on Software Developer Network (2nd step):**

   On the SAP Software Developer Network (SDN: http://sdn.sap.com) you can find with the direct link https://www.sdn.sap.com/irj/sdn/bpx-epm and a click on Business Planning and Consolidation information which is published by SAP experts. Searching for "how to bpc" gives you a list of valuable How to guides regarding SAP BPC, e.g. a step-by-step manual how to install SAP BPC in a 2-tier-multi-server environment.



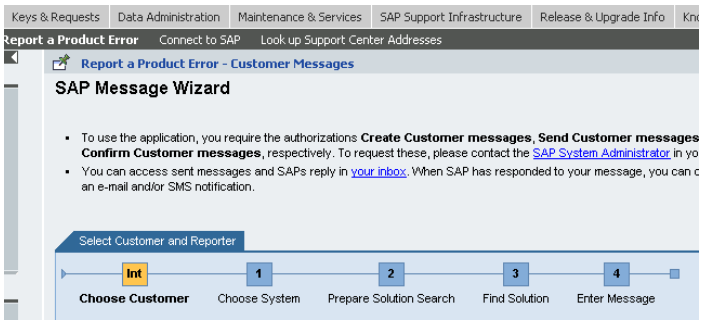
6. **Get help with SAP Notes (3rd step):**

   In case of errors, the first place to look for help is the SAP Notes Search (http://service.sap.com/notes). Here you can enter 1-3 key words and the application area CPM-BPC* to search for notes regarding your SAP BPC problem. Besides, you get actual information regarding the installation of the software and additional service packages.



7. **Get help regarding product errors (4th step):**

   If you do not find a helpful answer in the notes and you are probably facing a product error, you can open an SAP support ticket (http://service.sap.com/message). SAP support will ask you to provide detailed information of your problem and will send you suggestions to solve the problem. Please, monitor the ticket, e.g. by mail notification and answer the questions as soon as possible to speed up the ticket handling.



8. **Get help from SAP Consulting**

   If you need individual help, e.g. in an implementation project, onsite or remote, you can ask for a (paid) SAP Consultant, either from a partner company or from SAP Consulting (http://service.sap.com/consult).

www.sdn.sap.com/irj/sdn/bpx-cpm

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