



XFT. Experten für Information.

XFT Incident Creation Guide

Version 5.1 adminnew



SAP® Certified
Integration with SAP S/4HANA®



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Summary:

SAP have introduced SAP for Me which has replaced the old SAP ONE Support Launchpad. This guide demonstrates how to create incidents (Support Messages) in the SAP for Me portal under the XFT component.



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Table of Contents

1	Prerequisites.....	5
2	Procedure	5
3	Frequently Asked Questions (FAQs)	9



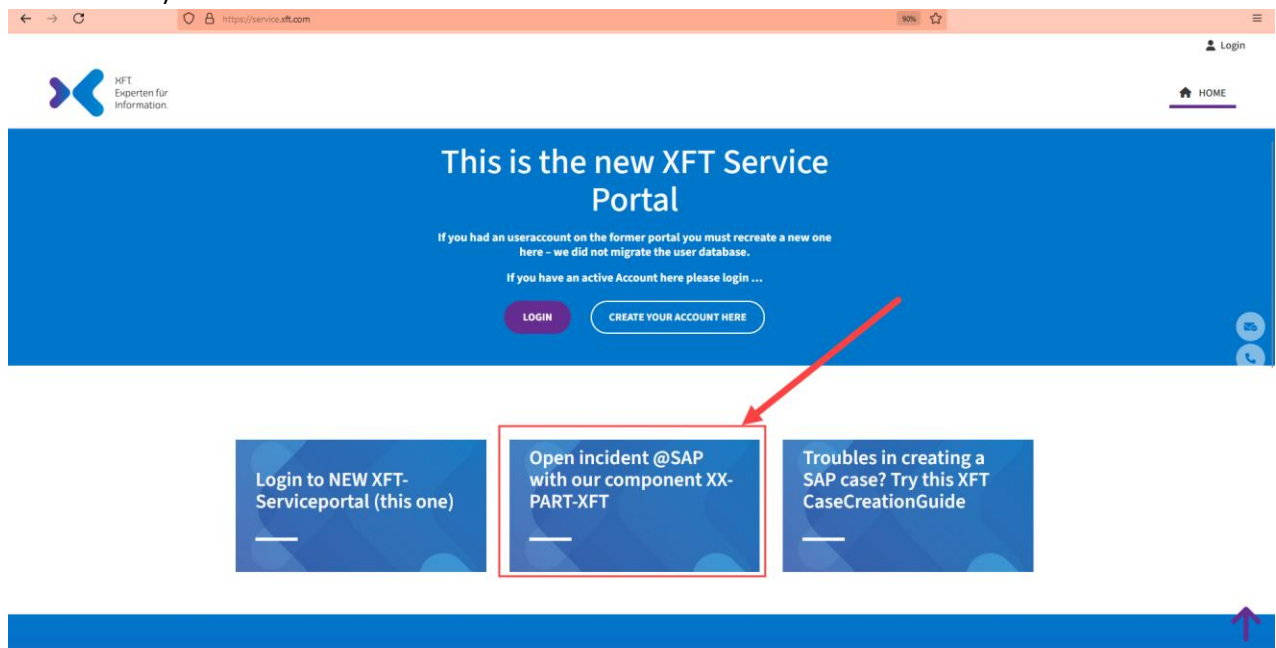
1 Prerequisites

To create a case in the SAP for Me portal, you must have the following –

1. SAP S-User credentials or SAP Universal ID and sufficient authorization to create a case in the SAP for Me portal.
2. XFT Service portal user (Required only for addon download)

2 Procedure

1. Please visit our [XFT Service portal](https://service.xft.com) and click on the text (Open incident @SAP with our component XX-PART-XFT) as shown below.





2. This opens a new tab, please login using your SAP Universal ID or your S-User Credentials.

3. In the next screen, please fill out the mandatory fields such as “Short Description”, “Detailed Description”, “Language” and “System”. **Please note:** You can open the incident by selecting any System.



4. Now scroll down and select the values for “Product”, “Component” and “Priority” as shown in the below screenshot and click on “Continue”.

Short Description* (Maximum 120 Characters)

Select a Product

If you are unable to find your Product, please check that you have selected the correct System.

customer

Software Product Product Type Category

Customer Project-Based Solutions Service

Cancel

Login Details: The access data has not been maintained.

Remote Connection: Connections are closed

Product* Please select a product

1 2 3

Select a Component

XX-PART-XFT

Recommended Recently Used All Search

XFT (XX-PART-XFT)
Miscellaneous > Partner solutions > XFT

Cancel

Component* Please select a component
Sorry, there is no matching product function, please select a component.

1 2 3



Search

Basic Information 6/6

Best Action

Short Description* (Maximum 120 Characters)
Request to download XFT Addon Suite 4S4 Release 6.00

Language*
English

System*

Connections are currently closed or system access data has not been maintained for your selected system. To speed up case processing, please correctly maintain your remote connections for your selected system. Please also provide correct user roles, which are identical to where the reported error occurred. Where appropriate, we suggest using the Semi Automatic Line Opener to allow SAP to open your system connection at any time. See SAP Note 797124.

System Details: [Open the system data](#)

Login Details: [The access data has not been maintained.](#)

Remote Connection: [Connections are closed](#)

Product*
Customer Project-Based Solutions

Component*
XX-PART-XFT (XFT)

Priority*
Low

[Continue](#)

Recommended Solutions

No Recommended Solution

You can view recommended solution related to your issue here.

5. In the pages that follow, please click “Continue” until you arrive at the screen prompting you to submit the case. This can be done by clicking the “Submit Case” button.

Experts for Information - XFT Gm: X | Report An Issue Dashboard - SAP | X

Search

SAP for Me

Home
Calendar
Reporting
Dashboards
Customer Success
Finance & Legal
Partner Solutions
Partnership
Portfolio & Products
Sales & Marketing
Services & Support
Systems & Provisioning
Users & Contacts

Get Assistance
Legal
Status

Basic Information

The component shown is based on the information you have provided. You can change it if you think it is incorrect.
Component* XX-PART-XFT

Best Action
Create a Case

Detailed Information

Attachments
No File

Contacts

Submit

Top Suggested Content
SAP Support engineers have used the below content to resolve similar issues in the past.

Required file K-XXXXXXX.SAR is not visible for your user Sxxxxxxx 1. During generation of stack.xml file in Maintenance Planner, the following error... BC-UPG-MP How To	SAP Invoice Management by Open Text 23.4 You want to install SAP Invoice Management by Open Text (OpenText Vendor Invoice Management, VIM) on your system or you want to upgrade... XX-PART-OPT-INV Installation information	SAP S/4HANA, on-premise edition 2023: Compatible partner products You are planning to use SAP S/4HANA on-premise edition 2023, together with... XX-SER-REL Release planning information
Getting an error in PAM - The customer account of your current S-user is not... Cannot see download link under SAP Software Download Center in PAM User... XX-SER-FORME Problem	Uninstallation of ABAP add-ons This SAP Note provides information about uninstalling ABAP add-ons with the SAP Add-On Installation Tool (transaction SAINT)... BC-UPG-OCS-SPA Consulting	

[Submit Case](#)



3 Frequently Asked Questions (FAQs)

1. I do not have the XFT service portal user, what should I do?

Please visit, our [XFT Service Portal User Creation](#) link to create the user for free.

2. Which S-User authorization should I have to create an incident? What should I do if I do not have the authorization?

You should have at the minimum “Report an Incident” and “Send Incidents to SAP” authorizations for your S-User. If not, please contact your company’s IT administrator.

REQUESTS AUTHORIZATIONS IMPORTANT FUNCTIONS EXISTING AUTHORIZATION PACKAGES			
Authorizations	Authorization Level	Authorization Level Name	Number/ID
Incidents			
Report an Incident	Customer		
Send Incidents to SAP	Customer		
Close Incidents	Customer		
Display All Incidents	Global		
Display Incidents	Customer		

3. Could I have the template to create a ticket for XFT addon download authorization?

Gladly, we are always here to help you. You can use the following template.

Dear Ladies and Gentlemen,

Please provide us the download authorization for the following addon -

Addon: XFT Addon Suite 4S4 Release 6.00

XFT Portal Username / E-Mail: maxmustermann@unternehmen.com

XFT Contact Person (Optional):

Best Regards,

Max Mustermann