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CONSULTING

Incident notification

Ticket number INC0010085

Reported by Joe Smith (JSMITH) on 11/20/2017 22:06:38 (UTC)

SAP backend system: S4H/100 Logon language: EN

Description

My first ServiceNow ticket

Ticket details

Impact	High
Severity	High
Urgency	High

Comments

Created from SAP!

Program details

Transaction:	BP	Transaction variant:	
Tr. variant text:		Title:	Display Organization :
Report:	SAPLBUPA_DIALOG_JOEL	Program (screen):	SAPLBUS_LOCATOR
Screen:	3000	Program (subscreen):	SAPLSZA1
Subscreen number:	301	Program (GUI):	SAPLBUPA_DIALOG_JOEL
GUI status:	SCREEN_1000_1	Logical DB:	D\$\$
Application	AP-MD-BP-UI	Description:	Dialog SAP-GUI

Last message

N/A

Selection screen fields

N/A

Relevant screen fields

Program	Screen	Field	Description
SAPLBUPA_DIALOG_JOEL	1510	BUS_JOEL_MAIN-CHANGE_DESCRIPTION	Description
Value: Veracity / ATLANTA GA 30303			
SAPLBUPA_DIALOG_JOEL	1510	BUS_JOEL_MAIN-CHANGE_NUMBER	Business Partner
Value: USCU_L08			
SAPLSZA1	301	ADDR1_DATA-NAME1	Name
Value: Veracity			
SAPLSZA1	301	ADDR1_DATA-POST_CODE1	Postal Code

Program	Screen	Field	Description
Value: 30303			
SAPLSZA1	301	ADDR1_DATA-REGION	Region
Value: GA			
SAPLSZA1	301	ADDR1_DATA-TAXJURCODE	Tax Jurisdiction
Value: GA0000000			
This is incorrect!			

Call stack

Main program	Include	Line	Type	Block name
SAPLBUS_LOCATOR	???	0	EVENT	SYSTEM-EXIT
SAPLBUS_LOCATOR	LBUS_LOCATORF04	13	METHOD	CALL_SCREEN
CL_BUS_ABSTRACT_MAIN_SCREEN===CP	CL_BUS_ABSTRACT_MAIN_SCREEN===CM008	13	METHOD	SHOW
SAPLBUS_LOCATOR	LBUS_LOCATORF16	72	METHOD	START
SAPLBUPA_DIALOG_JOEL	LBUPA_DIALOG_JOELF14	91	METHOD	START_WITH_NAVIGATION_INTERNA L
CL_BUPA_DIALOG_JOEL=====CP	CL_BUPA_DIALOG_JOEL=====CM002	77	METHOD	START_WITH_NAVIGATION
CL_BUPA_DIALOG_JOEL=====CP	CL_BUPA_DIALOG_JOEL=====CM001	29	METHOD	START_FROM_TRANSACTION
SAPLBUPA_DIALOG_JOEL	LBUPA_DIALOG_JOELF42	9	FORM	SCREEN_0100_PBO
SAPLBUPA_DIALOG_JOEL	LBUPA_DIALOG_JOELO01	55	MODULE	SCREEN_0100_PBO (PBO)

GUI information

GUI type:	SAP GUI for Windows	SAP GUI version:	7400.1.0 build 1524627
SAP Logon encoding:	1160	Client computer name:	DESKTOP-T5QCBHJ
Client IP:	192.168.0.14	Client username:	Tamas Holics

SAP backend user information

User ID:	JSMITH	Salutation:	Mr.
First name:	Joe	Last name:	Smith
Country key:	DE	Language key:	EN
User timezone:	CET	Company:	Company Inc.
Department:	Finance	Function:	
Email:	joe.smith@company.com		
Phone number:	0049 264 77845		

SAP backend system information

System ID:	S4H	Type:	Unknown
Mandant:	100	Description:	S/4 1610 Demo Client
Client category:	Customizing	SAP release:	751
Component version:	S/4 HANA OP	Kernel version:	749
Kernel patch level:	210	DB type:	HDB
DB description:		DB release:	1.00.122.05.1481577062
DB host:	vhcalhdbdb	DB name:	S4H
DB schema/owner:	SAPHANADB	Server OS:	Linux 3.12.74-60.64.45-default
Machine type:	x86_64	SAP system ID:	390
Unicode system:	Yes	IP address:	10.0.10.76
Host name:	vhcals4h	Application server:	vhcals4hci
Time zone (UTC secs):	0	Daylight saving time:	
Installation number:	INITIAL	System number:	INITIAL_SYSTEM_IDX
Hardware key:	R0795408007		

SAP backend system components

Component	Release	SP level	Description
SAP_BASIS	751	1	SAP Basis Component
SAP_ABA	75B	1	Cross-Application Component
SAP_GWFND	751	1	SAP Gateway Foundation 7.40
SAP_UI	751	2	User Interface Technology 7.40
ST-PI	740	6	SAP Solution Tools Plug-In
SAP_BW	751	1	SAP Business Warehouse
UIBAS001	200	1	UI for Basis Applications 1.0
MDG_FND	801	1	MDG Foundation
WEBCUIF	801	1	SAP Web UI Framework
MDG_APPL	801	1	MDG Applications
MDG_UX	801	1	MDG Applications
S4CORE	101	1	S4CORE
SAP_HR	608	36	Human Resources
SAP_HRCAE	608	36	Subcomponent SAP_HRCAE of SAP_HR
SAP_HRCAR	608	36	Subcomponent SAP_HRCAR of SAP_HR
SAP_HRCAT	608	36	Subcomponent SAP_HRCAT of SAP_HR
SAP_HRCAU	608	36	Subcomponent SAP_HRCAU of SAP_HR
SAP_HRCBE	608	36	Subcomponent SAP_HRCBE of SAP_HR
SAP_HRCBG	608	36	Subcomponent SAP_HRCBG of SAP_HR
SAP_HRCBR	608	36	Subcomponent SAP_HRCBR of SAP_HR
SAP_HRCCA	608	36	Subcomponent SAP_HRCCA of SAP_HR
SAP_HRCCH	608	36	Subcomponent SAP_HRCCH of SAP_HR
SAP_HRCCL	608	36	Subcomponent SAP_HRCCL of SAP_HR
SAP_HRCCN	608	36	Subcomponent SAP_HRCCN of SAP_HR
SAP_HRCCO	608	36	Subcomponent SAP_HRCCO of SAP_HR
SAP_HRCCZ	608	36	Subcomponent SAP_HRCCZ of SAP_HR
SAP_HRCDE	608	36	Subcomponent SAP_HRCDE of SAP_HR
SAP_HRCDK	608	36	Subcomponent SAP_HRCDK of SAP_HR
SAP_HRCEG	608	36	Subcomponent SAP_HRCEG of SAP_HR
SAP_HRCES	608	36	Subcomponent SAP_HRCES of SAP_HR
SAP_HRCFI	608	36	Subcomponent SAP_HRCFI of SAP_HR
SAP_HRCFR	608	36	Subcomponent SAP_HRCFR of SAP_HR
SAP_HRCGB	608	36	Subcomponent SAP_HRCGB of SAP_HR
SAP_HRCGR	608	36	Subcomponent SAP_HRCGR of SAP_HR
SAP_HRCHK	608	36	Subcomponent SAP_HRCHK of SAP_HR
SAP_HRCHR	608	36	Subcomponent SAP_HRCHR of SAP_HR
SAP_HRCHU	608	36	Subcomponent SAP_HRCHU of SAP_HR
SAP_HRCID	608	36	Subcomponent SAP_HRCID of SAP_HR
SAP_HRCIE	608	36	Subcomponent SAP_HRCIE of SAP_HR
SAP_HRCIN	608	36	Subcomponent SAP_HRCIN of SAP_HR

EA-HRCCL	608	36	Subcomponent EA-HRCCL of EA-HR
EA-HRCCN	608	36	Subcomponent EA-HRCCN of EA-HR
EA-HRCCO	608	36	Subcomponent EA-HRCCO of EA-HR
EA-HRCCZ	608	36	Subcomponent EA-HRCCZ of EA-HR
EA-HRCDE	608	36	Subcomponent EA-HRCDE of EA-HR
EA-HRCDK	608	36	Subcomponent EA-HRCDK of EA-HR
EA-HRCEG	608	36	Sub component EA-HRCEG of EA-HR
EA-HRCES	608	36	Subcomponent EA-HRCES of EA-HR
EA-HRCFI	608	36	Subcomponent EA-HRCFI of EA-HR
EA-HRCFR	608	36	Subcomponent EA-HRCFR of EA-HR
EA-HRCGB	608	36	Subcomponent EA-HRCGB of EA-HR
EA-HRCGR	608	36	Subcomponent EA-HRCGR of EA-HR
EA-HRCHK	608	36	Subcomponent EA-HRCHK of EA-HR
EA-HRCHR	608	36	Subcomponent EA-HRCHR of EA-HR
EA-HRCHU	608	36	Subcomponent EA-HRCHU of EA-HR
EA-HRCID	608	36	Subcomponent EA-HRCID of EA-HR
EA-HRCIE	608	36	Subcomponent EA-HRCIE of EA-HR
EA-HRCIN	608	36	Subcomponent EA-HRCIN of EA-HR
EA-HRCIT	608	36	Subcomponent EA-HRCIT of EA-HR
EA-HRCJP	608	36	Subcomponent EA-HRCJP of EA-HR
EA-HRCKR	608	36	Subcomponent EA-HRCKR of EA-HR
EA-HRCKW	608	36	Subcomponent EA-HRCKW of EA-HR
EA-HRCKZ	608	36	Subcomponent EA-HRCKZ of EA-HR
EA-HRCMX	608	36	Subcomponent EA-HRCMX of EA-HR
EA-HRCMY	608	36	Subcomponent EA-HRCMY of EA-HR
EA-HRCNL	608	36	Subcomponent EA-HRCNL of EA-HR
EA-HRCNO	608	36	Subcomponent EA-HRCNO of EA-HR
EA-HRCNZ	608	36	Subcomponent EA-HRCNZ of EA-HR
EA-HRCOM	608	36	Subcomponent EA-HRCOM of EA-HR
EA-HRCPH	608	36	Subcomponent EA-HRCPH of EA-HR
EA-HRCPL	608	36	Subcomponent EA-HRCPL of EA-HR
EA-HRCPT	608	36	Subcomponent EA-HRCPT of EA-HR
EA-HRCQA	608	36	Subcomponent EA-HRCQA of EA-HR
EA-HRCRO	608	36	Subcomponent EA-HRCRO of EA-HR
EA-HRCRU	608	36	Subcomponent EA-HRCRU of EA-HR
EA-HRCSA	608	36	Subcomponent EA-HRCSA of EA-HR
EA-HRCSE	608	36	Subcomponent EA-HRCSE of EA-HR
EA-HRCSG	608	36	Subcomponent EA-HRCSG of EA-HR
EA-HRCSI	608	36	Subcomponent EA-HRCSI of EA-HR
EA-HRCSK	608	36	Subcomponent EA-HRCSK of EA-HR
EA-HRCTH	608	36	Subcomponent EA-HRCTH of EA-HR
EA-HRCTR	608	36	Subcomponent EA-HRCTR of EA-HR
EA-HRCTW	608	36	Subcomponent EA-HRCTW of EA-HR

EA-HRCUA	608	36	Subcomponent EA-HRCUA of EA-HR
EA-HRCUN	608	36	Subcomponent EA-HRCUN of EA-HR
EA-HRCUS	608	36	Subcomponent EA-HRCUS of EA-HR
EA-HRCVE	608	36	Subcomponent EA-HRCVE of EA-HR
EA-HRCZA	608	36	Subcomponent EA-HRCZA of EA-HR
EA-HRGXX	608	36	Subcomponent EA-HRGXX of EA-HR
EA-HRRXX	608	36	Subcomponent EA-HRRXX of EA-HR
EA-PS	801	1	SAP Enterprise Extension Public Services
ECC-SE	801	1	ECC-SE
ERECRUIT	801	1	E-Recruiting
FI-CA	801	1	FI-CA
FI-CAX	801	1	FI-CA Extended
INSURANCE	801	1	SAP Insurance
IS-H	801	1	SAP Healthcare
IS-M	801	1	SAP MEDIA
IS-OIL	801	1	IS-OIL
IS-PRA	801	1	SAP IS-PRA
IS-PS-CA	801	1	IS-PUBLIC SECTOR CONTRACT ACCOUNTING
IS-UT	801	1	SAP Utilities/Telecommunication
LSOFE	801	1	SAP Learning Solution Front-End
GBX01HR	600	5	FIORI X1 HCM
GBX01HR5	605	3	FIORI X1 HCM
SAPUIFT	100	1	SAP UI Frontend Implementation Technology
SRA004	600	9	Create Travel Request OData Integration
UIAPFI70	400	1	UI SFIN
UIMDG001	200	1	UI for MDG
UIS4HOP1	200	1	UI for S/4HANA On Premise
UIX01CA1	200	3	UI for Cross-Applications
BSNAGT	200	2	BSN AGENT
PERSONAS	300	4	PERSONAS - SAP GUI PERSONALISATION
ST-A/PI	01S_731	1	Servicetools for SAP Basis 731