2336563 - Support Process for SAP Lease Administration by Nakisa resold by SAP

Version	2	Type	SAP Note
Language	English	Master Language	English
Priority	Recommendations / Additional Info	Category	FAQ
Release Status	Released for Customer	Released On	04.05.2018
Component	XX-PART-NKS-LCA (SAP Lease Administration by Nakisa)		

Please find the original document at https://launchpad.support.sap.com/#/notes/ 2336563

Symptom

Problems or questions concerning support for Nakisa product resold by SAP.

Other Terms

Nakisa, Nakisa Finance, Lease Administration by Nakisa, Revenue Recognition by Nakisa, License Key, Nakisa Support, IFRS16, IAS17, ASC842, ASC840.

Solution

Nakisa and SAP have an Alliance whereby SAP resells Nakisa technology. Nakisa is integrated into the SAP Service and Support Backbone and both companies are committed to working together to ensure that SAP Customers worldwide deploying Nakisa technology receive timely and effective support services.

The following support procedure applies for any SAP Customer who has a valid support contract with SAP and uses any Nakisa product resold by SAP:

SAP will be the sole entry point for Customers in addressing an incident. SAP shall receive incidents from the Customers via SAP Resolve or SAP Service Marketplace and will provide Customers with an initial problem evaluation.

For issues, please create a message on the component XX-PART-NKS-LCA. For any submitted support ticket, the following should be provided to SAP/Nakisa (in addition to the customer's contact information):

NO.	QUESTIONS TO BE ANSWERED BY CLIENT
1	What is the version of your application? (e.g., 3.1, 4.0. This information can be found on the Build Info page in the AdminConsole.)
2	What is the build number? (e.g., Leasing-4.0.2-SP1-32100. This information can be found on the Build Info page in the AdminConsole.)
3	Description of the steps to reproduce the issue (with screenshots), including detailed troubleshooting steps performed by client and/or SAP partner. Describe what the expected behaviour is.
4	CDS logs (Downloaded from the Logs page in the AdminConsole. Indicate the part of the log relevant to the issue).
5	RFC traces (Downloaded from the RFC Traces page in the AdminConsole)

6	Please provide the database version of your implementation (e.g., SQL server 2016)
7	Please provide the type and version of your operating system (e.g., Windows 2012 Server) and browser (e.g., IE11).
8	Version of your SAP system (e.g., EhP7, S/4HANA).
9	Please provide the exported Foundation and Changes configuration packages (Downloaded from the Build Management page in the AdminConsole).
10	Is there a partner implementing your application? If so, please specify the name of the partner.
11	What is the SAP ERP system version (e.g., ECC6 EhP7), SAP Basis version (e.g., SAP Basis 702), and Netweaver version (if applicable, e.g., NW 7.3)?
12	Application Support Token (Downloaded from the Build Info page of the AdminConsole).
13	What is the customer's current status (pre-sales, ongoing implementation, has gone live)?

Customer messages with respect to License Key requests should be sent to the component XX-PART-NKS-LKY. This subcomponent will be automatically forwarded to Nakisa. Nakisa will generate the license key and will inform the customer accordingly. For any serial file request, answer the questions above that are applicable, and include the contact name and email address of the requester.

First and second level support will be covered by SAP Primary Support. SAP will monitor the component XX-PART-NKS-LCA-* and will do initial analysis of any issues reported. Once all first and second level support tasks have been performed and still no incident remedy has been found for the customer issue, then SAP will transfer the incident to the support organization of Nakisa.

The third level processing of incidents will be covered by Nakisa. Nakisa will work to resolve the issue, updating the customer request with ongoing status and working directly with the customer if needed. Once the issue is resolved, Nakisa is responsible for the solution documentation and/or bug fixing.

Nakisa and SAP agree to use the SAP Support Network for all Support Services, including but not limited to exchanging incidents and incident remedy and for all communication between Nakisa, SAP and Customers.

Note that the SAP Software Download Center (SWDC) may not have the latest patches or updates. Nakisa provides updated files, such as hotfixes, updated patches, and installation files, via SAP Support. The most recent files (and corresponding Release Notes or Support Patch Notes) can be requested via SAP Support and will be delivered directly by Nakisa.

Software Components

Software Component	Release
LEASE_ABSTRACTION_AND_ANALYSIS	4.0 - 4.0

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