

Navigating The OSS System

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If your OSS system is connected thru your R/3 system, the OSS system can be accessed with the transaction code OSS1

- To log onto the OSS system, you must have a valid user account registered with the OSS system

The OSS system is used for different purposes. The OSS system can be used for the following :

- ✓ **To find OSS notes**
- ✓ **Register objects that need to be changed in the R/3 system**
- ✓ **Post messages to SAP with customer related problem which cannot be solved by the customer or whose solution cannot be found in the OSS system**
- ✓ **Register systems as well users (developers)**
- ✓ **Getting the license keys and license information**
- ✓ **Maintaining system information**

The above are the few things that you can use the OSS system for.

This document will help you to navigate the OSS system in a step by step process for performing some of the activities on OSS system.

It is assumed that you have a OSS account to log on to the OSS system via R/3 or through the [SAP Marketplace](#)

To Find OSS notes

OSS notes can be found with as per a particular search term as well as per the note number.

Click on General Function

Click on the Find button (at the bottom)

In the popup box that you get, you can search for OSS notes based on certain search terms, by OSS note number and by versions

Once you find the OSS note, double click on the note number or description to display the note.

You can also download / save the note in form of a text or .rtf format. To do so follow System → List → Save → Local file → Select the format in which you want to save the note → Specify the path where the note should be saved.

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Registering Objects

Whenever you try to modify a object or create a object, the system will prompt you to enter a key for the object.

In order to get the key for the object, the developer needs to be registered the object with the OSS for modification

To register a object with the OSS, please do the following :

Click on the Registration tab in the SAPNet section

You will get 5 buttons

Click on the Register Object button

You will get a list of the systems, which you have registered, with SAP.

Double click on the appropriate system number. You can find the system thru System → Status

After you double click on system, you will get a popup box.

Enter the type of object (eg. FUGR, TABL, PROG etc), name of the object that you want to modify and the version of the system

Click on the Register button

You will get a object registration code.

Copy / paste the code into the system where you are changing.

Registering Users

Whenever you try to modify a object or create a object for the first time in a system, the system will ask you to enter a developer key.

In order to get the developer key, the user needs to be registered with the OSS.

To register a user / developer with the OSS, please do the following :

Click on the Registration tab in the SAPNet section

You will get 5 buttons

Click on the Register Developer button

You will get a list of the systems, which you have registered, with SAP.

Double click on the appropriate system number. You can find the system thru System → Status

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After you double click on system, you will get a popup box.

Enter the name of the user that you want to register

Click on the Register button on the popup box.

You will get a 20 digit number. Make a note of it and enter it whenever the system prompts for such a key.

Apart from registering objects and developers, you can also get a list of the objects and users/developers registered by you with the OSS. The 3^d and 4th button under the Registration section will give you this information.

Posting messages

Apart from finding OSS notes, registering objects and developers, you can also post messages with SAP regarding problems of the customer.

Click on the SAPNet tab

Click on the Create button

Select and double click on the server name for which you want to post the message

Select the Component, Priority and status of the message

Enter a short description about the problem

Enter the transaction code (if required) with which you are facing a problem, program name, and the screen number (if applicable)

And then enter the message that you want to post to SAP

After finishing the message, Save the changes.

Click on the Upload button on the application toolbar to send the message to SAP

After you come out of the Customer Message screen, you will find a number against the buttons in the main screen depending on the Status of the message

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Requesting License Key

Click on the Registration button

Click on the System button

Click on the Request License key button

You will get a list of the system with their Installation ids for the systems registered with SAP by you

Place your cursor on the system for which you are requesting the license key.

Click on the Request key icon on the application toolbar

Enter the relevant information, like the version on SAP, database, OS and System type etc.

You can also find the information about the licenses requested by you by clicking on Requested by me button

Some of the other tasks that you can do in the OSS are User Administration, Address Administration of the users, Maintain System data, Find information about the latest hotpacks, BASIS support packs, LCPs, HR Support packs, SPAM/SAINT updates etc.