ONE Support Launchpad

Service Request

Update Application Software

#8715351

Vishvaraj Environment Private Limited (2497386)

SCOPE

Topic: Non-Chargeable / Free Service
Task: Update Software Version of Application
System: PS4 / 500236217 / ABAP System

LIFECYCLE

Status: Service provided
Milestone Status: Execution completed and start with post steps.
Scheduled At: 16.08.2024, 21:31 (CET)

COMMUNICATION

User	Timestamp	Text Type
SAP Employee	25.08.2024, 19:34 (CET)	Reply from SAP

Dear Customer,

We are pleased to inform you that the activity has been completed, the post-checks have been successful and we did not identify any deviations in the outcome. We will be resolving the service request.

Please find below the current status of the system:

-System is up and running

-All active instances and servers are running

-Login is possible and Logon connection is successful.

If you are not satisfied with the resolution, please reopen the service request and our consultants will be happy to support you. For any performance related issues, we suggest that you raise a Customer Incident for immediate support and to minimise the business impact.

Thank you for your business and trust

Sincerely,
SAP Enterprise Cloud Services Delivery

SAP Employee	25.08.2024, 19:33 (CET)	Reply from SAP

Update activity completed successfully

SAP Employee	25.08.2024, 16:30 (CET)	Reply from SAP

Dear Customer,

Please be inform that import is in progress with below logs
==================
The OCS queue is currently being imported.

User	Timestamp	Text Type
The import process is in phase IMPORT_PROPER. ================== Regards, Kolli SAP Enterprise Cloud Services Delivery		
SAP Employee	**25.08.2024, 14:25 (CET)**	**Reply from SAP**
Dear Customer, Please be inform that import is in progress with below logs ================== The OCS queue is currently being imported. The import process is in phase IMPORT_PROPER. ================== Regards, Kolli SAP Enterprise Cloud Services Delivery		
SAP Employee	**25.08.2024, 11:37 (CET)**	**Reply from SAP**
Dear Customer, Please be inform that import is in progress with below logs ================== The OCS queue is currently being imported. The import process is in phase IMPORT_PROPER. ================== Regards, Kolli SAP Enterprise Cloud Services Delivery		
SAP Employee	**25.08.2024, 10:09 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that import is still in progress. Regards, KEERTHIGA SAP Enterprise Cloud Services Delivery		
SAP Employee	**25.08.2024, 08:23 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that import is still in progress. Regards, KEERTHIGA SAP Enterprise Cloud Services Delivery		
SAP Employee	**25.08.2024, 05:19 (CET)**	**Reply from SAP**
Dear Customer, Please find the current status of the activity. -------------------------- The OCS queue is currently being imported. The import process is in phase IMPORT_PROPER. Regards,		

User	Timestamp	Text Type
Lakshmiprasanna SAP Enterprise Cloud Services Delivery		
SAP Employee	**25.08.2024, 02:52 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that import is still in progress. ======================== The OCS queue is currently being imported. The import process is in phase DDIC_ACTIVATION. ======================== Regards, Ravi SAP Enterprise Cloud Services Delivery		
SAP Employee	**25.08.2024, 00:17 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that import is still in progress. ======================== The OCS queue is currently being imported. The import process is in phase DDIC_ACTIVATION. ======================== Regards, Poornima Panchakshari SAP Enterprise Cloud Services Delivery		
SAP Employee	**24.08.2024, 21:44 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that import is in progress. We will keep you updated Regards, Poornima Panchakshari SAP Enterprise Cloud Services Delivery		
SAP Employee	**24.08.2024, 20:44 (CET)**	**Reply from SAP**
Dear Customer, The business downtime (SPAM import phase) has started now. To ensure that nobody is using the system during the import, you can lock all business users with transaction SU10. Thanks & Regards, SAP Enterprise Cloud Services Delivery		
SAP Employee	**24.08.2024, 19:08 (CET)**	**Reply from SAP**
Dear Customer, Your requested update will be done via SPAM tool. Thanks & Regards, SAP Enterprise Cloud Services Delivery		

User	Timestamp	Text Type
SAP Employee	**24.08.2024, 18:30 (CET)**	**Reply from SAP**

Dear Customer,

Please be informed that we are starting the activity will keep you updated .

Regards,
Ravi
SAP Enterprise Cloud Services Delivery

SAP Employee	**24.08.2024, 18:00 (CET)**	**Reply from SAP**

Dear Customer,

Thank you for contacting SAP Enterprise Cloud Services (ECS).

We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience.

Our processor will carefully review your request and contact you shortly with an update.

In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can.

Regards,
Bijoy
SAP Enterprise Cloud Services Delivery

SAP PCE User (S0023764130)	**24.08.2024, 17:38 (CET)**	**Info for SAP**

Dear Team,

Kindly proceed to install the below mentioned latest SP available. Also kindly update all the required prerequisite components that are listed below . Please let me know the schedule of activity Start & End tine and downtime if any required.

Regards

Vivek Chopade

SAP Employee	**24.08.2024, 16:56 (CET)**	**Reply from SAP**

Dear Customer,

Please check and provide your confirmation if we need to proceed with above SP update via SPAM/SAINT.

Also, there are 17 additional components are to be installed or updated as prerequisite for above components, please provide you confirmation for these as well :

MDG_FND from 805, 0002 to 805, 0008
MDG_APPL from 805, 0002 to 805, 0008
IS-UT from 805, 0002 to 805, 0008
IS-PS-CA from 805, 0002 to 805, 0008
IS-PRA from 805, 0002 to 805, 0008
IS-OIL from 805, 0002 to 805, 0008
INSURANCE from 805, 0002 to 805, 0008
FI-CAX from 805, 0002 to 805, 0008
EA-PS from 805, 0002 to 805, 0008
EA-DFPS from 805, 0002 to 805, 0008
SAP_UI from 755, 0003 to 755, 0012
SAP_BW from 755, 0002 to 755, 0008
S4CRM from 205, 0002 to 205, 0008

User	Timestamp	Text Type
S4FND from 105, 0002 to 105, 0008 S4COREOP from 105, 0002 to 105, 0008 S4CEXT from 105, 0002 to 105, 0008 S4DEPREC from 105, 0001 to 105, 0007 In development SR#8719311 also we got the same breakpoint. Kindly check and confirm if we can perform as per development. Regards, Divya SAP Enterprise Cloud Services Delivery		
SAP Employee	**23.08.2024, 18:23 (CET)**	**Reply from SAP**
Dear Customer, Thank you for contacting SAP Enterprise Cloud Services (ECS). We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience. Our processor will carefully review your request and contact you shortly with an update. In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can. Regards, Bijoy SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	**23.08.2024, 18:04 (CET)**	**Info for SAP**
Dear Team, Please moved ahead WITHOUT SPAU TR DS4K904544, As confirmed by internal team. Regards Vivek Chopade		
SAP Employee	**23.08.2024, 15:49 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that we are getting the below error regarding SPAU TR : == Cofile K904544.DS4 doesn't contain 'PROJECT = SAP_ADJUST', so it's not marked as Modification Adjustment Kindly take necessary actions from your end and revert back for us to proceed further. Regards, SUSHREE SAP Enterprise Cloud Services Delivery		
SAP Employee	**23.08.2024, 14:47 (CET)**	**Reply from SAP**
Dear Customer, Thank you for contacting SAP Enterprise Cloud Services (ECS). We are reviewing your request and gathering the information needed to perform it. We are committed to providing you with excellent customer service and will keep you updated on the progress of your request every step of the way. Thank you for your patience and understanding.		

User	Timestamp	Text Type
Sincerely, SAP Enterprise Cloud Services Delivery		
SAP Employee	**23.08.2024, 13:33 (CET)**	**Reply from SAP**
Dear Customer, Thank you for contacting SAP Enterprise Cloud Services (ECS). We acknowledge your update. Our processor will analyze your requirement and revert shortly. Regards, Samatha SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	**23.08.2024, 13:25 (CET)**	**Info for SAP**
Dear Team, Please note the SPAU TR DS4K904544 as requested. Regards Vivek Chopade		
SAP Employee	**23.08.2024, 12:32 (CET)**	**Reply from SAP**
Dear Customer, As requested by your ECS representative we are moving the request for Customer Action. Kindly revert back the ticket with the required information. Thank you! Regards, Dhruv SAP Enterprise Cloud Services Delivery		
SAP Employee	**23.08.2024, 09:17 (CET)**	**Reply from SAP**
Dear Customer, We will perform the activity as per below details: The activity will be performed by SPAM/SAINT Activity Type: Software Component Update or Add-On Install/Update -- SID : PS4VHE Software component Name : SAP_BASIS,SAP_ABA, SAP_GWFND, S4CORE Target Version : SAP_BASIS,755,0008;SAP_ABA,75F,0008;SAP_GWFND,755,0008;S4CORE,105,0008 Business Activity Start (Date / Time / Timezone): 08/24/2024 22:00 INDIA Activity end : 08/25/2024 06:00 INDIA QA/Prod: TR for SPDD and SPAU adjustments from Dev if available : ?? Regards, MIRAJ		

User	Timestamp	Text Type
SAP Enterprise Cloud Services Delivery		
SAP Employee	**23.08.2024, 07:33 (CET)**	**Reply from SAP**

Dear Customer,
Thank you for contacting SAP Enterprise Cloud Services (ECS).

We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience.

Our processor will carefully review your request and contact you shortly with an update.

In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can.

Regards,
RONI
SAP Enterprise Cloud Services Delivery

SAP PCE User (S0023764130)	**23.08.2024, 07:28 (CET)**	**Info for SAP**

Dear Team,

Please check the following activity is completed and do let us know the next plan.
Regards
Vivek Chopade

SAP Employee	**22.08.2024, 15:57 (CET)**	**Reply from SAP**

Dear Customer,

Kindly be informed that, we are getting the below breakpoint during the test import :
=====================================
Phase OBJECTS_LOCKED_?: Explanation of Errors

The following objects are currently locked in requests. You can only
import the queue when the objects are no longer locked.

Proceed as follows:

- Choose one of the displayed requests to go to the maintenance screen
of this request.
- Release the request and the corresponding tasks or ask the request
owner to do so. It's also possible to use the workbench organizer
(transaction SE01 / SE09) to release the requests.
- Repeat the import phase when all the requests are released. When no
more locked objects are found, the import is continued.

Phase OBJECTS_LOCKED_?: Objects Locked in Requests

Request   Names of Locked Transport Objects

PS4K900027   LIMU REPS LSVRIF17
LIMU REPS RADMASUT_C3
R3TR PROG RADMASUT_C3
=====================================
Kindly take necessary actions from your end, and revert so that we can proceed further.

Regards,
SUSHREE

User	Timestamp	Text Type
SAP Enterprise Cloud Services Delivery		
SAP Employee	**22.08.2024, 13:04 (CET)**	**Reply from SAP**
Dear Customer, Thank you for contacting SAP Enterprise Cloud Services (ECS). We are reviewing your request and gathering the information needed to perform it. We're committed to providing you with excellent customer service and will keep you updated on the progress of your request every step of the way. Thank you for your patience and understanding. Regards, Aman SAP Enterprise Cloud Services Delivery		
SAP Employee	**22.08.2024, 12:59 (CET)**	**Reply from SAP**
Dear Customer, Thank you for contacting SAP Enterprise Cloud Services (ECS). We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience. Our processor will carefully review your request and contact you shortly with an update. In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can. Regards, SANTONU SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	**22.08.2024, 12:46 (CET)**	**Info for SAP**
Dear Team, Please check Note 0003421369 has been implemented in PRD. Regards Vivek Chopade		
SAP Employee	**22.08.2024, 09:42 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that we are getting below error during test import. -- The import terminated because an error occurred in step CP_INCLUSION. The Support Package Manager requires your help to remove this error. After you have corrected the problem, you can continue the import by choosing in the SPAM initial screen Support Package -> Import Support Package queue. Use the following information to help you analyze the problem: - Error in step: CP_INCLUSION - Reason for error: - Return code: - Error message:		

THE BEST RUN SAP

User	Timestamp	Text Type

As a prerequisite for Transaction SPAM to operate properly, the Change and Transport System (CTS) must be installed correctly. For more information, see Help -> SAP Library -> Basis Components -> Change and Transport System.

For a list of the most important Notes on Online Correction Support (OCS), see Note 97620. This Note is updated regularly.

Import Logs :

Import phase 'CP_INCLUSION' (22.08.2024, 12:11:20)
SAP Note 0003421369 (version 0000) does not exist
Abort the import due to an error situation (22.08.2024, 12:11:21)

Kindly Check and implement above mentioned SAP Note - 3421369 in the system and revert back so that we can proceed with the activity.

Regards,
KEERTHIGA
SAP Enterprise Cloud Services Delivery

SAP Employee	21.08.2024, 16:36 (CET)	Reply from SAP

Dear Customer,
Thank you for contacting SAP Enterprise Cloud Services (ECS).

We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience.

Our processor will carefully review your request and contact you shortly with an update.

In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can.

Regards,
SUBHOJIT
SAP Enterprise Cloud Services Delivery

SAP PCE User (S0023764130)	21.08.2024, 14:46 (CET)	Info for SAP

Dear Team,
Please check all the Notes are implemented, Also kindly complete all the prerequisites before the downtime so that we don't have any show stopper. Let me know any to do on my end.
Regards
Vivek Chopade

SAP Employee	21.08.2024, 09:11 (CET)	Reply from SAP

Dear Customer,

Please be informed that we are getting below break point during test import:
============
Phase CHECK_REQUIREMENTS: Explanation of Errors

The notes listed below contain corrections that are essential for correctly importing the current Support Package queue. The import, therefore, only continues when the notes (if requested, with the mentioned minimum version) or specified Support Packages have been imported.

User	Timestamp	Text Type

Use the Note Assistant to implement note corrections.
If you prefer to import the corrections using Support Packages, delete
the current queue and import the specified Support Packages in a
separate queue.

Please be informed that These Note needs to be implement from your end as this is not part of this activity.
=====================

Phase CHECK_REQUIREMENTS: Required Note Corrections

Requested note Version alternat. Support Pack.   Requesting OCS Packa

0003111925   SAPK-75504INSAPBASIS   SAPK-75503INSAPBASIS
0003186148   SAPK-75505INSAPBASIS   -"-

0003111925   SAPK-75504INSAPBASIS   SAPK-75504INSAPBASIS
0003186148   SAPK-75505INSAPBASIS   -"-

0003264547   SAPK-75506INSAPBASIS   SAPK-75505INSAPBASIS
==================
=====================
If you are facing any issue,follow KBA-2850262 to proceed with note implementation
To proceed further with this activity, we kindly request you to implement the above required Note corrections and
revert back us request once it is done.

Regards,
Eswari
SAP Enterprise Cloud Services Delivery

SAP Employee	**21.08.2024, 08:35 (CET)**	**Reply from SAP**

Dear Customer,

Your requested update will be done via SPAM tool.

Thanks & Regards,
SAP Enterprise Cloud Services Delivery

SAP Employee	**19.08.2024, 19:42 (CET)**	**Reply from SAP**

Dear Customer,

Thank you for contacting SAP Enterprise Cloud Services (ECS).

We are reviewing your request and gathering the information needed to perform it.

We are committed to providing you with excellent customer service and will keep you updated on the progress of
your request every step of the way.

Thank you for your patience and understanding.

Sincerely,
SAP Enterprise Cloud Services Delivery

SAP Employee	**19.08.2024, 07:41 (CET)**	**Reply from SAP**

Dear Customer,

Thank you for contacting SAP Enterprise Cloud Services (ECS).
We acknowledge your update. Our processor will analyze your requirement and revert shortly.

THE BEST RUN SAP

User	Timestamp	Text Type
Regards, Samatha SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	19.08.2024, 07:35 (CET)	Info for SAP
Dear Team Please find the below details Date 24th & 25th Aug 24 Time 24th 10.00 PM onwards (IST) Vivek Chopade		
SAP Employee	19.08.2024, 05:57 (CET)	Reply from SAP
Dear Customer, Please be informed that your previous update is not clear, kindly check and revert back to us with below details: ============== Date: ??(24th august/25 th august) Time: ?? Zone: ??(EX: IST/UTC) Regards, Eswari SAP Enterprise Cloud Services Delivery		
SAP Employee	19.08.2024, 05:40 (CET)	Reply from SAP
Dear Customer, Thank you for contacting SAP Enterprise Cloud Services (ECS). We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience. Our processor will carefully review your request and contact you shortly with an update. In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can. Regards, Satyajit SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	19.08.2024, 05:36 (CET)	Info for SAP
Dear Team, Please note the schedule as follows and plan the activity and also let me know the steps that we need to perform at my end. Date 24th & 25th Aug 24 Time 24th 10.00 PM onwards Please check and let me know. Regards Vivek Chopade		
SAP Employee	15.08.2024, 03:54 (CET)	Reply from SAP
Dear Customer,		

User	Timestamp	Text Type

As per your previous update.
Kindly check and revert back to us once executiontime is confirmed.
=====================
Date/Time/TimeZone: ??

Regards,
Eswari
SAP Enterprise Cloud Services Delivery

SAP Employee	**14.08.2024, 15:25 (CET)**	**Reply from SAP**

Dear Customer,

Thank you for contacting SAP Enterprise Cloud Services (ECS).

We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience.

Our processor will carefully review your request and contact you shortly with an update.

In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can.

Regards,
KAUSHIK
SAP Enterprise Cloud Services Delivery

SAP PCE User (S0023764130)	**14.08.2024, 15:16 (CET)**	**Info for SAP**

Dear Team

OK Thank You for the update, i shall internally check and let you the schedule for 24th & 25th Aug 24

Regards
Vivek Chopade

SAP Employee	**14.08.2024, 13:08 (CET)**	**Reply from SAP**

Dear Customer,

Please be informed that it is a online activity system will not go down.
The users can login but cannot import the transports.
Kindly check and provide the execution time in DD/MM/YYYY (Timezone) format to proceed with activity.

Regards,
Lakshmiprasanna
SAP Enterprise Cloud Services Delivery

SAP Employee	**14.08.2024, 12:46 (CET)**	**Reply from SAP**

Dear Customer,

Thank you for contacting SAP Enterprise Cloud Services (ECS).

We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience.

Our processor will carefully review your request and contact you shortly with an update.

In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can.

Regards,
DEBJOTY

User	Timestamp	Text Type
SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	**14.08.2024, 12:41 (CET)**	**Info for SAP**
Dear Team Please make it clear for us 8 hrs of execution time - you mean - it is Down Time of Server, that NO user are allowed to login / work Kindly confirm. Accordingly, i shall share the schedule. Regards Vivek		
SAP Employee	**14.08.2024, 12:17 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that this will be an online activity and will require typically 8 hours of planned execution time. Kindly let us know the feasible slot in DD/MM/YYYY (Timezone) format, so we can proceed ahead. Regards, Meghana SAP Enterprise Cloud Services Delivery		
SAP Employee	**14.08.2024, 12:05 (CET)**	**Reply from SAP**
Dear Customer, Thank you for contacting SAP Enterprise Cloud Services (ECS). We acknowledge your update. We understand that you are eager to get your request resolved, and we appreciate your patience. Our processor will carefully review your request and contact you shortly with an update. In the meantime, please don't hesitate to contact us if you have any questions or concerns. We're here to help you in any way we can. Regards, KAUSHIK SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	**14.08.2024, 11:51 (CET)**	**Info for SAP**
Dear Team, Please let me know the actual Down Time of Production Server required during the process. Regards Vivek		
SAP Employee	**13.08.2024, 15:58 (CET)**	**Reply from SAP**
Dear Customer, Please be informed that we can proceed with the activity as per your request. But we need the exact timings to proceed with the activity. Kindly check and provide us a timings in the below format. Downtime Format: (Date/Time/Time-Zone) Regards, Bomma SAP Enterprise Cloud Services Delivery		

User	Timestamp	Text Type
SAP Employee	**13.08.2024, 15:31 (CET)**	**Reply from SAP**

Dear Customer,

Thank you for contacting SAP Enterprise Cloud Services (ECS).
We acknowledge your update. Our processor will analyze your requirement and revert shortly.
Thank you for your patience and understanding.

Regards,
Prasanna
SAP Enterprise Cloud Services Delivery

SAP PCE User (S0023764130)	**13.08.2024, 15:30 (CET)**	**Info for SAP**

Dear Team, Please let me know, if we can have this activity on next weekend 24th | 25th Aug 24, So that we can plan with our internal team and confirm accordingly.

Regards
Vivek Chopade

SAP Employee	**13.08.2024, 05:39 (CET)**	**Reply from SAP**

Dear Customer,

As discussed with your ECS representative we are moving this request to you, kindly check and provide the TR details for SPDD/SPAU.
And also confirm if we can proceed with the execution start as per given timeline: 16 August 2024 19:31:00 UTC

Regards,
KRITHI
SAP Enterprise Cloud Services Delivery

SAP Employee	**13.08.2024, 04:31 (CET)**	**Reply from SAP**

Dear Customer,

Please be informed that there are 17 additional components are to be installed/updated as prerequisite.
We will proceed same as development and quality system.
====================================
MDG_FND from 805, 0002 to 805, 0008
MDG_APPL from 805, 0002 to 805, 0008
IS-UT from 805, 0002 to 805, 0008
IS-PS-CA from 805, 0002 to 805, 0008
IS-PRA from 805, 0002 to 805, 0008
IS-OIL from 805, 0002 to 805, 0008
INSURANCE from 805, 0002 to 805, 0008
FI-CAX from 805, 0002 to 805, 0008
EA-PS from 805, 0002 to 805, 0008
EA-DFPS from 805, 0002 to 805, 0008
SAP_UI from 755, 0003 to 755, 0012
SAP_BW from 755, 0002 to 755, 0008
S4CRM from 205, 0002 to 205, 0008
S4FND from 105, 0002 to 105, 0008
S4COREOP from 105, 0002 to 105, 0008
S4CEXT from 105, 0002 to 105, 0008
S4DEPREC from 105, 0001 to 105, 0007

Regards,
KRITHI
SAP Enterprise Cloud Services Delivery

SAP Employee	**12.08.2024, 16:43 (CET)**	**Reply from SAP**

Dear Customer,

User	Timestamp	Text Type

Thank you for contacting SAP Enterprise Cloud Services (ECS).

We are reviewing your request and gathering the information needed to perform it.

We're committed to providing you with excellent customer service and will keep you updated on the progress of your request every step of the way.

Thank you for your patience and understanding.

Regards,
BORA
SAP Enterprise Cloud Services Delivery

SAP PCE User (S0023764130)	12.08.2024, 16:36 (CET)	Request Description

Task: Update Software Version of Application

Service Attributes:
Title: Update Application Software
Category: Core Technical Operations
Service Type: Non-Chargeable / Free Service
Task No: BASIC_1.5.09
RnR Version: 2019
Task Change Log: Update Software Version of Application
Delivery Unit: ECS

Delivery Instructions: Please upgrade the software version of the application to the application version chosen by the customer (please check below).

Additional Attributes:
Scheduled Start: 16 August 2024 19:31:00 UTC
Estimated End: 17 August 2024 03:31:00 UTC

Target (SP) Level: 2
Set system message (for ABAP systems): YES
System Type: ABAP System
Reference SR Number: 8719311 & 8719281
Additional Information: Dear Team , Please check the SR 8342632 – 12.07.2024 - 1 ABAP Stack of PS4 1 Age of Support Packages as per the EWA Report attached herewith.

Also refer the Development Server SR - 8719311 & Quality Server SR 8719281 recently worked upon.

Regards

Vivek Chopade

ATTACHMENTS

File name	Description	File size	Uploaded by	Uploaded on
EOS_PS4VHE.docx	EOS_PS4VHE.docx	4 MB	SAP Employee	25.08.2024, 19:41 (CET)
EvidenceOfSuccess.xlsx	EvidenceOfSuccess.xlsx	9 KB	SAP Employee	25.08.2024, 19:33 (CET)

ACTION LOG

Log Action	Old Value	New Value	Changed By	Changed At

Log Action	Old Value	New Value	Changed By	Changed At
Status	New	To be reviewed	SAP PCE User (S0023764130)	18.07.2024, 10:06 (CET)
Communication		Request Description	SAP PCE User (S0023764130)	12.08.2024, 16:36 (CET)
Status	To be reviewed	Sent to SAP	SAP PCE User (S0023764130)	12.08.2024, 16:36 (CET)
Start Time of Service Request		16.08.2024, 21:31 (CET)	SAP PCE User (S0023764130)	12.08.2024, 16:36 (CET)
Status	Sent to SAP	In Processing by SAP	SAP Employee	12.08.2024, 16:43 (CET)
Communication		Reply from SAP	SAP Employee	12.08.2024, 16:43 (CET)
Communication		Reply from SAP	SAP Employee	13.08.2024, 04:31 (CET)
Communication		Reply from SAP	SAP Employee	13.08.2024, 05:39 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	13.08.2024, 05:39 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	13.08.2024, 15:30 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	13.08.2024, 15:30 (CET)
Communication		Reply from SAP	SAP Employee	13.08.2024, 15:32 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	13.08.2024, 15:58 (CET)
Communication		Reply from SAP	SAP Employee	13.08.2024, 15:58 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	14.08.2024, 11:51 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	14.08.2024, 11:51 (CET)
Communication		Reply from SAP	SAP Employee	14.08.2024, 12:05 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	14.08.2024, 12:17 (CET)
Communication		Reply from SAP	SAP Employee	14.08.2024, 12:17 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	14.08.2024, 12:41 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	14.08.2024, 12:41 (CET)
Communication		Reply from SAP	SAP Employee	14.08.2024, 12:46 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	14.08.2024, 13:08 (CET)
Communication		Reply from SAP	SAP Employee	14.08.2024, 13:08 (CET)
Communication		Info for SAP	SAP PCE User	14.08.2024, 15:16

Log Action	Old Value	New Value	Changed By	Changed At (CET)
			(S0023764130)	
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	14.08.2024, 15:16 (CET)
Communication		Reply from SAP	SAP Employee	14.08.2024, 15:25 (CET)
Communication		Reply from SAP	SAP Employee	15.08.2024, 03:54 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	15.08.2024, 03:54 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	19.08.2024, 05:36 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	19.08.2024, 05:36 (CET)
Communication		Reply from SAP	SAP Employee	19.08.2024, 05:40 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	19.08.2024, 05:57 (CET)
Communication		Reply from SAP	SAP Employee	19.08.2024, 05:57 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	19.08.2024, 07:35 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	19.08.2024, 07:35 (CET)
Communication		Reply from SAP	SAP Employee	19.08.2024, 07:41 (CET)
Communication		Reply from SAP	SAP Employee	19.08.2024, 19:42 (CET)
Communication		Reply from SAP	SAP Employee	21.08.2024, 08:35 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	21.08.2024, 09:11 (CET)
Communication		Reply from SAP	SAP Employee	21.08.2024, 09:11 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	21.08.2024, 14:46 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	21.08.2024, 14:46 (CET)
Communication		Reply from SAP	SAP Employee	21.08.2024, 16:36 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	22.08.2024, 09:42 (CET)
Communication		Reply from SAP	SAP Employee	22.08.2024, 09:42 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	22.08.2024, 12:46 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	22.08.2024, 12:46 (CET)
Communication		Reply from SAP	SAP Employee	22.08.2024, 12:59 (CET)

Log Action	Old Value	New Value	Changed By	Changed At
Communication		Reply from SAP	SAP Employee	22.08.2024, 13:05 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	22.08.2024, 15:57 (CET)
Communication		Reply from SAP	SAP Employee	22.08.2024, 15:57 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	23.08.2024, 07:28 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	23.08.2024, 07:28 (CET)
Communication		Reply from SAP	SAP Employee	23.08.2024, 07:33 (CET)
Communication		Reply from SAP	SAP Employee	23.08.2024, 09:17 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	23.08.2024, 12:32 (CET)
Communication		Reply from SAP	SAP Employee	23.08.2024, 12:32 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	23.08.2024, 13:25 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	23.08.2024, 13:25 (CET)
Communication		Reply from SAP	SAP Employee	23.08.2024, 13:33 (CET)
Communication		Reply from SAP	SAP Employee	23.08.2024, 14:47 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	23.08.2024, 15:49 (CET)
Communication		Reply from SAP	SAP Employee	23.08.2024, 15:49 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	23.08.2024, 18:04 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	23.08.2024, 18:04 (CET)
Communication		Reply from SAP	SAP Employee	23.08.2024, 18:23 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	24.08.2024, 16:56 (CET)
Communication		Reply from SAP	SAP Employee	24.08.2024, 16:56 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	24.08.2024, 17:38 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	24.08.2024, 17:38 (CET)
Communication		Reply from SAP	SAP Employee	24.08.2024, 18:00 (CET)
Communication		Reply from SAP	SAP Employee	24.08.2024, 18:30 (CET)
Communication		Reply from SAP	SAP Employee	24.08.2024, 19:08

Log Action	Old Value	New Value	Changed By	Changed At
				(CET)
Communication		Reply from SAP	SAP Employee	24.08.2024, 20:44 (CET)
Communication		Reply from SAP	SAP Employee	24.08.2024, 21:45 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 00:17 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 02:52 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 05:20 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 08:23 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 10:09 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 11:37 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 14:25 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 16:30 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 19:33 (CET)
Status	In Processing by SAP	Service provided	SAP Employee	25.08.2024, 19:33 (CET)
Communication		Reply from SAP	SAP Employee	25.08.2024, 19:34 (CET)