

Vivek Chopade <vivek.chopade@vishvaraj.in>

Re: Support Required : ASR -1159593856; Customer Name: Vishvaraj Environment Private Limited

1 message

SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>

Mon, Jun 30, 2025 at 2:18 PM

To: "rahul.nerurkar" <rahul.nerurkar@vishvaraj.in>, Vivek Chopade <vivek.chopade@vishvaraj.in>Cc: "Devarsh Dave (IN)" <devarsh.dave@pwc.com>, "Pritesh Kumar (IN)" <pritesh.k.kumar@pwc.com>, "Gaurang Ghanshyambhai Patel (IN)" <gaurang.p.patel@pwc.com>

Hi Rahul,

It seems they think that Assisted service request was raised for solving the TOP ISSUES reported, which in reality is not the case. As mentioned by my teammate Devarsh, ASR -1159593856 was raised for additional information required regarding top issue 0263 under the risk letter shared by SAP.

Hence, I suggest you ignore SAP's mail.

@'Vivek Chopade' - Please raise an Incident and share the number with us, so that we may proceed with the activities as per attached mail.

Thanks & Regards,

Sahiba Tyagi

PwC | Senior Associate | One Consulting | SAP

PricewaterhouseCoopers Services LLP

From: Rahul Nerurkar <rahul.nerurkar@vishvaraj.in>**Sent:** 30 June 2025 1:58 PM**To:** Devarsh Dave (IN) <devarsh.dave@pwc.com>; SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>**Cc:** Pritesh Kumar (IN) <pritesh.k.kumar@pwc.com>; Gaurang Ghanshyambhai Patel (IN) <gaurang.p.patel@pwc.com>; 'Vivek Chopade' <vivek.chopade@vishvaraj.in>**Subject:** RE: Support Required : ASR -1159593856; Customer Name: Vishvaraj Environment Private Limited

Why are they saying that SR was raised using wrong template ?

With Warm Regards

Rahul Nerurkar

Head – Information Technology



Mobile : +91 9820087760

Email: rahul.nerurkar@vishvaraj.inWebsite: www.vishvaraj.in



From: Devarsh Dave (IN) [mailto:devarsh.dave@pwc.com]
Sent: Monday, June 30, 2025 1:00 PM
To: rahul.nerurkar <rahul.nerurkar@vishvaraj.in>; SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>
Cc: Pritesh Kumar (IN) <pritesh.k.kumar@pwc.com>; Gaurang Ghanshyambhai Patel (IN) <gaurang.p.patel@pwc.com>; 'Vivek Chopade' <vivek.chopade@vishvaraj.in>
Subject: Re: Support Required : ASR -1159593856; Customer Name: Vishvaraj Environment Private Limited

Hi Rahul,

The ASR -1159593856 was raised for additional information required regarding top issue 0263 under the risk letter shared by SAP.

Thanks and Regards,

Devarsh Dave

PwC | Associate | One Consulting | SAP

PricewaterhouseCoopers Services LLP

From: SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>
Sent: Monday, June 30, 2025 12:32 PM
To: rahul.nerurkar <rahul.nerurkar@vishvaraj.in>; Devarsh Dave (IN) <devarsh.dave@pwc.com>
Cc: Pritesh Kumar (IN) <pritesh.k.kumar@pwc.com>; Gaurang Ghanshyambhai Patel (IN) <gaurang.p.patel@pwc.com>; 'Vivek Chopade' <vivek.chopade@vishvaraj.in>
Subject: Re: Support Required : ASR -1159593856; Customer Name: Vishvaraj Environment Private Limited

Hi Rahul,

The SR was raised correctly, we had some questions, so instead of directly raising a SR, we first raised a Assisted Service Request with SAP.

@Devarsh Dave (IN) - Please confirm the same.

Thanks & Regards,

Sahiba Tyagi

PwC | Senior Associate | One Consulting | SAP

PricewaterhouseCoopers Services LLP

From: Rahul Nerurkar <rahul.nerurkar@vishvaraj.in>

Sent: 30 June 2025 12:28 PM

To: SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>; 'Vivek Chopade' <vivek.chopade@vishvaraj.in>

Cc: Pritesh Kumar (IN) <pritesh.k.kumar@pwc.com>; Gaurang Ghanshyambhai Patel (IN) <gaurang.p.patel@pwc.com>

Subject: FW: Support Required : ASR -1159593856; Customer Name: Vishvaraj Environment Private Limited

Please take prompt action. Thanks

With Warm Regards

Rahul Nerurkar

Head – Information Technology



Mobile : +91 9820087760

Email: rahul.nerurkar@vishvaraj.in

Website: www.vishvaraj.in



From: ITSM Notification [<mailto:itsm.notification-service@sap.com>]

Sent: Monday, June 30, 2025 12:35 AM

To: rahul.nerurkar@vishvaraj.in; atish.patil@vilindia.com

Subject: Support Required : ASR -1159593856; Customer Name: Vishvaraj Environment Private Limited

Dear Customer,

This is a gentle reminder that the SR for Top Issue 0263 was raised using an incorrect template. Kindly recreate the SR via SAP for Me > Top Issues tab, using the appropriate template.

Please note, the activity will require 1 hour of planned downtime, so plan accordingly.

Best regards,

Vijay

SAP Enterprise Cloud Services | Private Cloud Customer Center (PC3)

For more information about the Private Cloud Customer Center, visit our [self-service enablement page](#).

You can find all your available support options on the [SAP Support Portal](#).

IMPORTANT: Please review your open Top Issues in the SAP for Me portal and take appropriate action as it could represent a big impact to your landscape. Direct link [here](#).

Dear Customer,

Good day!!

We have noticed that the service request (SR) for Top Issue 0263 was created using an incorrect template.

The execution of this request will require 1 hour of planned downtime so accordingly schedule the activity.

To ensure proper handling, please follow the steps below to raise the SR correctly:

1. Log in to SAP for Me.
2. Navigate to the Top Issues tab.
3. From there, you can directly raise the SR using the appropriate template.

The screenshot displays the SAP Services & Support interface. At the top, there's a navigation bar with tabs like Overview, Knowledge Search, KBAs & Notes, Cases, Service Requests, Support Entitlements, Diagnostics, Reporting & Analytics, Private Cloud Workspace, and More. Below this, the 'Standard' view is selected, and the user is logged in as 'Vishvaraj Environment Private Limited'. The interface shows a list of systems with columns for Landscape, Systems, System Role, and System Type. A table of systems is visible, including ABAP System, PCL, SAP Cloud Connector, QS4, ABAP System, DS4, ABAP System, HP4, SAP HANA System, WS3, and SAP Web. Each system has a 'Patches' column indicating missing patches. A table of issues is also shown, with the '0263 Samba Security Enhancement' issue highlighted by a yellow box. This issue is associated with 1 system. Other issues listed include '0420 Improper Authentication in SAP NetWeaver Application Server for ABAP and ABAP Platform - Update Kernel' (3 Systems), '0300 Deactivate Critical ICF services' (1 System), '0377 - Nameserver internal deadlock between thread backtraces and SLD registration' (1 System), and '0381 - Implement Compliant Account & Password Policy in SAP NetWeaver AS ABAP' (3 Systems). A right-hand table shows system roles and their compliance status, such as 'PS4 ABAP System Production System 4 Rules' and 'QS4 ABAP System Test System 3 Rules'.

System	System Role	System Type	Compliance
PS4	ABAP System	Production System	4 Rules
QS4	ABAP System	Test System	3 Rules
DS4	ABAP System	Development System	3 Rules

Create Service Request for Top Issue "0263 Samba Security Enhancement"

Search

SID	System Number	System Role	System Type	Installation Number	Service Rec
 PS4	500236217	ABAP System	Production System	21237307	

Create Service Request

Best regards,

Vijay

SAP Enterprise Cloud Services | Private Cloud Customer Center (PC3)

For more information about the Private Cloud Customer Center, visit our [self-service enablement page](#).

You can find all your available support options on the [SAP Support Portal](#).

IMPORTANT: Please review your open Top Issues in the SAP for Me portal and take appropriate action as it could represent a big impact to your landscape. Direct link [here](#).

Ref:MSG803261840_6s0PFdYj8D5daDLCHB

Ref:MSG804571397_qz4scOjo5n0ZWmScvl

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----- Forwarded message -----

From: "Devarsh Dave (IN)" <devarsh.dave@pwc.com>

To: Vivek Chopade <vivek.chopade@vishvaraj.in>

Cc: Atish patil <atish.patil@vishvaraj.in>, "SAHIBA Tyagi (IN)" <sahiba.tyagi@pwc.com>, "Gaurang Ghanshyambhai Patel (IN)" <gaurang.p.patel@pwc.com>, "Pritesh Kumar (IN)" <prites.k.kumar@pwc.com>

Bcc:

Date: Fri, 27 Jun 2025 07:30:24 +0000

Subject: Re: Vishvaraj Environment Private Limited - Risk Letter

Hello Vivek,

As per the risk letter shared by SAP ECS team, Please find following observations and the status of mitigation process.

Request you to raise Incident Number for the issues listed below, so that we can proceed further.

Top issue 0300 : Deactivate Critical ICF services.

System affected : S/4 DEV, QAS and PROD

Status : [Deactivation of critical ICF has been completed in DEV and QAS system, Kindly check and confirm the functionality Fiori link in Non prod system. Post your confirmation, we will proceed with PROD deactivation.](#)

For the other two risks we have raised SR to SAP for the additional information required and are in contact with them. Once we receive update from SAP, will share further details on the mitigation plan.

Top issue 0377 : Nameserver internal deadlock between thread backtraces and SLD registration

System : Hana QAS

Mitigation suggested by SAP : Update the HANA DB to: >= 59.10 (SPS05)

Status : [Assisted SR RITM1982592 has been raised to confirm with SAP the top issue relevance for the current HANA DB version.](#)

Top issue 0263 : Samba Security Enhancement

System : S/4 PROD

Mitigation suggested by SAP - Disable the SMB v1 protocol and setting SMB2

Status : [SR RITM1973841 and RITM1982645 has been raised with SAP to verify the downtime requirement and the impacted CIFS mounts.](#)

Thanks and Regards,

Devarsh Dave

PwC | Associate | One Consulting | SAP

PricewaterhouseCoopers Services LLP

From: SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>

Sent: Friday, June 27, 2025 12:19 PM

To: Gaurang Ghanshyambhai Patel (IN) <gaurang.p.patel@pwc.com>; Pritesh Kumar (IN)

<prites.k.kumar@pwc.com>; Devarsh Dave (IN) <devarsh.dave@pwc.com>

Cc: Atish patil <atish.patil@vishvaraj.in>; Vivek Chopade <vivek.chopade@vishvaraj.in>

Subject: Re: Vishvaraj Environment Private Limited - Risk Letter

Hi Devarsh,

As discussed, please share your observations.

Thanks & Regards,

Sahiba Tyagi

PwC | Senior Associate | One Consulting | SAP

PricewaterhouseCoopers Services LLP

From: Gaurang Ghanshyambhai Patel (IN) <gaurang.p.patel@pwc.com>

Sent: 26 June 2025 11:41 AM

To: SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>; Pritesh Kumar (IN) <pritesh.k.kumar@pwc.com>; Devarsh Dave (IN) <devarsh.dave@pwc.com>

Cc: Atish patil <atish.patil@vishvaraj.in>; Vivek Chopade <vivek.chopade@vishvaraj.in>

Subject: Re: Vishvaraj Environment Private Limited - Risk Letter

++ PwC team

@SAHIBA Tyagi (IN): Please update status on this.

Thanks & Regards,

Gaurang Patel

From: Atish Patil <atish.patil@vishvaraj.in>

Sent: Wednesday, April 2, 2025 3:02 PM

To: Vivek Chopade <vivek.chopade@vishvaraj.in>; Gaurang Patel (IN) <gaurang.p.patel@pwc.com>

Subject: Fwd: Vishvaraj Environment Private Limited - Risk Letter

FYI

----- Forwarded message -----

From: **SAP Private Cloud** <no_reply_private_cloud@sap.com>

Date: Wed, Apr 2, 2025 at 1:38 PM

Subject: Vishvaraj Environment Private Limited - Risk Letter

To: rahul.nerurkar@vilindia.com <rahul.nerurkar@vilindia.com>, rahul.nerurkar@vishvaraj.in <rahul.nerurkar@vishvaraj.in>, atish.patil@vilindia.com <atish.patil@vilindia.com>

NO REPLY EMAIL – If required, please contact the defined email address in the attached document

THE BEST RUN 

Customer Risk Letter



Dear Valued Customer,

SAP Enterprise Cloud Services aims to protect and safeguard your business. We are here to support and guide you through the important changes required to avoid, if possible, any impact to the quality of our services.

With respect to this, please find herewith attached the Risk Letter, which contains and addresses current critical risk(s) that were informed and discussed with your team previously.

As outlined in the Agreement between the parties, if Customer fails to cooperate with the scheduling and/or performance of such maintenance activities in a timely manner as recommended by SAP, Customer shall be solely responsible for any issues in the Cloud Service, including unexpected downtime as well as any violation to the Service Level Agreement for SAP Cloud Services ("SLA") that results from these business-critical risks.

As your trusted technology business partner, we will always remain at your disposal to review all the risks outlined and support you towards a successful risk mitigation.

As of today, with this email and Risk Letter you are accepting the risk(s) and potential business impact(s) mentioned in the letter, so far and if the risk(s) still persist.

We would like to hear from you at your earliest convenience shall there be questions. You and/or your operations teams can reach back to the defined contact in the attached document.

Risk will be deemed as closed, with the effective date of the full implementation of the entire guidance provided by SAP to close the risk as described in the Risk Letter.

We entrust you are the main recipient of this important message and if it should be redirected to another party or colleague within your organization, please forward it without undue delay. Thank you for your cooperation.

Sincerely,



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 **Re: Vishvaraj Environment Private Limited - Risk Letter.eml**
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