

Duration: 5 min

All users

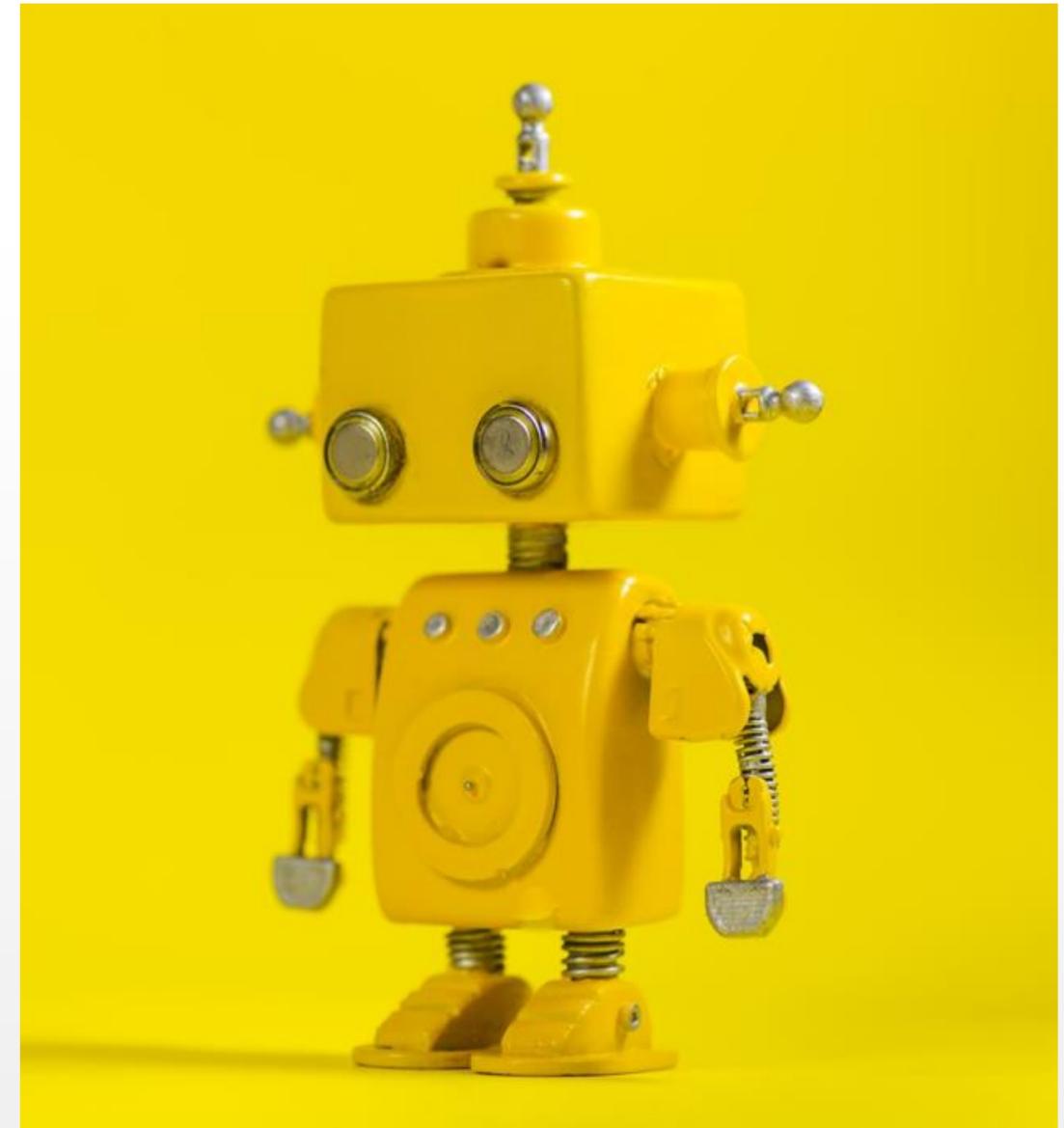
All levels

SUPPORT

SAP Business One Report a Problem Tool

Self-help tools

CONSENSUS



Introduction

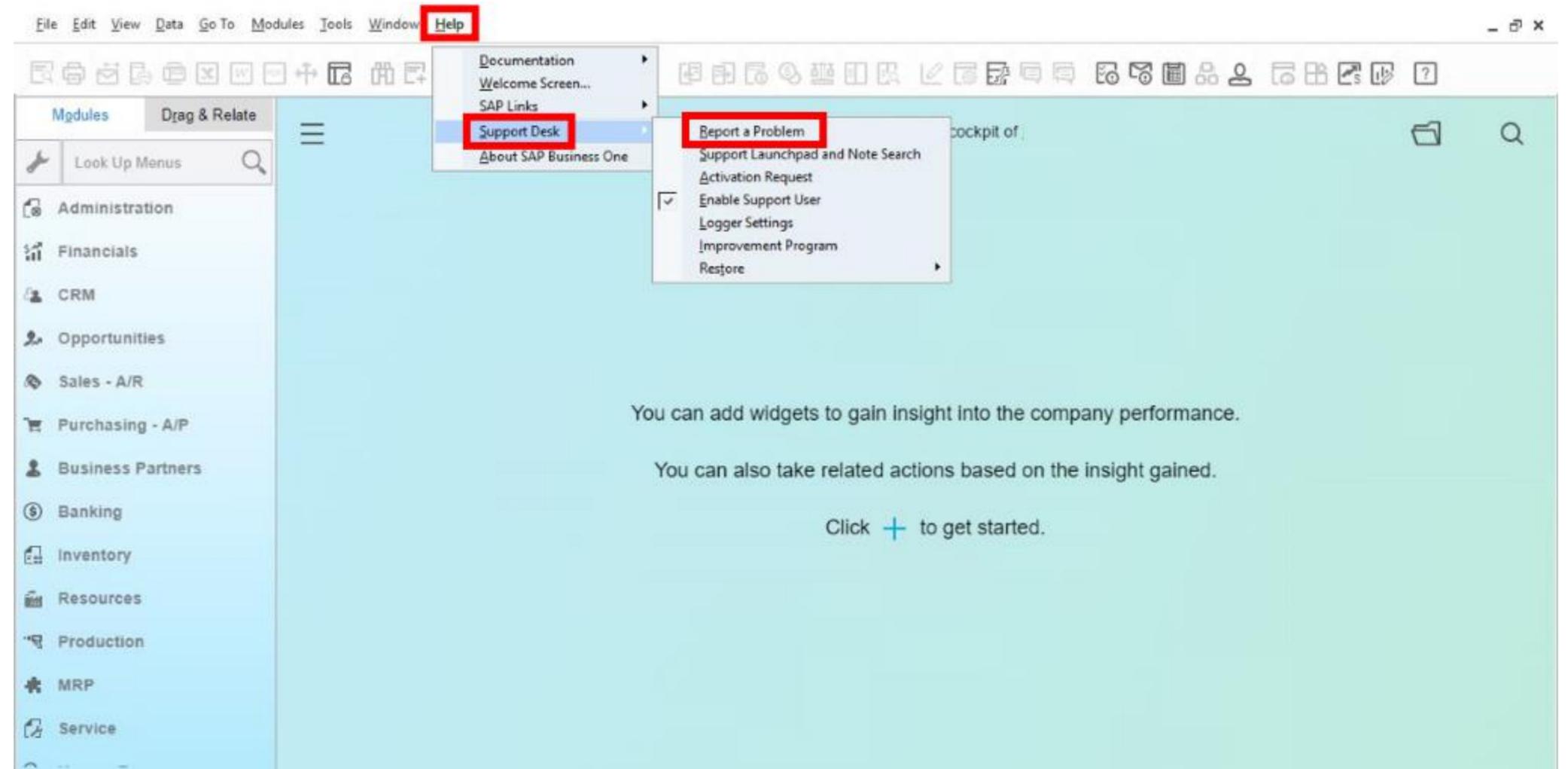


If you encounter a problem while using SAP Business One, you can use the Report a Problem Tool to document it in detail. This will help Consensus and SAP's Support Desk consultants understand the context and the steps you took as a user before encountering your problem or unexpected result.

Please follow the steps described below

Step 1. Locate the tool

Find the tool under
HELP > SUPPORT DESK > REPORT A
PROBLEM





Step 2.

Report a Problem

Reported Issues in Repository

Search

Title	Date	Reporter	Version

Refresh

Report New

Exit

Click on "Report New"

Step 3.

1. Give a title to your recording. You can use the date and a reference to the issue you are experiencing.
2. Select both settings as shown below
3. Click on "Record"

SAP Business One Issue Recorder

New Recording

Title

New Recording 1

Settings

Include Microsoft System Information (Msinfo)

Include System Information

Record

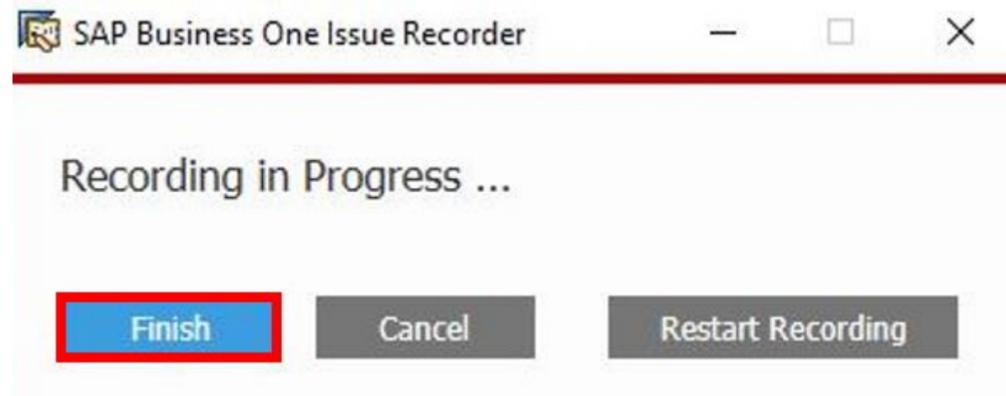
Close

Step 4. Replicate the issue



1. Go back to the process you were working on when the issue first arised. Replicate the steps you took until you get the same (unwanted) outcome
2. The SAP Business One Issue Recorder might not be visible at this time.

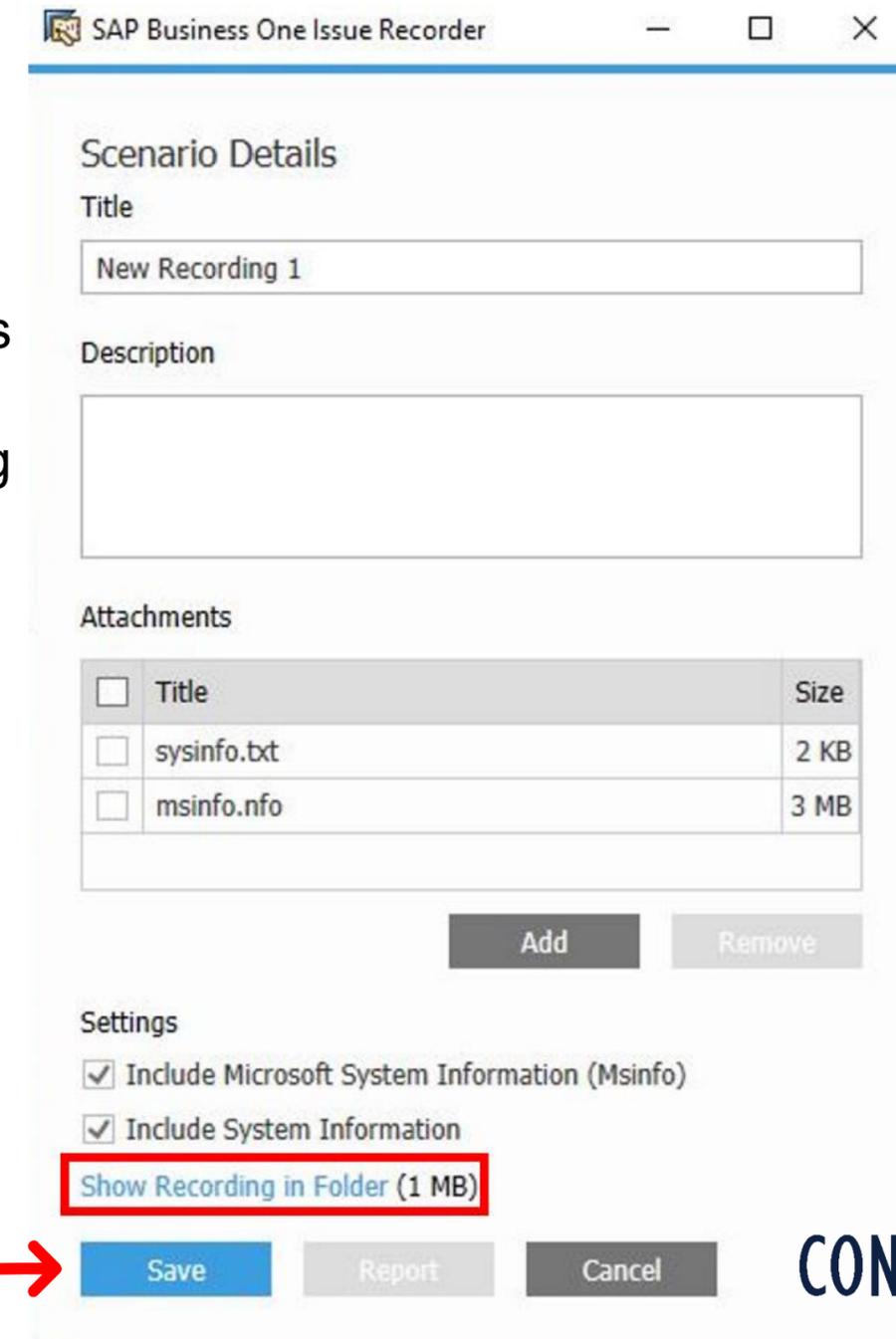
Step 5. Finish recording



1. Only after replicating your issue, locate the SAP Business One Issue Recorder window (you might need to minimize your SAP Business One screen)
2. Click "Finish"

Step 6. Save it

1. Ensure both settings checkboxes were activated
2. You should see a message saying "Show Recording Folder"
3. Click "Save"



Step 7. Retrieve the generated zip file



1. Wait for the recorder to finish processing the zip file. This might take a few minutes
2. A window with all Recorded Scenarios Will pop up once the process is complete
3. Locate the recorded scenario you want to retrieve and click on the Folder name which looks like a hyperlink (in blue)
4. A new window will pop up with the location of the new generated zip file. Please select it, right-click on your mouse to copy it, and paste it-attach it on an email to support@consensusintl.com
5. Don't forget to include your contact information and any other relevant detail on the email!

The screenshot displays the SAP Business One Issue Recorder interface and a Windows File Explorer window. The recorder window shows a table of recorded scenarios with the following data:

Title	Created	Folder Name	Size
Sales Order error	2/27/2020 10:43:02 AM	20200227_104302_Sales_Order_error_...	343 KB

The File Explorer window shows the path: <code>AppData > Local > sap > sap business one > Recordings > 20200227_104302_Sales_Order_error_a0186585d2</code>. The file list contains:

Name	Date modified	Type	Size
20200227_104302_Sales_Order_error_a018...	2/27/2020 10:44 AM	Compressed (zipp...	344 KB
description	2/27/2020 10:44 AM	XML Document	2 KB

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