**Connect for SAP® (NetWeaver) Issue Report**

This issue report shall ensure that all necessary information is provided to optimize the support workflow.

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| --- | --- |
|  |  |
| Issue Reference |  |
| Customer Name | ? |
| Issue raised at Date | ? |
| Short Description of the Issue |  |
| ? | |
| SAP Server Details |  |
| Server version[[1]](#footnote-2) (e.g. SAP ERP Central Component (ECC) 6.0 Enhancement Package 7) | ? |
| Unicode (yes/no) | ? |
| SAP Client Details |  |
| RFC library version[[2]](#footnote-3) (e.g. 7400.1.611 (Build 7938)) | ? |
| Development Environment |  |
| Tool version (e.g. Delphi XE3) | ? |
| Platform (x32/x64) | ? |
| Connect for SAP® version (e.g. 3.0.6 or 3.0.6 BETA rev. 351) | ? |
| Application Details |  |
| Type  (e.g. SAP Client Application or RFC Server Application) | ? |
| Multithreading used  (any kind of additional threads used within your application) | ? |
| Tracing already enabled and reviewed? |  |
| Connect for SAP® tracing enable[[3]](#footnote-4) (have you enable the tracing and can you deliver trace files for the issue) | ? |
| Can you provide SAP trace files[[4]](#footnote-5) | ? |
| Miscellaneous |  |
| Reproducible problem  (always/random/on customer site only) | ? |
| Where you able to debug the problem? (under your development environment, customer) | ? |
| Can you provide a sample code? | ? |
| Your additional comment  (useful details and hints for the support) | ? |

1. The version info can be retrieved either from SAP GUI or by calling standard functional module STFC\_CONNECTION with the “Connect for SAP”’s Explorer tool. [↑](#footnote-ref-2)
2. The information is present in the Connect for SAP® trace file. Also we can use file utilities that can read DLL version info. [↑](#footnote-ref-3)
3. See details in the topic: Tracing in the “Connect for SAP - Getting Started” document. [↑](#footnote-ref-4)
4. See details in the topic: Tracing in the “Connect for SAP - Getting Started” document. [↑](#footnote-ref-5)