SAP PartnerEdge Build
SAP PartnerEdge 构建
(Formerly OEM)
（以前称为 OEM）
SUPPORT SCHEDULE
支持协议
FOR ON PREMISE SOFTWARE
适用于企业预置型软件

This Schedule governs the provision of support services ("SAP Support") by SAP to Partner for licenses purchased by Partner under the Agreement for its customers ("Customers") or for ASP Service. Capitalized terms not defined herein shall have the meanings as described in the Agreement. For purposes of this schedule, "Customer" means any customer that has been authorized by Partner to use or have access to the Software. A Customer will not include any Affiliates of Partner.
针对合作伙伴根据协议为其客户（以下简称“客户”）购买的许可或针对 ASP 服务，SAP 向合作伙伴提供的支持服务（以下简称“SAP 支持”）受到本协议的约束。本协议使用的未定义术语，应适用协议中所述的含义。就本协议而言，“客户”是指合作伙伴授权使用软件或有权访问软件的任何客户。 客户不包括合作伙伴的任何关联企业。

Partner has access to SAP Support during SAP's regular working hours (9.00 a.m. to 6.00 p.m.) during SAP's regular working days, excluding the applicable public holidays observed by SAP ("Regular Working Hours"). For purposes of this paragraph, SAP means SAP's registered office located in the region where Partner is located. SAP Support will only be provided from the region where the Agreement was originally signed by Partner.
合作伙伴可以在 SAP 正常工作日的正常工作时间（上午 9 点到下午 6 点）内获取 SAP 支持，SAP 规定的适用公共节假日除外（以下简称“正常工作时间”）。就本款而言，SAP 是指位于合作伙伴所在地区的 SAP 注册办公室。SAP 支持仅在合作伙伴最初签署协议的地区予以提供。

Partner shall manage its own contacts via the SAP Global Support Backbone that may raise support Incidents using the SAP Support Portal. All Partner contacts that raise support Incidents shall be adequately trained and have sufficient expertise in the Software and versions thereof for which Partner provides support, and be familiar with SAP's support processes and procedures as documented on SAP Support Portal (http://support.sap.com/) ("SAP Support Portal").
合作伙伴应通过 SAP 全球支持中枢来管理其联系人，这些联系人可以使用 SAP Support Portal[支持门户]来提交支持事件。所有提交支持事件的合作伙伴联系人均应接受过充分培训，且针对合作伙伴提供支持的软件及其版本，应具备足够的专业知识。此外，他们还应熟悉 SAP Support Portal[支持门户]（http://support.sap.com/）（以下简称“SAP Support Portal[支持门户]”）上规定的 SAP 的支持流程与程序。

Partner shall ensure that the required number of designated contacts specified in the SAP Partner Portal (https://partneredge.sap.com/en/partnership/support/oem-support.html) has successfully been certified in the use of all Software and releases thereof supported by Partner. Any training received by Partner should be provided by either the SAP training department or SAP certified trainers. In a case where the Partner does not comply with the aforementioned requirement, Partner acknowledges that SAP reserves the right to withhold certain services related to SAP Support.
合作伙伴应确保 SAP 合作伙伴门户（https://partneredge.sap.com/en/partnership/support/oem-support.html）中规定的所需数量的指定联系人在使用合作伙伴支持的所有软件与版本方面均已成功通过认证。合作伙伴接受的任何培训均应由 SAP 培训部门或 SAP 认证培训师提供。如合作伙伴未遵守前述要求，则合作伙伴承认 SAP 有权撤销与 SAP 支持有关的某些服务。

Partner is responsible for providing Level 1 and Level 2 support for the Software to its Customers. SAP has developed the SAP Support Portal to assist its partners with answers and problem solving suggestions for technical issues. The SAP Support Portal is written and developed by SAP's technical product specialists (TPS) who have first-hand technical support experience.
合作伙伴负责向其客户提供软件的一级和二级支持。SAP 已经开发出 SAP Support Portal[支持门户]，协助其合作伙伴解决技术问题并提供问题解决建议。SAP Support Portal[支持门户]由具有第一手技术支持经验的 SAP 技术产品专家（TPS）编写和开发。

References to "Incident" in this SAP PartnerEdge Build Support Schedule shall mean the support event starting with a malfunction or functional impairment of the Software which with reasonable probability that is based on a defect or error of the Software. As soon as SAP or Partner's support organization is informed, the support event becomes an Incident.
本SAP PartnerEdge构建支持协议中提及的"事件"是指很可能因为软件缺陷或错误，导致软件故障或功能不健全，进而引发的支持活动。在SAP或合作伙伴的支持组织获知后，此支持活动即成为一个事件。

1. PARTNER RESPONSIBILITIES
合作伙伴的责任

1.1 Partner Support Responsibilities. Partner agrees to provide the following Level 1 and Level 2 support to its Customers ("Level 1 and 2 Support") and such other activities as required under this Schedule, including without limitation, any applicable obligations set forth in Section 4 hereunder.
合作伙伴支持责任。合作伙伴同意为其客户提供以下一级和二级支持（以下简称"一级和二级支持"）以及本协议下要求的此类其他活动，包括但不限于本协议第 4 节规定的任何适用义务。

1.2 Maintenance
维护

- Provide access of New Releases and Software update packages, as well as tools and procedures for upgrades, to existing licensed Customers, provided that Partner has paid the applicable SAP Support fee for such Customers to SAP.
  为获得许可的现有客户提供新版本和软件更新包的访问权限以及升级工具和程序，前提是合作伙伴已经为此类客户向 SAP 支付了适用的 SAP 支持费。

Before requesting SAP Support
请求 SAP 支持之前

The following tasks are to be carried out by Partner with its Customer before requesting SAP Support:
在请求 SAP 支持之前，合作伙伴要与客户执行以下任务：

- Accept support Incident from Customer.
  接收来自客户的支持事件。
- Work to resolve the issue directly with Customer. Leverage remote connectivity to Customer's system as necessary.
  直接与客户共同解决问题。根据需要，利用与客户系统的远程连接。
- Capture all environmental and technical details pertaining to the issue.
  获取与问题相关的所有环境和技术详细信息。
- Continually document the troubleshooting approach and attempted solutions including steps to reproduce the problem.
  持续记录故障排除的方法和尝试的解决方案，包括重现问题的步骤。
- Search for error messages using the data provided by Customer.
  使用客户提供的数据搜索错误消息。
- Search SAP Knowledgebase articles for known solutions.
  在 SAP 知识库文章中搜索已知的解决方案。

- Review system and product configuration settings.
  检查系统和产品配置设置。
- Collect and review:
  收集并检查：
  - Core dumps
    内核转储
  - Trace analyses
    跟踪分析
  - System logs
    系统日志
  - Stack traces
    堆栈跟踪
- Reproduce the issue to further isolate the problem and identify root cause.
  重现问题，进一步隔离问题和确定根本原因。
- Propose appropriate system configuration or workarounds.
  提议适当的系统配置或应急方案。
- Communicate any solutions to Customer.
  将解决方案告知客户。
- Determine if the issue is a Software defect or an undocumented issue and request SAP Support as necessary.
  确定问题是软件缺陷还是未记录的问题，并根据需要请求 SAP 支持。
- For SAP Business One only: Partner shall ensure that its Customers have installed the remote support platform for SAP Business One (RSP).
  仅适用于 SAP Business One：合作伙伴应确保客户已安装 SAP Business One 远程支持平台（RSP）。
- With respect to SAP Hana, basic pre-work to support SAP HANA can be found in Note 1758890 located at https://service.sap.com/sap/support/notes/1758890 and should be performed prior to forwarding a ticket to development support.
  对于 SAP HANA，为支持 SAP HANA 而开展的前期基础工作可参见位于 https://service.sap.com/sap/support/notes/1758890 的注释 1758890，并且应在将消息转发给开发支持部门之前予以执行。

When requesting SAP Support

请求 SAP 支持时

- Record only one issue per Incident.
  每个事件仅记录一个问题。
- Provide complete and accurate environmental information of the system affected.
  提供受影响系统的完整、准确的环境信息。
- Create a meaningful short text description of the problem.
  创建明确的针对问题的短文本描述。
- Select the appropriate priority level while also including the appropriate business impact information.
  选择合适的优先级，同时添加相应的业务影响信息。
- Select the product component affected.
  选择受影响的产品组件。
- Partner shall translate all information into English.
  合作伙伴应将所有信息翻译为英文。
- Partner shall forward the Incident to SAP Business One support (https://apps.support.sap.com/B1support/) in case of SAP Business One Incident.

如遇 SAP Business One 事件，合作伙伴应将事件转发给 SAP Business One 支持部门（https://apps.support.sap.com/B1support/）。

- The Incident from Partner should include the following information:
  来自合作伙伴的事件应包括以下信息：
  - Specific and detailed steps to reproduce the problem in the system.
    用于重现系统中的问题的特定详细步骤。
  - Comprehensive description of the problem, including all steps that lead to it, full syntax of the error message.
    问题的全面描述，包括导致该问题的所有步骤、错误消息的完整语法等。
  - Software version, support package information and environment information.
    软件版本、支持包信息和环境信息。
  - Technical information on the affected system (System ID, System type, System name, installation number, product version and patch level of each involved product, SDK, or Add-on, database and database server data, application server data, operating system, GUI or browser version, localization and language settings etc.).
    受影响系统的技术信息（系统 ID、系统类型、系统名称、安装编号、相关产品的版本及补丁级别、SDK 或扩展组件、数据库和数据库服务器数据、应用服务器数据、操作系统、GUI 或浏览器版本、本地化和语言设置等）。
  - Partner contact person (name, telephone number and best time to contact).
    合作伙伴联系人（姓名、电话号码和最佳联系时间）。
  - Attachments: any attachments that could help to process the support message such as trace files, reports or screenshots.
    附件：有助于处理支持消息的任何附件，如跟踪文件、报告或截屏。
  - Any information or documentation compiled while working with the Customer.
    与客户一起工作时整理的任何信息或文档。
- For Business One only: All relevant services in relation to creation and processing of a problem message should be consumed via the remote support platform for SAP Business One (RSP) where applicable. All other support services shall utilize existing infrastructure and procedures as described in this schedule.
  仅适用于 SAP Business One：在适用情况下，与创建和处理问题消息有关的所有相关服务均应通过 SAP Business One 远程支持平台（RSP）使用。其他所有支持服务均应采用本协议中所述的现有基础架构和程序。

While working with SAP Support

接收 SAP 支持时

While engaged with SAP Support with SAP, Partner must:
采用 SAP 提供的 SAP 支持时，合作伙伴必须：

- Test the solution
  测试解决方案
  - The solution must first be checked and tested in a test system.
    解决方案必须首先在测试系统中进行检查和测试。
  - Back up all relevant data before the solution is installed.
    在安装解决方案前备份所有的相关数据。
  - Work with the Customer to check and test the solution in the production system.
    与客户一起在生产系统中检查和测试解决方案。
- Communicate any potential solutions or workarounds to the Customer.
  将可能的解决方案或应急方案传达给客户。
- Make available to SAP Business One support access to the Customer's system for the purpose of analysis and solution.

为 SAP Business One 支持人员提供访问客户提供的权限，以便分析和解决问题。

- Delivery of support via remote connectivity tools as appropriate.
  视具体情况，通过远程连接工具交付支持服务。
- Under certain circumstances, provide a copy of the Customer's database to SAP Business One support for the purpose of analysis and debugging the reported issue.
  在某些情况下，为分析和解决报告的问题，向 SAP Business One 支持部门提供客户数据库的副本。

1.3 SAP's Support and Maintenance Tasks:

SAP 的支持和维护任务：

SAP's Support Tasks ("Development Support" or "Third Level Support") related to Software and Third Party Vendor Support Tasks ("Development Support" or "Third Level Support") related to Third Party Software Licensed from SAP

与软件相关的 SAP 支持任务（"开发支持"或"第三级支持"）以及与 SAP 许可的第三方软件相关的第三方供应商支持任务（"开发支持"或"第三级支持"）

Maintenance:

维护：

- New Releases of the Software, as well as tools and procedures for upgrades. SAP supports upgrades to New Releases in mainstream maintenance. SAP does not support upgrades to new Releases in extended or customer-specific maintenance, unless this is necessary as one step in a multi-step upgrade to a target Release in mainstream maintenance.
  新软件版本以及用于升级的工具和程序。SAP 支持在主流维护期间升级到新版本。SAP 不支持在扩展维护或客户特定维护期间升级到新版本，除非此步骤是在主流维护期间升级到目标版本的多个步骤中不可缺少的一个步骤。
- Support Packages – Software update packages containing corrections for errors in the Software. Support Packages may also contain corrections to adapt existing functionality to changed legal and regulatory requirements, for example in the area of human resources.
  支持包 — 包含软件错误更正的软件更新包。支持包还可包括用于根据变更的法律和法规要求（例如人力资源领域的要求）调整现有功能的修正内容。

Support:

支持：

- Receiving support Incident from Partner via SAP Global Support Backbone.
  通过 SAP 全球支持中枢，接收来自合作伙伴的支持事件。
- Analysing in detail all recorded traces and error messages forwarded by Partner.
  详细分析合作伙伴转发的所有记录线索和错误消息。
- Recommend solutions or workarounds.
  推荐解决方案或应急方案。
- Creating or modifying existing SAP Notes regarding:
  创建或修改现有的 SAP Notes，其内容涉及：
  - The identified cause of the issue.
    造成问题的确定原因。
  - Resolution of the issue with all relevant information and material (e.g. bug fixes, patches, description of workarounds).
    问题解决流程，包括所有相关的信息和材料（如缺陷修复、修补程序、应急方案描述）。
- Communicate and specify expected duration to fix defects by patches, bug fixes or support packages to Partner.*
  根据补丁、漏洞修复或支持包，向合作伙伴传达和指定修复缺陷的预计期限。*

* Does not apply to SAP Business One.
不适用于 SAP Business One。

2. DEFINITIONS OF SEVERITY LEVELS

严重级别的定义

Production Systems

生产系统

SAP has defined the priorities for problem Incidents in SAP Note 67739, a copy of which can be found at: https://service.sap.com/sap/support/notes/67739).

SAP 已在 SAP 注释 67739 中定义了问题的优先级，其副本位于：https://service.sap.com/sap/support/notes/67739。

Test Systems

测试系统

For the same problem situation in a test system, priorities should usually be classified with a rating that is one level lower than for production systems.

针对测试系统中的相同问题情形，优先等级通常应按照比生产系统低一个级别的等级来分类。

3. SERVICE LEVELS

服务水平

Service levels are not available for all Software. The list of Software where Service Levels are not applicable can be found at: https://partneredge.sap.com/en/partnership/support/oem-support.html. Software that are eligible for service levels are referred herein as "Eligible Software". When Partner reports malfunctions, SAP supports Partner by providing information on how to remedy, avoid or bypass errors. The main channel for such support will be the support infrastructure provided by SAP. Partner may send an error message relating to any Eligible Software at any time. All persons involved in the Incident solving process can access the status of the Incident at any time. SAP shall use commercially reasonable efforts to comply with the Initial Reaction Times (IRT) and Maximum Processing Times during Regular Working Hours for the Eligible Software regarding support Incidents (messages) when communicating with the Partner.

服务水平不适用于所有软件。服务水平不适用的软件的清单位于：https://partneredge.sap.com/en/partnership/support/oem-support.html。适用服务水平的软件以下简称"合格软件"。当合作伙伴报告故障时，SAP 可通过向合作伙伴提供有关如何修正、避免或回避错误的信息，给予合作伙伴支持。SAP 提供的支持基础架构应作为此类支持的主要渠道。合作伙伴可随时发送与任何合格软件有关的错误消息。参与事件处理流程的所有人员可随时获取事件状态。当 SAP 与合作伙伴沟通时，SAP 应采取商业上合理的措施，遵守与支持事件（消息）相关的初始响应时间（IRT）和针对合格软件的正常工作时间内的最长处理时间。

Priority of Support Incidents **支持事件的优先级**	**Initial Reaction Time (IRT)** **初始响应时间（IRT）**	**Corrective Action (provision of solution, action plan or workaround)** **纠正措施（提供解决方案、行动计划或应急方案）**
▪ 1 = very high 1 = 非常高	▪ 1 hour [1] 1 小时[1]	▪ 4 hours [1] 4 小时[1]
▪ 2 = high 2 = 高	▪ 4 working hours 4 个工作小时	▪ N/A 不适用

For Eligible Software, SAP will commence Incident handling on errors of very high priority (for a definition of priorities, see SAP Note 67739) 24 hours, 7 days a week provided that the following conditions are met: (i) The error must be reported in English and (ii) Partner must have a suitably skilled English-speaking employee at hand so that Partner and SAP can communicate if SAP assigns the problem Incident to an overseas SAP support center. If either

or both of these conditions are not fulfilled, SAP may not be able to start Incident handling or to continue Incident handling until these conditions are fulfilled.

对于合格软件，SAP 将以 24X7 的全天候标准，对优先级非常高的错误（优先级的定义参见 SAP 注释 67739）进行事件处理，但前提是满足以下条件：(i) 必须以英文报告错误，并且 (ii) 合作伙伴必须有一位精通英语的员工，以便在 SAP 将问题事件指派给海外 SAP 支持中心处理时，合作伙伴可与 SAP 顺畅沟通。以上任一条件或两个条件均未满足的，SAP 可能无法启动事件处理或继续处理事件，直到前述条件满足为止。

Initial Reaction Time

初始响应时间

- SAP shall confirm receipt of an Incident and provide Partner with an initial qualified response.

  SAP 应确认收到事件，并向合作伙伴提供初步符合要求的答复。

Corrective Action Response Time SLA

纠正措施响应时间 SLA

SAP shall provide a solution, action plan or workaround subject to the following.
SAP 应按照以下规定提供解决方案、行动计划或应急方案。

- Partner shall forward the support Incident to SAP within the agreed timeframe if the cause of the defect in the Support Incident indicates a previously unknown problem with the Software coding.
  如支持事件中的缺陷原因显示以前的软件编码存在未知问题，则合作伙伴应在议定的时间框架内将支持事件转发给 SAP。
- SAP is under no obligation to provide a fix for previously unknown bugs.
  SAP 没有义务修复之前的未知漏洞。
- Times only refer to that part of the processing time, when the Incident is being processed by SAP ("Processing Time"). The Processing Time does not include the time, when the message is on status "Partner Action", "Customer Action" or "SAP Proposed Solution", whereas:
  时间仅指 SAP 处理事件的时间（"处理时间"）。处理时间不包括消息处于"合作伙伴处理"、"客户处理"或"SAP 提议解决方案"状态的时间，此处：
  - The status "Partner Action" means the Incident was handed over to a technology or software partner of SAP or a third-party vendor of SAP outside the SAP's organization for further processing.
    "合作伙伴处理"状态是指事件已交予 SAP 的技术或软件合作伙伴，或者为了进一步处理，事件已交予 SAP 组织外的第三方供应商。
  - The status "Customer Action" means the Incident was handed over to Partner.
    "客户处理"状态表示事件已经移交给合作伙伴。
  - The status "SAP Proposed Solution" means SAP has provided a Corrective Action (see note below).
    "SAP 提议解决方案"状态是指 SAP 已经提供了纠正措施（请参见下文注释）。

For Eligible Software, the Corrective Acton Time for Priority 1 "Very High" support Incidents is measured in real time, provided the Partner maintains availability to continue working with SAP outside of normal business hours.
对于合格软件，第一优先（"非常高"）支持事件的纠正措施时间是实时计算的，但前提是合作伙伴能够在正常工作时间外配合 SAP 的工作。

SAP will provide a solution, work around or action plan for resolution ("Corrective Action") of Partner's Priority 1 incident within four hours of SAP's receipt (twenty-four hours a day, seven days a week) of such Priority 1 incident (SLA for "Corrective Action"). In the event an action plan is submitted to Partner as a Corrective Action, such action plan will include: (i) status of

the resolution process; (ii) planned next steps, including identifying responsible SAP resources; (iii) required Licensee actions to support the resolution process; (iv) to the extent possible, planned dates for SAP's actions; and (v) date and time for next status update from SAP.

SAP 应在收到（24X7 全天候）此类第一优先级事件的四（4）小时内提供用于解决问题的解决方案、应急方案或行动计划（以下简称“纠正措施”）（“针对纠正措施的 SLA”）。如将行动计划作为纠正措施提交给合作伙伴，则此类行动计划应包括：(i) 解决流程的状态；(ii) 后续行动计划，包括确定 SAP 的负责人；(iii) 被许可方为支持问题解决所需采取的行动；(iv) 在可能的范围内，SAP 采取行动的日期安排；(v) SAP 执行后续状态更新的日期和时间。

4. SAP SOLUTION MANAGER ENTERPRISE EDITION, SAP ROUTER CONNECTIVITY, SAP REMOTE COMPONENTS, AND REMOTE SUPPORT PLATFORM (FOR SAP BUSINESS ONE)

SAP SOLUTION MANAGER（企业版）[解决方案管理器企业版]、SAPROUTER[路由器]连接、SAP 远程组件和远程支持平台（面向 SAP BUSINESS ONE）

4.1 The architecture of certain Software not branded as SAP BusinessObjects as specified by SAP on the SAP Support Portal at https://partneredge.sap.com/en/partnership/support/oem-support.html requires SAP's development team to access Software at the code level to provide Partner SAP Support (the "Specified Software"). The following specifies the additional support requirements related to the provision of SAP Support of the Specified Software. In order for SAP to provide SAP Support for the Specified Software, remote connectivity is required between SAP and Partner's environment that is running the release of the Software made generally available to its Customers (the "GA Software"). Connectivity to Partner's system can be established in a multitude of ways including SAP Solution Manager, SAP Router, and SAP Remote Components, as described here: https://support.sap.com/en/tools/connectivity-tools.html.

未按照 SAP 在 SAP Support Portal[支持门户]上的规定冠以 SAP BusinessObjects 商标的指定软件的架构（参见 https://partneredge.sap.com/en/partnership/support/oem-support.html ）需要 SAP 的开发团队在代码级别访问软件，从而为合作伙伴提供 SAP 支持（以下简称“指定软件”）。以下条款规定了与提供指定软件 SAP 支持相关的其他支持要求。为便于 SAP 为指定软件提供 SAP 支持，SAP 与合作伙伴运行向其客户广泛提供的软件（以下简称“GA 软件”）版本的环境之间需要建立远程连接。可通过 SAP Solution Manager[解决方案管理器]、SAProuter[路由器]、SAP 远程组件等多种方式与合作伙伴的系统建立连接，如下面链接中的内容所述：https://support.sap.com/en/tools/connectivity-tools.html。

4.2 For SAP Business One:

对于 SAP Business One：

(a) connectivity can be established only if Partner actively handles any connection request. Such connection requests can either be for direct connectivity (invitation to a Desktop sharing session) or indirect connectivity (assignment of executable notes ("RSP tasks") via remote support platform for SAP Business One, which shall be executed by Partner and their result sent back to SAP. See note 1166732 (https://launchpad.support.sap.com/#/notes/1166732).

仅在合作伙伴主动处理任何连接请求的情况下方可建立连接。通过 SAP Business One 远程支持平台，此类连接请求可以支持直接连接（邀请桌面共享会话），也可以支持间接连接（分配可执行注释）（以下简称“RSP 任务”），并且应由合作伙伴执行该连接请求并将结果发回给 SAP。请参见注释 1166732（https://launchpad.support.sap.com/#/notes/1166732）。

(b) Partner shall make available to SAP a backup of the productive SAP Business One database if it is necessary for SAP to process a support Incident. Such productive Business One database shall be provided by means of remote support platform for SAP Business One (RSP).

如 SAP 需要处理支持事件，合作伙伴应向 SAP 提供 SAP Business One 生产数据库的备份。此类 Business One 生产数据库应通过 SAP Business One 远程支持平台（RSP）提供。

(c) Partner is responsible to obtain the consent from the Customers for the hand over and processing of personal data stored in such database.
合作伙伴负责就移交和处理存储在此类数据库中的个人数据获得客户的同意。

(d) Partner shall ensure that its Customers have installed, configured and uploaded the System Status Report from RSP.
合作伙伴应确保客户已经通过 RSP 安装、配置并上传系统状态报告。

(e) For satisfactory remote support, the Partner must ensure that the its Customers set up and maintain an internet connection which meets SAP's technical specifications for SAP Business One remote support and has obtained a separate license for a web browsing software that allows the proper rendering of the support services. According to SAP's experiences, the currently offered support services are most properly rendered when the Customers install the Microsoft Internet Explorer.
为获得满意的远程支持，合作伙伴必须确保客户设置和维护满足 SAP Business One 远程支持技术规范的互联网连接，并另行获取 Web 浏览软件的许可，以便正确提供支持服务。根据 SAP 的经验，当客户安装 Microsoft Internet Explorer 时，能最有效地提供当前提供的支持服务。

(f) Partner must ensure that Partner and its Customers' hardware and software installation meet the requirements published on the SAP Support Portal updated from time to time. Such installation shall include but are not limited to remote connection software and database analyzing tools.
合作伙伴必须确保合作伙伴及其客户的硬件和软件安装满足 SAP Support Portal[支持门户]上时常发布的要求。此类安装应包括但不限于远程连接软件和数据库分析工具。

4.3 SAP Solution Manager Enterprise Edition, SAP Router Connectivity, RSP and SAP Remote Components (and any successor to SAP Solution Manager Enterprise Edition, SAP Router Connectivity, RSP and SAP Remote Components provided hereunder) shall be subject to the Agreement and is solely for the following purposes under SAP Support: (i) delivery of SAP Support and support services for the Software including delivery and installation of software and technology maintenance for the Software; Solution Documentation for SAP Router can be found at: https://support.sap.com/remote-support/saprouter.html . Documentation for remote support platform for SAP Business One can be found within each RSP Software package, downloaded from https://partneredge.sap.com/en/products/business-one/support/rsp.html. Such application lifecycle management is limited solely to the following purposes:
SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]连接、RSP 和 SAP 远程组件（以及本协议规定的 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]连接、RSP 和 SAP 远程组件的任何后续版本）应受协议的制约，并且在 SAP 支持下仅用于以下目的：(i) SAP 支持的交付和软件支持服务的交付，其中包括面向软件的软件交付和安装以及技术维护；SAProuter[路由器]的解决方案文档位于：https://support.sap.com/remote-support/saprouter.html 。SAP Business One 远程支持平台的文档位于每个 RSP 软件包内，下载路径为：https://partneredge.sap.com/en/products/business-one/support/rsp.html。前述应用程序生命周期管理仅限于以下目的：

(a) implementation, configuration, testing, operations, continuous improvement and diagnostics
执行、配置、测试、运行、持续改进和诊断

(b) administration, monitoring, reporting and business intelligence as enabled using SAP NetWeaver technology integrated in SAP Solution Manager Enterprise Edition. Business intelligence may also be performed provided the appropriate SAP BI software is licensed by Partner as part of the Software.

通过使用 SAP Solution Manager（企业版）[解决方案管理器企业版]中所集成的 SAP NetWeaver 技术进行管理、监控、报告和商业智能分析。如合作伙伴将相应的 SAP BI 软件作为软件的一部分获得许可，则也可执行商业智能分析。

For application lifecycle management as outlined under section 4.3(ii) above, Partner does not require a separate Package license to SAP CRM.

就上述第 4.3 节 (ii) 中所述的应用程序生命周期管理而言，合作伙伴不需要另外的 SAP CRM 软件包许可。

4.4 SAP Solution Manager Enterprise Edition, SAP Router and SAP Remote Components may not be used for purposes other than those stated above. Without limiting the foregoing restriction, Partner shall not use SAP Solution Manager Enterprise Edition, SAP router or SAP Remote Components for (i) CRM scenarios such as service plans, contracts, service confirmation management, except as CRM scenarios are expressly stated in Section 4.3; (ii) SAP NetWeaver usage types other than those stated above; or (iii) application life-cycle management and in particular Incident management (service desk) except for Software and Additional Supported Assets; and (iv) non-IT shared services capabilities, including without limitation HR, Finance or Procurement.

不得出于上述各目的以外的其他目的使用 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]和 SAP 远程组件。除以上各项限制外，合作伙伴不得将 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]或 SAP 远程组件用于：(i) 服务计划、合同、服务确认管理等 CRM 方案，但第 4.3 节中明确规定的 CRM 方案除外；(ii) 除上述类型外的 SAP NetWeaver 使用类型或 (iii) 应用程序生命周期管理，特别是事件管理（服务台），但不包括软件和额外支持资产，以及 (iv) 非 IT 共享服务功能，包括但不限于人事、财务或采购。

4.5 SAP, in its sole discretion, may update from time to time on the SAP SAP Support Portal under the use cases for SAP Solution Manager Enterprise Edition, SAP Router or SAP Remote Components under this Section 4.

根据本节（第 4 节），SAP 可自行决定通过 SAP Support Portal[支持门户]随时更新 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]或 SAP 远程组件的用例。

4.6 SAP Solution Manager Enterprise Edition, SAP Router, RSP and SAP Remote Components shall only be used during the term of this SAP Support Schedule and by Named Users licensed by Partner subject to the licensed rights for the Software and exclusively to enable Partner to receive SAP Support from SAP. The right to use any SAP Solution Manager Enterprise Edition, SAP Router, RSP or SAP Remote Components capabilities under SAP Support other than those listed above is subject to a separate written agreement with SAP, even if such capabilities are accessible through or related to SAP Solution Manager Enterprise Edition, SAP Router, RSP or SAP Remote Components. Notwithstanding the foregoing limitation on Named Users, Partner shall be entitled to allow any of its employees to use web self-service in the SAP Solution Manager Enterprise Edition, SAP Router, RSP or SAP Remote Components during the term of this SAP Support Schedule for the sole purpose of creating support tickets, requesting support ticket status and ticket confirmation directly related to the Software and Additional Supported Assets.

SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]、RSP 和 SAP 远程组件仅在本 SAP 支持协议的有效期限内使用，仅由合作伙伴许可的指定用户（或亦称为命名用户）根据经许可的软件权利使用，并且仅用于支持合作伙伴接收来自于 SAP 的 SAP 支持。要有权使用 SAP 支持下的 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]、RSP 或 SAP 远程组件除上述功能外的其他功能，必须与 SAP 另行签订一份书面协议，即便这些功能可通过 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]、RSP 或 SAP 远程组件获得或者与之相关也不例外。尽管有上述对于指定用户的限制性规定，合作伙伴仍有权在本 SAP 支持协议的有效期限内，允许其员工使用 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]、RSP 或 SAP 远程组件中的网络自助服务，但仅限出于以下目的使用：创建支持消息、要求获取与软件和额外支持资产直接相关的支持消息的状态和消息的确认。

4.7 Use of SAP Solution Manager Enterprise Edition, SAP Router, RSP and SAP Remote Component may only be used to receive SAP Support purposes in accordance with the terms of this SAP Support Schedule and may not be offered by Partner as a service to third parties even if such third parties have licensed SAP Software and have licensed Named Users.
SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]、RSP 和 SAP 远程组件的使用仅限于根据本 SAP 支持协议的条款接收 SAP 支持，且不得由合作伙伴以服务的形式提供给第三方（即使该等第三方已获得 SAP 软件许可和指定用户许可）。

5. PARTNER'S RESPONSIBILITIES. In order to receive SAP Support for the Specified Software, Partner must further satisfy the following requirements:
合作伙伴的责任。为了接收指定软件的 SAP 支持，合作伙伴必须进一步满足以下要求：

5.1 Partner must provide and maintain remote access of the Specified Software in an environment that is running the GA Software via either SAP Solution Manager Enterprise Edition, SAP Router or SAP Remote Support Component or such other technical standard procedure defined by SAP and grant SAP all necessary authorizations, in particular for remote analysis of issue as part of Incident handling. Such remote access shall be granted without restriction regarding the nationality of the SAP employee(s) who process support Incidents or the country in which they are located. Partner acknowledges that failure to grant access may lead to delays in Incident handling and the provision of corrections, or may render SAP unable to provide help in an efficient manner. Assistance with SAP Router connectivity can be achieved by logging a Incident against component XX-SER-NET (or any future SAP Note which replaces SAP Note XX-SER-NET).
合作伙伴必须通过 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAProuter[路由器]或 SAP 远程支持组件或者由 SAP 定义的此类其他技术标准程序，在运行 GA 软件的环境中，提供并维护指定软件的远程访问，并授予 SAP 所有必要的权限，尤其是作为事件处理一部分的远程问题分析。此类远程访问权限的授予不应受处理支持事件的 SAP 员工的国籍或所在国家/地区的限制。合作伙伴确认，未能授予访问权限可能会导致延误事件处理和提供纠正措施，或者可能使 SAP 无法提供有效帮助。根据组件 XX-SER-NET（或未来将代替 SAP 注释 XX-SER-NET 的 SAP 注释）记录事件，可通过 SAProuter[路由器]连接获得协助。

5.2 Partner shall have installed, configured and be using productively, an SAP Router connection or SAP Remote Support Component connection, with the latest patch levels, and the latest SAP Router and SAP Remote Support Component support packages. For SAP Business One, the Partner shall have installed, configured and be using productively the remote support platform for SAP Business One.
合作伙伴应已经安装、配置和正在有效使用 SAProuter[路由器]连接或 SAP 远程支持组件连接，且安装了最新补丁级别以及最新的 SAProuter[路由器]和 SAP 远程支持组件支持包。对于 SAP Business One，合作伙伴应已经安装、配置且正在有效使用 SAP Business One 远程支持平台。

5.3 Partner shall fully enable and activate SAP Remote Support Component, or SAP Router in accordance with the applicable documentation made available at the SAP Support Portal.
合作伙伴应根据 SAP Support Portal[支持门户]上提供的适用文档，完全启用并激活 SAP 远程支持组件或 SAProuter[路由器]。

5.4 Partner agrees to maintain adequate and current records of all modifications and, if needed, promptly provide such records to Licensee.
合作伙伴同意为所有修改维护充足且最新的记录，并根据需要立即将这类记录提供给被许可方。

5.5 Submit all error Incidents via the then current SAP support infrastructure as made available by SAP from time to time via updates, upgrades or add-ons.
通过届时可用的 SAP 支持基础架构提交所有错误事件，该基础架构由 SAP 通过更新、升级或扩展组件持续提供。

5.6 Inform SAP without undue delay of any changes to Partner's installations and Named Users and all other information relevant to the Software under which SAP Support is provided.

在合作伙伴的安装、指定用户以及与享受 SAP 支持的软件相关的所有其他信息发生任何更改时，及时告知 SAP。

6. VERIFICATION. To check the compliance with the terms of this Schedule, SAP shall be entitled to periodically monitor (at least once annually and in accordance with SAP standard procedures) (i) the correctness of the information Partner provided and (ii) Partner's usage of the Solution Manager Enterprise Edition, SAP Remote Support Component, SAP Router, or remote support platform for SAP Business One, in accordance with the rights and restrictions set out in Section 4.2.

查证。为检查本协议条款的遵守情况，SAP 应有权定期（至少每年一次并依照 SAP 标准程序）监控以下内容：(i) 合作伙伴所提供信息的正确性，以及 (ii) 合作伙伴依据第 4.2 节所述的权利和限制对 SAP Solution Manager（企业版）[解决方案管理器企业版]、SAP 远程支持组件、SAProuter[路由器]或 SAP Business One 远程支持平台的使用。

7. Incident Billing.

事件计费。

7.1 A number of SAP Business One support Incidents require the usage of remote support platform for SAP Business One (RSP) for their resolution. Partner shall ensure that RSP is used for the resolution of such Incidents. Information on which Incidents are subject is published on the SAP PartnerEdge Portal which can be found at: https://partneredge.sap.com/en/products/business-one/support/rsp.html. In case such Incident is forwarded to SAP by Partner without the usage of RSP, SAP will charge Partner a fee per Incident as described in the then current and applicable SAP Price List.

大量SAP Business One支持事件需要使用SAP Business One远程支持平台（RSP）解决。合作伙伴应确保使用RSP解决此类事件。主题事件的相关信息发布在SAP PartnerEdge门户上，详见：https://partneredge.sap.com/en/products/business-one/support/rsp.htmll。如合作伙伴未使用RSP将此类事件转发给SAP，SAP将依据届时适用的SAP价目表按事件向合作伙伴收取费用。

7.2 For Incidents solved by SAP as described above in Section 7.1, SAP will charge Partner a fee per Incident as outlined in the then current applicable SAP Price List (billing on a "per message basis"). However, SAP will not invoice Partner if SAP has solved five (5) or fewer Incidents or messages per quarter.

对于由SAP解决的事件（参见上文第7.1节），SAP将依据届时适用的SAP价目表按事件向合作伙伴收取费用（按"每条消息"计费）。不过，如SAP每季度所解决的事件或消息数量不超过五（5）项，SAP将不会向合作伙伴开具发票。

(a) SAP will issue invoices to Partner on a quarterly basis. Such invoices will comprise a list of Incidents or messages solved by SAP. As long as Incidents or messages are being processed, they are not invoiced to Partner. Invoices will be issued after resolution of an Incident or message. All amounts due for solving of such Incidents or messages shall be payable by Partner to SAP within thirty (30) days of invoice date. Further information related to message billing can be found at: (https://service.sap.com/~sapidb/011000358700000007912010E/) for SAP Business One Message Billing.

SAP 将以季度为单位向合作伙伴开具发票。这些发票将包含由SAP所解决的事件或消息的清单。只要事件或消息还在处理当中，SAP就不会向合作伙伴开具相关发票。事件或消息解决后才会开具发票。解决这类事件或消息所产生的费用总额应由合作伙伴在发票开具之日起三十（30）天内支付给SAP。有关消息计费的更多信息，请参见 SAP Business One 消息计费（https://service.sap.com/~sapidb/011000358700000007912010E/）。

8. Termination.

终止。

8.1 SAP Support may be terminated by either party with 3 months written notice (i) prior to the end of the initial SAP Support term and (ii) thereafter, prior to the start of the following renewal period. Any termination provided in accordance with above will be effective at the end of the then-current SAP Support period during which the termination notice is received by the respective party. Notwithstanding the foregoing, SAP may terminate SAP Support after one month written notice of Partner's failure to pay the applicable SAP Support fees.

协议任何一方可以在 (i) 初始 SAP 支持期限结束之前，和 (ii) 下一个续租期间开始之前，提前三（3）个月书面通知另一方终止 SAP 支持。按上述规定终止的，应在协议各方收到终止通知书的届时有效的 SAP 支持期间结束时生效。尽管有前述规定，合作伙伴未支付适用的 SAP 支持费的，SAP 就此向合作伙伴发出书面通知一个月后，可以终止 SAP 支持。

8.2 Should Partner order SAP Support after (i) electing not to subscribe to SAP Support with the purchase of any Software license or (2) SAP Support termination, Partner shall pay a fee equal to the fees that Partner would have paid for SAP Support commencing from the license purchase date or the SAP Support termination date, as applicable, plus a reinstatement fee, in addition to annual SAP Support fees due for SAP Support covering the term following reinstatement. For the avoidance of any doubt, termination of SAP Support by Partner of the (i) ASP licenses, or (ii) On-Premise licenses licensed by a Customer, shall strictly apply to all ASP licenses licensed by Partner, or all On-Premise licenses licensed by such Customer, as the case may be. Any partial termination of SAP Support with respect to such licenses shall not be permitted in respect of any part of the Agreement, its addenda, or Order Form or this Exhibit.

如合作伙伴在 (i) 购买任何软件许可时，未选择租用 SAP 支持服务，或 (ii) SAP 支持终止之后订购 SAP 支持服务，则合作伙伴除了支付在恢复 SAP 支持后的期限内应付的 SAP 年度支持费以外，还应支付一笔费用，该费用金额等于合作伙伴自购买许可之日或 SAP 支持终止之日（视情况而定）起应支付的 SAP 支持费加上恢复费。为避免疑义，合作伙伴对 (i) ASP 许可，或 (ii) 由客户许可的企业预置型许可的 SAP 支持的终止，应严格适用于由合作伙伴许可的所有 ASP 许可，或由此类客户许可的所有企业预置型许可（视具体情况而定）。不得依据协议、协议附录、订购单或本附件的任何部分，对此类许可的 SAP 支持进行任何部分终止。

9. License Key. The copy of the Software for the Test and Demonstration Licenses licensed hereunder requires a license keycode. Partner will be provided with the information on how to download the license keycode within five (5) business days from the date of installation of the Software on the Designated Unit. The required form to receive the license keycode from SAP must be executed by Partner and faxed to SAP within the four (4) week period following installation of the Software. The applicable form and fax number will be included in each installation kit provided to Partner upon delivery of the Software. In the event that Partner subsequently changes Designated Units for use of the licensed Software, Partner must be re-issued license keycode for each respective copy of the licensed Software. Failure of Partner to obtain necessary license keycode for the licensed Software within four (4) weeks of installation of such Software will cause the Software to have limited access until such time as the license keycode are issued.

许可密钥。本协议项下许可的用于测试和演示许可的软件副本要求使用许可密钥。自软件安装在指定装置之日起五（5）个工作日内，SAP应为合作伙伴提供有关如何下载许可密钥的信息。合作伙伴必须填写要求从SAP获得许可密钥的表格，并在安装软件后四（4）周内，将该表格以传真方式发送给SAP。SAP向合作伙伴交付软件时，应在每个安装套件中随附提供相关的表格和传真号。如合作伙伴后续更改许可软件使用的指定装置，SAP必须为合作伙伴重新分发许可软件的各个副本的许可密钥。如合作伙伴未能在此类软件安装后四（4）周内获得许可软件必要的许可密钥，则在该许可密钥发布之前，合作伙伴对软件的访问权限受限。

10. Partner's Duties towards Customers and SAP
合作伙伴对客户和 SAP 的责任

10.1 Partner will operate its own Customer support during its normal Local Office Times in the official language(s) of Customers.
合作伙伴将在正常的本地办公时间内，以客户的官方语言为客户提供支持。

10.2 Partner bears sole responsibility for the provision of services in relation to all inquiries from Customers.
合作伙伴全权负责为客户提供相关咨询服务。

10.3 SAP grants Partner a limited license for the SAP Solution Manager Enterprise Edition which is provided only for the purposes and for as long as the Partner needs license rights for purposes of receiving support services for the Specified Software for which Partner has ordered SAP Support. Partner will inform SAP in writing when its SAP Solution Manager Enterprise Edition is set-up and fully operational.
SAP 授予合作伙伴 SAP Solution Manager（企业版）[解决方案管理器企业版]的有限许可，仅供合作伙伴在以下情况下使用：需要使用该许可权限接收已为其订购 SAP 支持的指定软件的支持服务。在 SAP Solution Manager（企业版）[解决方案管理器企业版]设置完毕并正常运行后，合作伙伴应以书面形式通知 SAP。

10.4 If Partner does not comply with the aforementioned requirement, Partner acknowledges that SAP reserves the right to withhold certain services related to SAP Support and takes further measures as set out in the Agreement.
如合作伙伴未遵守上述要求，合作伙伴确认，SAP保留拒绝提供与SAP支持有关的部分服务以及采取协议中所述的进一步措施的权利。

10.5 Partner will designate a contact person for SAP who will be responsible for support of Customers and will ensure that Partner's employees who receive and process Incidents or Priority 1 Incidents from Customers forward such Incidents to SAP. These employees must be adequately qualified to provide support and are certified by SAP in accordance with the SAP support requirements. Partner agrees to use procedures, methods, and tools provided by SAP Support that are objectively suitable for proactively detecting and correcting typical problems in the Software. Partner must specify in its support agreements with Customers that Customers will not send any Incidents directly to SAP but will first contact Partner's Customer support.
合作伙伴应为SAP指派一名联系人，负责为客户提供支持，并确保接收和处理客户事件或第一优先级事件的合作伙伴员工会将此类事件转发给SAP。这些员工必须具备提供支持的足够资格，并通过由SAP根据SAP支持要求进行的认证。 合作伙伴同意使用由SAP支持提供的，客观上适用于主动检测并纠正常见软件问题的程序、方法和工具。合作伙伴必须在与客户签订的支持协议中指明，客户不得将任何事件直接发送给SAP，而是应首先与合作伙伴的客户支持人员取得联系。

10.6 To leverage SAP Support Network, Partner must ensure that the communications connections between Partner and SAP as well as between Customers and Partner, which are necessary for remote support to be provided efficiently, are operable at all times and allow satisfactory response times. This also covers the required communications connections to any third parties involved. Partner must bear the connection costs resulting from remote support. SAP recommends that Partner uses the technologies for remote support specified on SAP Support Portal.
要利用SAP支持网络，合作伙伴必须确保合作伙伴与SAP之间以及客户与合作伙伴之间进行沟通联系，这是有效提供远程支持、保证持续可操作性以及迅速作出响应的必要条件。其中也包括与所涉及的任何第三方之间进行必要的沟通联系。合作伙伴必须承担由远程支持而产生的联系费用。SAP建议合作伙伴使用在SAP Support Portal[支持门户]上指定的远程支持技术。

10.7 To a reasonable extent, Partner must deploy the tools objectively suitable to solving the problems named in the Incident that SAP makes available to Partner under this SAP Support

Schedule at its own site and on Customer systems in accordance with the current SAP Notes on SAP Support Portal.
在合理范围内，合作伙伴必须根据SAP Support Portal[支持门户]上的当前SAP Notes，在自己的场所和客户系统上部署SAP依据本SAP支持协议向合作伙伴提供的、客观上适用于解决事件中所列问题的工具。

10.8 In order to verify Partner's compliance with the terms of this SAP Support Schedule, Partner authorizes SAP to periodically monitor and/or audit (at least once annually and in accordance with SAP standard procedures) (i) the correctness of the information provided by Partner and
为验证合作伙伴对本SAP支持协议条款的遵守情况，合作伙伴授予SAP定期监控和/或审计（至少每年一次并依照SAP标准程序）以下内容的权利：(i) 合作伙伴所提供信息的正确性；

10.9 Upon SAP's request, Partner shall report to SAP the total number of messages received (support Incidents related to Software) from Customers during a given period of time regardless of the communication channel through which the message was received. However, such period of time shall not exceed a maximum of twelve (12) months prior to the date of SAP's request. Partner shall provide this information to SAP latest thirty (30) days after receipt of such request.
如SAP要求，合作伙伴应向SAP报告在特定期限内从客户处收到的消息总量（与软件相关的支持事件），接收消息所采用的所有通信渠道均包括在内。不过，此类时限最长不应超过SAP请求日期前的十二（12）个月。收到此类请求后，合作伙伴最晚应在三十（30）天内向SAP提供此信息。

OTHER LIMITATIONS, TERMS AND CONDITIONS
其他限制、条款和条件

(a) The scope SAP Support offered by SAP may be changed annually by SAP at any time upon three months prior written notice.
SAP 提前三个月发出书面通知后，可每年随时更改由 SAP 提供的 SAP 支持的范围。

(b) Partner hereby confirms that Partner has obtained all licenses for any product, including any third party product that work in conjunction with the Software.
合作伙伴特此确认，已获得产品（包括任何第三方产品）与软件一起使用的所有许可。

(c) FAILURE TO UTILIZE SAP SUPPORT PROVIDED BY SAP, IN COMBINATION OF A CURRENTLY ACCESSIBLE REMOTE CONNECTIVITY BETWEEN SAP AND PARTNER (WHERE APPLICABLE), MAY PREVENT SAP FROM BEING ABLE TO IDENTIFY AND ASSIST IN THE CORRECTION OF POTENTIAL PROBLEMS WHICH, IN TURN, COULD RESULT IN UNSATISFACTORY SOFTWARE PERFORMANCE FOR WHICH SAP CANNOT BE HELD RESPONSIBLE.
如未能利用 SAP 提供的 SAP 支持且未能在 SAP 和合作伙伴之间建立当前可访问的远程连接（如适用），可能会妨碍 SAP 识别并协助纠正潜在问题，由此导致软件性能不佳的，SAP 对此概不负责。

(d) In the event SAP licenses third party software to Partner under the Agreement, SAP shall provide SAP Support on such third party software to the degree the applicable third party makes such support available to SAP. Partner may be required to upgrade to more recent versions of its operating systems and databases to receive SAP Support. If the respective vendor offers an extension of support for its product, SAP may offer such extension of support under a separate written agreement for an additional fee.
如 SAP 依据协议向合作伙伴授予第三方软件的许可，SAP 应在有关第三方给予 SAP 相应支持的范围内，针对此类第三方软件提供 SAP 支持。合作伙伴可能需要将其操作系统和数据库升级到较新的版本，以便接收 SAP 支持。如相应供应商为其产品提供扩展支持，在签订单独书面协议并收取额外费用的情况下，SAP 可提供此类扩展支持。

(e) SAP Support is provided according to the current maintenance phases of Software releases and in accordance with the SAP Release Strategy as stated in https://support.sap.com/release-upgrade-maintenance/release-strategy.html. For up-to-date release planning information and further information on services, please refer to the Product Availability Matrix (PAM) at https://support.sap.com/release-upgrade-maintenance/pam.html.

根据软件版本的当前维护阶段并依据 https://support.sap.com/release-upgrade-maintenance/release-strategy.html 中所述的 SAP 版本策略提供 SAP 支持。有关服务的最新版本计划信息和其他信息，请查阅产品可用性矩阵（PAM），网址为：https://support.sap.com/release-upgrade-maintenance/pam.html。

(f) SAP will not provide support for Incidents that are in Partner's or Customer's area of responsibility and as a result, for example, from inappropriate installation, unsatisfactory Customer training, lack of or incorrect business design, incorrect operation or faulty hardware.
对于属于合作伙伴或客户的责任范围，由于安装不当、客户培训不合格、业务设计缺少或不正确、操作错误或硬件故障等原因而产生的事件，SAP 不提供支持服务。

(g) The scope of SAP Support only aims at the resolution of Incidents and problems caused by the Software if the problem or error can be reproduced in the Software on a standalone basis. SAP Support does not include usage, integration, interoperability and operations questions or issues, including any use in conjunction with Partner's products, which are the responsibility of the Partner.
SAP 支持的范围仅限于在问题或错误可以在独立使用的软件中重现的情况下，解决由软件造成的事件和问题。SAP 支持不包括与合作伙伴产品的结合使用在内的使用、集成、互操作性和操作问题，这应由合作伙伴负责。

(h) Partner shall deploy the Software only on certified hardware and other platforms as described in the Documentation. SAP shall not be obligated to provide SAP Support if the Software is not deployed on such certified hardware and platforms.
合作伙伴应只在经过认证的硬件和文档所述的其他平台上部署软件。如软件未部署在此类经过认证的硬件和平台上，SAP 没有义务提供 SAP 支持。

Appendix "SAP Support Services"
附录"SAP 支持服务"

This Appendix "SAP Support Services" defines the terminology for the following areas with respect to provision of SAP Support. This Appendix does not apply to provision of support for SAP Business One.
本附录"SAP 支持服务"就 SAP 支持服务的提供定义以下领域的术语。本附录不适用于 SAP Business One 支持服务的提供。

Article 1 Technical Requirements
第 1 条 技术要求

Technical Requirements for Partner
针对合作伙伴的技术要求

Hardware and software must at least meet the list of requirements published on SAP Support Portal (http://support.sap.com).
硬件和软件必须至少满足在 SAP Support Portal[支持门户] (http://support.sap.com)上公布的要求清单。

In particular, the following are mandatory:
特别是必须满足以下要求：

1. Software
   软件
   (a) Partner operates test systems to simulate and analyze problems for all Software Releases supported under this SAP Support Schedule
   合作伙伴通过运行测试系统对本 SAP 支持协议所支持的所有软件版本进行问题模拟和分析
   (b) Remote connection software as required by SAP (SAP Note 35010 which can be found at: https://launchpad.support.sap.com/#/notes/35010)
   SAP 要求的远程连接软件（SAP 注释 35010，位于：https://launchpad.support.sap.com/#/notes/35010）
2. Telecommunications infrastructure
   电信基础设施
   (a) Fast Internet connection (minimum ADSL, greater bandwidth recommended)
   快速的互联网连接（最低 ADSL，建议使用更高带宽）
   (b) Hotline number
   热线电话

Technical Requirements for Customer
针对客户的技术要求

Hardware and software must at least meet the requirements published on SAP Support Portal.
硬件和软件必须至少满足在 SAP Support Portal[支持门户]上公布的要求。

In particular, the following are mandatory:
特别是必须满足以下要求：

Telecommunications infrastructure
电信基础设施

1. Fast Internet connection (minimum asymmetric digital subscriber line (ADSL) standard, greater bandwidth recommended)
   快速的互联网连接（最低非对称数字用户线路（ADSL）标准，建议使用更高带宽）
2. Telephone system
   电话系统