Remote Support Platform (RSP) for SAP Business One
Best Practices Guide

SAP Business One Rollout, SAP
March 5, 2018

CUSTOMER

SAP Run Simple

Introduction

- This Best Practices guide provides recommended settings in remote support platform for SAP Business One
- These recommended settings allow a most effective use of the remote support platform, while guarantying data security
- For detailed information on security, see following FAQ:

  FAQ on Secure Usage of RSP for SAP Business One (also available in German)

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Agenda

- Preparation work
  - Request a Technical User
  - Request a classical S-User
- Initializing the System
  - General Settings
  - WebDAV Configuration
  - Tasks
  - Task Results
  - Download & Upload
- Customizing
  - Partner Test Environment
  - Automation at Customer Side
  - Reporting
  - Import Notes

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Preparation work

Please perform the following steps before configuring RSP, as the below user types will be needed in the RSP configuration:

1. As of RSP 3.2, a **technical User** must be requested and activated.
   This technical user is necessary in order to retrieve SAP tasks and send the task results back to SAP, once these are approved.
   - See slide 7 for configuration details
   - See SAP Note 2063077

2. Create a **classical S-User** – This user type is necessary in order to:
   - Perform software downloads via RSP (see slide 9)
   - Book Remote services (like GoToAssist or SAP Remote Connection; see slide 14)
   - See the Administrator's Guide to the SAP Remote Connection for SAP Business One

   This S-user should be created under the Customer number and be granted following authorizations:
   - INSTPROD - Edit System Data
   - SVER - Open Remote Connections
   - PWCHGE - Edit all Login Data
   - PWDISP - Edit my Login Data
   - SWDOWNLOAD - Software Download

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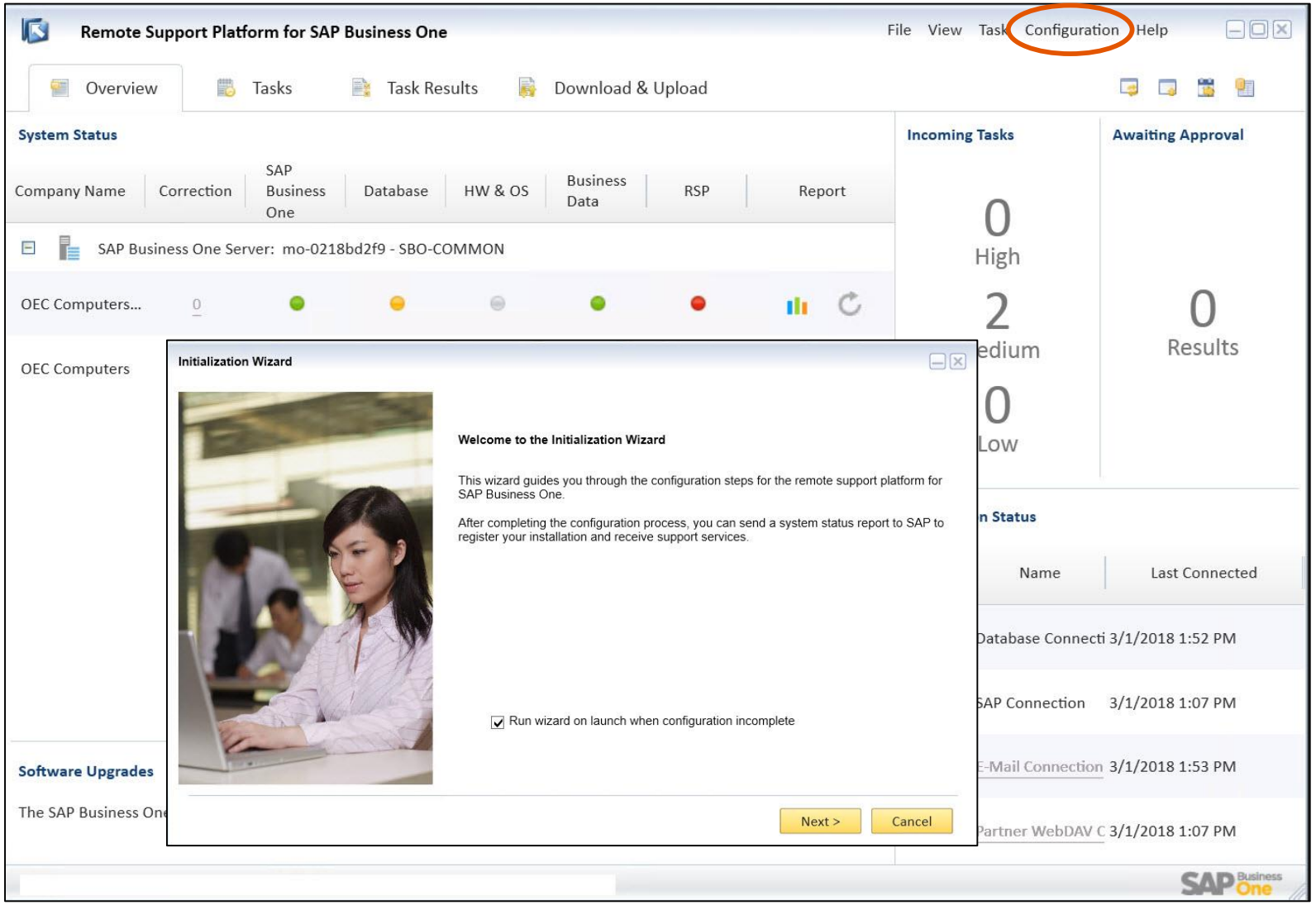
Initializing the System - General Settings 1/4

The first settings should be made via the Initialization Wizard under

Configuration ➔ Initialization Wizard



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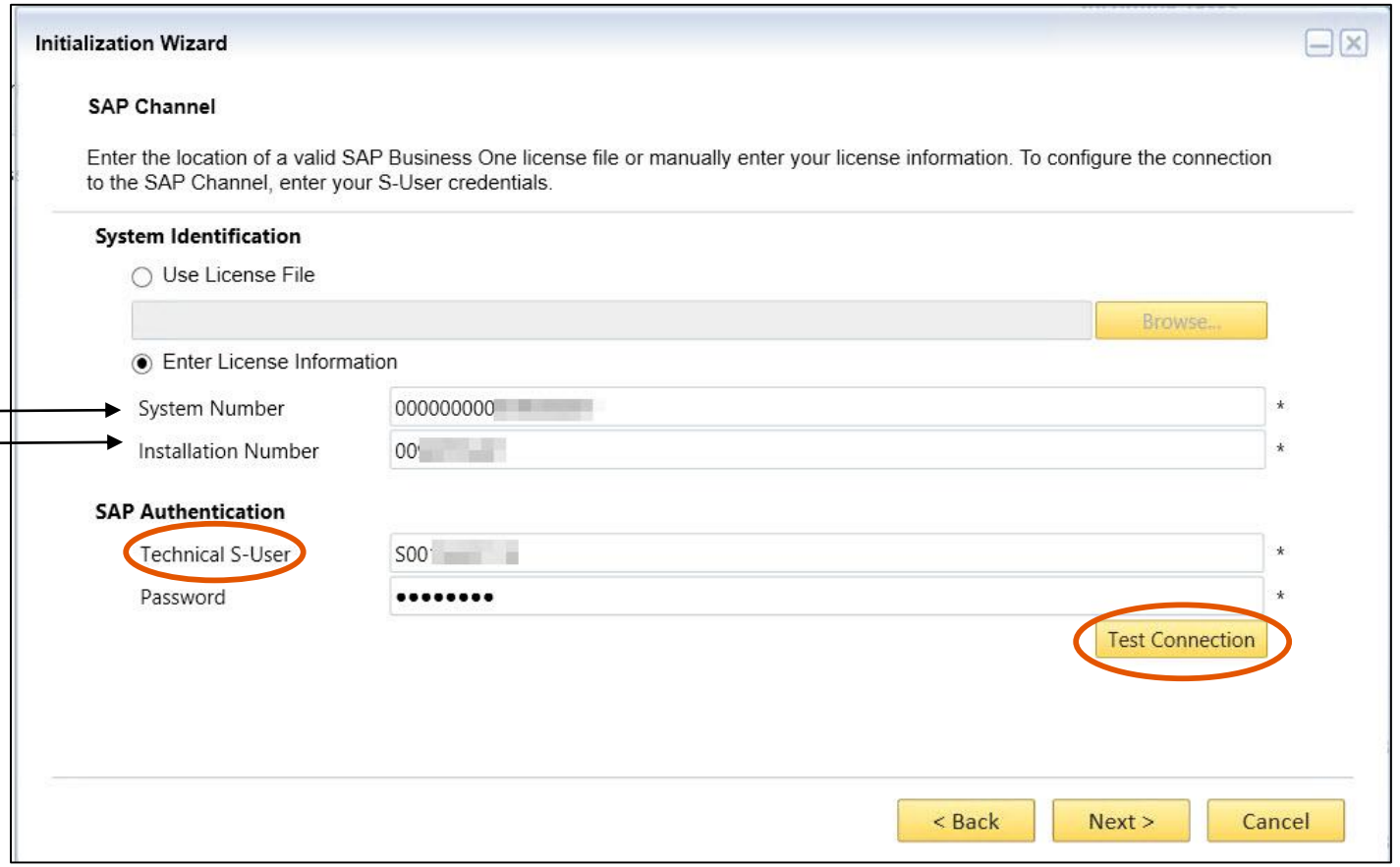
Initializing the System - General Settings 2/4

- Proxy Server

- System Identification
  Maintain either the path to the license file or license information (as system/installation number)
  See SAP Note 2414424 in case of issues

  Copy the entire installation and system number including all the zero's ("0") from the license file

```
----- Begin SAP License -----
SAPSYSTEM=B01
HARDWARE-KEY=Y1934509107
INSTNO=00[redacted]
BEGIN=20080130
EXPIRATION=99991231
LKEY=[redacted]
SWPRODUCTNAME=PROFESSIONAL_MSS
SWPRODUCTTEXT=Professional User
SWPRODUCTLIMIT=0000000099
SYSTEM-NR=000000000[redacted]
----- Begin SAP License -----
```



- SAP Channel
  As of RSP 3.2, a technical S-user must be requested, activated, and be configured in RSP.
  Make sure to test the connection!
  SAP Note 2063077

Tip: make sure to use the capital "S" in the S-User ID

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Initializing the System - General Settings 3/4

- E-Mail Channel
  Agent's email address = sender's email

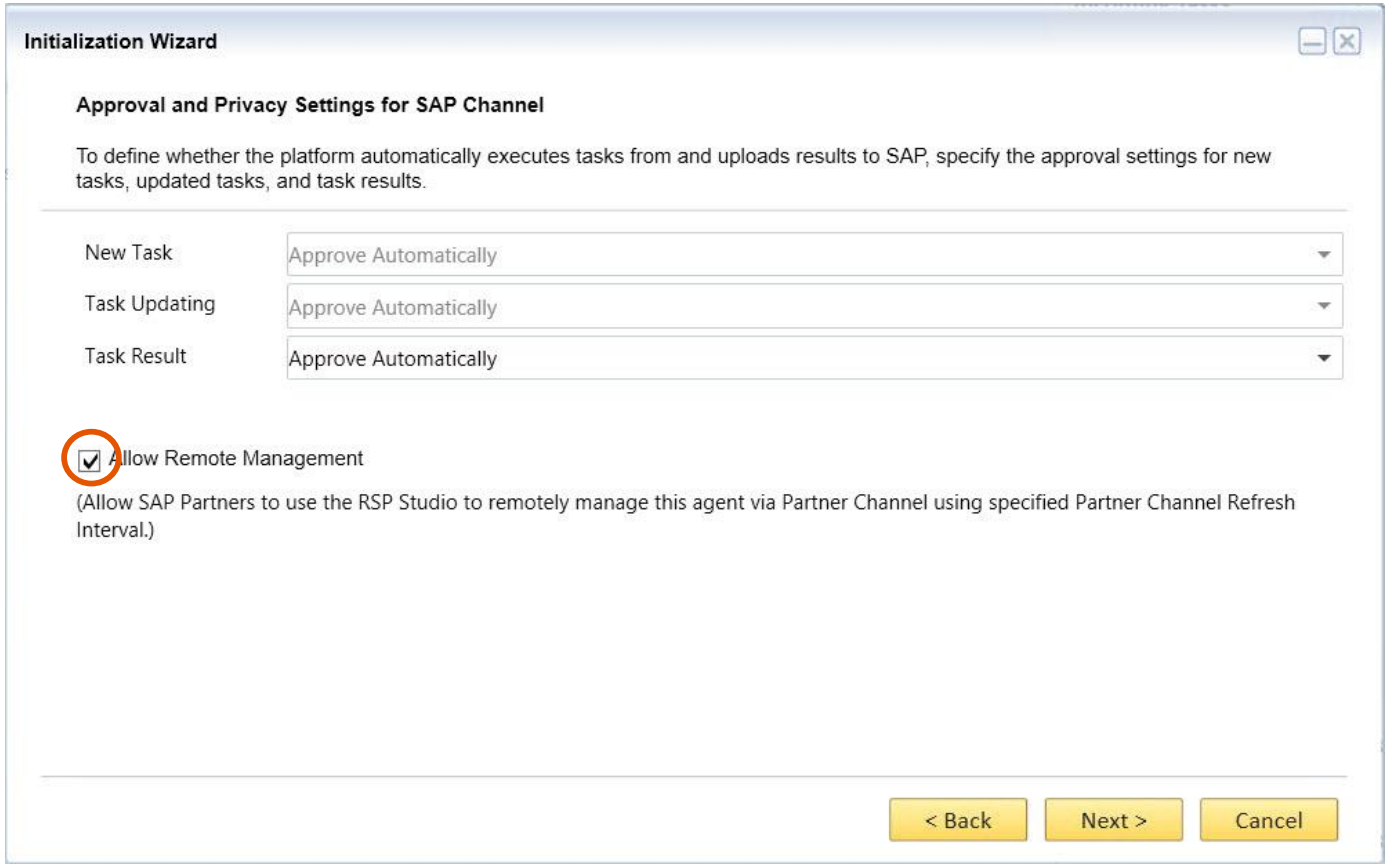
  Note: This email address must be known by SMTP-Server, otherwise it will be handled as SPAM.

- Select monitored databases

- Approval Settings for SAP Channel and Partner Channel
  Best Practice:
  Set them to 'Approve Automatically'.

  The setting 'Allow Remote Management' allows SAP Partners to perform remote task management for this RSP installation via the RSP Studio.

  SAP Note 1593180



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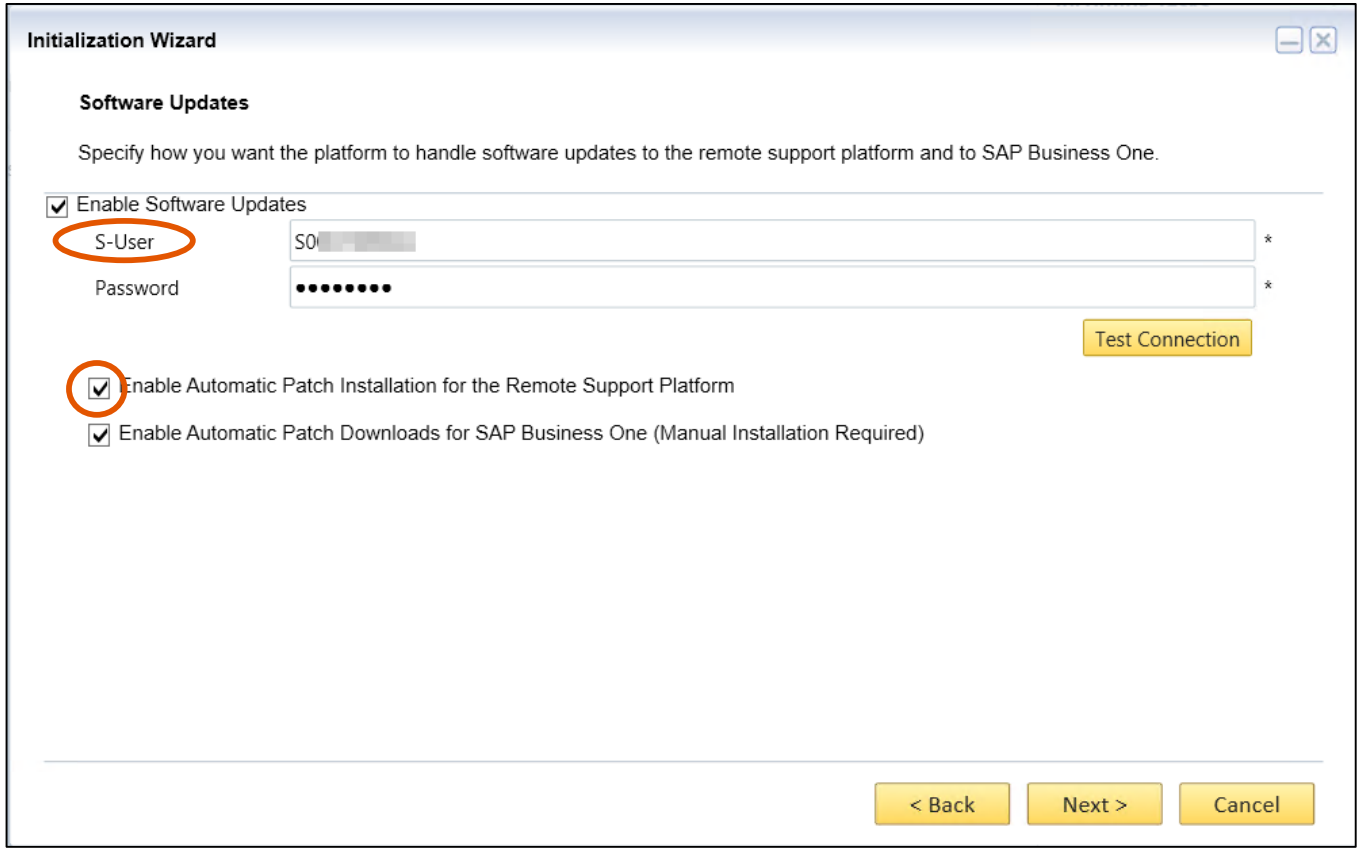
Initializing the System - General Settings 4/4

- Software Updates
  S-User needs software download authorization
  SAP Note 1882682

  Best Practice:
  Use a customer S-user, not a partner S-user

  Best Practice:
  "Enable Automatic Patch Installation for the Remote Support Platform" should be activated so that RSP is always at the latest patch level.

  The patch level of RSP is independent from SAP Business One product version and patch level.



- Configuration finished
  Save the settings into a Configuration Template.
  Note: This configuration template can be used for further RSP installations.
  To do so, select the template in step 1 of the Initialization Wizard.

Tip: make sure to use the capital "S" in the S-User ID

- RSP can now be used with these general settings.

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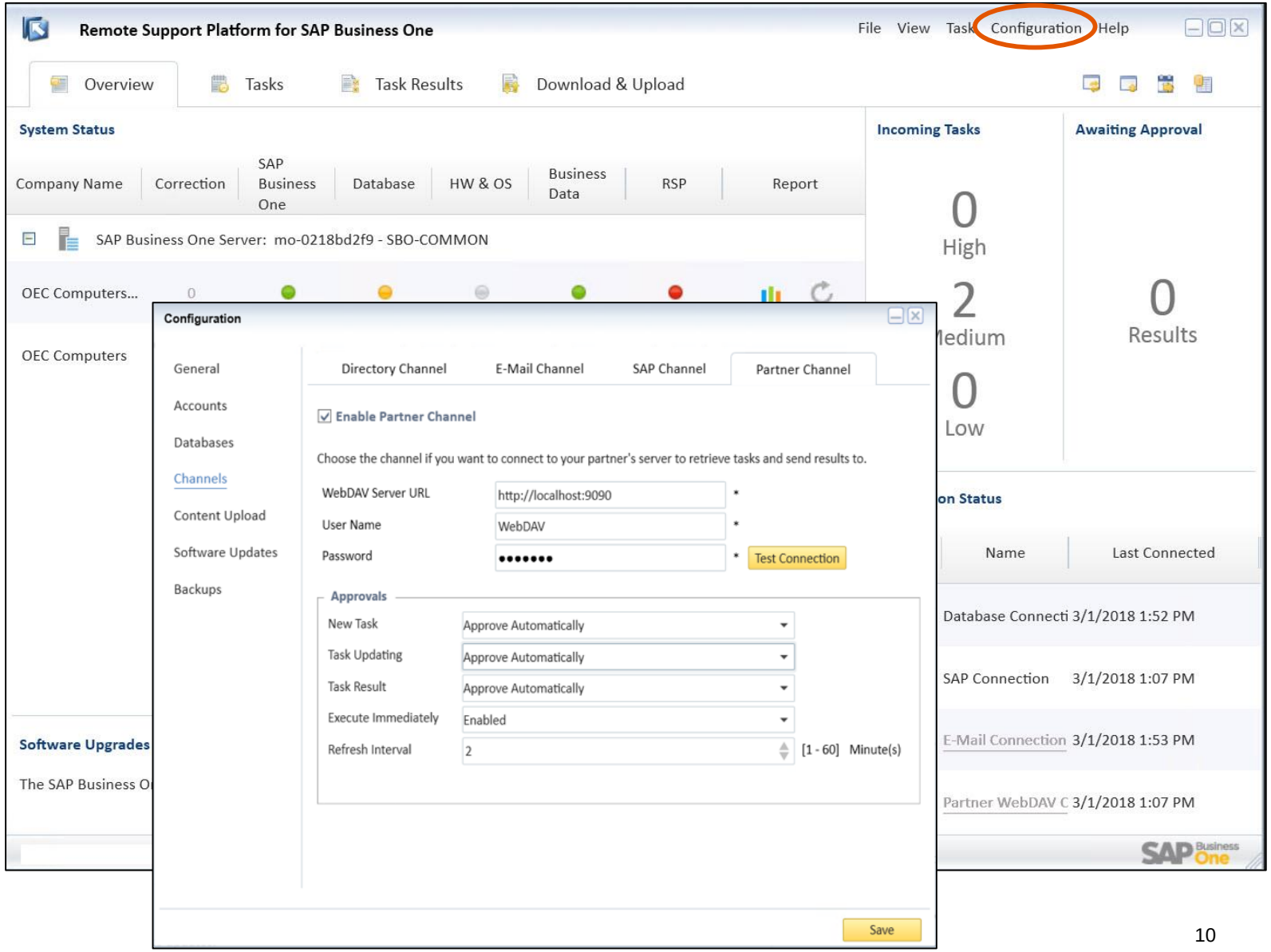
Initializing the System - WebDAV Configuration

Description of WebDAV Configuration in

SAP Note 1697750 (IIS)

SAP Note 1776656 (Apache)



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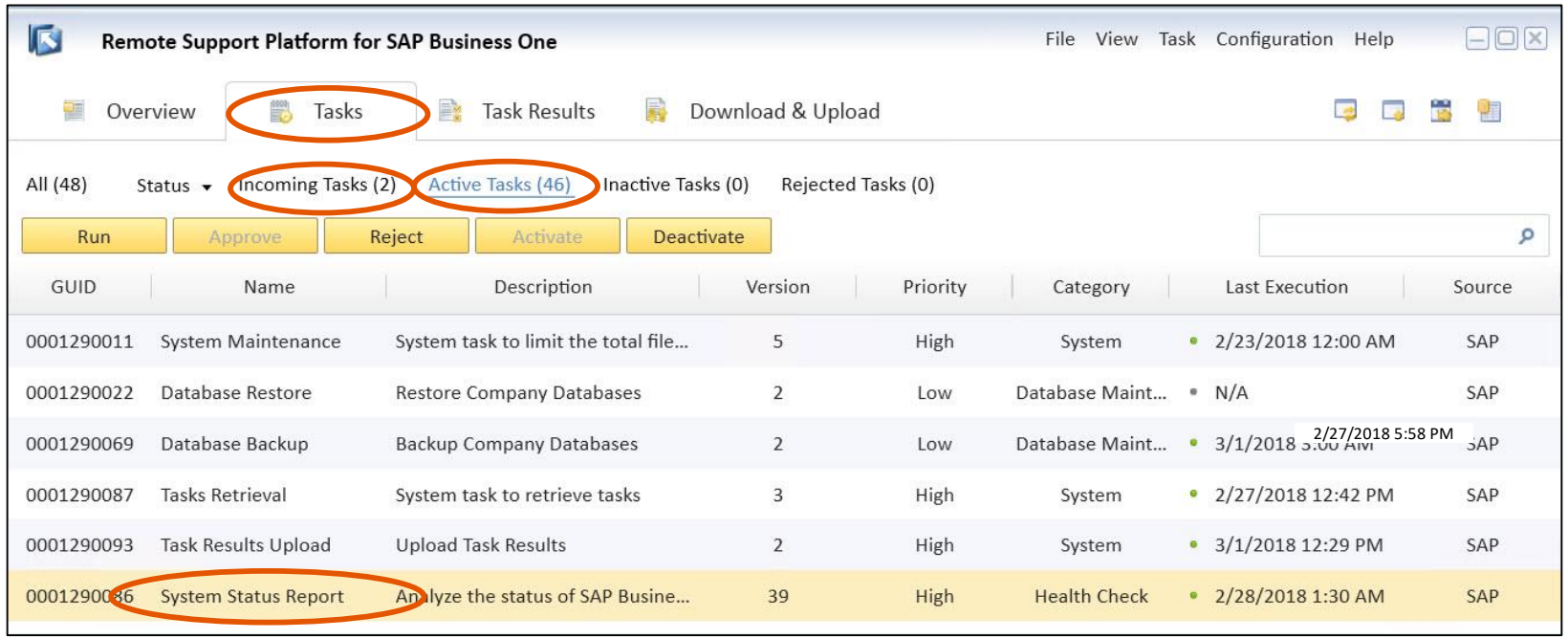
Initializing the System - Tasks

- First 6 fundamental RSP tasks are active.
- System Status Report: This report has to be uploaded to SAP at least once, in order to register this specific RSP installation at SAP and at the Partner's RSP Studio.
- Best Practice: Schedule the system status report to run at least once a week and ensure that the results are uploaded shortly after execution. This way, you will avoid unnecessary questions from Support.
  See SAP Note 1604172
- Best Practice: Status „Incoming Tasks " should always show zero tasks (0). Therewith all tasks are under the tab „Active Tasks".



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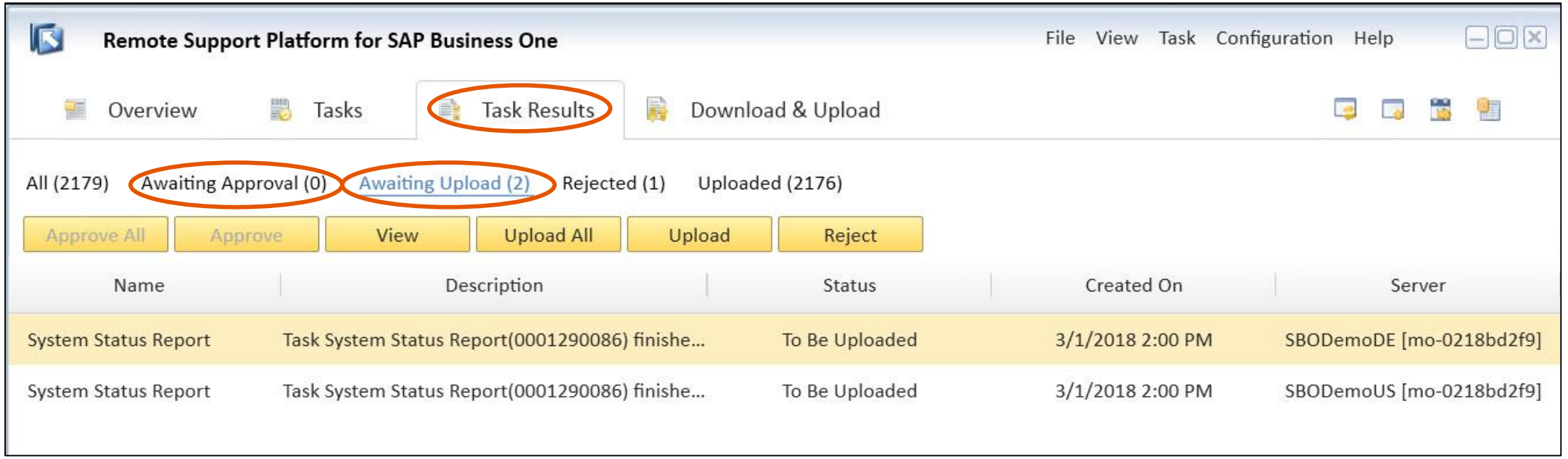
Initializing the System – Task Results

Best Practices:

- “Awaiting Approval” should show zero tasks (0).
  To reach that, approve all results so that results are approved for upload.
- “Awaiting Upload” can be set to zero (0) by pressing the “upload all” or the “upload” button.



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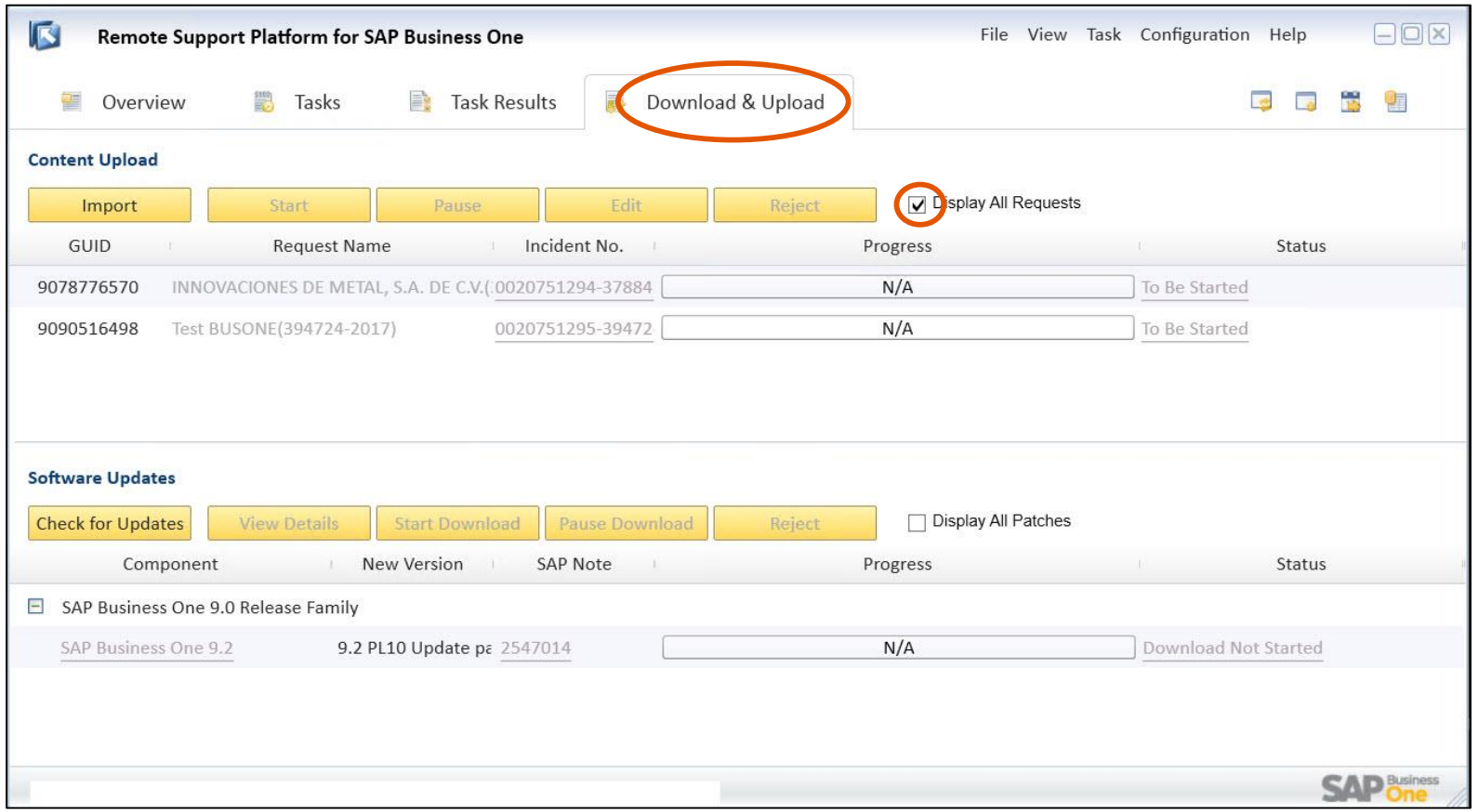
Initializing the System - Download & Upload

- Upload Database:
  As of RSP 3.2 PL08, a simplified upload request in RSP is supported, which allows an easy database upload for both MSSQL and SAP HANA.

  See SAP Note 2448164
- Partners who use the RSP Studio can request a Database Upload from their customers directly from their RSP Studio.
- Via “Display All Requests“ all executed Uploads can be displayed.



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Initializing the System – Book GoToAssist and Remote Services

Remote Connection

- With RSP 3.2, a new Remote Connection service is available for all SAP Business One customers
- Watch this video on Remote Connection to learn how to set up the remote connection and then book and open or close selected remote services
- See the Administrator's Guide to the SAP Remote Connection for SAP Business One

GoToAssist Booking Service

- Since April 1st, 2017, GoToAssist replaced WebEx as remote meeting tool
- Watch how easy it is to book a GoToAssist service in RSP in advance for all of your customers (for Partners only)
- See SAP Note 2453996

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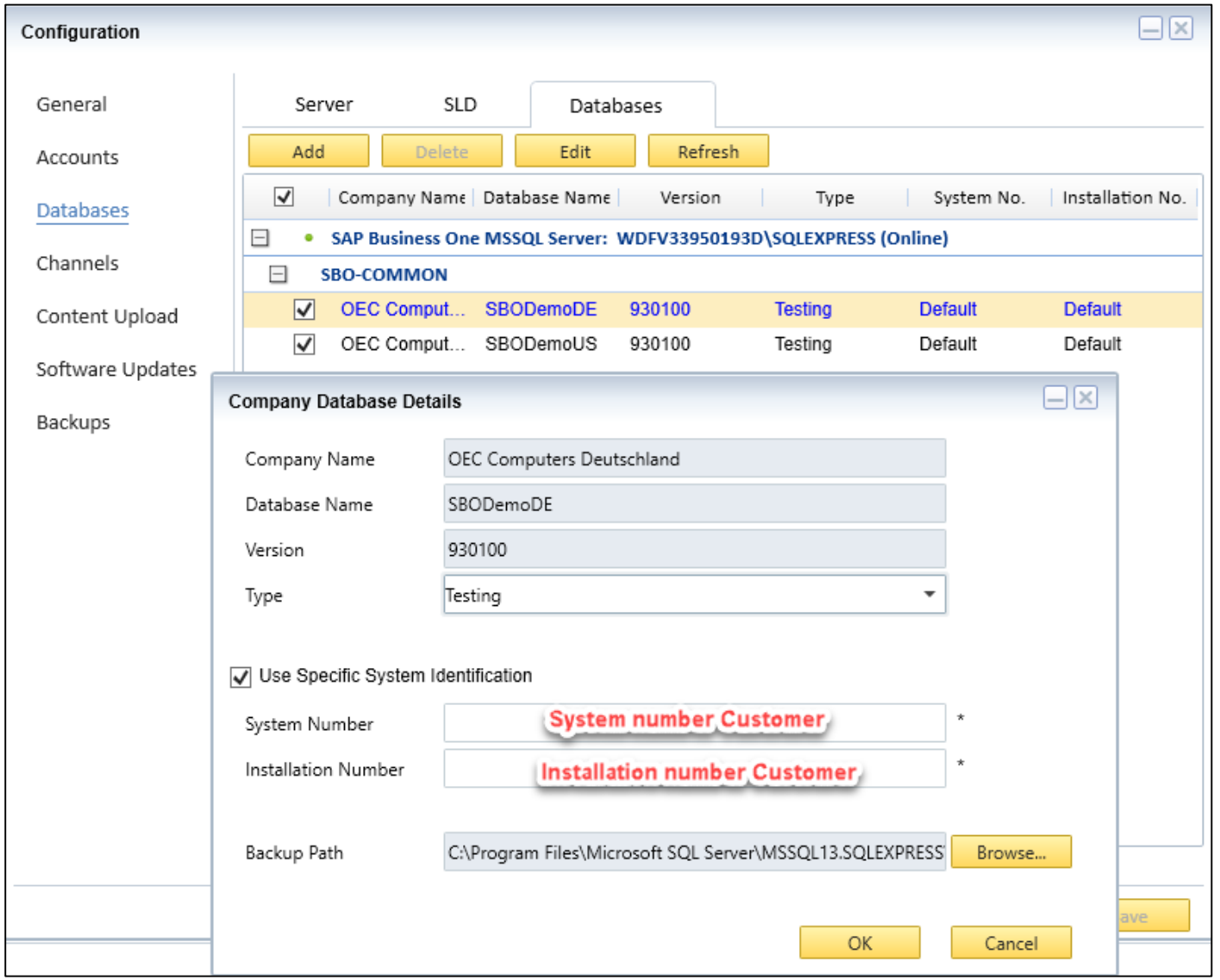
Customizing - Partner Test Environment

In order to upload a database from the partner test environment to SAP, the partner test environment should be configured as described in SAP Note 2448164



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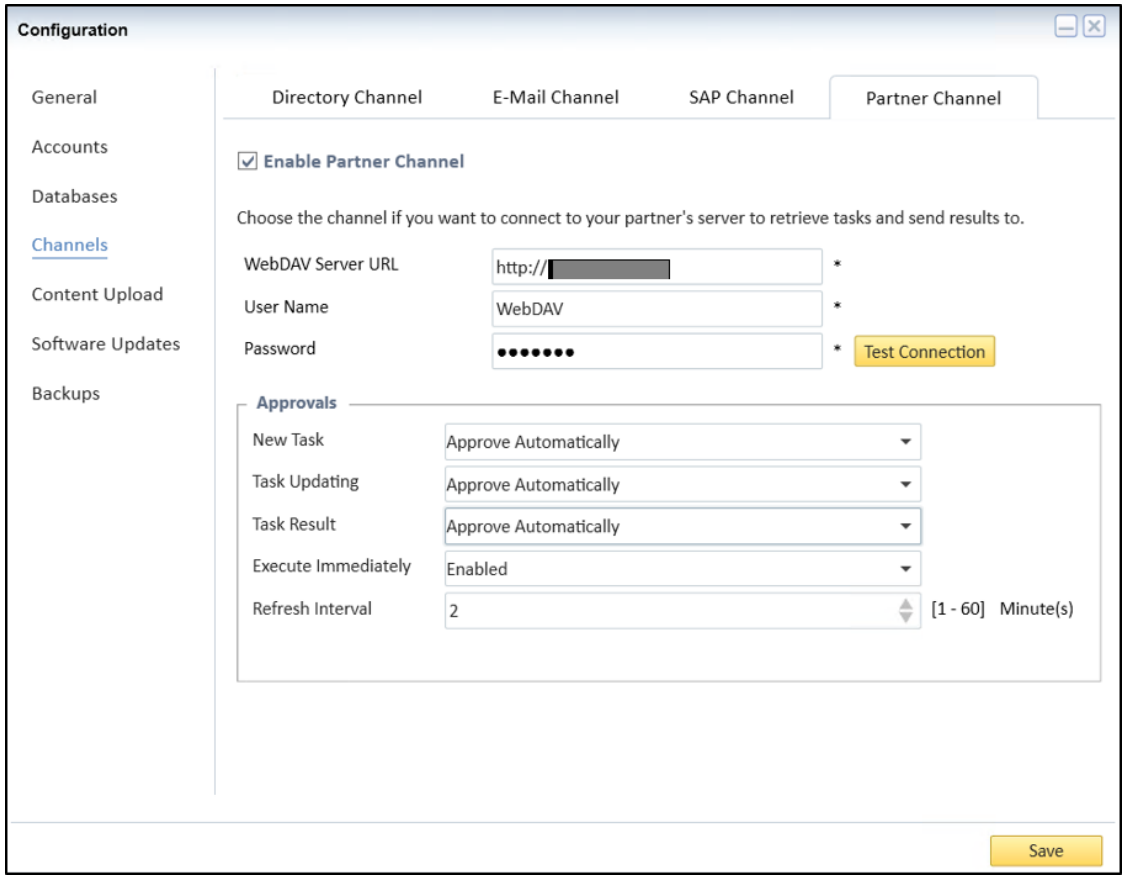
Customizing
Automation at Customer Side

The RSP Customer installation can be configured in such a way, that health checks (read-only queries) that are created by the partner in the RSP Studio can automatically

- Be transferred to the RSP customer installation
- Be executed there, and
- Results sent back to the partner's RSP Studio



Best Practices:

Set approvals to "Approve Automatically"

Best Practices:

By activating the setting "Execute Immediately" the tasks will be executed automatically and no manual interaction is needed.

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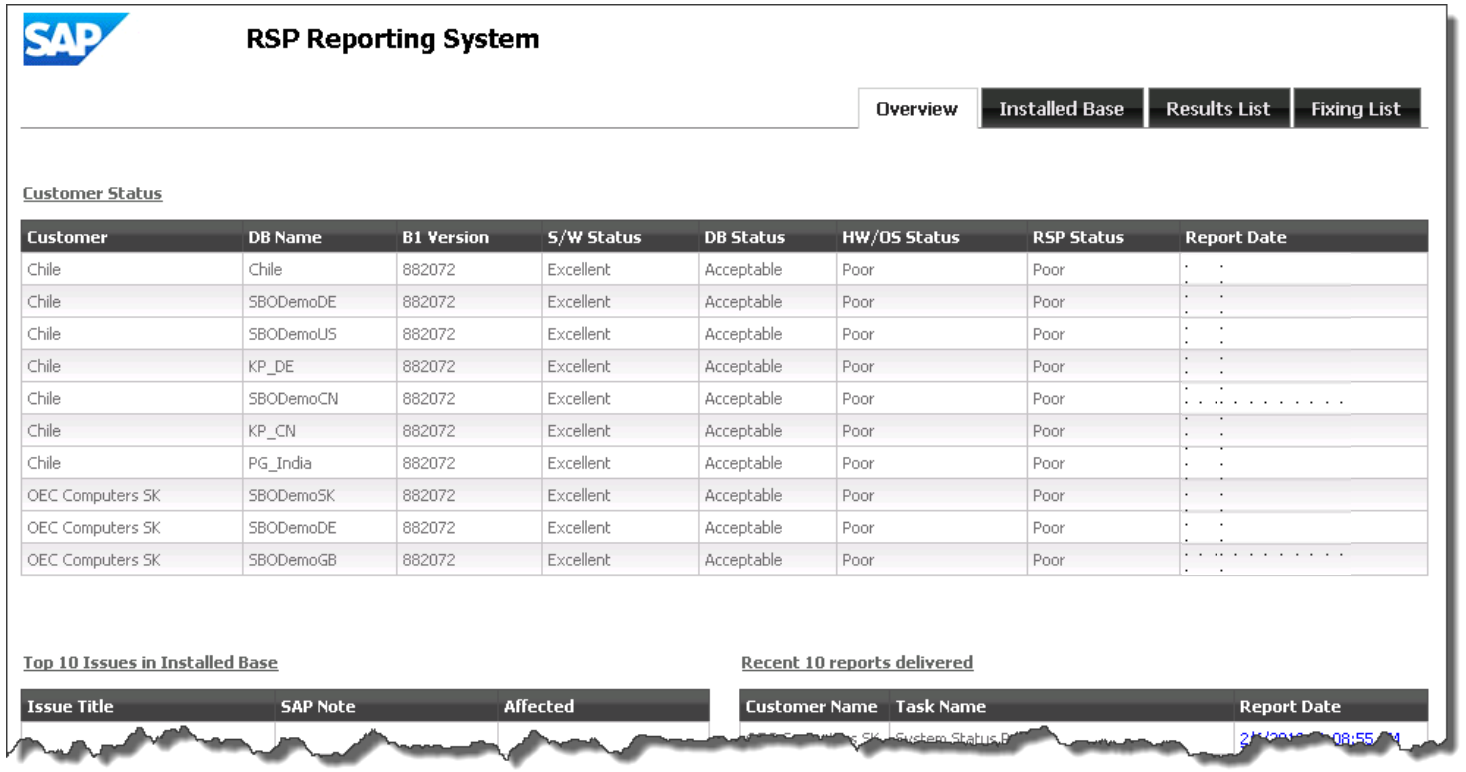
Customizing - Reporting

The Task Results that are transferred from the customer RSP installation to the Partner's RSP Studio will be saved automatically within SQL Database „RSPSrv"

This data can be displayed in graphical form under
RSP Studio ➔ *Configuration* ➔ *Reporting* (for Partners only)



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Customizing - Important SAP Notes

SAP Notes related to security of RSP for SAP Business One and authorizations issues:

- 1166732: Data Secrecy / Confidentiality Statement
- 1882682: S-user authorizations for RSP installations
- 2063077: How to Request a Technical User and an S-user for Configuring RSP

SAP Notes related to RSP:

- 1788954: Usage and most relevant tasks of the Remote Support Platform for SAP Business One
- 2448164: Simplified Content Upload Request in RSP
- 1579400: How to upload a database to SAP using remote support platform for SAP Business One
- 1776879: Customized Solution via Remote Support Platform for SAP Business One
- 1880842: RSP: Required ports for TCP/IP communication
- 2353878: Technical Consistency Checks and data protection for SAP HANA Databases
- 1969700: SQL Statement Collection for SAP HANA (SAP HANA Health Check)

SAP Notes related to RSP Studio:

- 1593180: Remote Approval and Scheduling of RSP tasks
- 1697750: WebDAV configuration using IIS
- 1776656: WebDAV configuration using Apache

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