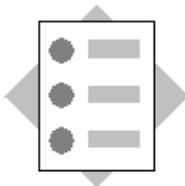


Basic RSP* Reporting Usage

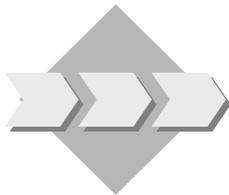
Prerequisites:

- RSP 3.0 installed in partner's environment and registered as per note [1604172](#)
- RSP Studio 3.0 installed in partner's environment
- RSP 3.0 installed in customer's productive environment and registered as per note [1604172](#)
- Partner's WebDAV is set up in partner's environment as per note [1697750](#) or [1776656](#)
- Partner's WebDAV is configured in the RSP of the customer as per note [1697750](#)



At the conclusion of this exercise, you will be able to:

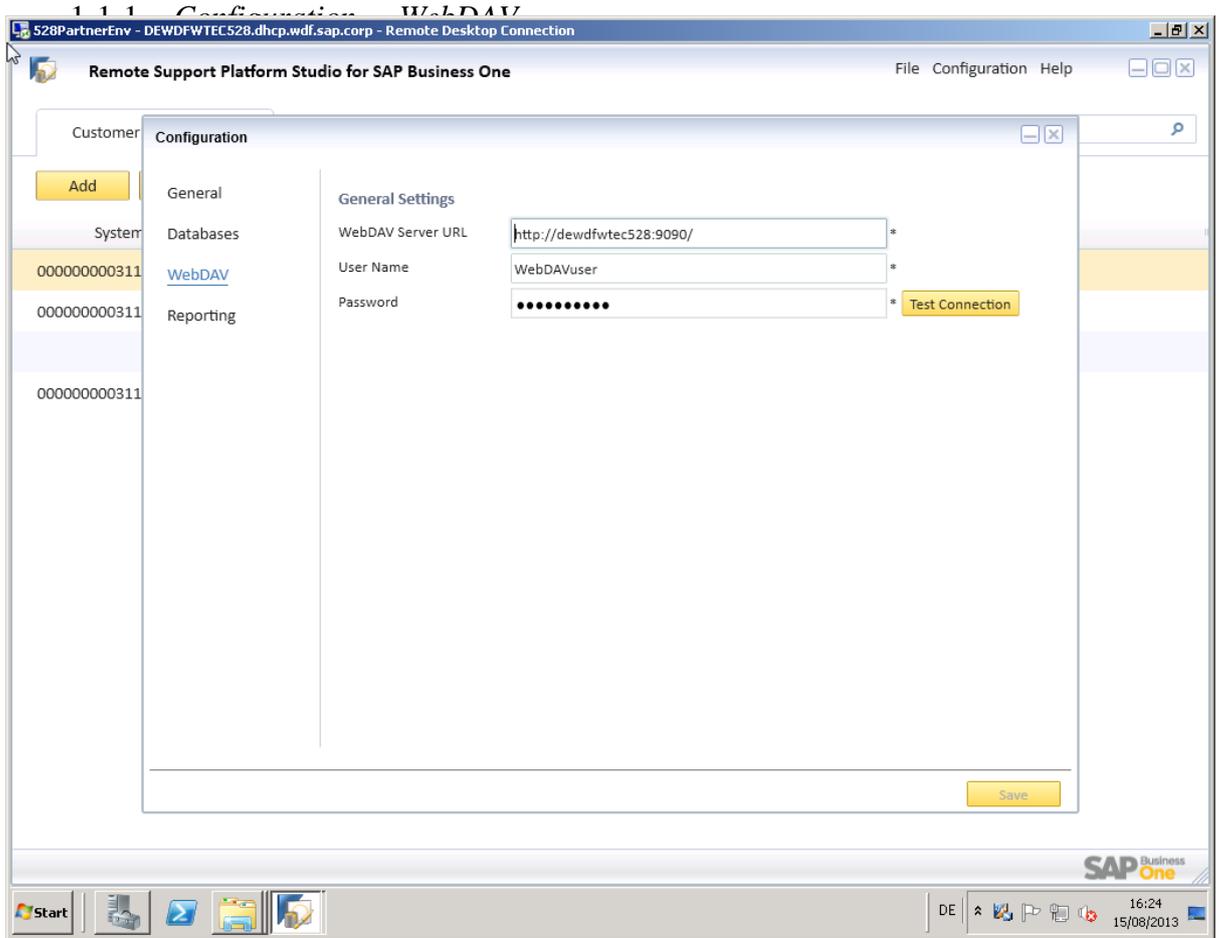
- Use the RSP reporting feature in the RSP Studio 3.0 for 1 customer



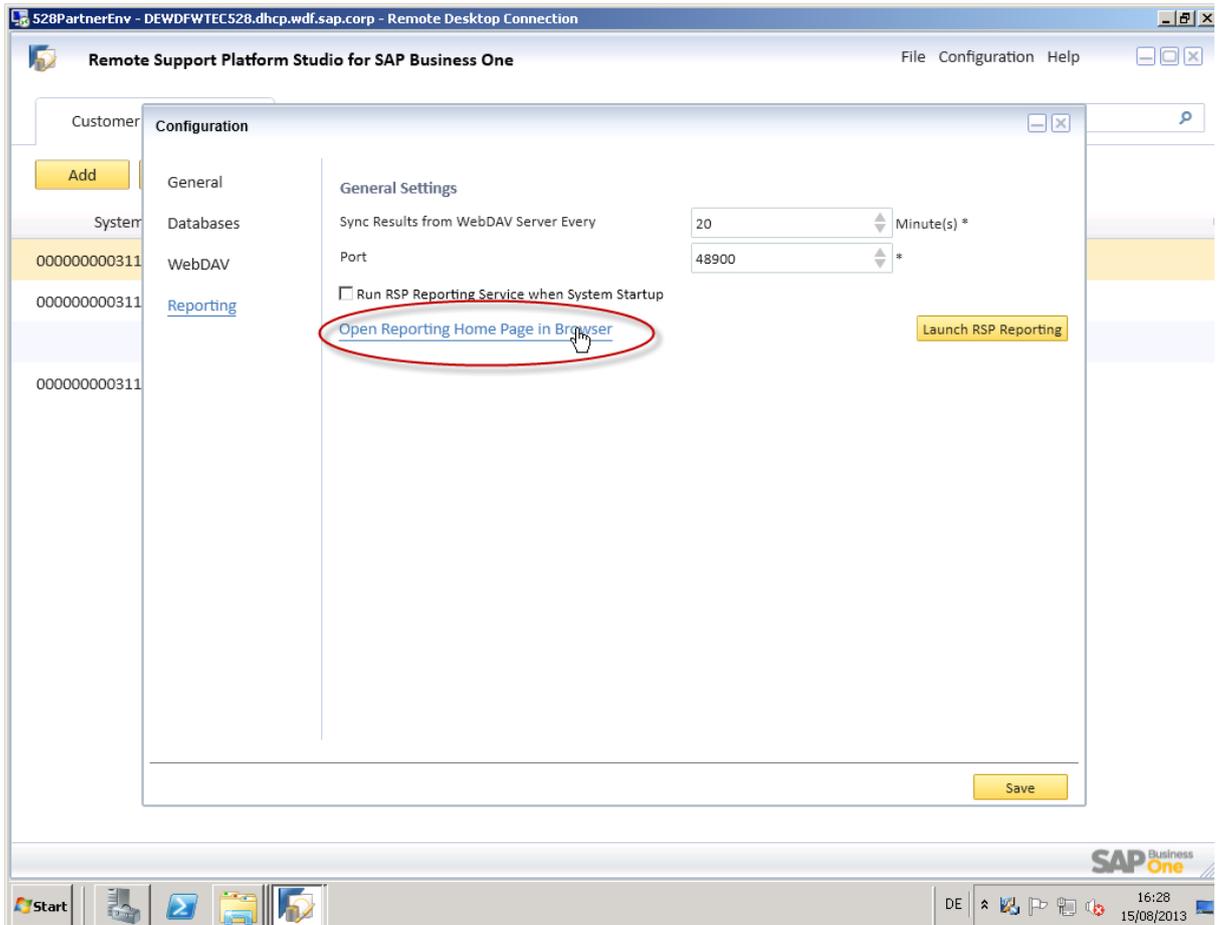
You want to use Remote Support Platform 3.0 for SAP Business One more efficiently by generating reports based on the data gathered from System Status Report task results.

* For better readability of this document, the term *RSP* is used instead of *remote support platform* or *remote support platform for SAP Business One*

RSP 3.0 Basic RSP Reporting Usage

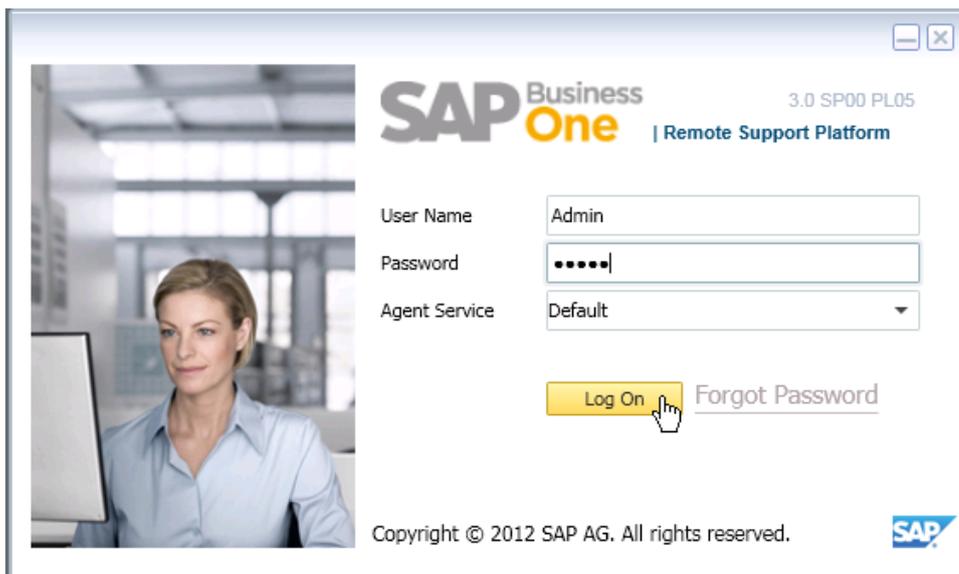


RSP 3.0 Basic RSP Reporting Usage



1-2-1 Type in the user name

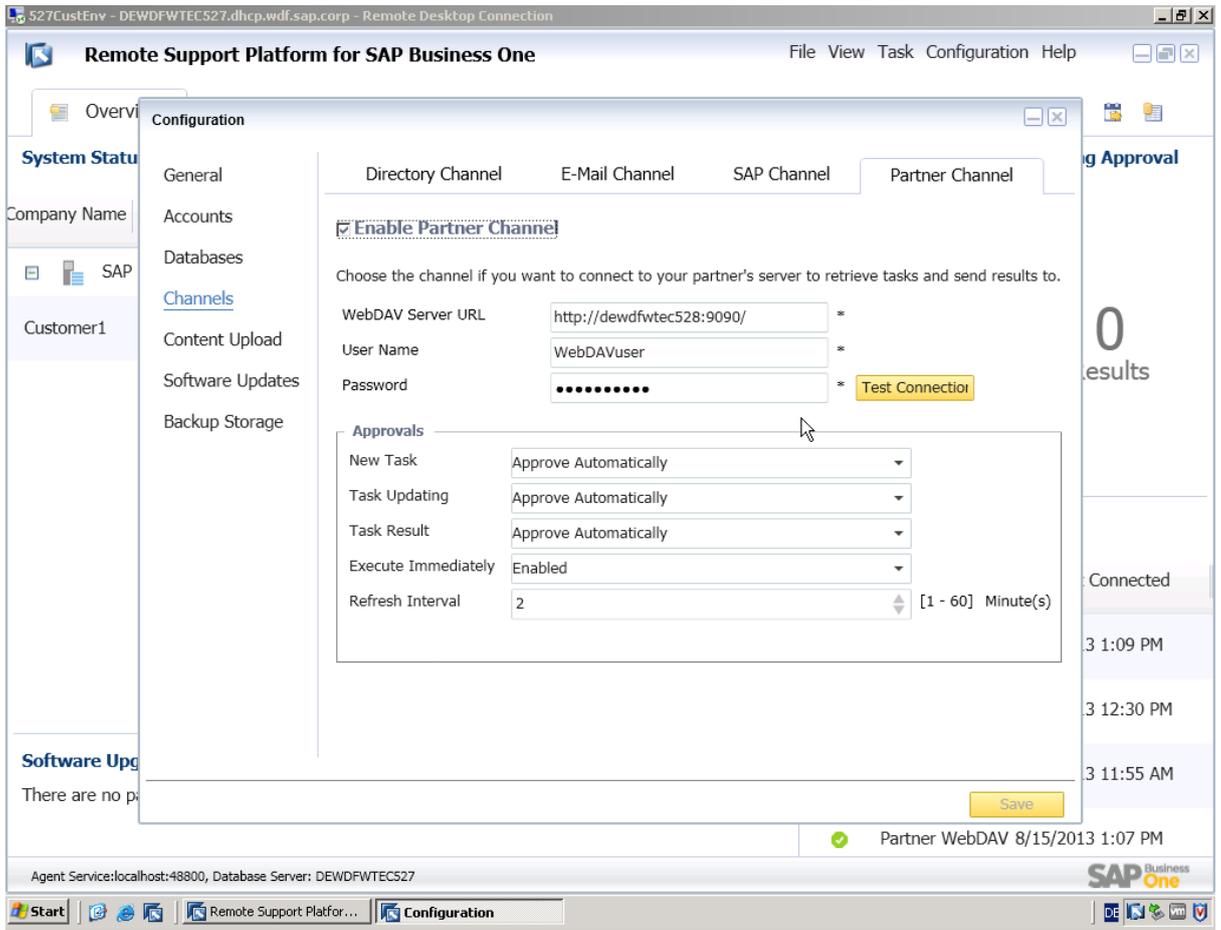
1-2-2 Type in the user password and choose *Log On*.



RSP 3.0 Basic RSP Reporting Usage

1-2-3 Go to Configuration → Channels → Partner Channel

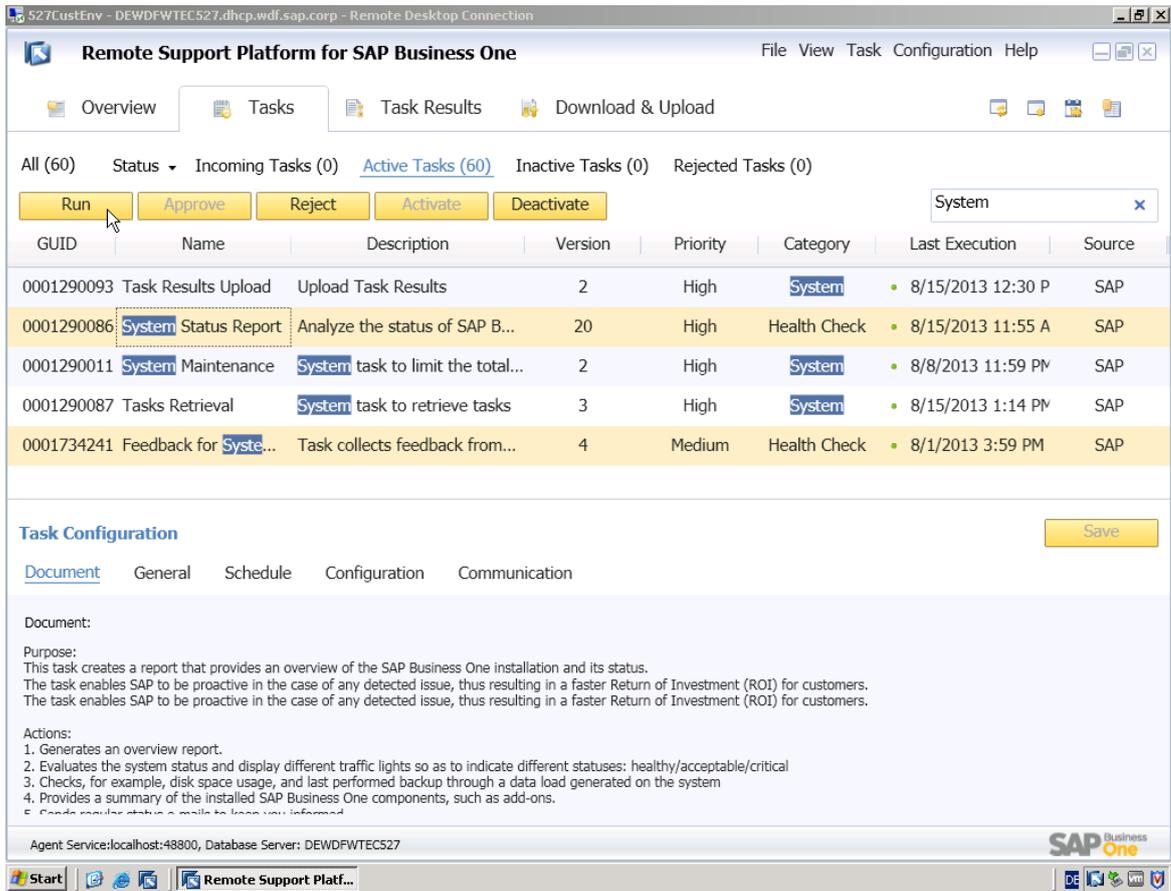
Note: SAP recommends to adjust the approval settings as shown below:



1-2-4

RSP 3.0 Basic RSP Reporting Usage

1-2-5 Go to *Tasks* → *Active Tasks*. Select the *System Status Report* task and then choose *Run*.



1-2-6 Go to *Task Results* → *Awaiting Approval* and approve the task results.
Note: Depending on the approval settings made in step 1-2-3 you might skip this step

1-2-7 Go to *Task Results* → *Awaiting Upload* and upload the task results.

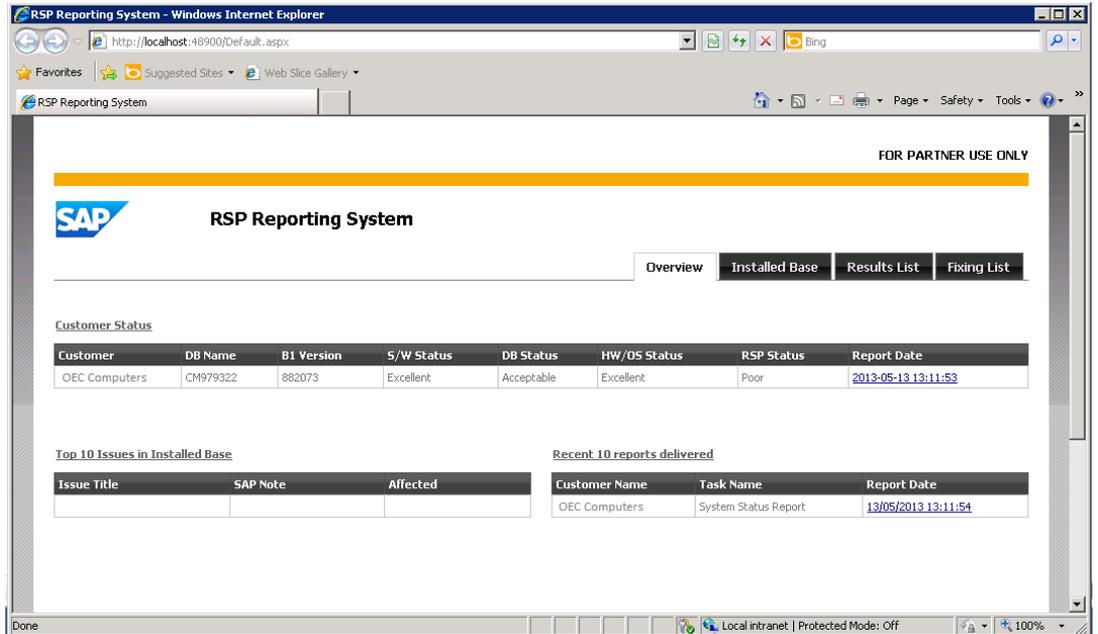
1-3 In partners environment log in to

1-3-1

1-3-2 Choose the *Launch RSP Reporting* button.

1-3-3 .

RSP 3.0 Basic RSP Reporting Usage



Note: You can access the RSP reporting system directly from the Web browser on the machine on which you have installed the remote support platform studio, by entering the following URL:

<http://localhost:<port>/Default.aspx>

- 1-3-4 You can view various details on the different tabs such as, a list of most common issues, a detailed system status report, charts of various customer demographics, a list of all uploaded task results and a list of corrections

RSP 3.0 Basic RSP Reporting Usage

that are available for databases monitored by the RSP.

RSP Reporting System

FOR PARTNER USE ONLY

Overview | Installed Base | Results List | Rating List

Customer Status

Customer	DB Name	BI Version	S/W Status	DB Status	HW/OS Status	RSP Status	Report Date
SAP Partner - ita	SBODem08	90007	Excellent	Excellent	Excellent	Poor	2013-08-14 06:31:20
SAP Partner - ita	SBODem05	90007	Excellent	Excellent	Excellent	Poor	2013-08-14 06:31:21
OEC Computers	SBODem07	90007	Excellent	Excellent	Excellent	Poor	2013-07-24 13:24:26
OEC Computers	SBODem04	90007	Excellent	Excellent	Excellent	Poor	2013-07-24 13:24:24
OEC Computers	SBODem0E	90007	Excellent	Excellent	Excellent	Poor	2013-07-24 13:24:21
OEC Computers	SBODem0B	90007	Excellent	Excellent	Excellent	Poor	2013-07-24 13:24:21
OEC Computers	SBODem0S	90007	Excellent	Poor	Excellent	Poor	2013-07-24 13:00:21
OEC Computers Devs@Lans	SBODem0E	882073	Excellent	Poor	Excellent	Poor	2013-07-24 13:45:28
OEC Computers Devs@Lans	SBODem0S	882073	Excellent	Poor	Excellent	Poor	2013-07-24 13:40:21
Customer 3	SBODem0S	90007	Excellent	Poor	Excellent	Poor	2013-08-14 13:20:28

Top 10 Issues in Installed Base

Issue Type	SAP Note	Affected

Recent 10 Reports Delivered

Customer Name	Task Name	Report Date
Customer 3	SAP Business One analysis powered by SAP AWA Status Report	15-08-2013 13:31:55
SAP Partner - ita	SAP Business One Improvement Program	15-08-2013 13:31:07
Customer 3	System Status Report	15-08-2013 13:30:28
SAP Partner - ita	Inconsistency of Items Managed by Batches and Serial Numbers	15-08-2013 13:30:13
Customer 3	Inconsistency of Items Managed by Batches and Serial Numbers	15-08-2013 13:30:21
Customer 3	Database Backup	15-08-2013 09:20:47
SAP Partner - ita	Shrink SBO-Common	15-08-2013 00:30:44
SAP Partner - ita	Shrink SBO-Common	15-08-2013 00:30:29
Customer 3	Shrink SBO-Common	15-08-2013 20:31:14
SAP Partner - ita	System Status Report	15-08-2013 06:31:28

RSP Reporting System

FOR PARTNER USE ONLY

Overview | Installed Base | Results List | Rating List

Customers by BI Version

BI Version	Count
BI 9.0 [3]	3
BI 8.0 [1]	1

Customers by Location

Location	Count
United States [3]	3
Germany [1]	1

Customers by S/W Size

S/W Size	Count
10-20	1

Databases by Size

Size	Count
10-20	1

RSP 3.0 Basic RSP Reporting Usage

Note: Screenshots on this page were taken after connecting several customers with partners WebDAV