Frequently Asked Questions on Secure Usage of Remote Support Platform for SAP Business One (RSP)

All Countries

SAP

Typographic Conventions

Type Style	Description
Example	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.
Example	Emphasized words or expressions.
`EXAMPLE`	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
`Example`	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
`Example`	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
`<Example>`	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
`EXAMPLE`	Keys on the keyboard, for example, `F2` or `ENTER`.

Document History

Version	Date	Change
1.0	2013-10-30	All screen shots and tool references are taken from RSP 3.0
2.0	2017-04-20	All screen shots and tool references are taken from RSP 3.2
3.0	2018-06-06	Addition of question 12 on storage of transferred data
3.1	2020-11-22	Changed white list to allowlist

Table of Contents

1 How does RSP collect information from my system?

Remote Support Platform for SAP Business One (RSP) collects information by executing various SQL scripts on SAP Business One databases or by executing Microsoft Windows functions to read necessary information.

For SAP Business One, version for SAP HANA:

Remote Support Platform for SAP Business One (RSP) collects information by executing various SQL scripts on SAP Business One database/schema or by executing Linux functions to read necessary information.

2 Is information transmitted to SAP automatically?

RSP does not transfer any information to SAP automatically. The default application setup (configuration after installation) requires the user's approval to transmit any data set prepared by RSP. The user can review any information that has been prepared before it is uploaded to SAP.
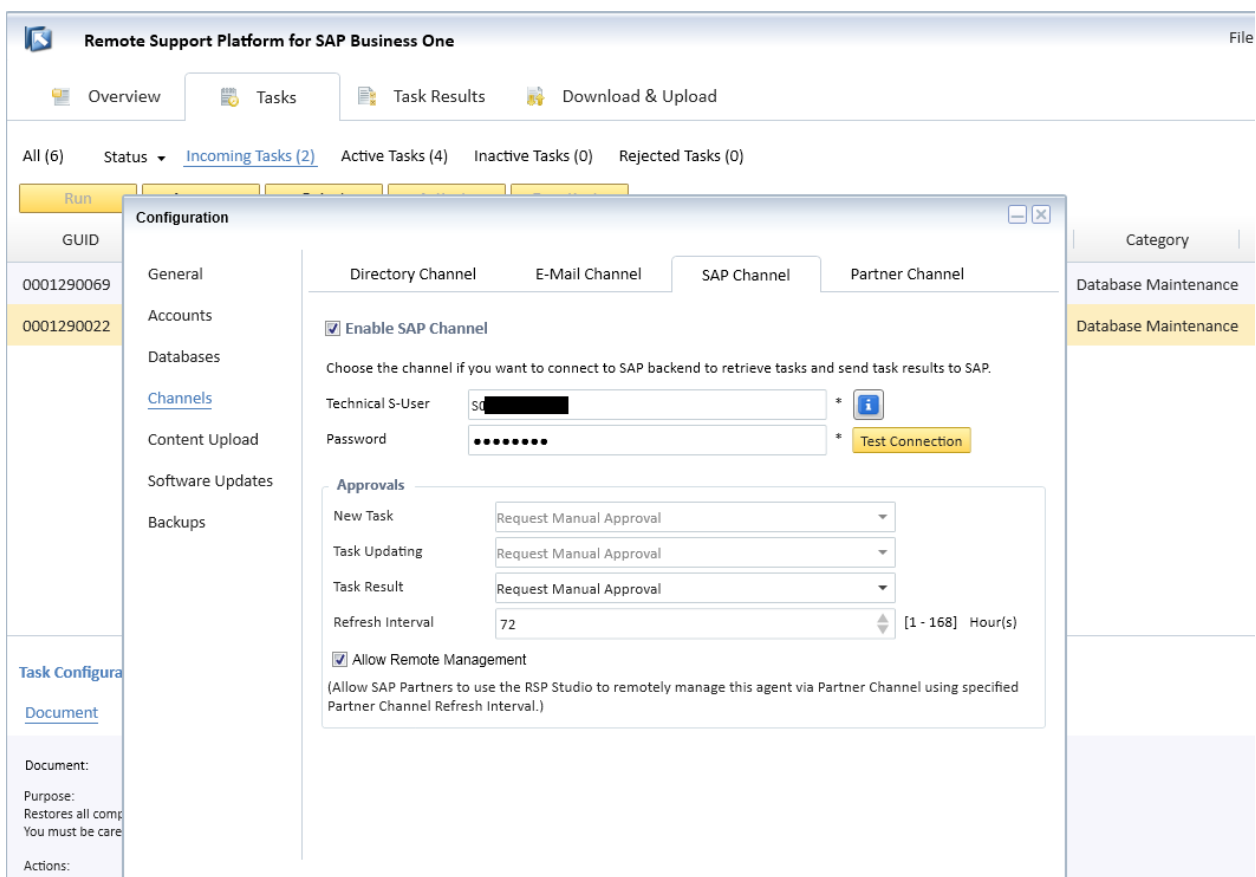
Screenshot 1: Approvals for SAP Channel

Remote Support Platform for SAP Business One

File

| Overview | Tasks | Task Results | Download & Upload |

All (6)   Status ▾   Incoming Tasks (2)   Active Tasks (4)   Inactive Tasks (0)   Rejected Tasks (0)

Run

GUID			Category
0001290069			Database Maintenance
0001290022			Database Maintenance

Configuration

General

Accounts

Databases

Channels

Content Upload

Software Updates

Backups

| Directory Channel | E-Mail Channel | SAP Channel | **Partner Channel** |

☑ **Enable Partner Channel**

Choose the channel if you want to connect to your partner's server to retrieve tasks and send results to.

WebDAV Server URL	https://partnerwebDAVurl:80/	*
User Name	WebDAVuser	*
Password	••••••	*	Test Connection

Approvals

New Task	Request Manual Approval ▾
Task Updating	Request Manual Approval ▾
Task Result	Request Manual Approval ▾
Execute Immediately	Enabled ▾
Refresh Interval	30 ⬍	[1 - 60] Minute(s)

Save

Task Configura

Document

Document:

Purpose:
Restores all comp
You must be care

Actions:
Restore all compa
You must execute

Impact on System:
Database files will be restored. All new data in the current database will be discarded.

Configuration Possibilities:
N/A

Screenshot 2: Approvals for Partner Channel

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Is information transmitted to SAP automatically?

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3 Is it possible to check source files that are transmitted to SAP?

All files in XML format that are transmitted to SAP and to the SAP Partner are stored in the remote support platform agent folder in the subfolder: Service\Results (default: C:\Program Files\SAP\remote support platform for SAP Business One\Service\Results).

> **i Note**
>
> The remote support platform for SAP Business One will maintain the size of the folder according to configuration settings and will delete old files automatically when the disk space quota is exceeded (*Configuration → Channels → Directory Channel*).

> **i Note**
>
> The configured user e-mail account will receive the results files in HTML and XML formats.

4　Is SAP able to install additional software via RSP without the end user's knowledge?

SAP cannot install additional software or RSP tasks without the user's approval.

The default setup of the application (configuration after installation) requires the user's approval to install additional software or RSP tasks. The user can review any content provided on-line by SAP before installing or executing it.

5 Is SAP able to force computers (servers or workstations) to perform certain operations?

No, the SAP backend system is a passive application and does not allow pushing tasks to RSP Agent Services and forcing them to execute. All communication between the customer and the SAP system is initiated by the RSP Agent Service installed on the customer system.

6   How does SAP ensure the secure transfer of RSP data?

RSP connects to the SAP infrastructure (SAP Support Hub, SAP WebDAV) using secured SSL connectivity. The connection is secured at least via TLS 1.1 protocol or by a 128-bit encryption key and blocks sniffing of transferred information.

RSP also supports SSL and SSL connectivity with SMPT servers. This allows the secure transfer of e-mail notifications to interested parties (that is, the customer and partner responsible for the system maintenance).

7 Which TCP/UDP ports are used by the RSP?

In most cases, RSP does not require any externally opened TCP/UDP connections at the customer site. Customers who closed port 80 should create an allowlist in their firewall configuration, as described in SAP Note 1880842.

The internal connection between the RSP Agent Console and the RSP Agent Service (Windows Service) uses TCP port 48800 by default. This, however, can be changed during the software installation process.

For more information, see SAP Note 1880842.

8 What does SAP do with the data provided by RSP?

SAP uses the transmitted data:

- To fulfill SAP´s support obligations (tasks in message processing). Detailed information is provided to SAP Support Consultants processing customer message.

  For more information about Data Secrecy / Confidentiality Statement for remote services provided by SAP, see SAP Note 1166732.

- To address recently discovered issues in a proactive manner.

- For research and development, anonymous statistical information is provided to R&D to:
  - Improve future releases of SAP Business One.
  - Analyze the technical environments where SAP Business One runs to improve SAP Business One.

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What does SAP do with the data provided by RSP?

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9 Does RSP allow different approval settings for handling tasks?

Yes, RSP has embedded default and local (per task) settings for handling the behavior of RSP tasks.

- Default Settings (*Approvals* settings) are maintained under *Configuration → Channels → SAP Channel,* as well as under *Configuration → Channels → Partner Channel*. The end user can specify the behavior of the application for the following events:
  - *New Task* approval
  - *Task Updating* approval
  - *Task Result* approval

  By activating the *Remote Management* function, the end-user can delegate the approval and planning of tasks to his Partner.

  For more information, see the RSP online help or refer to SAP Notes 1697750 and SAP Note 1776656.

- Each RSP task provided by SAP has a *Communication* tab. This lets users specify which channels will be used to send results after the task is executed:
  - *E-mail channel* – to specify which e-mail addresses should receive a report after task execution
  - *SAP Channel* – to specify if SAP should also receive a report after task execution
  - *Partner Channel* – to specify if the SAP Partner should also receive a report after task execution, and to specify if tasks should be received from the Partner backend system

  For more information, see the RSP online help

10 Is it possible to fully disconnect RSP from SAP and what are the consequences?

Yes, it is possible to fully disconnect communication between RSP and the SAP backend system. To disconnect RSP from SAP, proceed as follows:

1. Go to *Configuration → Channels*.
2. Select the *SAP Channel* tab.
3. Deselect the *Enable SAP Channel* checkbox.
4. Save your settings.

Disabling the SAP Channel results in the following:

*   No new tasks (health checks, databases maintenance or corrective tasks) will be downloaded from the SAP backend system.
*   No updates to existing tasks will be downloaded from the SAP backend system.
*   No reports from task execution will be provided to SAP.
*   No reports from task execution will be provided to the Partner.

11 What are SAP's recommended settings for RSP?

To use RSP securely, SAP recommends the following selections in *Approvals* settings under *Configuration →
Channels*:
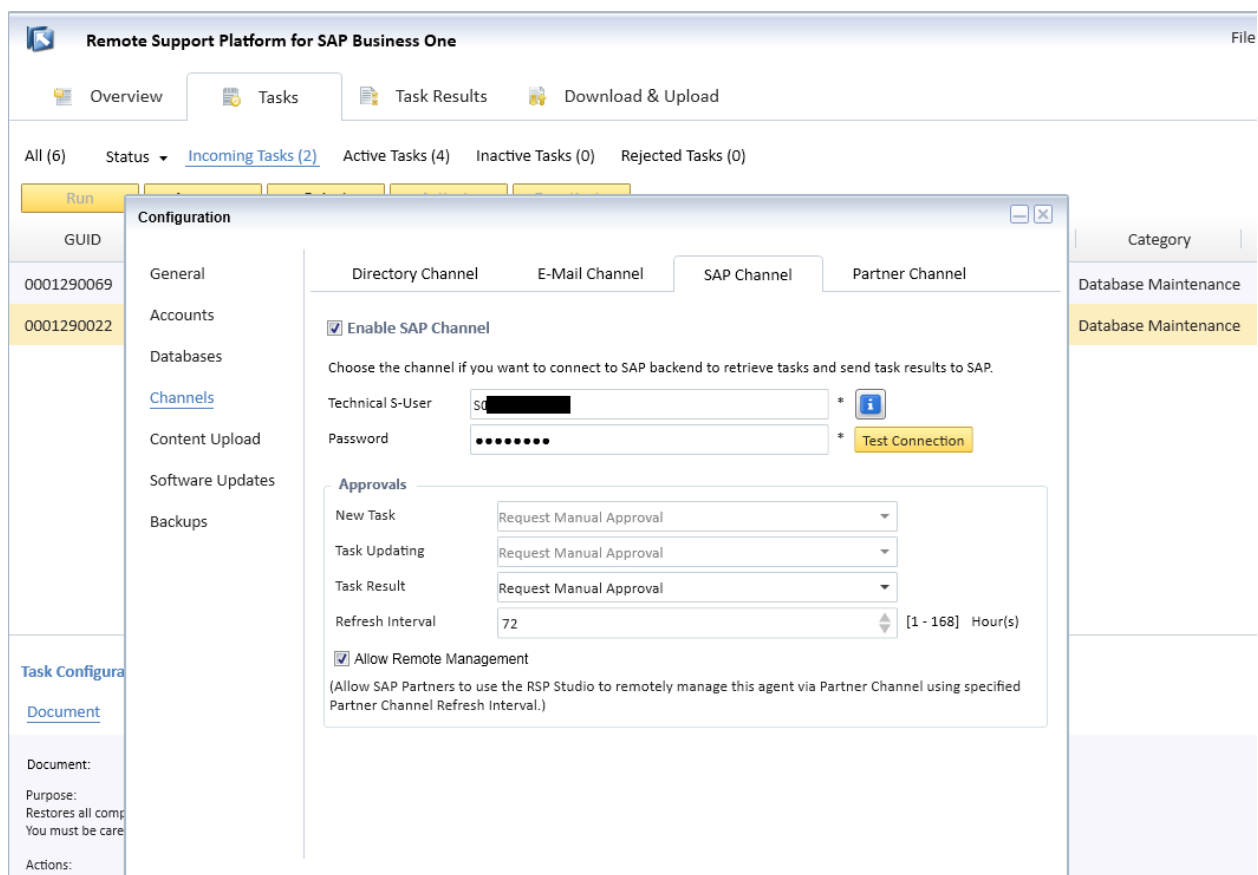
Screenshot 3: Recommended approvals for SAP Channel
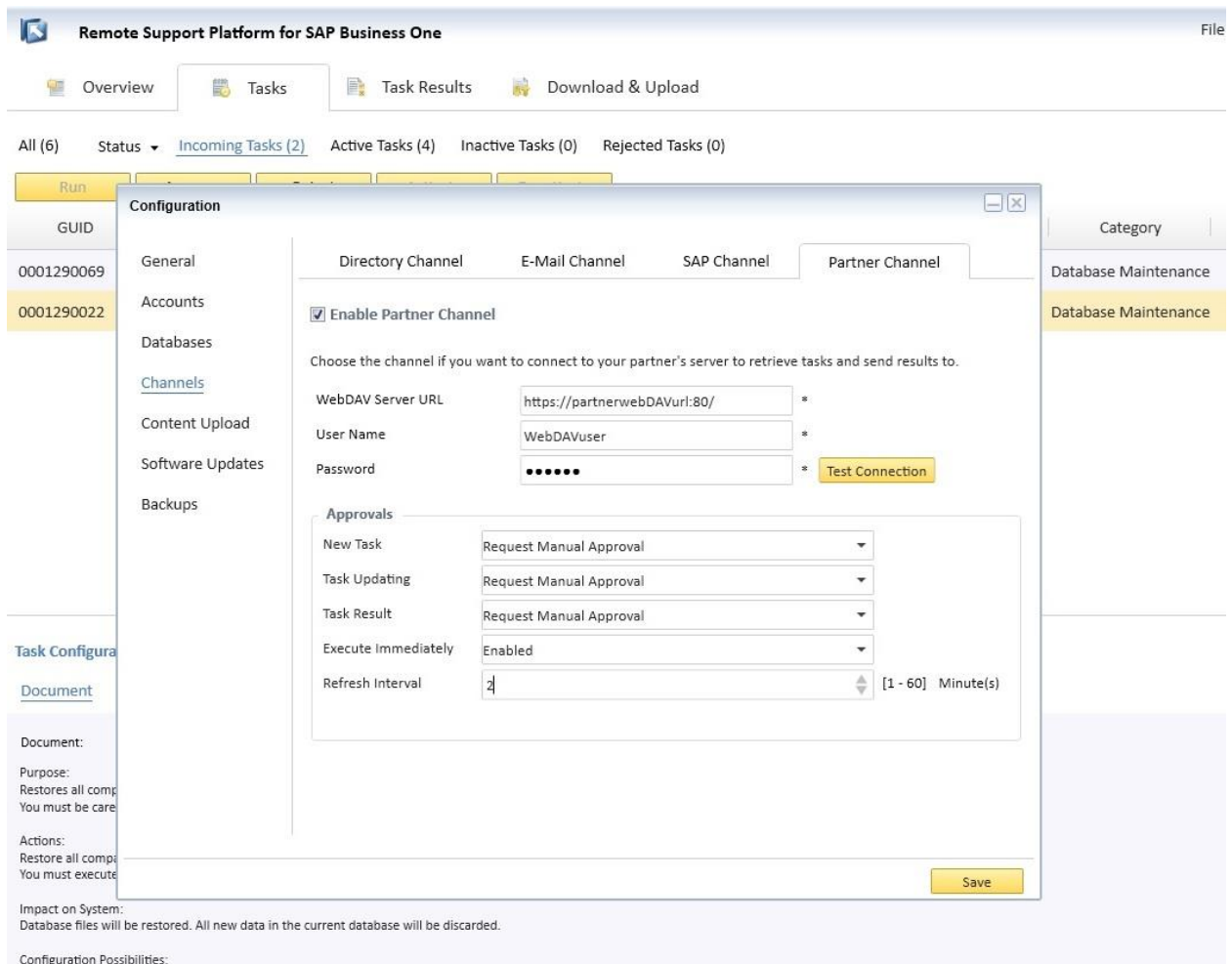
Screenshot 4: Recommended approvals for Partner Channel

By using the above settings, you ensure that:

- Each new task downloaded from the SAP backend will require your approval before execution, and before any results are sent to SAP.
- All updates to already approved tasks will automatically install on your RSP installation. The assumption is that the user already understands the concept of the task and is willing to run it. This also allows automatic updating to the latest release of the task and limiting e-mail traffic generated by the RSP.
- Task results will automatically be sent to the defined recipient list and to SAP. The assumption is that the user already understands what data is being sent and agrees to automatic transmission.

Furthermore, each RSP task provided by SAP has a *Communication* tab that can be adjusted. This lets users specify which channels will be used to send results after the task is executed

The following are the default settings for the *Communication* tab of RSP tasks:
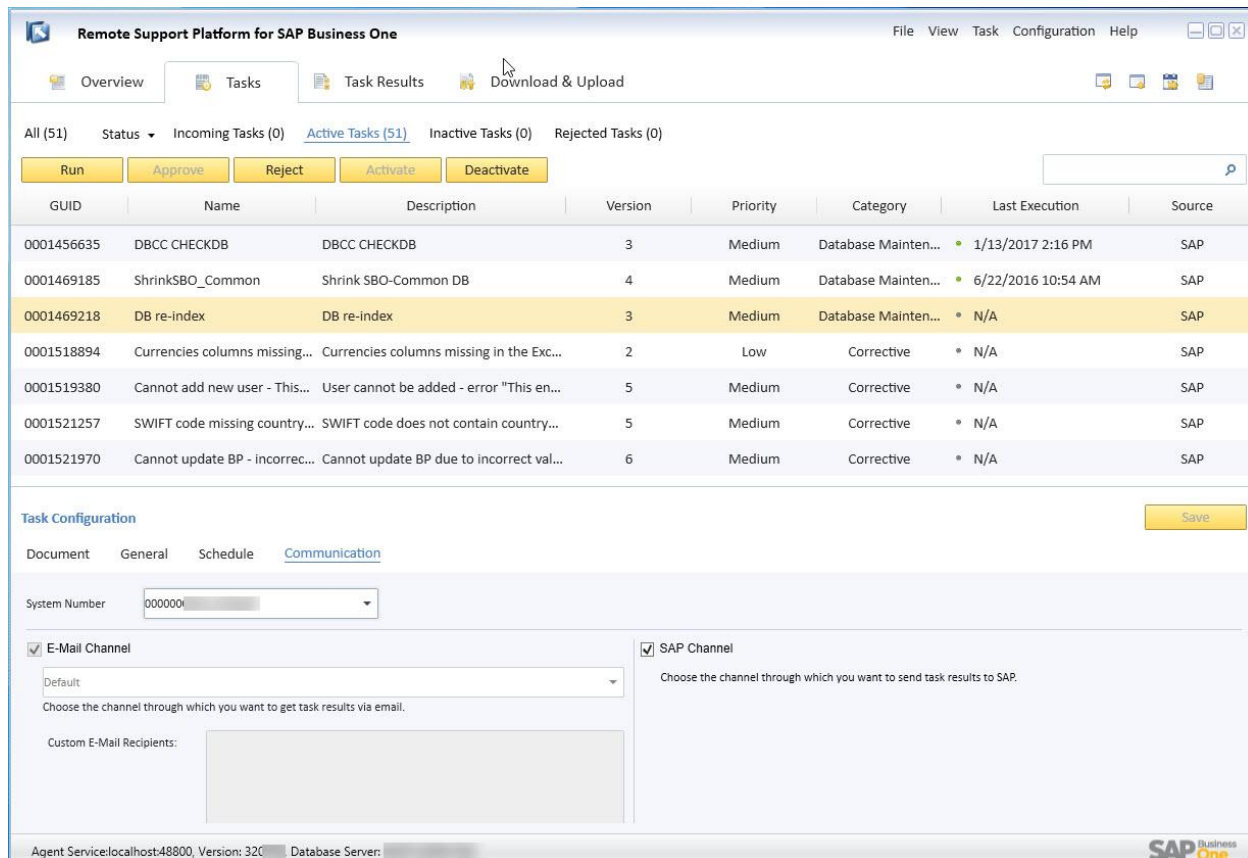
Screenshot 5: Default settings for the *Communication* tab of RSP tasks

These recommended default settings allow the automatic distribution of results to predefined recipients and to SAP.

By keeping these settings, all parties involved in system maintenance can react quickly to ensure stable and efficient day-to-day operations in the SAP Business One system.

If needed, choose a specific task and change the default settings under *Task Configuration → Communication.*

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12 Where and for how long does SAP store the transferred data?

The transferred data is stored on SAP servers in Germany.

SAP deletes the transferred data from their servers 3 years after upload.

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