

Administrator's Guide

Remote Support Platform 3.2

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PUBLIC

Administrator's Guide to the Remote Support Platform for SAP Business One

All Countries

Typographic Conventions

Type Style	Description
<i>Example</i>	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	2015-10-22	First version.
1.1	2015-11-12	Added <i>Use Trusted Connection</i> setting clarifications.
1.2	2015-12-10	Document classification is changed to CUSTOMER.
1.3	2016-01-17	Screenshots are modified.
1.4	2016-05-11	Reference to the SAP Remote Connection is added.
1.5	2016-11-21	Added port number for SAP HANA.
1.6	2018-10-16	Added system privileges and SQL object privileges for user in SAP HANA.
1.7	2019-09-11	Added MSSQL2017 as supported platform and <i>Tenant DB</i> details for SAP HANA 2.0.
1.8	2020-10-13	Updated Microsoft .NET Framework version to 4.8
1.8.1	2020-11-19	Changed master to master database.
1.9	2021-06-09	Added MSSQL2016 and MSSQL2019 as supported platforms.

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1 Introduction

This guide provides a central point for the technical implementation of the remote support platform for SAP Business One, which contains the following components:

- **Remote support platform for SAP Business One**
You can use the remote support platform to protect an SAP Business One installation by monitoring customers' environments and providing automated and remote support. By reducing the amount of time required to identify and resolve potential issues, the remote support platform for SAP Business One minimizes disruptions business processes and databases.
- **Remote support platform studio for SAP Business One**
You can use the remote support platform studio to develop support tasks, deliver tasks to customers, and manage tasks for different customer installations.

Both components support SAP Business One databases and SAP Business One, version for SAP HANA databases.

Use this guide for instructions and reference before and during the implementation. This guide consists of the following main sections:

- **Installing the Remote Support Platform for SAP Business One**
Provides instructions for installing and configuring the remote support platform components.
- **Upgrading the Remote Support Platform for SAP Business One**
Provides instructions for upgrading the remote support platform.
- **Uninstalling the Remote Support Platform for SAP Business One**
Provides instructions for removing the application.
- **Managing Security in the Remote Support Platform for SAP Business One**
Explains how to implement a security policy and provides recommendations for meeting the security demands of the remote support platform.

See Also

For more information about the studio, see *Working with the Remote Support Platform Studio for SAP Business One* in the remote support platform software package in the SAP Business One product DVD.

For more information about how to work with the remote support platform for SAP Business One, see the online help documentation for the remote support platform for SAP Business One. You can access the online help documentation by pressing **F1** in the application window after you finish installing remote support platform for SAP Business One.

For the most up-to-date information about the remote support platform, see the product page for the remote support platform on SAP Help Portal at

https://help.sap.com/viewer/p/REMOTE_SUPPORT_PLATFORM_FOR_SAP_BUSINESS_ONE and SAP Note [2215378](#): Central note for the remote support platform 3.2 for SAP Business One.

1.1 Glossary

Term	Description
Agent service	Server component of the remote support platform for SAP Business One. The agent service communicates with the SAP backend and partner environment to exchange data, tasks, and status information.
Agent console	Client component of the remote support platform for SAP Business One. You can install the agent console on the same machine as the agent service or on a remote machine within the same network.
Task	An automated support or maintenance solution executed either automatically, according to a configured schedule, or manually, upon user request. You can configure the platform to receive tasks from SAP and SAP partners.
SAP backend	Management software installed at SAP that is used to manage the remote support platform for SAP Business One support tasks, evaluate task output, and provide early notification to SAP consultants. The backend server receives information from remote support platform for SAP Business One and provides new and updated support tasks for download.

2 Installing the Remote Support Platform for SAP Business One

The remote support package enables you to install the following software:

- The remote support platform for SAP Business One
To install the remote support platform, you can either install the agent service and agent console together on the same machine or on different machines within the same network.
- The remote support platform studio for SAP Business One
The wizard allows you to install the remote support platform and the studio together, or you can install them separately.

Note

If you install only one component and want to install the other component after the installation finishes, you must first remove the software package before you run the InstallShield Wizard and start the installation process. For more information, see *Removing the Remote Support Platform Package*.

2.1 Prerequisites

Before you install the remote support platform for SAP Business One on the customer side, ensure the following:

- For information about hardware and software requirements, see the [Platform Support Matrix for SAP Business One](https://partneredge.sap.com/en/products/business-one/implement/tools-assets.html) on SAPPartnerEdge.com at <https://partneredge.sap.com/en/products/business-one/implement/tools-assets.html> (Partners only).
- You have obtained the latest version of the installation package of the remote support platform for SAP Business One.
- You have installed the SAP Business One server on Microsoft SQL Server 2008, 2008 R2, 2012, 2016, 2017, or 2019.
Or
You have installed the SAP Business One server, version for SAP HANA on SAP HANA server.
- You have installed Microsoft SQL Server Native Client.
Or
You have installed the SAP HANA client with the same operating system type as that of the SAP Business One client application. In the case of a 64-bit operation system, you must install both a 32-bit and a 64-bit SAP HANA database client. For more information, see *SAP HANA Client Installation Guide* at http://help.sap.com/hana_appliance.
- You have installed Microsoft .NET Framework 4.8.
To confirm the supported operating systems and for additional information, refer to Microsoft documentation at <https://docs.microsoft.com/en-us/dotnet/framework/install/on-windows-10#net-framework-48>.

Note

For security reasons it is recommended to have the latest 4.x available .NET Framework installed.

- You have administrator's rights for the machine(s) on which you want to install the remote support platform components.
- You have installed Microsoft PowerShell 2.0 on the same machine on which you will install the remote support platform.

2.2 Installing the Remote Support Platform Agent Console Together with the Agent Service

You can install agent console and agent service on Windows machine only. Installing the agent service creates an RSP database in which the remote support platform stores tasks and other data. You can install an RSP database on Microsoft SQL server or on SAP HANA database server machine. If you install RSP database on Microsoft SQL server and the agent service is on a different machine, ensure that you enable the TCP/IP protocol of Microsoft SQL server and remote access, so that the agent service can connect to the SAP Business One server.

Procedure

Recommendation

Before installing the agent service, create a new user as a substitute for the sa account in Microsoft SQL Server. For more information, see [Creating a Substitute User for sa](#).

For SAP HANA, use the same user as for SAP Business One or for SAP Business One, Version for SAP HANA (recommended); or create a substitute for SYSTEM user and provide later its password and the SAP HANA instance. Trusted connection is not supported for SAP HANA. For more information, see [Creating a Substitute User for SYSTEM](#),

1. In the installation package of the remote support platform for SAP Business One, run the `setup.exe` file.

Note

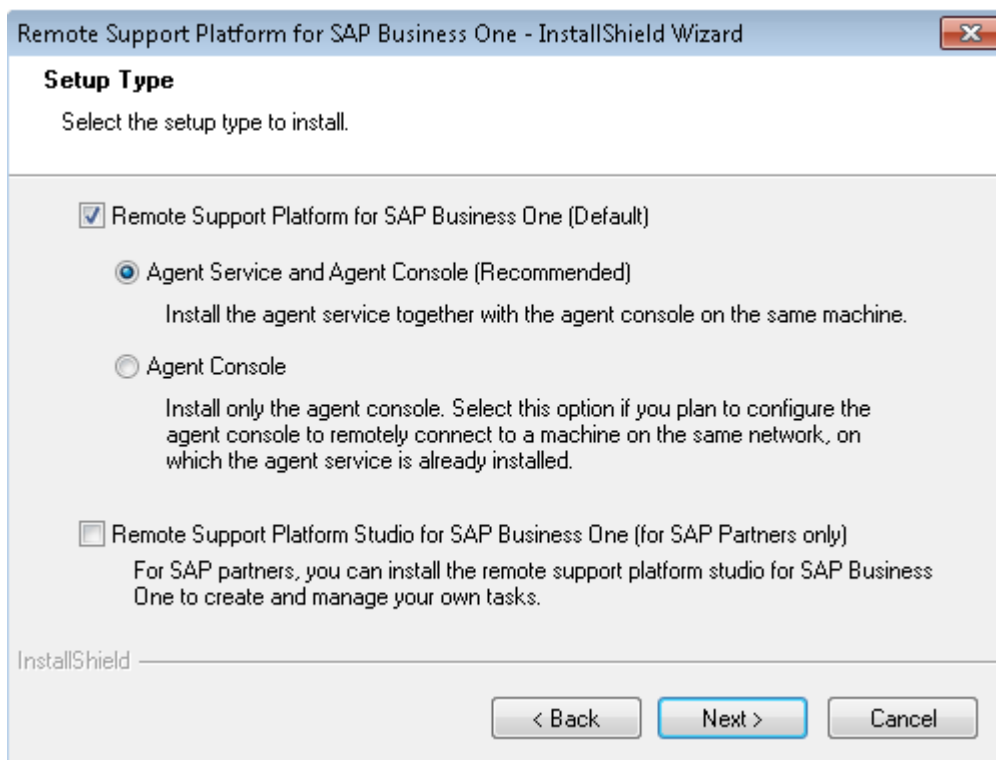
If you have not installed the required version of Microsoft .NET Framework, the [Prerequisite Software Setup](#) window appears. Before you can proceed with the installation of the remote support platform, you must install Microsoft .NET Framework. To install Microsoft .NET Framework, choose the [Next](#) button.

2. In the [Setup Type](#) window, select the [Remote Support Platform for SAP Business One \(Default\)](#) checkbox and then select the [Agent Service and Agent Console \(Recommended\)](#) radio button.

Note

To install the remote support platform studio for SAP Business One together with the remote support platform, select the [Remote Support Platform Studio for SAP Business One \(for SAP Partners Only\)](#) checkbox.

For more information about installing the studio, see [Installing the Remote Support Platform Studio for SAP Business One](#).



3. In the *Database and Internet Connections for Remote Support Platform* window, specify the following:

i Note

If you are installing the remote support platform together with the studio, and choosing *MSSQL* as *Database Type*, the database settings you specify here apply to both the remote support platform database and the studio database. When you choose *HANA* as *Database Type*, an additional window is opened to specify the different data settings for the studio database.

- o *Database Type* – From the dropdown list, select the type of database, MSSQL or HANA. The remote support platform supports all the Microsoft SQL Server database types and SAP HANA revisions that SAP Business One supports.
- o *Database Server* – Enter the name of the database server that holds the database of the remote support platform for SAP Business One.
- o *Instance, Tenant DB* - For SAP HANA databases add the instance and the tenant details . For HANA 1.0 you can leave the *Tenant DB* field blank and it will be assumed by the installer. For HANA 2.0 connection provide the container name in the *Tenant DB* field.
- o *Database User ID* – Enter the user name of a database administrator account.
- o *Database Password* – Enter the password of the database administrator account.
- o *Use Trusted Connection* – Select this checkbox to use Microsoft Windows Authentication when connecting to the database server.

i Note

This setting is available only when MSSQL is selected in the *Database Type* field.

i Note

When you select this setting, the MSSQL server account related to the RSP service logon user must have the *sysadmin* role granted. If the RSP Agent Service Log On user is a Local System account and RSP connects to a local MSSQL server, then the related MSSQL server user is an *NT AUTHORITY\SYSTEM*. For connections to remote SQL Server using Local System account, you need to create an SQL server account and grant above privileges for the machine where the RSP Service runs.

- *License File Path* – Specify the location of the license file you obtained from SAP. If the remote support platform cannot locate the SAP Business One license file through a default search, do one of the following:
 - Manually specify the directory of the file.
 - Leave the field empty and set it later in the agent console configuration.

By default, the license file is located in the ...*SAP\SAP Business One ServerTools\License* folder.

For more information, see *SAP Backend Authentications and Authorizations*.
- *Use Proxy Server* – Select this checkbox to use a proxy server when connecting to the Internet, and then specify the following:
 - *Proxy Address* – Enter the address of the proxy server.
 - *Port* – Enter the port number for connections to the proxy server.
 - *User Name* – Enter the user name of an account used for proxy server authentication.
 - *Password* – Enter the password for the account used for proxy server authentication.

Remote Support Platform for SAP Business One - InstallShield Wizard

Database and Internet Connections for Remote Support Platform

Specify the connection settings for the database. You can configure the remote support platform to use a proxy server for internet connections.

Database Type: MSSQL

Database Server: []

Database User ID: []

Database Password: [] Use Trusted Connection

License File Path: []

Use Proxy Server

Proxy Address: proxy server Port: 8080

User Name: []

Password: []

InstallShield

< Back Next > Cancel

If the remote support platform database is not found on the specified database server, the wizard automatically creates a new database.

When the wizard locates the remote support platform database:

- If the database version is lower than the version you are installing, to continue the installation, choose the [Yes](#) button. The database server is upgraded.
 - If the database version is the same as the version you are installing, to continue using the database server you specified, choose the [Next](#) button.
 - If the database version is higher than the version you are installing, you need to specify another database server. To go back to the window to select a different database server, choose the [No](#) button.
4. If the default port (48800) of the remote support platform for SAP Business One is not available, the [Connection to Agent Service](#) window appears. Specify another available port, and then choose the [Next](#) button.

Remote Support Platform for SAP Business One - InstallShield Wizard

Connection to Agent Service

Configure the agent console to remotely connect to a machine on the same network, on which the agent service is already installed.

Agent Service

Address: localhost

Port: 48800

InstallShield

< Back Next > Cancel

5. In the [Remote Support Platform Account Details](#) window, specify your user name, password, and e-mail address for the remote support platform administrator account.

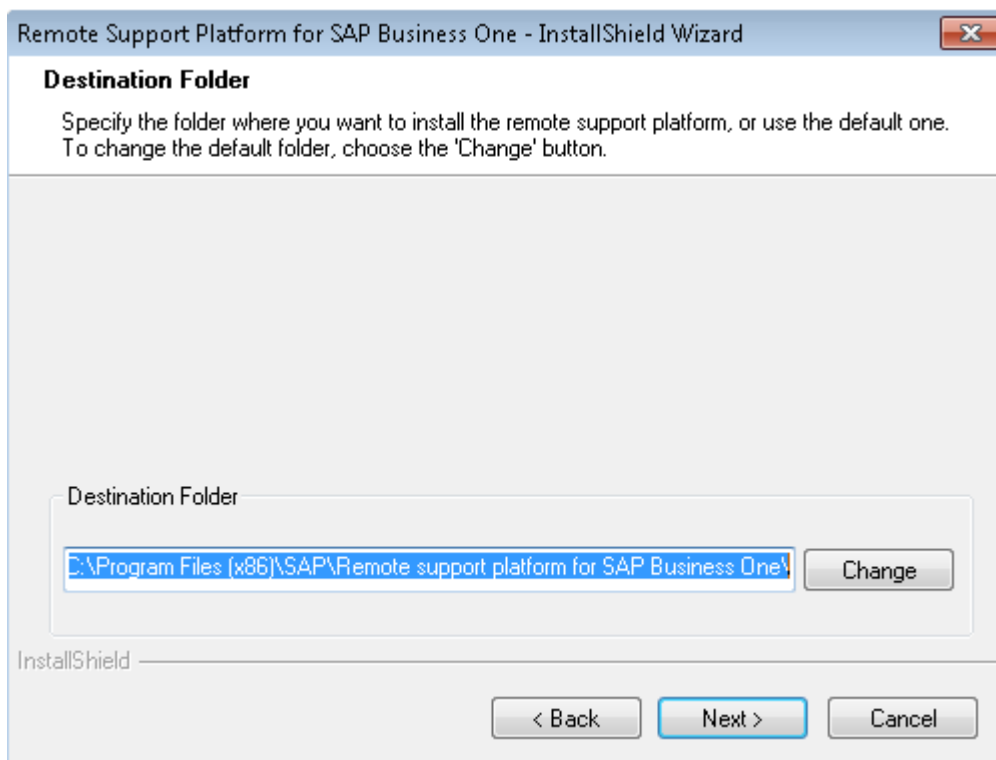
i Note

Each customer can create only one user account.

The e-mail address assigned here is recorded automatically for the approval settings in the remote support platform. For more information, see the online help documentation for the remote support platform for SAP Business One. You can access the online help documentation by pressing **F1** in the application window after you finish installing the remote support platform for SAP Business One.

To start the Microsoft Windows service for the remote support platform using an administrator account, select the *Start RSP Service Using Administrator Account* checkbox, and then specify the following:

- *Domain User* – Enter a Microsoft Windows domain account with administrator privileges.
 - *Password* – Enter the password for the Microsoft Windows domain account.
6. In the *Destination Folder* window, specify the location where you want to install the remote support platform components.



7. In the *Review Settings* window, do the following:
 - o To install the selected components, choose the *Next* button.
 - o To change the settings, choose the *Back* button to return to the previous steps.
8. In the *Complete* window, choose the *Finish* button.

i Note

The next step is to configure the setting of the installed RSP. For example, you can set up a System Landscape Directory (SLD) connection in order to automatically synchronize company database landscape information between the SLD and the RSP, For details about the different configurations, please see the online help of the RSP.

2.3 Installing Only the Remote Support Platform Agent Console

This section describes the installation procedure for the agent console of remote support platform for SAP Business One. You can install the agent console and the agent service on different machines within the same network and configure the agent console to remotely connect to the agent service.

Prerequisite

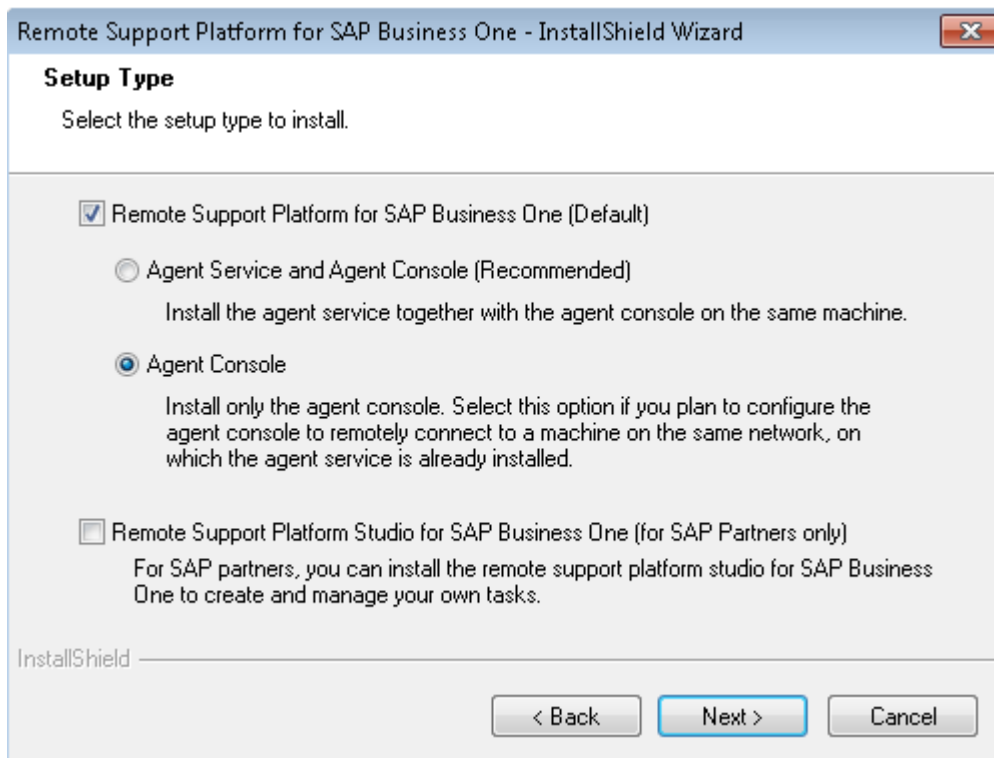
You have installed the agent service of remote support platform for SAP Business One.

Procedure

1. In the installation package of the remote support platform for SAP Business One, run the `setup.exe` file.

Note

If you have not installed the required version of Microsoft .NET Framework, the *Prerequisite Software Setup* window appears. Before you can proceed with the installation of the remote support platform, you must install Microsoft .NET Framework. To install Microsoft .NET Framework, choose the *Next* button.



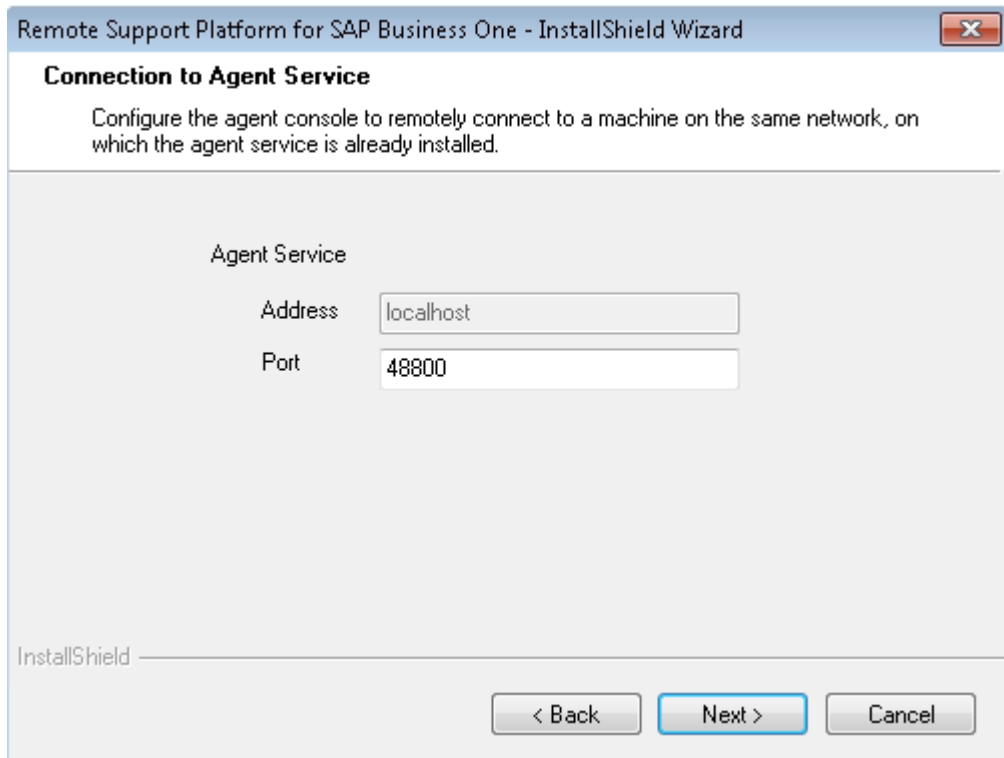
2. In the *Setup Type* window, to install only the agent console (client component) for the remote support platform, select the *Remote Support Platform for SAP Business One (Default)* checkbox and then select the *Agent Console* radio button.

Note

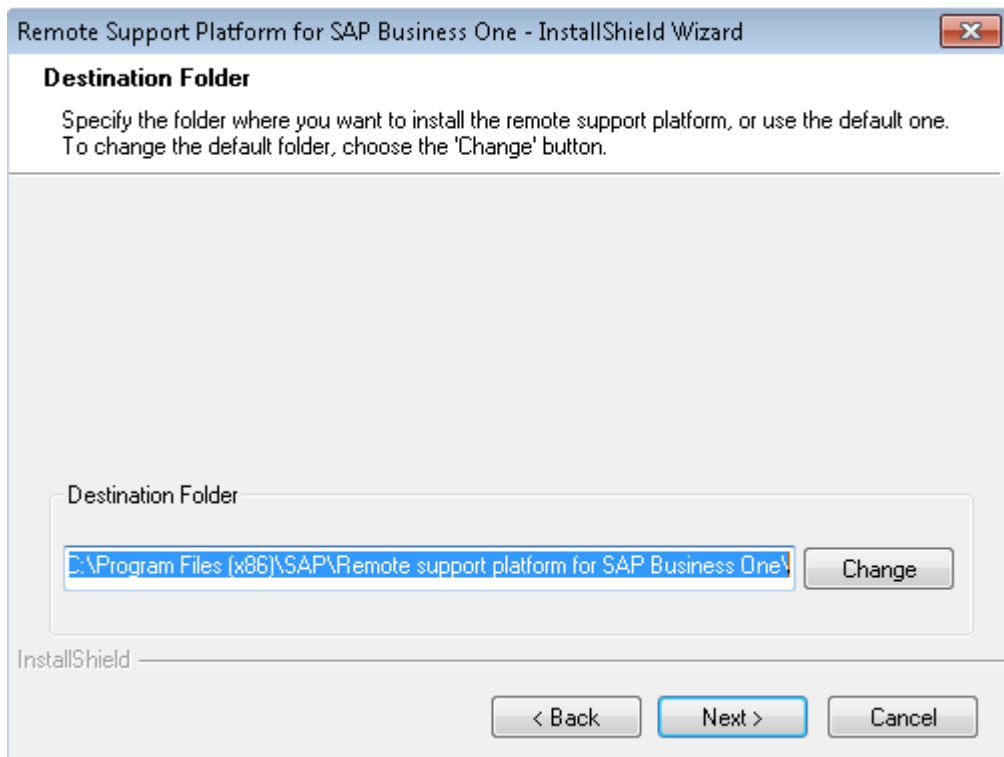
To install the remote support platform studio for SAP Business One together with the remote support platform, choose the *Remote Support Platform Studio for SAP Business One (for SAP Partners Only)* checkbox.

For more information about the installation parameters for the studio, see *Installing the Remote Support Platform Studio for SAP Business One*.

3. In the *Connection to Agent Service* window, to connect to the agent service of the remote support platform you installed on another computer, specify the address and port for the agent service.



4. In the *Destination Folder* window, specify the location where you want to install the remote support platform agent console.



5. In the *Review Settings* window, do the following:

- To install the selected components, choose the *Next* button.
 - To change the settings, choose the *Back* button to return to the previous steps.
6. In the *Complete* window, choose the *Finish* button.

2.4 Installing the Remote Support Platform Studio for SAP Business One

You can use the remote support platform studio to develop support tasks, deliver tasks to customers via the Partner Channel, and manage tasks for different customer installations.

For more information about how customers work with the partner delivered tasks, see the online help documentation for the remote support platform for SAP Business One. You can access the online help documentation by pressing **F1** in the application window after you finished installing remote support platform for SAP Business One.

For more information about how to use the remote support platform studio for SAP Business One, see *Working with the Remote Support Platform Studio for SAP Business One* on the remote support platform landing page on SAPPartnerEdge.com at <https://partneredge.sap.com/en/products/business-one/support/rsp.html>.

Note

The remote support platform studio creates the RSPSrv database during installation. It can be installed only on Microsoft SQL server even when you use it for task development for SAP HANA platform.

Prerequisite

You have created and configured a WebDAV server. Using the WebDAV server, you are able to connect to:

- Your installation of the studio, so as to store your self-developed tasks.
- Your customers' installations of the remote support platform, so as to deliver your self-developed tasks to customers, and receive task results from customers via the Partner Channel connection defined in the remote support platform.

For more information about WebDAV compatibility, see SAP Note [1637677](#).

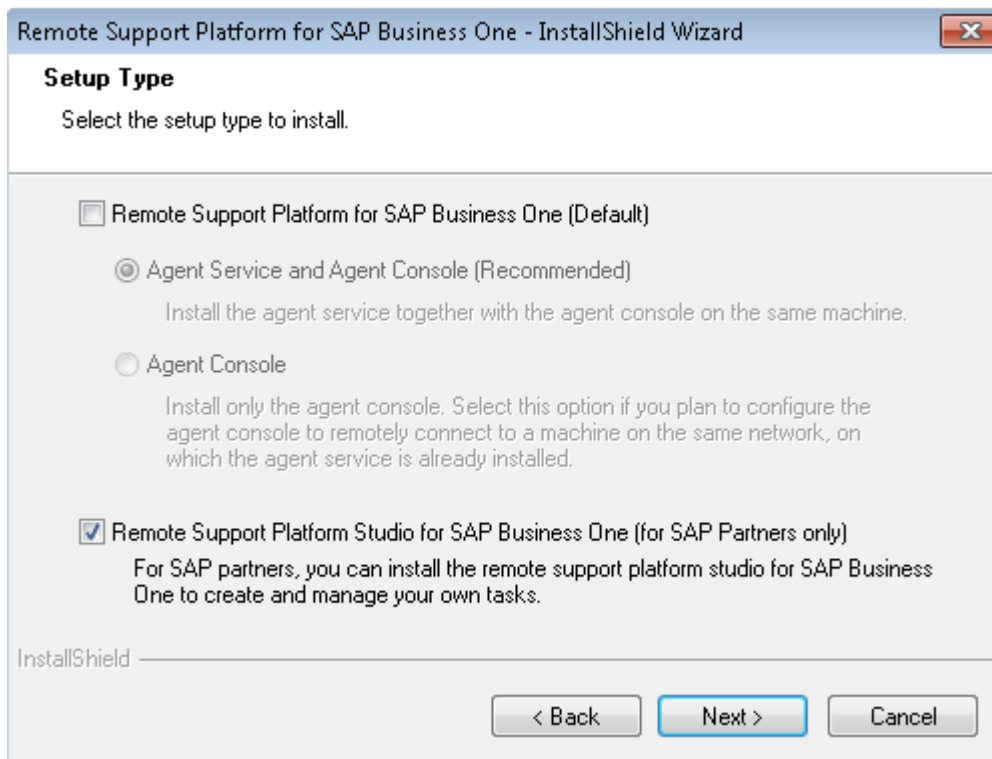
Procedure

1. In the installation package of the remote support platform for SAP Business One, run the `setup.exe` file.
2. In the *Setup Type* window, select the *Remote Support Platform Studio for SAP Business One (for SAP Partners Only)* checkbox and choose the *Next* button.

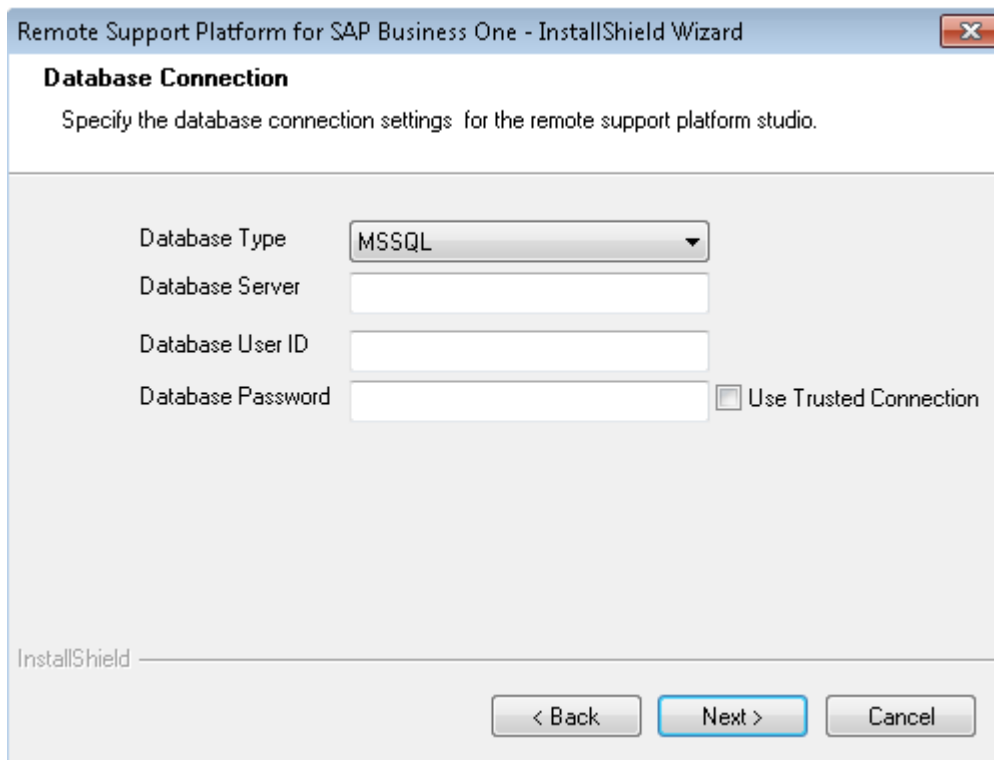
Note

To install the remote support platform for SAP Business One together with the studio, choose the *Remote Support Platform for SAP Business One* checkbox, then select whether to install the agent console alone or with the agent service.

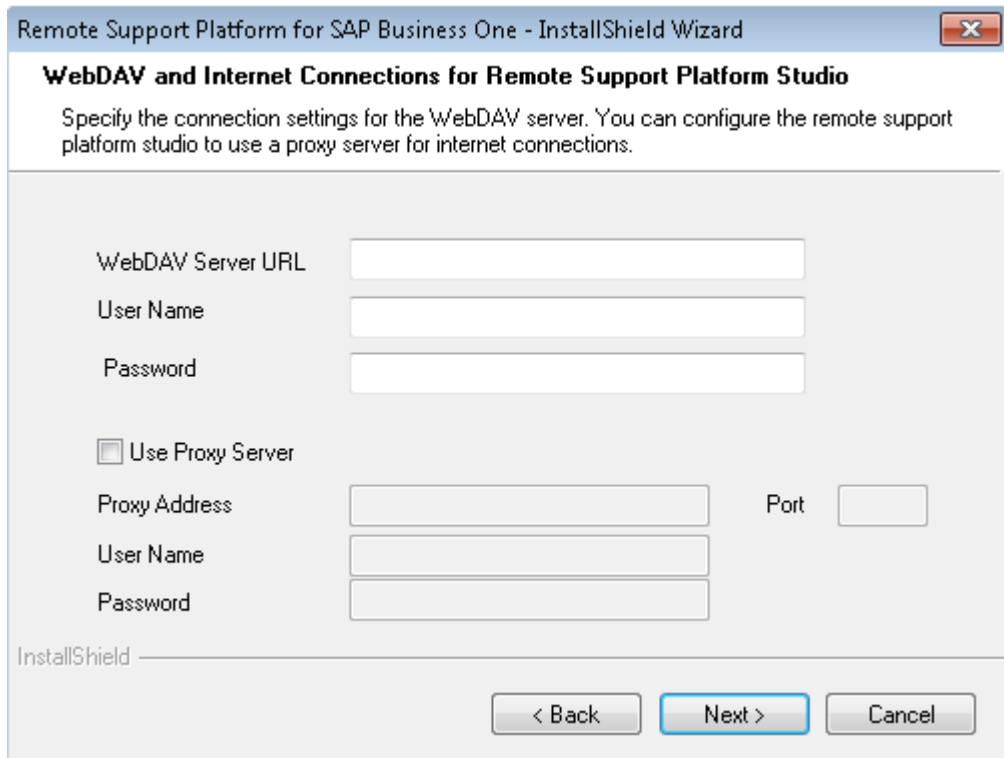
For more information about the installation parameters for the remote support platform, see *Installing the Remote Support Platform for SAP Business One*.



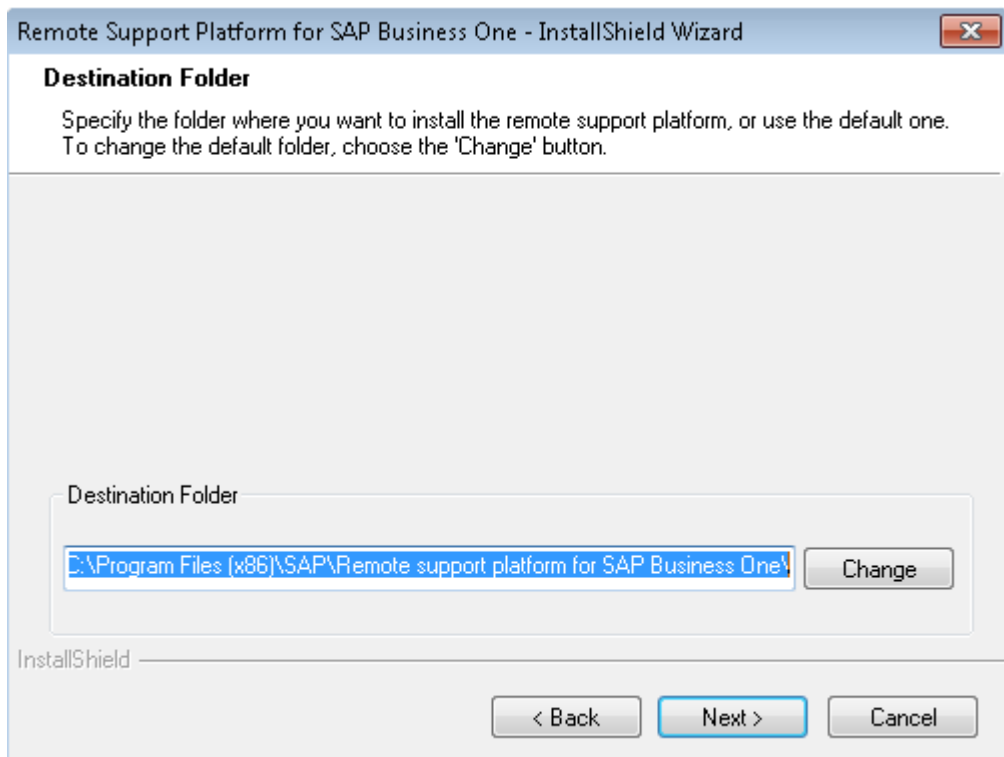
3. In the *Database Connection* window, specify the settings for the studio database.
 - o *Database Type* – From the dropdown list, select the type of database you are using. The remote support platform studio supports all the Microsoft SQL Server database types (MSSQL) that SAP Business One supports.
 - o *Database Server* – Specify the database server on which to create the studio database.
 - o *Database User ID* – Enter the user name of a database administrator account.
 - o *Database Password* – Enter the password of the database administrator account.
 - o *Use Trusted Connection* – Select this checkbox to use Microsoft Windows Authentication when connecting to the database server.



4. In the *WebDAV and Internet Connections for Remote Support Platform Studio* window, specify the following connection settings for the partner's WebDAV servers:
 - o *WebDAV Server URL* – Enter the address of your WebDAV server.
 - o *User Name* – Enter the user name of an account used for server authentication.
 - o *Password* – Enter the password for the account used for server authentication.
 - o *Use Proxy Server* – Select this checkbox to use a proxy server when connecting to the Internet, and then specify the following:
 - o *Proxy Address* – Enter the address of the proxy server.
 - o *Port* – Enter the port number for connections to the proxy server.
 - o *User Name* – Enter the user name of an account used for proxy server authentication.
 - o *Password* – Enter the password for the account used for proxy server authentication.



5. In the *Destination Folder* window, specify the location where you want to install the remote support platform agent console.



6. In the *Review Settings* window, do the following:

- To install the selected components, choose the *Next* button.
 - To change the settings, choose the *Back* button to return to the previous steps.
7. In the *Complete* window, choose the *Finish* button.

2.5 Setting Up and Managing the SAP Remote Connection

You can set up a remote connection from the RSP to provide SAP support engineers with remote access to customer systems. This function can bring about faster error resolution by enabling SAP support engineers to directly observe an issue as part of a Root Cause Analysis.

To enable the SAP Remote Connection, it is necessary to install and configure SAProuter, an SAP program that acts as an intermediate station (proxy) in a network connection between SAP systems, or between SAP systems and external networks.

The Remote Connection Wizard Package, located in the RSP application, contains the following tools for managing the Remote Connection environment on the customer side:

1. The Remote Connection Configuration Wizard to install services.
2. The Software Installation Wizard to install and configure SAProuter.
3. The Remote Connection Service Opener Wizard to open services.

For more information about how to set up and manage the SAP Remote Connection, see the *Administrator's Guide to the SAP Remote Connection* in the remote support platform package (under *Documentation* → *System Setup*) or in the SAP Business One package (under *Documentation* → *Remote Support Platform* → *System Setup*). The *Administrator's Guide to the SAP Remote Connection* is also available on the remote support platform product page on SAP Help portal at https://help.sap.com/viewer/p/REMOTE_SUPPORT_PLATFORM_FOR_SAP_BUSINESS_ONE and on SAPPartnerEdge.com at <https://partneredge.sap.com/en/products/business-one/support/rsp.html> (for partners only).

3 Upgrading the Remote Support Platform for SAP Business One

This section assists you with upgrading the remote support platform agent service and agent console.

i Note

If you upgrade the agent service of the remote support platform for SAP Business One, the agent console is also upgraded automatically.

i Note

The remote support platform studio for SAP Business One is not installed automatically after upgrading.

3.1 Upgrading the Agent Service of the Remote Support Platform for SAP Business One

Prerequisite

A lower version of the agent service of the remote support platform for SAP Business One is installed.

Procedure

1. In the installation package of the remote support platform for SAP Business One, run the `setup.exe` file.
2. The *Database and Internet Connections for Remote Support Platform* window appears in either of the following situations:
 - o The configuration file is removed or corrupted.
 - o The wizard cannot connect to the database server of the remote support platform using the connection parameters in the configuration file.
3. In the *Connection Parameters* window, specify the following:
 - o *Database Type* – From the dropdown list, select the type of database, MSSQL or HANA. The remote support platform supports all the Microsoft SQL Server database types and SAP HANA revisions that SAP Business One supports.
 - o *Database Server* – Specify the database server on which the database of the remote support platform for SAP Business One is running.

i Note

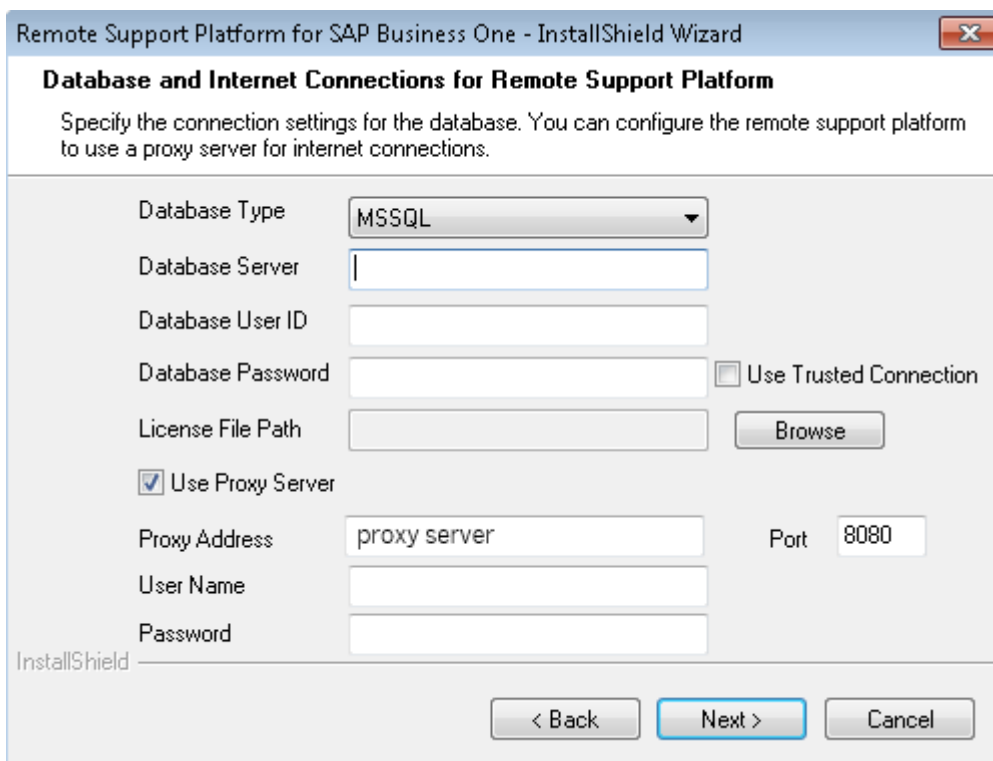
If you select a remote database server to create the database of the remote support platform, the

uploading database function will not work properly because the agent service and the database of the remote support platform are located on different machines.

- *Database User ID* – Enter the user name of a database administrator account.
- *Database Password* – Enter the password of the database administrator account.
- *Use Trusted Connection* – Select this checkbox to use Microsoft Windows Authentication when connecting to the database server.

i Note

This setting is available only when MSSQL is chosen in the *Database Type* field.

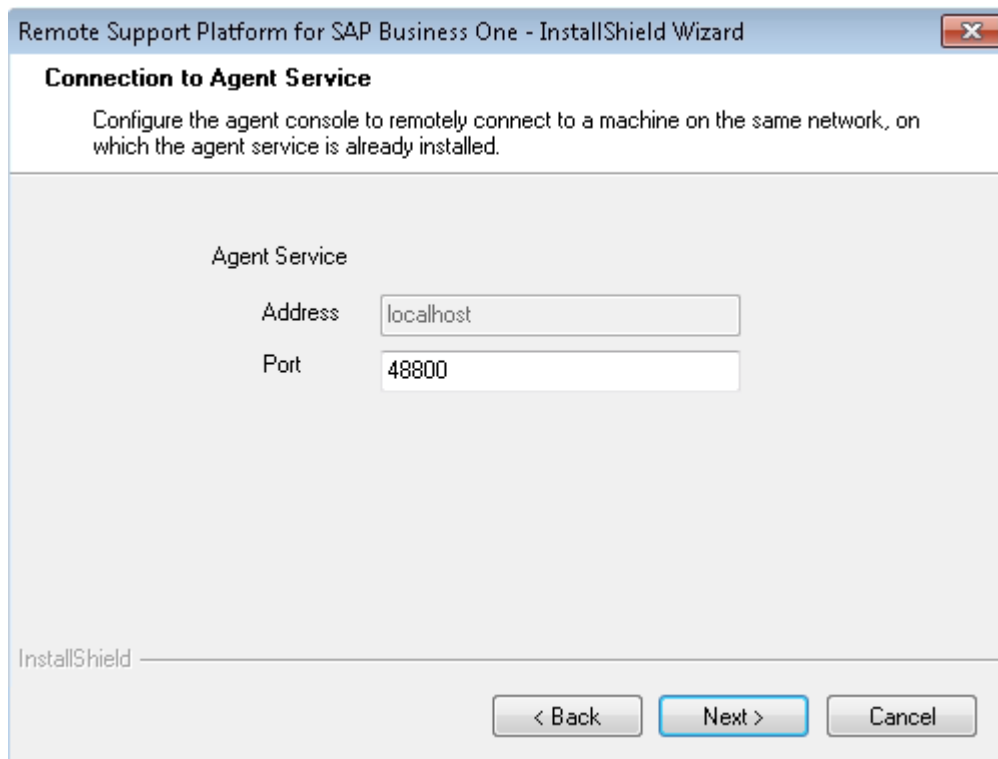


If remote support platform database is not found on the specified database server, check that the settings you entered are correct. The upgrade cannot continue until the wizard locates the remote support platform database.

When the wizard locates the remote support platform database:

- If the database version is higher than the version you are upgrading to, you cannot continue the upgrade.
 - If the database version is the same as the version you are upgrading to, to continue using the database server you specified, choose the *Next* button.
 - If the database version is lower than the version you are upgrading to, to continue the upgrade, choose the *Next* button. The database will be upgraded.
4. The *Connection to Agent Service* window appears in either of the following situations:
- The configuration file is removed or corrupted. To continue, specify the port number and choose the *Next* button.

- o The default port (48800) of the remote support platform is not available. Specify another available port number and then choose the *Next* button. Proceed to step 6.



5. If the configuration file is removed or corrupted, the *Remote Support Platform Account Details* window appears. Specify and confirm the password and e-mail address and then choose the *Next* button.

i Note

The e-mail address assigned here is recorded automatically for the approval settings in the agent console of remote support platform for SAP Business One. For more information, see the online help documentation for the remote support platform for SAP Business One. You can access the online help documentation by pressing **F1** in the application window after you finish installing the remote support platform for SAP Business One.

6. In the *Review Settings* window, do the following:
 - o To install the selected components, choose the *Next* button.
 - o To change the settings, choose the *Back* button to return to the previous steps.
7. In the *Complete* window, choose the *Finish* button.

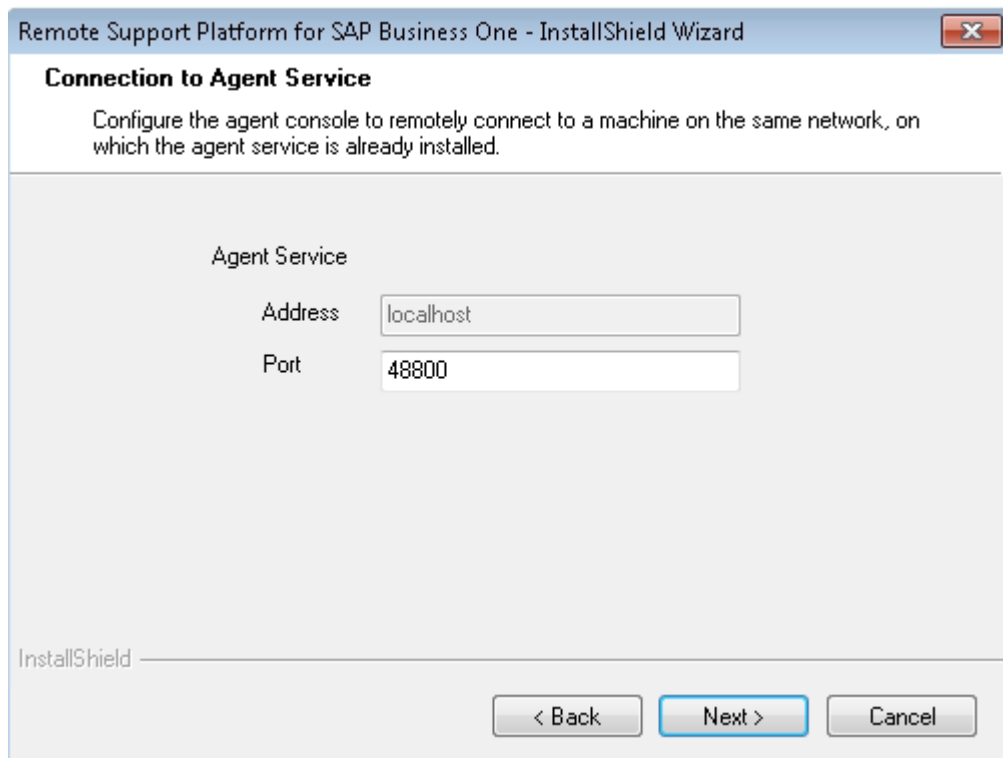
3.2 Upgrading the Agent Console of the Remote Support Platform for SAP Business One

Prerequisites

- A lower version of the remote support platform agent console is installed.
- You have upgraded the remote support platform agent service.

Procedure

1. In the installation package of the remote support platform for SAP Business One, run the `setup.exe` file.
2. In the *Agent Service Connection Settings* window, specify the address and port for the remote support platform agent service and choose the *Next* button.



3. In the *Review Settings* window, do the following:
 - o To install the selected components, choose the *Next* button.
 - o To change the settings, choose the *Back* button to return to the previous steps.
4. In the *Complete* window, choose the *Finish* button.

4 Uninstalling the Remote Support Platform for SAP Business One

This section explains how to remove the remote support platform for SAP Business One.

The package contains the remote support platform for SAP Business One and the remote support platform studio for SAP Business One applications. Once you install one or both applications on your computer using the `setup.exe` file, you must remove both applications together.

Caution

Do not remove the remote support platform for SAP Business One as long as the SAP Business One application is also installed and in use in your company. Once you remove the software, you no longer receive automatic and proactive support from SAP.

Procedure

To remove the remote support platform package, do the following:

1. In Windows, choose *Start* → *Control Panel* → *Add or Remove Programs*.
2. Select the *Remote Support Platform for SAP Business One* option and choose the *Remove* button.
3. The wizard starts to remove the remote support platform package from your machine.

5 Managing Security in the Remote Support Platform for SAP Business One

This section offers several recommendations to help you meet the security demands of the remote support platform for the SAP Business One application. When setting up and maintaining appropriate security for your company, make the necessary investment in time and assets and follow the security guidelines of your software vendors, such as database and operating system vendors.

This section covers the following security aspects for all the Microsoft SQL Servers that SAP Business One supports:

- Technical landscape – Provides an overview of the technical components and communication paths used in the remote support platform.
- User authentication – Allow only legitimate users to access the remote support platform and prevent others from unauthorized access.
- Database authentication – Improve the security of database access by using a strong password-definition mechanism.
- SAP backend authentication and authorization – Allow only legitimate users to access the SAP backend and supply the required connection parameters.
- E-mail channel security – Secure the e-mail channel and ensure you have the relevant SMTP settings.
- Network security – Support your communication needs without allowing unauthorized access to your network.
- Database security – Prevent add-on applications from enabling unauthorized access to the database.
- Application security – Restrict access to users with the necessary permissions.
- Password encryption – Encrypt all the passwords in the remote support platform using specific algorithms or methods.

5.1 Technical Landscape

On the customer side, the remote support platform is implemented as a client/server architecture. It consists of the agent service (server) and the agent console (client).

- The agent service, which runs as a Microsoft Windows service, provides the following:
 - Business functions of agent configuration and task management
 - Infrastructure service of data access and communication
 - Interfaces for remote communication with the agent console
- The agent console, a graphical user interface for agent configuration and task management, communicates proactively with the agent service through Microsoft .NET Remoting interfaces.

The agent service downloads tasks from and uploads task results to the SAP backend of the remote support platform. The agent service and the SAP backend communicate through Web services using the HTTPS protocol.

5.2 User Authentication

As standard practice, the remote support platform and the database authenticate users by their user accounts and passwords.

This section introduces several security mechanisms and recommendations to enhance user authentication.

5.2.1 Logon Lock Mechanism

User data is stored on the agent service side. Users can log on to the service only through the agent console. If one user has already logged on to the agent service, other users cannot log on to the same agent service. This mechanism ensures only one logon session per agent service.

User information is created during the installation, but you can modify it when you have logged on successfully. The password for an agent user, which consists of 4–15 characters, is encrypted and saved in configuration files on the agent-service side.

The application blocks access after a limited number of failed logon attempts. To configure the maximum permitted number of failed logon attempts, do the following:

1. Log on to the remote support platform for SAP Business One.
2. From the menu bar, choose [Configuration](#) → [Accounts](#).
3. On the [Accounts](#) tab, in the [Maximum Failed Logon Attempts](#) field, specify the number of the attempts you allow for failed logons.

The application blocks this account if anyone exceeds the number of logon attempts you defined. To release the account, on the computer where the agent service is installed, launch the agent console, choose [Forgot Password](#), and then change your password using your database server credentials.

The agent console of remote support platform for SAP Business One is automatically locked after being idle for longer than 15 minutes.

The remote support platform can record a logon history. To enable and use this function, do the following:

1. Log on to the remote support platform for SAP Business One.
2. From the menu bar, choose [Configuration](#) → [Accounts](#).
3. On the [Accounts](#) tab, in the [Remember Logon History](#) field, enter the number of logon history entries you want the application to record.

The recorded logon history appears in the [Logon History](#) list.

4. To export the log to a CSV file, choose the [Export Log](#) button.
5. To remove all existing entries, choose the [Clean Log](#) button.

5.2.2 Creating a Substitute User for sa (MSSQL Server)

To prevent “dictionary attacks”, we strongly recommend that you create a substitute user for the database administrator (`sa`) that can take on the daily responsibility of the Microsoft SQL Server database assessment. This new user account must have read and write authorization for your SAP Business One company database, SBO-COMMON database, RSP (remote support platform for SAP Business One database), master database, and msdb database.

To create a new user account and grant permission for the remote support platform for SAP Business One, do the following:

1. In Windows, choose *Start* → *All Programs* → *Microsoft SQL Server 2008* → *SQL Server Enterprise Manager* (or *SQL Server Management Studio*).
2. In the window, choose *Console Root* → *Microsoft SQL Servers* → *SQL Server Group* → *local (Windows NT)* → *Security* → *Logins* and right-click the *Logins* folder.
3. In the *SQL Server Login Properties* window, on the *General* tab, specify the user name you want in the *Name* field.
4. On the *Server Roles* tab, assign the user with the `public` and `sysadmin` server roles.

Note

In some versions of Microsoft SQL Server, the public role is not available in the list of server roles.

5. On the *User Mapping* tab, select the system databases, the RSP database, and SAP Business One company databases.
6. Assign the server roles by selecting the *db_owner* and *public* checkboxes.
7. Choose the *OK* button.

5.2.3 Creating a Substitute User for SYSTEM (SAP HANA Server)



To prevent “dictionary attacks”, we strongly recommend that you use the SAP Business One, version for SAP HANA user as a substitute user for the database administrator (SYSTEM) that can take on the daily responsibility for the SAP HANA Server database assessment. Alternatively, you can create a new user account. This new user account must be granted the necessary privileges, as listed below:

- Roles:
 - **PUBLIC**
 - **CONTENT_ADMIN**
- System Privileges:
 - **CREATE SCHEMA** (grantable)
 - **USER ADMIN** (grantable)
 - **CATALOG READ** (grantable)
 - **IMPORT**
 - **EXPORT**
 - **BACKUP ADMIN**
 - **BACKUP OPERATOR**
- SQL object privileges:
 - SBOCOMMON schema: **SELECT, INSERT, DELETE, UPDATE, EXECUTE** (all grantable)
 - COMMON schema: **SELECT, INSERT, DELETE, UPDATE, EXECUTE** (all grantable)
 - SYSTEM schema: **CREATE ANY, SELECT**
 - `_SYS_STATISTICS` schema: **SELECT, EXECUTE**
 - B1 Company schema: **SELECT, INSERT, DELETE, UPDATE, EXECUTE** (all grantable)

1 Note

The privileges for the B1 company schema must be given for each SAP Business One database that needs to be monitored.

To create a super user account for maintaining administrative tasks for SAP Business One, version for SAP HANA, in the SAP HANA studio, proceed as follows:

1. Log on to the SAP HANA studio as a database administrator.
2. In the *SAP HANA Systems* list, navigate to the database instance for which you want to create a superuser account.
3. Choose *Security* → *Users*, right-click *Users*, and choose *New User*.
The *<instance name> - New User* tab appears on the right.
4. On the *<instance name> - New User* tab, do the following:
 - In the *User Name* field, enter the name of the new user.
 - Select the *Password* checkbox, and then specify and confirm the password for the new user.
 - In the *Session Client* field, do not enter anything.
 - On the *System Privileges* tab, in the lower area, choose . In the *Select System Privilege* window, add all necessary system privileges.
 - If necessary, in the *System Privilege* pane on the left, select each privilege, and then select the *Grantable to other users and roles* checkbox in the *Details* pane on the right.
5. In the upper right toolbar, click  (*Deploy*) to save the new user.

For more information about creating users, see *SAP Business One Administrator's Guide, version for SAP HANA*. You can find this document on the SAP Business One product DVD and in the product page on SAP Help Portal at https://help.sap.com/viewer/product/SAP_BUSINESS_ONE_VERSION_FOR_SAP_HANA/9.3/en-US. Partners can find the document also on SAPPartnerEdge.com at <https://partneredge.sap.com/en/products/business-one/about/sbo-hana.html>.

5.3 Database Authentication

The default user name of the database administrator is `sa`, and it has full authorization. Therefore, you must assign a strong password to this account, even on servers that are configured to require Microsoft Windows authentication. This ensures that a blank or weak password is not exposed.

A strong password is the first step to securing the remote support platform. A password that can be easily guessed or compromised using a simple dictionary attack makes your system vulnerable. A strong password has the following characteristics:

- Contains alphabetic, numeric, and special characters
- Is at least seven characters in length
- Is not a common word or name
- Does NOT contain a name or user name
- Is significantly different from previous passwords

Procedure

To set the password for the `sa` account, do the following:

1. In Windows, choose *Start* → *All Programs* → *Microsoft SQL Server 2008* → *SQL Server Management Studio*. Upon first logon, in the *Connect to Server* window, enter the server name (if required); under *Authentication*, select *SQL Authentication*.
2. In the *Login ID* field, enter the database administrator name you defined when installing SAP Business One server.
3. Enter the password and choose the *Connect* button.
4. In the *Object Explorer* window, under the *SQL Server* instance, expand *Security* → *Logins*. Right-click *sa* and choose the *Properties* menu.
5. On the *General* tab, enter and confirm the new password for the `sa` account.
6. Choose the *OK* button and close the *SQL Server Management Studio* window.

➔ Recommendation

In addition to setting a strong password for the `sa` account, we recommend that you create another substitute user with the same authorization as the database administrator (`sa`). For more information, see [Creating a Substitute User for sa](#).

For more information about relevant security settings, see *SAP Business One Administrator's Guide*. You can find the document on the SAP Business One product DVD and in the product page on SAP Help Portal at https://help.sap.com/viewer/product/SAP_BUSINESS_ONE/9.3/en-US. Partners can find the document also on SAPPartnerEdge.com at <https://partneredge.sap.com/en/products/business-one/about/sbo.html>.

5.4 SAP Backend Authentications and Authorizations

The authentications and authorizations for the SAP backend are protected by SAP Service Marketplace extranet. The agent service cannot connect to the SAP backend without the correct and authenticated user name and password, and this connection authentication information is secured. For more information, see *Network Security*. When you log on to the agent service successfully through the console, you can configure the following connection parameters to the SAP backend:

- S-user
- Password

For more information about security and S-users, see <https://help.sap.com>.

There are two different configurations of two different S-Users recommended in the RSP:

4. In order to connect to the new SAP backend, you require a technical S-user account with Technical Data Transfer authorization. This technical S-user must be configured in the RSP (*Configuration* → *Channels* → *SAP Channel*).

Note

Partners can request a technical S-user for their customers in their partner dashboard, or customers can request it for themselves.

For instructions on how to request the technical S-User, see SAP Note [2063077](#).

Note

When an Original Equipment Manufacturer (OEM) partner installs RSP in his customers' environments, he should first set up, for each customer, a different system number and a technical S-user for RSP configuration purposes.

For more information about S-user authorizations for RSP installations, see SAP Note [1882682](#).

5. For software updates, use another specific S-User, one who has downloading authorization
6. for logging on to the SAP backend. This S-user must be configured in the RSP ([Configuration](#) → [Software Updates](#)).

For more information about S-user authorizations for RSP installations, see SAP Note [1882682](#).

These configurations are stored in the configuration files of the agent service. Ensure that your S-user matches the `SYSTEM-NR` value stored in the SAP Business One license file. You can access the license file as follows:

1. In the remote support platform for SAP Business One, from the menu bar, choose [Configuration](#) → [Databases](#).
2. In the [License File Path](#) field, choose the [Browse](#) button and then locate the license file of SAP Business One.

5.4.1 Checking System Identification to the SAP Backend

You can check the system identification to the SAP backend in SAP Business One Customer Portal or SAP Business One Partner Portal:

- As a customer:
 1. Log on to SAP Business One Customer Portal with your S-user ID and password.
 2. At the top left of the [Workbench](#) panel, click [System Data Maintenance](#).
 3. In the [Customer](#) area, select the customer to whom the system number is assigned.
 4. In the [System installation](#) structure, check whether the system number exists under one of the installations.
- As a partner:
 1. Log on to SAP Business One Partner Portal with your S-user ID and password.
 2. In [Customer](#) selection, select the customer to whom the system number is assigned.
 3. In [System installation](#) structure, check whether the system number is under one of the installations.

5.5 E-Mail Channel Security

You can subscribe to receive the following e-mail notifications from the agent service:

- Notifications of system errors
- Approval events
- Task execution reports

To receive e-mail notifications, you must enable the e-mail channel and configure the SMTP settings in the agent console. To configure the settings, do the following:

1. Log on to the remote support platform for SAP Business One.
2. From the menu bar, choose *Configuration* → *Channels*.
3. Select the *E-Mail Channel* tab and configure the following fields as needed:
 - *SMTP Server*
 - *Port* (25 by default)
If you change the default port number, make sure that your port number is consistent with your SMTP port number.
 - *SSL*
 - *SMTP User Name*
 - *SMTP Password*
 - *Agent Email* – Specify the sender's (agent service) e-mail address.
 - *E-Mail Recipients* – Specify the e-mail addresses to which the agent service sends task results as an attachment.
You can specify e-mail addresses for each task respectively on the Communication tab of the Task Details window.
 - *Maximum Attachment Size* – If attachments exceed the configured limitation, task results cannot be attached to the sent e-mails.
4. Choose the *Save* button.

The SMTP settings are stored in the configuration files of the agent service, and the password is encrypted.

5.6 Network Security

Recommendation

Use the remote support platform for SAP Business One in trusted environments only (corporate local area network with firewall protection).

The following communications should be conducted over a secure network:

- SAP backend with the agent service
The SAP backend is exposed as Web services, and the agent service communicates with the SAP backend via HTTPS-based Web services calls.
- Agent service with database server
The communication between the agent service and the database server is implemented based on Microsoft ADO.NET. The default communication port is TCP 1433.
- Agent service with agent console
The communication between the agent service and the agent console is implemented based on Microsoft .NET Remoting. Taking performance into consideration, you can configure the parameters for remote communication in the files of the agent service of remote support platform for SAP Business One. By default, the communication is based on a TCP channel; the port is 48800.
- E-mail channel
The e-mail function is based on built-in SMTP functions in Microsoft .NET; the default SMTP port is 25.

For the communication of agent console, agent service, database server, and e-mail channel, make sure all the ports are enabled in firewall software or virus protection software settings.

i Note

If the agent service (server component) is working on Microsoft Windows XP and not in a domain, make sure that you have turned off Use simple file sharing. To do so, refer to <http://support.microsoft.com/kb/307874> or do the following:

1. In Windows, choose *Start* → *My Computer*.
2. In the *Tools* menu, choose the *Folder Options* and then select the *View* tab.
3. In the *Advanced Settings* section, deselect the *Use simple file sharing (Recommended)* checkbox.
4. Choose the *OK* button.

5.7 Database Security

For information about database security policies and tasks, see *SAP Business One Administrator's Guide* or *SAP Business One Administrator's Guide, version for SAP HANA*. You can find these documents on the SAP Business One product DVD and in the products pages on SAP Help Portal at <https://help.sap.com>. Partners can find these documents also on SAPPartnerEdge.com at <https://partneredge.sap.com/>.

5.8 Application Security

The agent of the remote support platform creates and uses only one user account. By default, it is the admin user. Users cannot access the agent console without the correct user name and password.

5.9 Password Encryption

All passwords in the remote support platform for SAP Business One are secured by encryption. The user password for logging on to the remote support platform for SAP Business One is encrypted using the Microsoft .NET built-in HASH algorithm (SHA1). The passwords for the database user, the SAP backend user, and the SMTP user are encrypted with Microsoft DPAPI.

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