FAQs **PUBLIC**

Remote Support Platform for SAP Business One

Document Version: 2.1 – 2021-01-15

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

All Countries

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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`.

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Document History

Version	Date	Change
1.0	2015-03-03	All screen shots and tool references are taken from RSP 3.1
2.0	2019-01-17	All screen shots and tool references are taken from RSP 3.2
2.1	2029-01-15	Addition of new question 1 on where to find the latest RSP documentation

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1 Where can I find the latest documentation about Remote Support Platform for SAP Business One (RSP)?

The central documentation for technical information on how to install, upgrade and uninstall RSP is the Administrator's Guide to the Remote Support Platform for SAP Business One. The latest version can be found on the SAP Help Portal.

Additionally:

- SAP Partners: please visit to the remote support platform information page on SAPPartnerEdge.com for the latest information.
- SAP customers: Access the latest documentation on the Remote Support Platform for SAP Business One Product page on SAP Help Portal.

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2 Where can I find training material?

- SAP Partners: please visit to the remote support platform information page on SAPPartnerEdge.com
- SAP Customers: please visit
  - The SAP Business One Support page on SAP Support Portal for support information and
  - The remote support platform product page on SAP Help Portal for documentation
- See also the SAP Business One Channel on YouTube

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3 What kind of information should I collect before configuring remote support platform for SAP Business One?

For configuration purposes the following should be prepared:

- Address and credentials for connecting to database server where customer databases as well as SBO-Common database are stored
- Address and credentials for using proxy server in case it is used for accessing the Web in the customer landscape
- Address and credentials for using SMTP server for sending reports and system alerts via email generated by remote support platform for SAP Business One
- Valid license key file for the installation of SAP Business One or related system number and installation number
- Customers S-User and password for connecting to the Support Launchpad for SAP Business One. Ensure this S-user has the right to “Maintain System Data” (see SAP note 1882682)

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4 Is it possible to use an external SMTP server?

Yes, it is possible. Make sure that you enter in the remote support platform for SAP Business One tool the necessary settings as provided by your email provider. Configure the firewall to allow communication via the SMTP protocol using the needed port(s).

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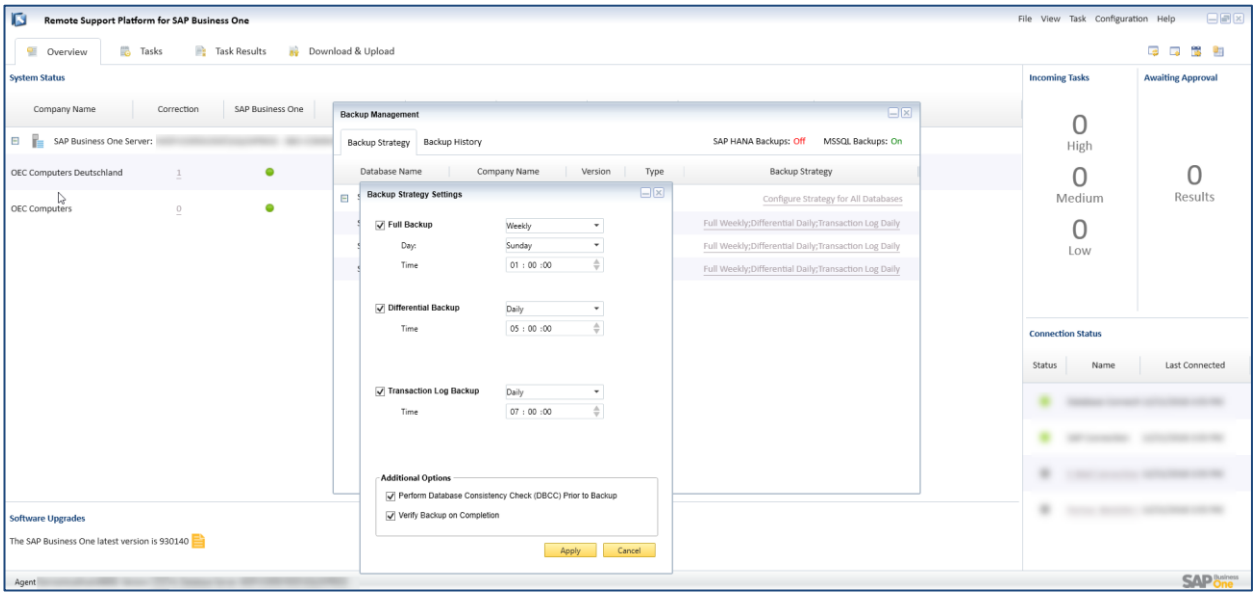
5 I must frequently back up big databases. How can I reduce the size of the backup file and shorten the backup time needed?

In the Console window of remote support platform for SAP Business One, navigate to *Configuration* → Backup Management. Double click on the relevant database and the *Company Database Details* window is displayed. Choose *Browse* in order to define another backup path. It is possible to use one general folder for all your databases, although the backup path can also be configured for each database separately.



Turn on either MSSQL or HANA Backups by clicking on *Off* and make the relevant settings. Save the settings. Then click on the respective link below Backup Strategy and either plan a backup strategy for all databases or for the related database.

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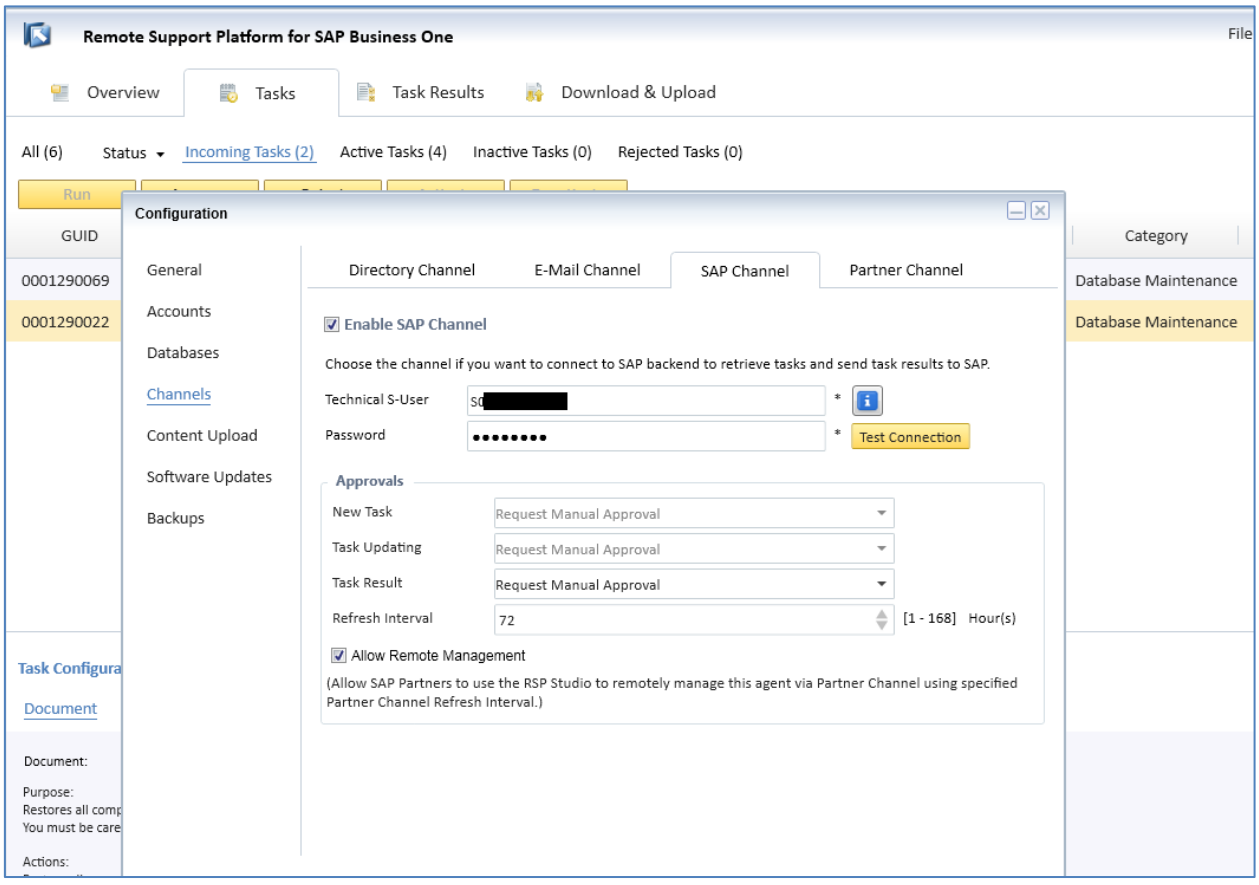
6 Which User and password should be entered in the RSP "Configuration → Channels → SAP Channel" to send the results to SAP Support?

As of RSP 3.2, a **technical user** (T-User) must be requested, activated, and configured in RSP. Make sure to test the connection! The technical user sometimes is named *technical S-user* or *Support Hub User for Data Transfer.*

All terms refer to the very same user type.

There are 3 different ways to request such a technical user (customer for his own organization, partner on behalf of his customer organization, and partner on behalf of several customer organizations).

See SAP Note 2063077 for details.



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7 What is a Technical User?

The technical user is sometimes named *technical S-user* or *Support Hub User for Data Transfer, or T-User.*

All terms refer to the very same user type. The aim of the technical user is to access SAP's postbox in order to exchange small xml files (download RSP tasks or Content Upload Requests, or upload RSP task results).

Although a T-User ID looks like a classic S-User ID, a T-User cannot have any authorization assigned to it, nor is it supposed to be used to access any SAP portals.

There are 3 different ways to request such a technical user:

- Customer for his own organization,
- Partner on behalf of his customer organization and
- Partner on behalf of several customer organizations).

See SAP Note 2063077 for details.

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8 What should I do if the T-User ID or the password for the T-User was forgotten?

Open the T-User application as explained in SAP Note 2063077.

- If you are a customer and using the application for your own organization, then identify the T-User ID and/or change the password.
- If you are a partner and using the application on behalf of your customer, then identify the T-User ID and/or activate the T-User another time

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9 I am receiving an error message "Connection to SAP channel failed [...]". What is causing this problem?

In most cases this error message is displayed when:

1. No Internet connection could be initiated
2. Proxy settings or proxy credentials are not correct
3. SAP Backend is not available at the moment when trying to connect
4. Incorrect T-User and Password combination is entered in the RSP configuration
5. The System number configured in RSP or for which the license file got generated for, got deleted in SAP's backend systems
6. The T-User that was entered does not belong to the proper customer's system number

Refer the troubleshooting SAP Note 2414424.

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10 Partner has installed and configured RSP successfully. A test connection to the SAP backend works as well. However, that installation still does not receive any task from the backend. Why?

RSP tasks such as SAP HANA Health Check, IVI Health Check, or DBCC CheckDB are distributed automatically to all system numbers which have successfully connected to SAP at least once, normally by uploading the results of the System Status Report to SAP.

Once this is done, it should be possible to trigger immediate manual download of tasks, for example by pressing 'F5'. Independently of that, such a download will be triggered automatically within the next 6 hours (under the prerequisite that the default schedule setting of the task "task retrieval" has not changed).

For a list of the most relevant tasks in RSP, refer to SAP Note 1788954.

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11 Which installations will receive Corrective Tasks?

Generic Corrective Tasks will be distributed to all installations. Specific Corrective Tasks will be distributed on a case-by- case basis (e.g. to correct an issue reported via customer incident).

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12 How should I configure tasks scheduling? Should some tasks be recurring, or should we run them only when needed?

It depends. It is up to the partner to decide how he would like to monitor installations and which information is important for supporting his customers. Each task received from SAP has a default scheduling provided. This is a kind of recommendation on how often the task should be executed. These recommendations are set by SAP Support; however, the final decision rests with the partner.

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13 Is the installation of the Remote Support Platform mandatory for Customers?

Remote Support Platform for SAP Business One (RSP) is the primary tool for receiving SAP Business One support and maintenance services. It is therefore important that all customer installations have RSP installed and active, to ensure that customers promptly receive support services and avoid any potential message billing costs.

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14 Is RSP required to be installed on the database server?

You can install RSP on a different machine than the database server such as the client machine. You need to ensure that you enable the TCP/IP protocol of Microsoft SQL server and remote access, so that RSP can connect to the SAP Business One server.

Please refer to the Administrator's Guide - Remote Support Platform 3.2 for SAP Business One for installation and configuration details.

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15 To give my customers active support, I would like to have an early alert before issues might arise. How can I facilitate this since I want to have an overview “at a glance”?

The RSP Studio enables partners to develop support tasks, deliver tasks to customers, and manage tasks for different customer installations. The RSP studio can also be used by customers who run many SAP Business One installations.

Please refer to the guide Working with the RSP 3.2 Studio for installation and configuration details.

Set up the WebDAV feature on your Partner environment and use the reporting available within the RSP Studio.

- For configuration details of WebDAV with Internet Information Server (IIS) refer to SAP note 1697750
- For configuration details of WebDAV using Apache, refer to SAP note 1776656

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16 Which ports does RSP use?

Refer to SAP note 1880842.

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17 Why should my customer frequently upload the result of the System Status Report?

The System Status Report (SSR) provides answers to questions asked by SAP Support in the first instance of their investigations of issues. Having most up-to-date answers available at SAP at the time an incident is created will allow a shorter processing time, and many solutions can be provided faster than without the SSR results.

The very same benefits apply to the L1/L2 support of the partner. If the partner has set-up a WebDAV (see question 15), the partner organization will get the task results too!

In addition, the weekly upload ensures access to the Support User feature, which is available as of SAP Business One 9.2 / SAP Business One version 9.2, version for SAP HANA.

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18 How can I set up RSP for my customers who have bought OEM licenses?

Once you have requested licenses for your OEM customers, a system number will be created for each of your customers. The system number is unique and is used for identification when configuring RSP.

Note: make sure not to mix up system numbers of different OEM customers. Pay attention to the system number request form and name each system according to the corresponding OEM customer.

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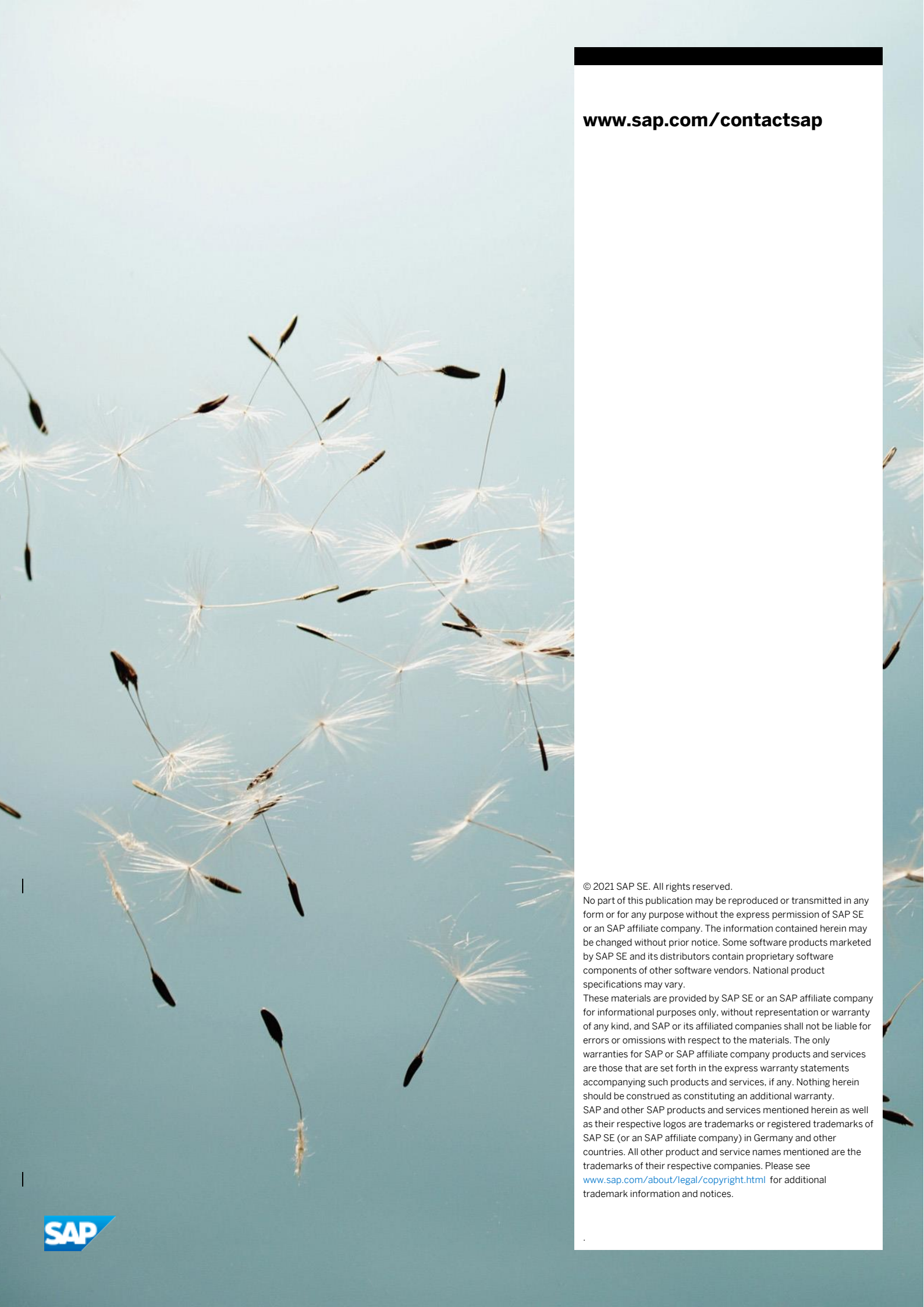

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