



# Remote Support Platform (RSP) for SAP Business One

## Overview and Value Proposition for Customers

SAP Business One Rollout, SAP  
February 7, 2018

CUSTOMER

# Are You familiar with these situations?

*Shocked to find out that there has been no backup of the database for a while?*

- ✓ RSP can give you peace of mind by scheduling backups automatically. RSP will tell you when something goes wrong, immediately!

*Frustrated with unplanned downtimes and sluggish system performance?*

- ✓ Minimize business disruption with RSP and achieve peak system performance, stability and improved data consistency.

*Have run out of space again on the server?*

- ✓ Avoid nasty surprises by letting RSP alert you before there is a problem.

*Want to be alerted as soon as an issue appears on the horizon?*

- ✓ Regularly upload all RSP task results. It helps SAP prioritize related bug fixes and any issues may be fixed before it hits your SAP Business One installation.

# Benefits from RSP as a Customer

Run Simple with RSP for SAP Business One 24/7



Reduce your TCO due to increased operational effectiveness and decreased time for support



Minimize unplanned downtime and business disruption



Achieve peak system performance, stability and improved data consistency



Get accelerated and predictable problem resolution



Reduce time for system maintenance  
(i.e. simplified upgrades, automated back-ups, and repairs)

# Remote Support Platform for SAP Business One

## Primary Support Platform for SAP Business One Support Services

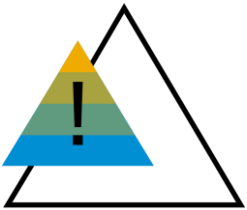


Remote Support Platform is:

- The **primary support platform** for receiving SAP Business One support services
- **Simple, quick to install**, and **free** for customers on maintenance. No additional hardware required
- **Always up-to-date** with automatic software upgrades

The latest version, RSP 3.2, supports:

- SAP Business One 9 Release Family, both on MS SQL and SAP HANA
- SAP Business One 8.8 Release Family, both on MS SQL and SAP HANA



Due to the retirement of an older part of SAP's IT infrastructure, RSP installations that run on **version 3.1 or lower** will lose their connection to SAP.

**Action needed: Upgrade all customer RSP installations to the latest patch of RSP 3.2.**

See SAP Note [2063077](#)

# Remote Support Platform 3.2 for SAP Business One

## Features Overview at Customer Installation

### Embedded Tasks and Services



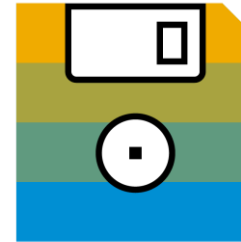
- ✓ Receive and execute SAP tasks, Partner tasks and customized solutions
- ✓ Health checks for improved performance
- ✓ Self-Healing Wizard
- ✓ Support of big file and database transfer

### Real Time System Monitoring



- ✓ Traffic lights indicate application readiness
- ✓ System Status Report provides comprehensive system assessment
- ✓ Automated notifications when issues are detected
- ✓ Overview of hardware and software configuration
- ✓ Overview of business setup and customization level

### Flexible Backup Solution



- ✓ Schedule backup (MS SQL & SAP HANA)
- ✓ Choose MS SQL backup options: full, differential or delta
- ✓ Perform instance backups and delete old backups (SAP HANA)
- ✓ Set additional tasks e.g. consistency checks to be executed prior to backup
- ✓ Back up SAP Business One attachments automatically

### Controlled Upgrade



- ✓ SAP Business One software updates and patch download
- ✓ Pre-upgrade tool always downloaded automatically by RSP
- ✓ Run upgrade test on company DB silently
- ✓ Upgrade performed only when database is ready

# New features delivered in RSP 3.2



[Video: Highlights of Remote Support Platform 3.2](#)

# Communication with the new SAP backend via a technical user in RSP 3.2

The screenshot shows the 'Configuration' window in RSP 3.2, specifically the 'SAP Channel' tab. The left sidebar lists various configuration areas: General, Accounts, Databases, Channels (highlighted), Content Upload, Software Updates, and Backups. The main content area is divided into sections. The 'SAP Channel' section has tabs for 'Directory Channel', 'E-Mail Channel', 'SAP Channel' (selected), and 'Partner Channel'. It includes a checkbox for 'Enable SAP Channel' which is checked. Below this is a note: 'Choose the channel if you want to connect to SAP backend to retrieve tasks and send task results to SAP.' There are two input fields: 'Technical S-User' with the value 'S001' and a password field with masked characters. To the right of these fields are an information icon and a 'Test Connection' button. The 'Approvals' section contains three dropdown menus for 'New Task', 'Task Updating', and 'Task Result', all set to 'Request Manual Approval'. Below these is a 'Refresh Interval' spinner set to '72' with a range of '[1 - 168] Hour(s)'. At the bottom of the 'Approvals' section is a checkbox for 'Allow Remote Management' with a note: '(Allow SAP Partners to use the RSP Studio to remotely manage this agent via Partner Channel using specified Partner Channel Refresh Interval.)'. A 'Save' button is located at the bottom right of the window.

## Feature

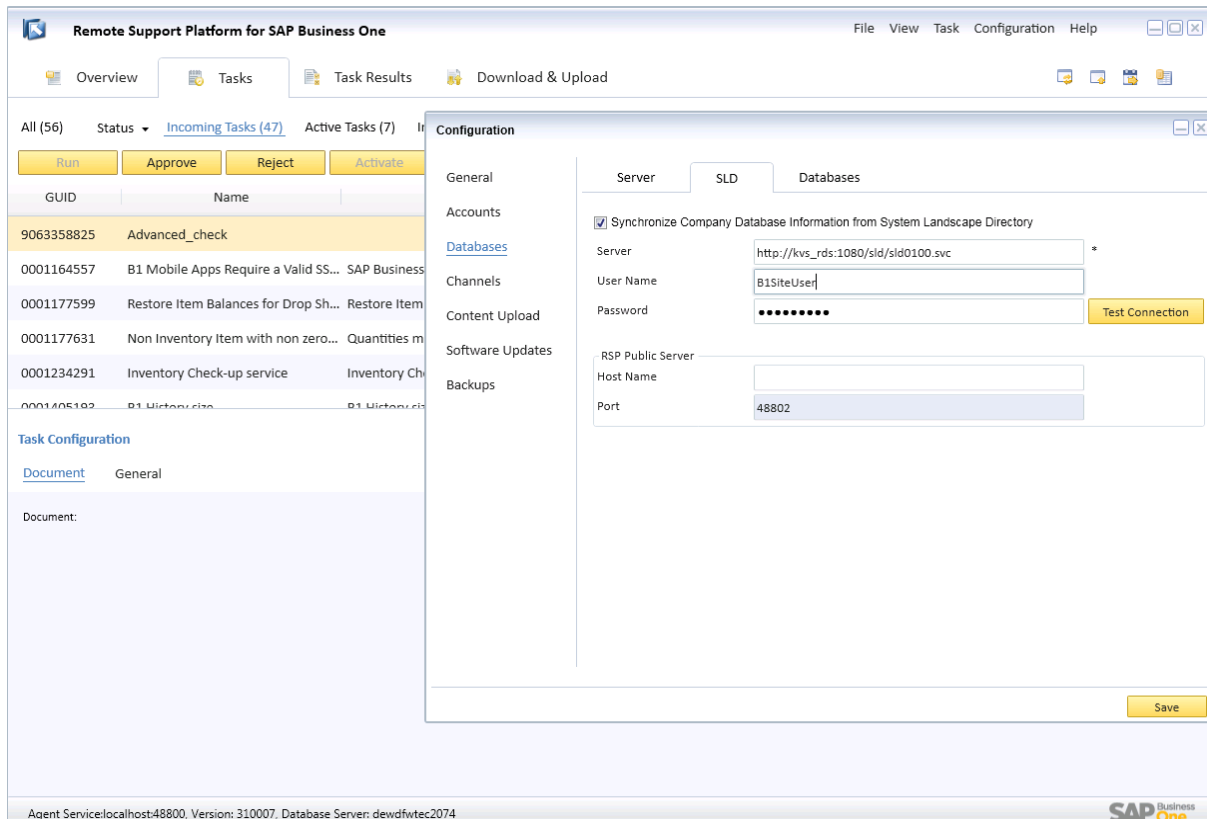
- Delivery of a technical user in RSP 3.2 to connect to new SAP Backend
- See SAP Note [2063077](#) to obtain the new technical user
- Request & Activate the technical user via the SAP Portal

## Benefits

- Enhanced security, as the technical user is designed for data transfer only
- Minimized maintenance effort, as the password of a technical user no longer needs to be changed as often as for a personal S-user
- The technical user is free of charge for now



# Landscape Synchronization with System Landscape Directory



## Feature

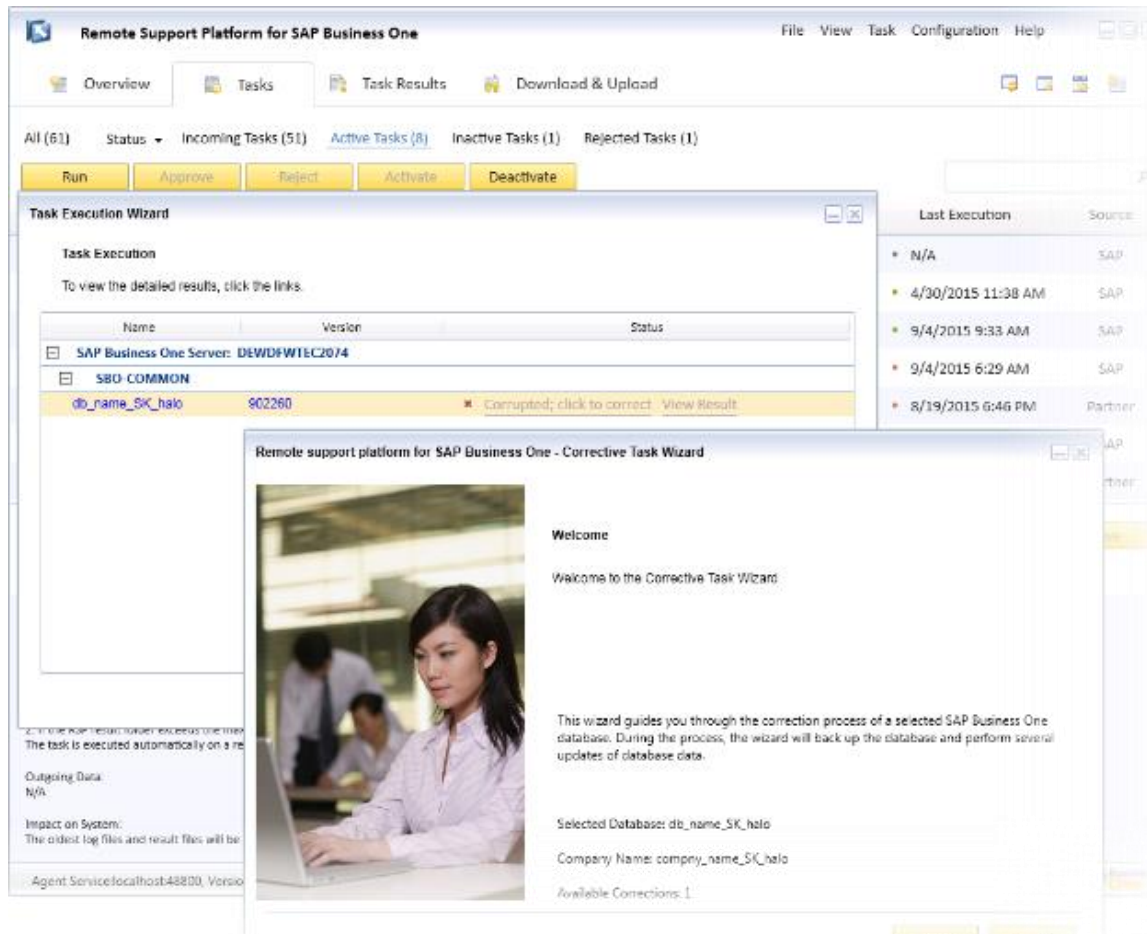
- Synchronize company database information from System Landscape Directory (SLD) in RSP 3.2

## Benefits

- Landscape changes done in SLD on customer site are automatically replicated to RSP
- RSP configuration and setup is much easier
- No disruption of RSP results in case of landscape changes (e.g. exchange of database server or password change)



# RSP 3.2 for SAP Business One, version for SAP HANA



## Features

- Dedicated SAP HANA health checks
- Healing tasks for SAP Business One, version for SAP HANA
- Perform instance backups of SAP HANA databases, schedule backup or delete old backups
- Email notification for back-up results. See SAP Note [2348286](#)
- SAP HANA schema consistency check performed prior to each back-up or schema export. See SAP Note [2348295](#)

## Benefits

- SAP HANA health checks allow to resolve issues with SAP HANA effectively by collecting necessary information
- SAP HANA databases can leverage the healing tasks delivered from RSP 3.2 to resolve any potential issues easily
- Scheduling regular backups of the SAP HANA database and deleting old backups automatically saves maintenance time
- Higher level of automation

# Remote Support Platform 3.2 for SAP Business One 9.3



**Backup Strategy Settings**

☒ **Instance Backup**      Daily

Time: 10 : 10 :00

Backup Service is available  
<https://sid-hdb:40000/BackupService/>

**Additional Options**

☒ Delete Older Backups After Successful Instance Backup

☒ Perform Company Schema Consistency Check Prior to Backup

☐ Check Only Productive Schemas

Trigger Instance Backup Now      **OK**      **Cancel**

**Remote Support Platform for SAP Business One**

Overview | Tasks | Task Results | Download & Upload

**Content Upload**

Import | Start | Pause | Edit | Reject      ☐ Display All Requests

GUID	Request Name	Incident No.	Progress	
9030173834		0020751295-48985-2017	N/A	To Be Started
9067210730		0020751295-48985-2017	N/A	To Be Started
9014302285		0020751295-48985-2017	N/A	To Be Started
9047216337		0020751295-48985-2017	N/A	To Be Started
9062317998		0020751295-48985-2017	N/A	To Be Started
9020394987		0020751295-48985-2017	N/A	To Be Started
9082144334		0020751295-48985-2017	N/A	To Be Started

**Software Updates**

Check for Updates | Upgrade Test | View Details | Start Download | Pause Download | Reject      ☐ Display All Patches

Component	New Version	SAP Note	Progress	
Remote support platform for SAP Business One				
Remote support platform for SAP Business One	3.2 SP00 PLO8	2448324	100.00%	Upgraded
SAP Business One 9.0 Release Family				
SAP Business One 9.2	9.2 PL6 Update patch	2349500	100.00%	Downloaded

Agent: ServiceLocalHost48800, Version: 320008, Database Server: WDFV33950193C

## Latest Features

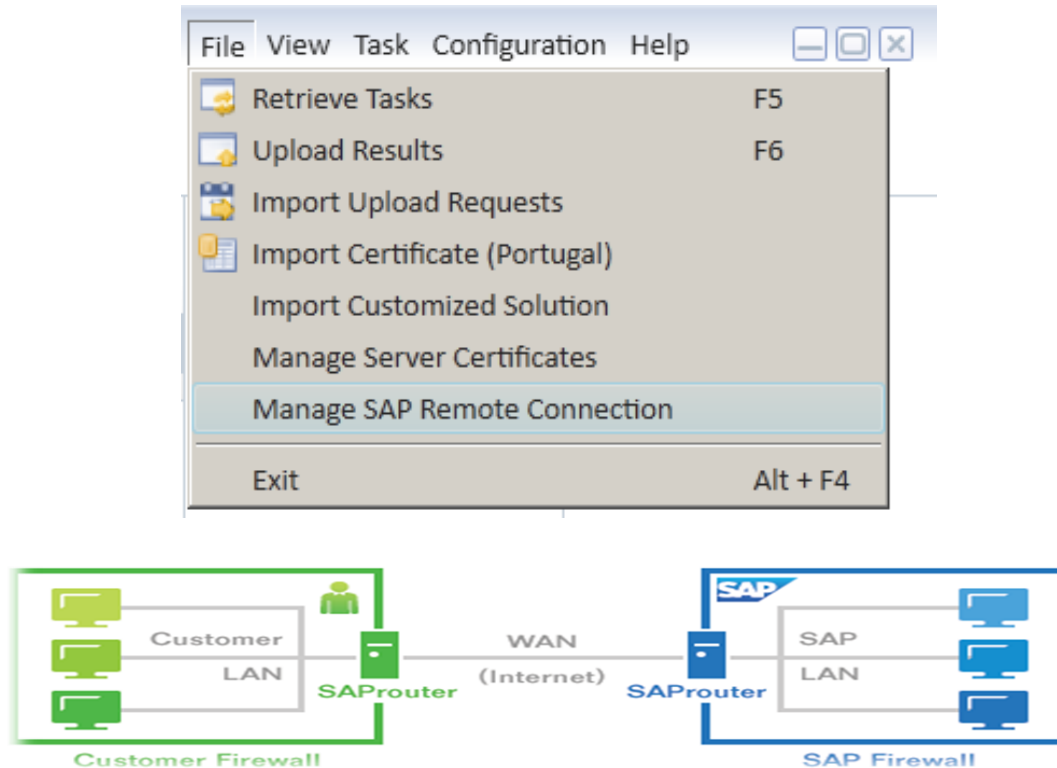
- Schema Consistency Check enforcement to Instance Backup feature
  - RSP Task 2315090 performs SAP HANA schema consistency checks described in SAP Note [2116157](#)
  - Ability to run on productive databases only
  - Ability to get email notification about status change
- Simplified Content Upload Requests (CUR) for upload of GoToAssist recordings
  - No need to email the Content Upload request and encryption key.

## Benefits

- Consistency check strategy
- Quicker and more effective support

**Note:** As of SAP Business One 9.3, RSP's versioning is de-coupled from SAP Business One's versioning. RSP 3.2 patches will be delivered together with SAP Business One 9.3, thus allowing a flexible software delivery of RSP.

# Remote Connection with RSP 3.2



## Feature

- RSP 3.2 offers a Remote Connection service for all SAP Business One customers
- Remote Connection enables secure remote access between the customer and SAP
- Remote Connection leverages the SAProuter application
- Easy Booking of GoToAssist Service – This connection type offered by remote connection is free of charge and offers state of the art security level.
- The Remote Connection Wizard Package simplifies the implementation and configuration of SAProuter
- Mandatory for SAP HANA DB support

## Benefit

- Secure remote access to SAP Business One Customer systems
- Speeds up resolution process with root cause analysis directly performed in customer environment
- Customer has full control to manage Remote Connection
- Logged remote sessions for auditing purposes



➤ [Remote Connection for SAP Business One](#)  
➤ [How to book a GoToAssist Service](#)

# More Information

Visit the [Remote Support Platform page on SAP Support Portal](#) for:

- Information about security and Data Privacy
  - Availability information
  - Documentation and FAQs
  - Best Practices Guides
- 
- See the [appendix slides](#) to review key [support services and tasks](#) that are delivered only via RSP



# **Appendix: RSP Tasks and Services**

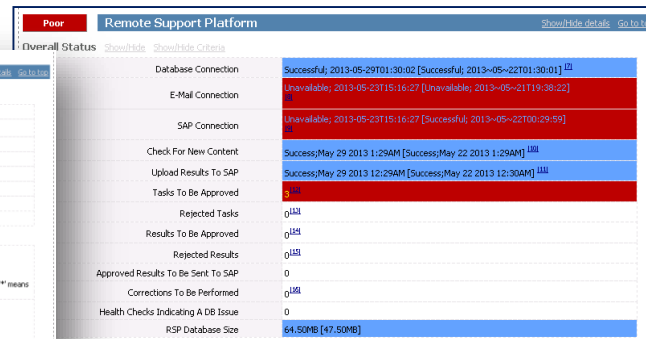
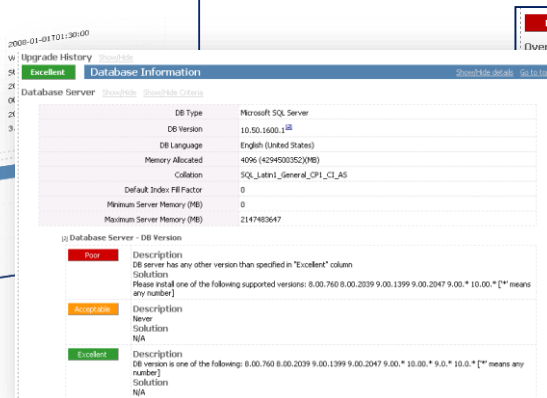
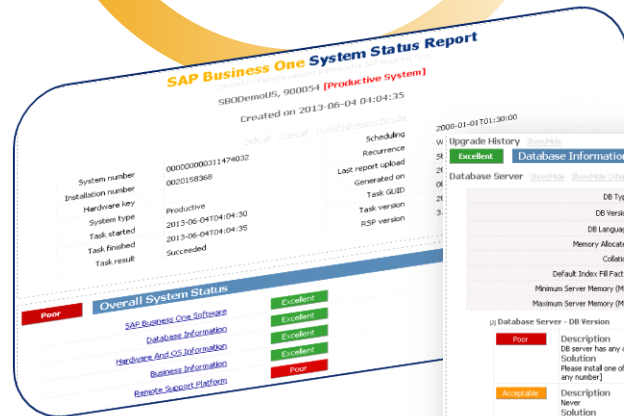
# RSP Key Features - Real-time System Monitoring

- ✓ RSP scans and reports on system readiness to ensure smooth daily business operations



System Status Report provides comprehensive system assessment

- Automatic checks on important system factors such as disk space and back-up status
- Detailed information on business setup and customization
- Overview of hardware and software configuration
- Traffic lights to visually indicate system readiness and areas that need attention
- Reports highlight changes compared to the previous reports and include previous data

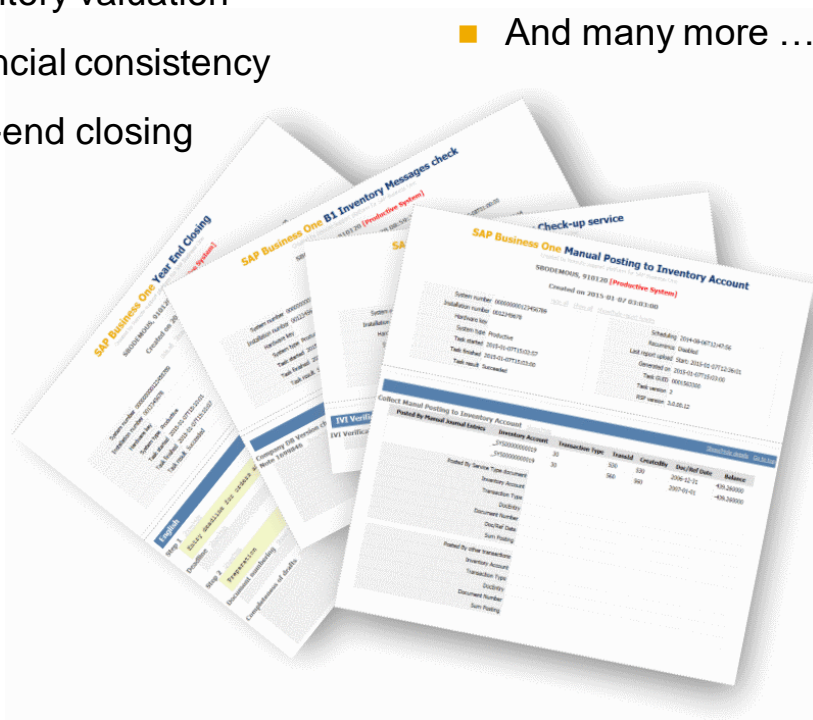


# RSP Key Features - Health Checks for Improved Process Performance

- ✓ Remote Support provides health checks on various areas of the customer application against data inconsistencies, and alerts for potential issues to eliminate performance bottlenecks at an early stage

## Over 60 Health checks:

- SAP HANA Checks
- Inventory valuation
- Financial consistency
- Year-end closing
- Pre-upgrade assessments
- Sales and purchase process evaluation
- And many more ...



# SAP Business One Manual Posting to Inventory Account

Created by Remote support platform for SAP Business One

**SBODEMOUS, 910120 [Productive System]**

Created on 2015-01-07 03:03:00

[Hide all](#)
[Show all](#)
[Show/hide report header](#)

System number	000000000123456789
Installation number	0012345678
Hardware key	
System type	Productive
Task started	2015-01-07T15:02:57
Task finished	2015-01-07T15:03:00
Task result	Succeeded

Scheduling	2014-08-06T12:47:56
Recurrence	Disabled
Last report upload	Start: 2015-01-07T12:36:01
Generated on	2015-01-07T15:03:00
Task GUID	0001563300
Task version	2
RSP version	3.0.00.12

[Show/hide details](#)
[Go to top](#)

## Collect Manul Posting to Inventory Account [Show/Hide](#)

Posted By Manual Journal Entries	Inventory Account	Transaction Type	TransId	CreatedBy	Doc/Ref Date	Balance
	_SYS000000000019	30	530	530	2006-12-31	439,260,000
	_SYS000000000019	30	560	560	2007-01-01	-439,260,000

Posted By Service Type document

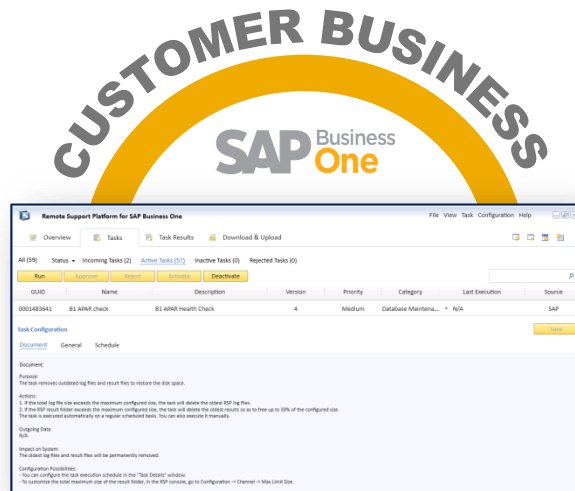
Inventory Account

Transaction Type



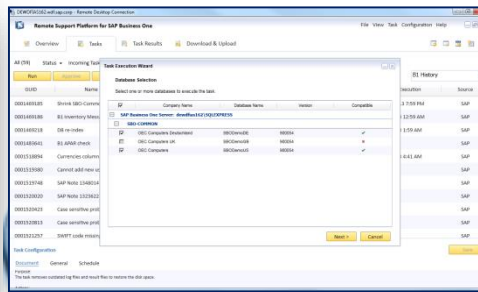
# RSP Key Features- Accelerated Problem Resolution with Self-healing Wizard

- ✓ Self-healing wizard allows you to remotely deliver fixes to SAP Business One installations with minimal intervention, maximizing accurate resolution

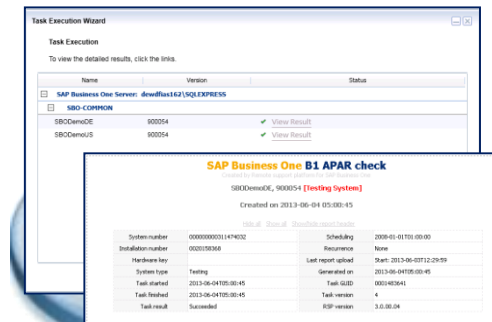


Report with detailed issue description and resolution is sent to the Partner

Detect, execute and document in **3 easy steps**



Partner runs the task wizard and selects the DBs to apply the fix



Fixes are executed automatically; changes archived for future references



# RSP Key Features - Streamlined Software Updates and Patch Downloads



One simple screen to view all software packages and monitor download status

Software Updates				
<div>Check for Updates Upgrade Now View Details Start Download Pause Download Reject <input type="checkbox"/> Display All Patches</div>				
Component	New Version	SAP Note	Progress	Status
REMOTE SUPPORT PLATFORM FOR B1				
REMOTE SUPPORT PLATFORM FOR B1	RSP 3.1 SP00 PL03	2002121	0.00%	Failed
SAP Business One 9.0 Release Family				
SAP Business One 9.1	PL 4 Upgrade package	2087570	100.00%	Downloaded

- Customers and partners receive notifications on new software updates and can either set RSP to automatically download recommended updates, or choose to manually manage the updates.
- Configurable download settings - e.g. bandwidth speed, time of day - avoid connectivity lags during business hours.
- RSP keeps itself up to date through silent installations and upgrades, eliminating additional configuration or maintenance efforts.

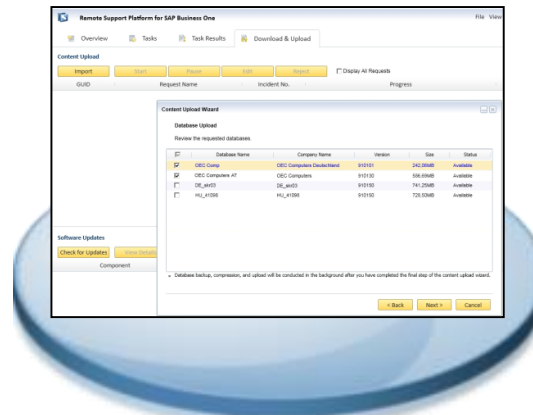
# RSP Key Features - Simplified database and log file transfers to SAP

- ✓ RSP simplifies the database or log file transfers to SAP systems by providing a simple guided procedure to select, compress, and upload

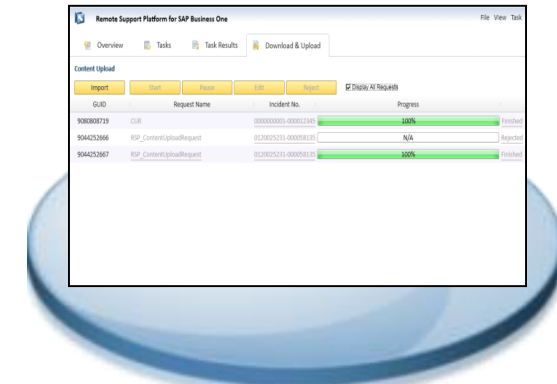


Partners receive database requests from SAP either via SAP Service Marketplace or via RSP

Select, Compress, and Upload  
in **3 easy steps**  
No file size restrictions



From within RSP, they identify relevant databases and/or files and upload with only a few clicks



They can monitor progress, pause or resume activity if necessary

RSP for SAP Business One allows you to **specify bandwidth speed** and **time of day** for when the uploads should be performed so you can avoid connectivity lags during business hours.

# RSP Key Features - Automatic Data Maintenance in SAP Systems

- ✓ RSP eliminates the need to manually update customers' system data on SAP Service Marketplace by automatically sending the installation data to SAP

SAP Business One System Status Report			
Created by Remote support platform for SAP Business One			
SBODemoDE, 900054 [Testing System]			
Created on 2013-06-04 06:20:10			
<a href="#">Hide all</a> <a href="#">Show all</a> <a href="#">Show/hide report header</a>			
System number	000000000311474032	Scheduling	2008-01-01T01:30:00
Installation number	0020158368	Recurrence	Weekly
Hardware key		Last report upload	Start: 2013-06-03T12:29:59
System type	Testing	Generated on	2013-06-04T06:20:10
Task started	2013-06-04T06:20:06	Task GUID	0001290086
Task finished	2013-06-04T06:20:10	Task version	20
Task result	Succeeded	RSP version	3.0.00.04

Poor	Overall System Status
<a href="#">SAP Business One Software</a>	Excellent
<a href="#">Database Information</a>	Excellent
<a href="#">Hardware And OS Information</a>	Excellent
<a href="#">Business Information</a>	Excellent
<a href="#">Remote Support Platform</a>	Poor

**Avoid manual administration of data  
in SAP Systems**

## ■ What is System Data?

System Data provides technical information on SAP Business One customer installations such as database type and version, SAP software and add-ons, Windows version, and language setup.

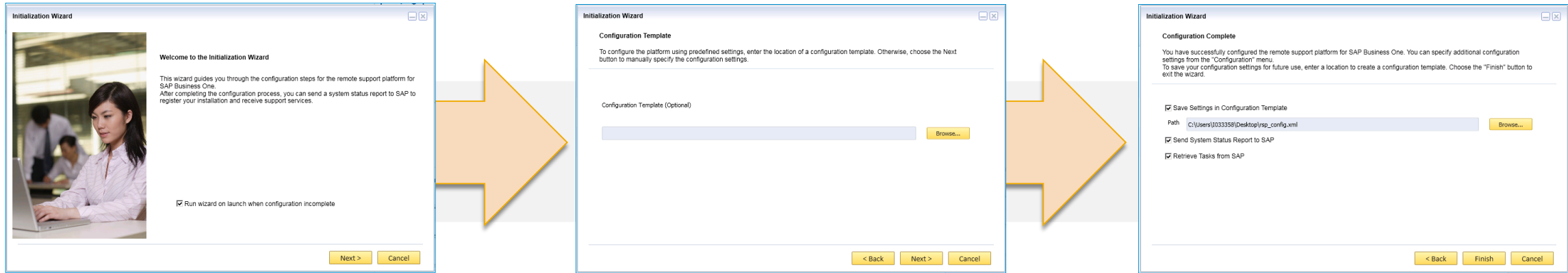
## ■ Why should I maintain it?

Accurately maintained system data enables SAP to solve your problems more effectively and with higher quality results

## ■ What does RSP do?

By using RSP, your system data will be maintained automatically on SAP Service Marketplace so you and your customers can get targeted and receive higher quality resolutions based on specific customer situations

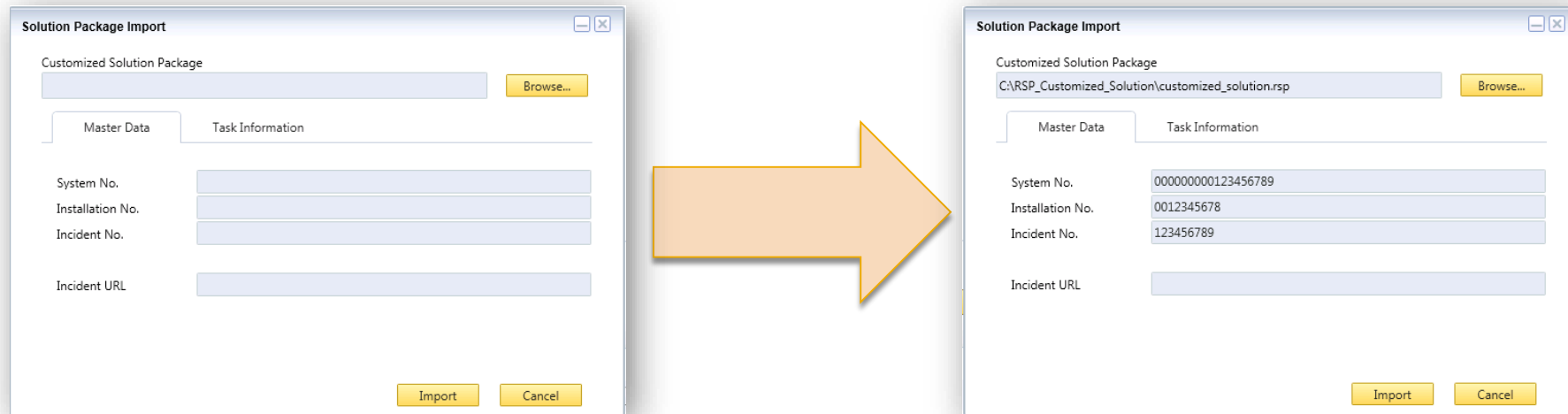
# RSP Key Features - Initialization Wizard Supporting Fast Setup



## Benefits to Partners

- Initialization wizard to guide you through entire setup process
- Configuration templates to speed up setup process for multiple installations
- Connection tests to various services, to ensure everything will work after setup
- Setup application in less than 1 minute (for simple environments)

# Customized Solution - Direct handling of Customer Message issues



The diagram illustrates the 'Solution Package Import' dialog box in two states, connected by a large orange arrow pointing from left to right.

**Left State (Initial):**

- Customized Solution Package:** An empty text field with a 'Browse...' button.
- Master Data Tab:** Selected.
- Fields:** System No., Installation No., Incident No., and Incident URL, all with empty text input fields.
- Buttons:** 'Import' and 'Cancel' at the bottom right.

**Right State (Filled):**

- Customized Solution Package:** Contains the path 'C:\RSP\_Customized\_Solution\customized\_solution.rsp' with a 'Browse...' button.
- Master Data Tab:** Selected.
- Fields:** System No. (000000000123456789), Installation No. (0012345678), Incident No. (123456789), and Incident URL (empty).
- Buttons:** 'Import' and 'Cancel' at the bottom right.

# User Interface - Simple Navigation via Central Management Console

The screenshot displays the 'Remote Support Platform for SAP Business One' interface. At the top, there is a menu bar with 'File', 'View', 'Task', 'Configuration', and 'Help'. Below this is a navigation bar with tabs for 'Overview', 'Tasks', 'Task Results', and 'Download & Upload'. The main content area is divided into several sections:

- System Status:** A table with columns for 'Company Name', 'Correction', 'SAP Business One', 'Database', 'HW & OS', 'Business Data', 'RSP', and 'Report'. It lists three systems: 'OEC Computers Deu...', 'OEC Computers UK', and 'OEC Computers'. Each system row has status indicators (green, grey, red circles) and icons for reports and refresh.
- Incoming Tasks:** A summary box showing '0 High', '0 Medium', and '2 Low' tasks.
- Awaiting Approval:** A summary box showing '0 Results'.
- Connection Status:** A table with columns 'Status', 'Name', and 'Last Connected'. It lists four connection types: 'Database Connection' (green check), 'SAP Connection' (green check), 'Email connection' (grey minus), and 'Partner WebDAV Connection' (green check).
- Software Upgrades:** A section stating 'There are no packages available now. [Check for software updates.](#)'



# SAP Business One Support Services: Delivery via RSP

<b>RSP Active Installation Required *</b>	<b>Type of Services delivered by RSP</b>	<b>RSP Functionality to deliver Service</b>	<b>Benefits to Partner/Customer/SAP</b>
<b>YES</b>	Detection of issue in customer database (Proactively and on demand)	<ul style="list-style-type: none"> <li>Health Check Task</li> </ul>	<ul style="list-style-type: none"> <li>Proactively identify issues in customer databases</li> <li>SAP can detect issues without requesting customer databases and may request the database only when the issue is confirmed</li> <li>SAP developers can gain an overview of how often specific errors occur and can therefore proactively prioritize development improvements</li> <li>Partners and Customers are able to select which tasks they would like to execute</li> <li>SAP has delivered a number of health check tasks such as: <ul style="list-style-type: none"> <li>Inventory Valuation Checks</li> <li>Database Physical Integrity Check s</li> <li>Financial Consistency Checks</li> <li>AR &amp; AP Health Checks</li> <li>Year-End Closing Health Checks etc...</li> </ul> </li> </ul>
<b>YES</b>	General overview about customers installation	<ul style="list-style-type: none"> <li>Upload of results of System Status Report</li> <li>Upload Results of Health Checks</li> </ul>	<ul style="list-style-type: none"> <li>The System Status Report provides important customer installation information allowing partners to mitigate any risks from potential issues. System Status Report details include: <ul style="list-style-type: none"> <li>Disk space and back-up status checks</li> <li>Detailed information on business setup and customization</li> <li>Overview of hardware and software configuration</li> <li>Traffic lights to visually indicate system readiness and areas that need attention</li> <li>The reports highlight changes compared to previous reports and includes previous data</li> </ul> </li> </ul>

**\* RSP Active Installation Required => These support services will ONLY be delivered via the Remote Support Platform**

# SAP Business One Support Services: Delivery via RSP

<b>RSP Active Installation Required *</b>	<b>Type of Services delivered by RSP</b>	<b>RSP Functionality to deliver Service</b>	<b>Benefits to Partner/Customer/SAP</b>
<b>YES</b>	Database Requests	<ul style="list-style-type: none"> <li>▪ Content Upload</li> </ul>	<ul style="list-style-type: none"> <li>▪ This can reduce database backup and uploading time for Partners and Customers</li> <li>▪ Partners and Customers can set an upload limit to manage internet traffic during peak business hours</li> <li>▪ Partners and Customers can schedule an upload time to reduce any internet traffic bottlenecks</li> </ul>
<b>YES</b>	Partner Executing Queries (PEQs)	<ul style="list-style-type: none"> <li>▪ Corrective Task</li> </ul>	<ul style="list-style-type: none"> <li>▪ PEQ's are tasks that allow automatic correction of well known issues</li> <li>▪ Partners have the option to approve or reject these tasks remotely via the RSP Studio or directly via the customer's RSP Agent Console</li> </ul>
<b>NO</b>	Delivery customer specific Health checks & fixes	<ul style="list-style-type: none"> <li>▪ RSP Customized Solution</li> </ul>	<ul style="list-style-type: none"> <li>▪ Health check results enable partners to proactively provide solutions or to approach SAP for assistance and a solution</li> <li>▪ Avoid the use of WebEx sessions which removes the need for partners, customers and SAP consultants to be present when fixing customer databases. This is only limited to specific fixes.</li> <li>▪ Partners have the option to test and approve or reject SAP solutions before applying them to customer databases</li> <li>▪ Partners can setup their own testing environment in order to test the SAP solution on a customer database copy</li> </ul>
<b>NO</b>	Download of SAP Business One patches	<ul style="list-style-type: none"> <li>▪ Download of patches</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to download patches of SAP Business One via RSP at the customer site</li> </ul>

**\* RSP Active Installation Required -> These support services will ONLY be delivered via the Remote Support Platform**

# Disclaimer

- The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.
- This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.
- All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

© 2018 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See <http://global.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.