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Checklist for Support Backbone Update

For SAP Solution Manager 7.2 SPS 8

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Change History

Document Date	Change
2020-06-10	Added the Service Connections section to Apply Final Corrections [page 28] .
2020-04-28	Updated the recommendation regarding SAPOSS in Adjust Your User Logon Information [page 22] .
2020-02-27	Check Jobs Using the New Connections [page 25] erroneously stated that the job REFRESH_ADMIN_DATA_FROM_SUPPORT had been deactivated. This has been corrected to SEND_SYSTEM_RELATIONSHIP_TO_SUPP.
2020-02-18	Added information about the discontinuation of jobs SM:UPLOAD_SYSTEM_DATA and REFRESH_ADMIN_DATA_FROM_SUPPORT. See Check Jobs Using the New Connections [page 25] .
2020-02-13	Added information about unknown central note version in SAP Solution Manager Configuration. See SAP Solution Manager Configuration (SOLMAN_SETUP) – Universally Relevant [page 28] .
2020-01-27	Updated links to SAP Notes
2020-01-16	Updated IT Service Management [page 29]

1 Introduction

The support backbone is the infrastructure that we use to provide you with technical support. Your systems connect to the support backbone to exchange information, such as support incident data, maintenance planner data, and SAP EarlyWatch Alert data.

Due to the increasing demand placed on the support backbone, we have updated the infrastructure so that we can continue to provide you with the support you require. As part of this process, the way in which systems connect to SAP has been redesigned to include the following changes:

- The HTTPS protocol is now used instead of RFC.
- A technical communication user handles the data transfer instead of generic users.
- There is no generic inbound interface.
- Applications send data asynchronously unless the data is sent manually.


To help you transition smoothly to the updated support backbone, the legacy infrastructure will remain in place until January 8, 2020.

This document provides step-by-step tasks to help you retain connectivity to the support backbone after this date.

Caution

This checklist is **not** intended for value-added resellers (VAR) or partners running another multi-customer scenario.

Before you start to work through this checklist, please familiarize yourself with the following information:

- [SAP Support Backbone Update: How the SAP Support Backbone Update Affects SAP Solution Manager and Focused Run](#)  (including a list of affected SAP Solution Manager scenarios)
- [Support Backbone Update Guide](#) (including information on systems managed by SAP Solution Manager)

2 Step-by-Step Checklist

Before You Begin

We recommend that you work through the configuration steps with a user that has extended basic authorizations, as well as authorizations for SAP Solution Manager Configuration.

For the latest updates to SAP Solution Manager authorizations, see SAP Note [2250709](#).

⚠ Caution

Information about the changes you need to make to connect to the updated support backbone is provided in this checklist, documentation in SAP Solution Manager Configuration (transaction `SOLMAN_SETUP`), and task list documentation in transaction `STC01`. If, despite our best efforts, you find discrepancies between these sources, please treat them with the following order of priority:

1. This checklist
2. Task list documentation
3. Documentation in SAP Solution Manager Configuration

If You Need Help

Throughout this document, we provide some hints that you can use to resolve any problems that you may encounter. However, if your system does not run as expected after you have migrated to the updated support backbone, please refer to the central point of call for troubleshooting at [Support Hub Connectivity: Guided Answers](#).

If you have configured all of the settings described in this document but you continue to experience connectivity issues, please open a message on component **SV-SMG-INS-CFG** and prefix your message title with "Backbone Update:" to simplify processing.

If you have a question about the technical infrastructure of the new communication channels, please open an incident on component **XX-SER-NET-HTL**. If you require more background about the relationship between the support backbone and SAP Solution Manager, see [Connectivity to SAP's Support Backbone](#).

Procedure

Use the following overview to work through the steps required to retain communication with the updated support backbone.

1. [Request a Technical Communication User \[page 6\]](#)
Where: SAP ONE Support Launchpad | **Useful SAP Notes:** 2174416, 2740667, 2805811, 2911301
2. [Check the Required Kernel Version \[page 8\]](#)
Where: SAP Solution Manager system
3. [Check and Install CommonCryptoLib \[page 9\]](#)
Where: transaction STRUST | **Useful SAP Notes:** 2390726
4. [Check and Adjust the TLS/SSL Protocol Version \[page 10\]](#)
Where: transaction RZ11 | **Useful SAP Notes:** 510007
5. [Configure and Activate HTTPS/SSL \[page 11\]](#)
Where: transaction SMICM | **Useful SAP Notes:** 510007
6. [Check the Application Server \[page 13\]](#)
Where: system OS
7. [Install SSL Certificates \[page 14\]](#)
Where: transaction STRUST | **Useful SAP Notes:** 2631190
8. [Execute Task List SAP_SUPPORT_HUB_CONFIG \[page 15\]](#)
Where: transaction STC01 | **Useful SAP Notes:** 2500061, 2454045
9. [Execute Task List SAP_BASIS_CONFIG_OSS_COMM \[page 18\]](#)
Where: transactions STC01, SM59 | **Mandatory SAP Notes:** 2827658
10. [Prepare Note Assistant \[page 21\]](#)
Where: transactions SA38, SNOTE | **Mandatory SAP Notes:** 2576306 | **Important SAP Notes:** 2537133, 2721941, 2836302
11. [Adjust Your User Logon Information \[page 22\]](#)
Where: transaction AISUSER | **Useful SAP Notes:** 2000132, 2174416
12. [Finalize Support Hub Connectivity \[page 24\]](#)
Where: transaction SOLMAN_SETUP | **Useful SAP Notes:** 2722769, 2735772, 2525999, 2880549
13. [Check Jobs Using the New Connections \[page 25\]](#)
Where: transaction SM37 | **Useful SAP Notes:** 2250709, 2525987
14. [Apply Final Corrections \[page 28\]](#)
After you have completed the upgrade tasks, there are handful of SAP Notes that you must implement and some related activities to work through.

2.1 Request a Technical Communication User

Where: SAP ONE Support Launchpad | **Useful SAP Notes:** 2174416, 2740667, 2805811, 2911301

Technical communication users allow machine-to-machine communication and data exchange. Only super administrators and user administrators have access to the *Technical Users* app, where they can create, activate, and delete technical communication users.

i Note

Depending on your current release, you may already have at least one technical communication user (although you can request more if required). Technical communication users were introduced with SAP Solution Manager 7.2. They are also occasionally referred to as “technical S-users”, “support hub users”, or “users for support hub communication”.

Make sure that you request your technical communication users in good time. It can take up to 24 hours to receive them.

The number of technical communication users that you require depends on your company policy. It is possible to use one technical communication user for all systems. However, this may lead to connectivity issues if the user gets locked.

→ Recommendation

We recommend that you request one technical communication user per installation / system track (for example, DEV-QAS-PRD). The highest level of flexibility and security can be reached by using one technical communication user per system.

Procedure

1. Request your technical communication user as described in SAP Note [2174416](#) and create client certificates for it as described in [2805811](#) (initial creation) and [2911301](#) (automated renewal).
2. Replace generic users with the technical communication user(s) as instructed in SAP Note Request your technical communication user as defined in SAP Note [2740667](#).
3. Make sure that you activate your technical communication user as described in SAP Note [2174416](#).

For a list of frequently asked questions about technical communication users, see the *User Handling* section at [Update of SAP's Support Backbone: Frequently Asked Questions \(FAQ\)](#).

Check

You can check whether your technical communication user has been activated successfully at <https://launchpad.support.sap.com/#/techuser>.

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Next: [Check the Required Kernel Version \[page 8\]](#)

Related Information

[SAP Note 2174416](#)

Creation and activation of users in the Technical Users application - SAP ONE Support Launchpad

[SAP Note 2740667](#)

RFC connection SAPOSS to SAP Service & Support backbone will change (latest) in January 2020

[SAP Note 2805811](#)

How to enable client certificate authentication for technical communication users

[SAP Note 2911301](#)

SAP Support Portal connection - Renew client certificate of technical S-user

2.2 Check the Required Kernel Version


Where: SAP Solution Manager system

To retain communication with the support backbone, you must make sure that your SAP Solution Manager system is running on the correct kernel version and patch level.

Valid kernel versions and patch levels are:

- Kernel release 742, patch level 401 and above
- Kernel release 745, patch level 400 and above
- Kernel release > 745

Procedure

1. In your SAP Solution Manager system, choose **System > Status...**
2. Click  (Other kernel info.) or press **SHIFT + F5**.

Your kernel release and patch level are shown in the *Kernel Information* area. If they are below the required levels, patch to the level specified above.

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Request a Technical Communication User \[page 6\]](#)

Next: [Check and Install CommonCryptoLib \[page 9\]](#)

2.3 Check and Install CommonCryptoLib

Where: transaction `STRUST` | **Useful SAP Notes:** 2390726

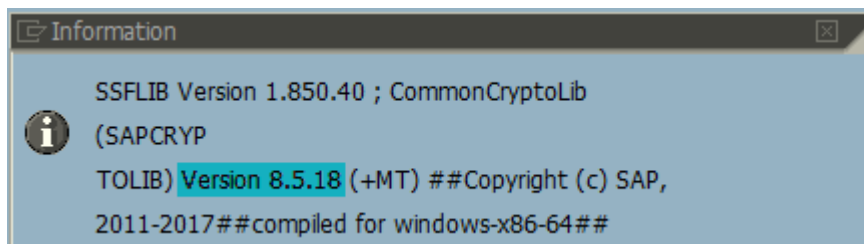
You require at least version 8.4.48 of the CommonCryptoLib library to retain your connection to the support backbone.

→ Recommendation

We recommend that you always upgrade to the latest version of CommonCryptoLib.

Procedure

1. In your SAP Solution Manager system, call transaction `STRUST` and choose ► *Environment* ► *Display SSF Version* from the menu.
2. Check the installed version of CommonCryptoLib.



3. If you have to update your version of CommonCryptoLib, go to the [Software Downloads](#) area of SAP Support Portal and search for `CommonCryptoLib` in the *Support Packages and Patches* area.

For more information, see the *Prerequisites* section of [Support Hub Connectivity Configuration in SAP Solution Manager 7.2 SP05 or Higher](#).

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Check the Required Kernel Version \[page 8\]](#)

Next: [Check and Adjust the TLS/SSL Protocol Version \[page 10\]](#)

Related Information

[SAP Note 2390726](#)

Fixes in CommonCryptoLib 8.5.7

2.4 Check and Adjust the TLS/SSL Protocol Version

Where: transaction `RZ11` | **Useful SAP Notes:** 510007

The connection to the support backbone requires SSL protocol version TLS1.1 or higher for outbound HTTP connections. TLS versions 1.0, 1.1, and 1.2 are enabled by the `ssl/client_ciphersuites` parameter value.

To communicate properly with the support backbone, make sure that SSL profile parameter `ssl/client_ciphersuites` for outgoing HTTP connections is set correctly. We recommend a value of `150:PFS:HIGH::EC_P256:EC_HIGH` provided that you have implemented the correction instructions and manual activities in SAP Note [2781565](#). For detailed, expert information, see SAP Note [510007](#). You can also use the value `918:PFS:HIGH::EC_P256:EC_HIGH` for SAP Solution Manager (in which case, SAP Note 2781565 is not required). However, this will not work with TLS protocol versions above 1.2.

Also make sure that you are using the most recent version of CommonCryptoLib (8.4.31 or higher).

Check

1. Call transaction `RZ11` and enter `ssl/client_ciphersuites`.
2. Check that the value of parameter `ssl/client_ciphersuites` is set to `150:PFS:HIGH::EC_P256:EC_HIGH` (unless you have an exceptional use case, in which case refer to the values in SAP Note [510007](#)).

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Check and Install CommonCryptoLib \[page 9\]](#)

Next: [Configure and Activate HTTPS/SSL \[page 11\]](#)

Related Information

[SAP Note 510007](#) 

Setting up SSL on Application Server ABAP

2.5 Configure and Activate HTTPS/SSL

Where: transaction `SMICM` | **Useful SAP Notes:** 510007

Check that the communication between your Web browser and your SAP Solution Manager system is handled using the HTTPS protocol.

→ Recommendation

Allow yourself plenty of time to complete this step. It may take a few hours.

The connection to the updated support backbone concerns only ABAP systems, although we recommend that you use HTTPS in your Java systems as well.

Procedure

1. Check whether HTTPS communication is used in your SAP Solution Manager system by calling transaction `SMICM` and choosing **► Goto ► Services ►**. Check whether the HTTPS protocol is listed under *Active Services*.

i Note

If both HTTP and HTTPS are used in your system, consider using HTTPS only.

If you want to configure the support backbone connection in a sandbox/test environment, HTTPS is not mandatory and this step can be skipped.

2. If an HTTPS connection is not used, see the *SAP NetWeaver Security Guide* on [SAP Help Portal](#) and pay particular attention to the following topics:
 - [Transport Layer Security](#)
 - [Configuring SAP NetWeaver AS for ABAP to Support SSL](#)
 - [Configuring Transport Layer Security on SAP NetWeaver AS for Java](#)
3. After you have configured the HTTPS connection, enter it in *SAP Solution Manager Configuration* (transaction `SOLMAN_SETUP`) in the *System Preparation* scenario. Navigate to the *Check Prerequisites* step and maintain the activity *Check Secure Web Browser Comm. (HTTPS)*.

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Check and Adjust the TLS/SSL Protocol Version \[page 10\]](#)

Next: [Check the Application Server \[page 13\]](#)

Related Information

[SAP Note 510007](#) 

Setting up SSL on Application Server ABAP

2.6 Check the Application Server

Where: system OS

Make sure that the SAP Solution Manager application server can reach a server outside your network (that is to say, check your network access at OS level). In particular, the following servers must be reachable:

- `apps.support.sap.com`
- `documents.support.sap.com`
- `notesdownloads.sap.com`
- `servicepoint.sap.com`

External access can be managed in any of the following ways:

- The application server has direct access to the Internet via HTTPS
- The application server has indirect access to the Internet via HTTPS and a Web proxy.
- The application server has indirect access to external networks via HTTPS and the SAP proxy "SAProuter".

For more information, see the guided answer [Check All Prerequisites](#).

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Configure and Activate HTTPS/SSL \[page 11\]](#)

Next task: [Install SSL Certificates \[page 14\]](#)

2.7 Install SSL Certificates

Where: transaction `STRUST` | **Useful SAP Notes:** 2631190

Context

The following certificates are required for the support backbone:

- VeriSign Class 3 Public Primary Certification Authority - G5
- DigiCert Global Root CA
- DigiCert Global Root G2
- DigiCert High Assurance EV Root CA

Procedure

1. Call transaction **STRUST** and check that *SSL client SSL Client (Standard)* and *SSL client SSL Client (Anonymous)* are correct.
2. Check that the status is green and that all of the above certificates are present for both the anonymous and standard PSEs. If this is the case, no further action is required. Otherwise, proceed with step 3 [page 14].
3. Download the required certificates from SAP Note [2631190](#).
4. In transaction `STRUST`, choose **► Certificate ► Import ►** to add the certificates to *SSL client SSL Client (Standard)* and *SSL client SSL Client (Anonymous)*.

Task overview: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Check the Application Server \[page 13\]](#)

Next: [Execute Task List SAP_SUPPORT_HUB_CONFIG \[page 15\]](#)

Related Information

[SAP Note 2631190](#)

Download location of SSL certificates required for Support Hub Connectivity configuration

2.8 Execute Task List SAP_SUPPORT_HUB_CONFIG

Where: transaction `STC01` | **Useful SAP Notes:** 2500061, 2454045

Task list `SAP_SUPPORT_HUB_CONFIG` contains a number of tasks, some of which you may have already set up. In this case, you can use the task list to check your setup.

The task list also creates connections `SAP-SUPPORT_PORTAL` and `SAP-SUPPORT_PARCELBOX`, which are required for the updated support backbone. Other required connections are created by task list `SAP_BASIS_CONFIG_OSS_COMM`.

All of the relevant information is provided in the task list itself.

i Note

The user and password defined in this task list must be correct. User `RFC_OSS` is no longer supported for any of the new connections. Make sure that you have the correct users and that they are correctly assigned.

Use your technical communication user **only** for communication with the support backbone. Do not use it for any other connections. If you try to log in to a system such as SAP ONE Support Launchpad using the technical communication user, you risk locking it.

If you change the password, wait for 30 minutes so that the new password can be propagated to all of the relevant SAP systems. During this time, avoid testing the channels, starting jobs, and uploading data (for example, via LMDB). The technical communication user will be locked after five failed logon attempts.

If your technical communication user does become locked ("SAP service point ping error: 401 Unauthorized"), please see SAP Note [2392726](#) for instructions on how to unlock it.

Procedure

1. Call transaction `STC01`.
2. Enter the name of the task list.
3. Run all of the activities described here.
4. Call transaction `STC02` to check that the task list ran successfully.

Troubleshooting

For information about changing the technical communication user, password, SAProuter string, or proxy settings for the support backbone, see [this guided answer](#).

Issue	Check
The step "Check connectivity and credentials to SAP Support Portal" fails with the error message <code>SAP portal connection error 404 : Proxy Connection Refused</code> .	See the guided answer at Check if Relevant HTTP Proxy or SAProuter Is Reachable from SAP Solution Manager 7.2 .
All applications that use a synchronous communication channel return an error message even though configuration was successful.	See the guided answer at Delete the Value in Field Path Prefix in HTTP Destination SAP-SUPPORT_PORTAL and Save the Entry .

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous task: [Install SSL Certificates \[page 14\]](#)

Next: [Execute Task List SAP_BASIS_CONFIG_OSS_COMM \[page 18\]](#)

Related Information

[SAP Note 2500061](#) 

Support Hub Connectivity: Configuration Steps in SAP Solution Manager 7.2 as of SP05

[SAP Note 2454045](#) 

Support Hub Connectivity configuration in Solution Manager 7.2 SP05 or higher - Guided Answer




2.8.1 Check the SAP-SUPPORT_PORTAL Connection

After you have executed task list SAP_SUPPORT_HUB_CONFIG, connection SAP-SUPPORT_PORTAL (*HTTP Connection to ABAP System* [type H]) should be fully operational. You can verify this in transaction SM59.

Procedure

1. Call transaction SM59 and open the connection SAP-SUPPORT_PORTAL.
2. Enter the path prefix `/sap/bc/bsp/svt/sapping` and run the connection check.
3. If the check is successful, delete the prefix from the connection and reenter the credentials for the technical communication user.

Troubleshooting

Issue	Check
You test destination SAP-SUPPORT_PORTAL or ping the Web service for the asynchronous channel in SOAMANAGER and you get the error 407 Proxy Authentication Required.	See the guided answer at Check the Proxy Settings and Password .
Although the support hub channels were configured successfully, the connection test for destination SAP-SUPPORT_PORTAL finished with HTTPIO_PLG_CANCELED.	See the guided answer at Activate the HTTPS Service .
Access to target host servicepoint.sap.com fails with the error SAP service point ping error : 404 Connection Refused.	See the guided answer at Ensure That SAProuter String Was Entered and Is Correct .
When you enter the password for the proxy user, it is automatically converted into uppercase or shown in plain text.	See SAP Note 2525999  .
When destination SAP-SUPPORT_PARCELBOX is created via the task list, the proxy parameters are incorrect and the connection test fails during the task list run, no matter which parameter you specify.	See SAP Note 2722769  .
The task <i>Check connectivity and credentials to SAP Support Portal</i> returns the error SAP Support Documents channel ping failed.	See SAP Note 2735772  .
Access to target hosts servicepoint.sap.com or apps.support.sap.com fails with the error NIECONN_REFUSED (-10).	See the guided answer at Ensure That SAProuter String Was Entered in STC01 .

Your Notes

2.8.2 Check the SAP-SUPPORT_PARCELBOX Connection

After you have executed task list `SAP_SUPPORT_HUB_CONFIG`, connection `SAP-SUPPORT_PARCELBOX` (*HTTP Connection to External Serv.* [type G]) should be fully operational. You can verify this in transaction SM59.

Procedure

1. Call transaction SM59 and open the connection `SAP-SUPPORT_PARCELBOX`.
2. Check that the path prefix `/parcel/` is entered and run the connection checks.

Your Notes

2.9 Execute Task List `SAP_BASIS_CONFIG_OSS_COMM`

Where: transactions `STC01`, `SM59` | **Mandatory SAP Notes:** 2827658

Task list `SAP_BASIS_CONFIG_OSS_COMM` contains a number of tasks, some of which you may have already set up. In this case, you can use the task list to check your setup.

The task list also creates connection `SAP-SUPPORT_NOTE_DOWNLOAD`, which is required for the updated support backbone. Other required connections are created by task list `SAP_SUPPORT_HUB_CONFIG`.

i Note

Make sure that you have implemented SAP Note [2827658](#) to include this task list in your system.

Make sure that you run the activity *Create/Test HTTPS Connections for SAP Services (SM59)*.

Procedure

1. Call transaction **STC01**.
2. Enter the name of the task list.
3. Run all of the activities described here.
4. Call transaction **STC02** to check that the task list ran successfully.

Troubleshooting

For information about changing the technical communication user, password, SAProuter string, or proxy settings for the support backbone, see [this guided answer](#).

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Execute Task List SAP_SUPPORT_HUB_CONFIG \[page 15\]](#)

Next: [Prepare Note Assistant \[page 21\]](#)

Related Information

[SAP Note 2827658](#)

Automated Configuration of new Support Backbone Communication - Update 02

[SAP Note 2815061](#)

HTTP Response 404 for Digitally Signed SAP Notes' RFCs

[SAP Note 2820957](#)

Destinations SAP-SUPPORT_PARCELBOX and SAP-SUPPORT_NOTE_DOWNLOAD giving error 401 Unauthorized

2.9.1 Check the SAP-SUPPORT_NOTE_DOWNLOAD Connection

After you have executed task list SAP_BASIS_CONFIG_OSS_COM, connection SAP-SUPPORT_NOTE_DOWNLOAD (*HTTP Connection to External Serv.* [type G]) should be fully operational. You can verify this in transaction SM59.

Procedure

1. Call transaction SM59 and open the connection SAP-SUPPORT_NOTE_DOWNLOAD.
2. Enter the path prefix `/note/004000000874972019` and run the connection check.
3. If the check is successful, delete the prefix from the connection and reenter the credentials for the technical communication user.


Your Notes

2.10 Prepare Note Assistant

Where: transactions SA38, SNOTE | **Mandatory SAP Notes:** 2576306 | **Important SAP Notes:** 2537133, 2721941, 2836302


i Note

This section applies only to systems to which you want to download SAP Notes (such as development or quality assurance environments). If you are transporting SAP Notes to your SAP Solution Manager system, this section is not relevant.

With the updated support backbone, downloading SAP Notes no longer uses RFC connection SAPOSS. Instead, the SAP NetWeaver [Download Service](#)  is used. This service supports the automated download of TCIs (transport-based correction instructions), including any prerequisite SAP Notes to the SAP Note you want to download.

Procedure

To implement the SAP NetWeaver download service, proceed as follows:

1. Configure Note Assistant to use the SAP NetWeaver download service as described in SAP Note [2537133](#) .
2. In your SAP Solution Manager system, execute report RCWB_UNSigned_NOTE_CONFIG and select the option *Do not download unsigned SAP Note*.

Check

Check that Note Assistant connects to the updated support backbone via the download service by running the report [Defining Procedure for Downloading SAP Note](#) (RCWB_SNOTE_DWNLD_PROC_CONFIG). Check that the option *Download Service Application* is selected. If either of the other options is selected, return to the procedure and check your configuration.

i Note

Changing the setting of the radio button in report RCWB_SNOTE_DWNLD_PROC_CONFIG is not sufficient. You must go back to the procedure and set up Note Assistant correctly.

→ Tip

Regardless of which procedure you use to download SAP Notes, you can check the log of the downloaded SAP Note to see whether it is digitally signed. The log also includes the procedure that was used for the download.

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Execute Task List SAP_BASIS_CONFIG_OSS_COMM \[page 18\]](#)

Next: [Adjust Your User Logon Information \[page 22\]](#)

Related Information

[SAP Note 2537133](#) 

FAQ - Digitally Signed SAP Notes

[SAP Note 2576306](#) 

Transport-Based Correction Instruction (TCI) for Download of Digitally Signed SAP Notes

[SAP Note 2721941](#) 

Download of digitally signed note - changes to configuration report and other minor changes

[SAP Note 2836302](#) 

Automated guided steps for enabling Note Assistant for TCI and Digitally Signed SAP Notes

2.11 Adjust Your User Logon Information

Where: transaction `AISUSER` | **Useful SAP Notes:** 2000132, 2174416

An S-user is a user in the support backbone with actual authorizations and must be assigned to SAP Solution Manager system users in table `AISUSER`, specifically to the users `SOLMAN_BTC`, `SOLMAN_ADMIN`, and `SAPSUPPORT`. This will allow the assigned system users to perform specific activities with the support backbone (such as sending an incident to SAP).

i Note

Table `AISUSER` contains your S-user, not your technical communication user. The technical communication user is intended only to establish the connection to the support backbone, and does not have any authorizations itself.

Procedure

1. Call transaction **AISUSER** and check that the correct contact person (S-user number) is correctly assigned to the users SOLMAN_BTC, SOLMAN_ADMIN, and SAPSUPPORT.
2. If the contact person is incorrect, enter the correct S-user.

→ Recommendation

Most of the RFC destinations that were previously used to connect to the support backbone are now superfluous. After you have updated the destinations, we recommend that you disable or remove all of the RFCs that are no longer required. For example, you can disable or remove SAP-OSS, SAP-OSS-LIST-001, SAPNET_RTCC, SDCC_OSS and even SAPOSS. (SAPOSS is being kept alive through July 2020 as an emergency fallback RFC destination; its continued use is, however, no longer recommended because of its imminent expiry.)

The status column indicates whether the destinations are active. Inactive destinations are shown with a red traffic light; removed destinations are not shown at all.

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Prepare Note Assistant \[page 21\]](#)

Next: [Finalize Support Hub Connectivity \[page 24\]](#)

Related Information

[SAP Note 2000132](#) 

Configuring RFC connections to the SAPNet R/3 front end (OSS) correctly

[SAP Note 2174416](#) 

Creation and activation of users in the Technical Users application - SAP ONE Support Launchpad

[Secure Configuration Security Guide](#)

2.12 Finalize Support Hub Connectivity

Where: transaction `SOLMAN_SETUP` | **Useful SAP Notes:** 2722769, 2735772, 2525999, 2880549


“Finalize Support Hub Connectivity” is an automatic activity in SAP Solution Manager Configuration. It creates logical ports and checks whether the communication channels (both synchronous and asynchronous) are operational. Specifically, it creates logical port `LP_SISE_SUPPORTHUB` for the following consumer proxies:

- `CO_SISEHUB_MI_O_AS_PUT_EXTERNA`
- `CO_SISEHUB_MI_O_S_SHB_GET_EX`
- `CO_SISEHUB_MI_O_S_SHB_LIST`
- `CO_SISEHUB_MI_O_S_SHB_REMOVE`

Procedure

1. Open SAP Solution Manager Configuration (transaction `SOLMAN_SETUP`) and navigate to step 3.2 (*Support Hub Connectivity*) in the *System Preparation* scenario.
2. Execute the automatic activity *Finalize Support Hub Connectivity*.

Check

1. Open SOA Management (transaction `SOAMANAGER`) and click *Web Service Configuration*.
2. Change the selection filter for the object name from *is* to *contains* and search for object names that contain ***HUB***.
The search returns the consumer proxies mentioned above.
3. Click each of the consumer proxies in turn to open their details and ping logical port `LP_SISE_SUPPORTHUB` by clicking  (*Ping Web Services*).

For more information, see [How to Check the Asynchronous Channel](#).

Troubleshooting

For troubleshooting information, see [Error Messages in Task “Check Connectivity and Credentials to SAP Support Portal”](#).

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Adjust Your User Logon Information \[page 22\]](#)

Next: [Check Jobs Using the New Connections \[page 25\]](#)

Related Information

[SAP Note 2525999](#) 

Proxy password converted to uppper case and shown in plain text in task list SAP_SUPPORT_HUB_CONFIG

[SAP Note 2722769](#) 

Use provide parameters to create the ParcelBox communication channel

[SAP Note 2735772](#) 

SAP Support Documents channel ping failed

[SAP Note 2522789](#) 

How to check error ' Web service ping failed for logical port LP_SISE_SUPPORTHUB ' in Solution Manager 7.2 as of SP05

[SAP Note 2880549](#) 

RFC Connectivity is displayed with red light

2.13 Check Jobs Using the New Connections

Where: transaction SM37 | **Useful SAP Notes:** 2250709, 2525987

User SOLMAN_BTC runs a number of jobs that connect to the support backbone. These are:

Job Name	Job Frequency	Relevant for Systems...
REFRESH_ADMIN_DATA_FROM_SUPPOR T	Daily	Production only
SEND_SYSTEM_RELATIONSHIP_TO_SU PP	Daily	All
SERVICE_CONNECTION_LISTENER	Every minute	Production only

Job Name	Job Frequency	Relevant for Systems...
SM:AGS_SISE_SUPHUB_OUTBOX_PROC ES	Hourly	All
SM:EXEC SERVICES	Daily	All
SM:GET_PPMS_DATA_FROM_OSS	Daily	Production only
SM:GET CSN COMPONENTS	Weekly	Production only
SM:LMDB GENERIC UPLOAD	Hourly	Production only
SM:LONG FILE EXT DOWNLOAD	Weekly	Production only
SM:RCD_CHECK_UPDATES	Weekly	All
SM:REFRESH MESSAGE STATUS	Hourly	Production only
SM:SELFDIAGNOSIS	Daily	All
SM:SELFDIAGNOSIS_SEND_TO_SAP	Monthly	All
SM:SERVICE_CONNECTION_MIGRAT_S P7	Run once only	All
SM:SERVICE CONTENT UPDATE	Daily	All
SM:SYNC SAP SESSIONS	Daily	All
SM:SYNC SERVICE REQUESTS	Hourly	Production only
SM:SYSTEM RECOMMENDATIONS	Weekly	All
SM:TOP ISSUE TRANSFER	Daily	Production only
SM:UPDATE RULES	Daily	All
SM:UPLOAD SYSTEM DATA	Daily	All

Note

The background job SM:UPLOAD SYSTEM DATA has been deactivated as of January 27, 2020. For more information, see SAP Note [2863831](#). Tasks that were handled by this job are now handled by job SM:LMDB GENERIC UPLOAD.

Background job SM:REFRESH_RFCDEST (not listed above) is now completely obsolete (see SAP Note [894279](#)) and can be deleted (using transaction SM37).

Procedure

1. Even though you are using a lower Support Package Stack, update role SAP_SM_BATCH as specified in SAP Note [2250709](#).

Check

1. Call transaction **SM37** and make sure that there are no errors or references to old destinations in the logs for the jobs mentioned above.
Note that some jobs use legacy destinations (such as `SAP0SS`) as a fallback if communication with SAP fails using a new destination. The overall status of a job can therefore be misleading, and so we recommend that you check the job logs and not just the overall status of a job in `SM37`.
2. If a job runs infrequently and a scheduled run hasn't taken place since you migrated your system to the updated support backbone, wait for the first scheduled run to take place and then check your system.

Troubleshooting

Issue	Check
General issues regarding the job log.	See the guided answer at Check the Job Log .
When you check the response from SAP, the job fails with the message <code>Internal Server Error SRT_CORE 122</code> or <code>Timeout error (ICM_HTTP_TIMEOUT)</code> .	See SAP Note 2525987 .
Logical port <code>LP_SISE_SUPPORTHUB</code> isn't available for proxy class <code>CO_SISEHUB_MI_O_S_SHB_LIST</code>	See SAP Note 2665368 .

Your Notes

Parent topic: [Step-by-Step Checklist \[page 5\]](#)

Previous: [Finalize Support Hub Connectivity \[page 24\]](#)

Next: [Apply Final Corrections \[page 28\]](#)

Related Information

[SAP Note 2250709](#) 

Solution Manager 7.2: End-User Roles and Authorizations Corrections as of SP01 and higher

[SAP Note 2525987](#) 

Internal Server Error, SoapFaultCode:5 Server Error or Timeout error (ICM_HTTP_TIMEOUT) in jobs using the asynchronous channel

2.14 Apply Final Corrections


After you have completed the upgrade tasks, there are handful of SAP Notes that you must implement and some related activities to work through.



Service Data Control Center (SDCCN) – Universally Relevant (for Example, for SAP EarlyWatch Alert)

If your SAP Solution Manager 7.2 SP 8 system is running together with ST-PI 740 SP11, implement the following SAP Note:

[2802999](#)  – *SDCCN activation fails without errors or red icons in Migrate tab*

Then call transaction **SDCCN** and check whether the *Migrate* tab appears. If so, follow the instructions there.

If your SAP Solution Manager 7.2 system is running together with ST-PI 740 SP09 or SP10, see [New communication channel to SAP Backbone for transaction SDCCN](#)  and follow the instructions for your Support Package.

Also implement SAP Notes [2760811](#)  (*Self Diagnosis: Alert 025 gives wrong alert after migrated SDCCN to new Support Hub*) and [2744825](#)  (*Self-Diagnosis: Alert 211 - Changes for SDCC_OSS Shutdown*) to avoid false positives in the SAP Solution Manager Self-Diagnosis framework.

SAP Solution Manager Configuration (SOLMAN_SETUP) – Universally Relevant

Implement the following SAP Note:

- [2886872](#)  – *Error in SOLMAN_SETUP: Central Note version unknown*


Service Connections

If you are using the Service Connections application (transaction **SOLMAN_CONNECT**), implement the following SAP Note:

- [2928430](#)  – *Open R/3 connection without using SAPOSS*

IT Service Management

If you are using IT Service Management (ITSM), implement the following SAP Note:

- [2781686](#)  – *Corrections for the Incident Exchange interface to SAP Backbone*
As instructed in this SAP Note, call transaction **DNO_CUST04** and create an entry with the field name **SAP_INCIDENT_EXCHANGE**, sequence number **0**, and field value **WBS**. Also schedule report **AI_CRM_IM_UPDATE_FROM_SAP_WS** to run instead of **AI_CRM_IM_UPDATE_FROM_SAP** so that incidents can be exchanged with SAP.

Parent topic: [Step-by-Step Checklist \[page 5\]](#)


Previous: [Check Jobs Using the New Connections \[page 25\]](#)

Related Information

[SAP Note 2880999](#) 

SAP Backbone connectivity update - Alert 00188 in Self-Diagnosis is no longer valid

3 **Functions and Scenarios Impacted by the Support Backbone Update**



For information about the functions and scenarios that are affected by the update to the support backbone, see the section *Which SAP Solution Manager scenarios are impacted?* at [SAP Support Backbone Update](#).

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