



CONFIGURATION GUIDE | PUBLIC

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# Support Backbone Update

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# Document History

| Version | Date       | Change   |
|---------|------------|--|
| 1.2.4   | 2020-05-05 | Updated table of new connections to the support backbone to indicate that SAPOSS will be phased out by July 2020.  |
| 1.2.3   | 2020-01-28 | Added "Use" and "Type" columns to <a href="#">New Connections to the Support Backbone [page 11]</a> .<br>Updated links to SAP Notes.   |
| 1.2.2   | 2019-12-16 | Changed switchover date from January 1, 2020 to January 8, 2020.   |
| 1.2.1   | 2019-11-14 | Minor typographical corrections  |
| 1.2     | 2019-10-10 | Moved the information from the SAP Solution Manager chapter to <a href="#">SAP Support Backbone Update Checklists</a> .<br>Updated our recommendations for the necessary Support Package Stack level for SAP Solution Manager<br>Added a new chapter for Service Data Control Center and SAP Early-Watch Alert                   |
| 1.1     | 2019-08-19 | Restructured document based on customer feedback<br>Corrected the TCI package for SAP_BASIS 731 in <a href="#">Enabling Note Assistant for Transport-Based Correction Instructions [page 18]</a><br>Clarified statement about SSL profile parameter in <a href="#">Check and Adjust the TLS/SSL Protocol Version [page 12]</a> . |
| 1.0.1   | 2019-06-06 | Corrected terminology and the statement about kernel release <742 in <a href="#">Setting Up Connections to the Support Backbone [page 9]</a><br>Changed security class of this document to Public  |
| 1.0.0   | 2019-05-03 | Initial version  |

# Before You Start

At SAP, we are constantly working to improve the quality of our documentation. Therefore, please make sure that you have the latest version of this guide before you begin to configure your systems.

You can download the latest version of the guide from the SAP Help Portal at [Support Backbone Update](#).

# 1 Support Backbone Update

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.

## What This Means for You


As a result of the update, you need to ensure that your systems can continue to communicate with the support backbone after the legacy infrastructure is retired on January 8, 2020. The following systems are affected:

- SAP Solution Manager systems
- Focused Run for SAP Solution Manager systems
- ABAP systems with direct connectivity to the support backbone (that is, not via Focused Run or SAP Solution Manager), for the purpose of SAP Note download, or Service Data Control Center and EarlyWatch Alert.

This guide will help you to identify the steps that you need to take.

## Who Is This Guide For?

This document is intended for system administrators who need to make sure that connectivity remains intact after the support backbone update for the system types listed above:

- If you have ABAP systems that connect directly to the support backbone (see above), go through *Preparation and Prerequisites* and *Service Data Control Center and SAP EarlyWatch Alert for Managed Systems*.
- If you have SAP Solution Manager systems that connect to the support backbone, go through *Software Requirements* and, crucially, the [SAP Support Backbone Update Checklists for SAP Solution Manager](#) .
- If you have Focused Run for SAP Solution Manager systems that connect to the support backbone, go through *Preparation and Prerequisites* and *Focused Run for SAP Solution Manager Systems*.

## 2 Preparation and Prerequisites

### 2.1 Request a Technical Communication User

Technical communication users allow machine-to-machine communication and data exchange. Your system administrator can request, activate, and delete a communication user, as well as reset its password.

#### Context

**Hint:** If you are preparing an SAP Solution Manager system for the support backbone update, you may skip this chapter, as it is repeated in the [SAP Support Backbone Update Checklists for SAP Solution Manager](#).

#### 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”.

The new communication channel in the support backbone is the basis for exchanging data between your systems and the backbone in a secure, reliable, and controlled way.

To use this communication channel, you must request a technical communication user for your systems. (You cannot convert a regular S-user into a technical communication user.) The technical communication user is required, for example, to download digitally signed SAP Notes from Note Assistant (transaction `SNOTE`). Technical communication users cannot be used to log on in dialog mode, and their passwords do not expire.

After you have requested a technical communication user, it is generally available within 24 hours.

#### How Many Technical Communication Users Do You Need?

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](#).
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](#).

## Related Information

[Technical Communication User app](#)

## 2.2 Software Requirements

Before you begin to configure your system landscape to communicate with the updated support backbone, you may need to update your infrastructure.

In this chapter, we will explain the software requirements for your SAP NetWeaver systems, as well as SAP Solution Manager and Focused Run.

### 2.2.1 Required ST-PI and ST-A/PI Plug-In Versions for SAP NetWeaver

If the system to be prepared for SAP's Support Backbone Update is not directly connected to the backbone, no further action is required.

For all other systems, including SAP Solution Manager systems, Focused Run systems, and ABAP systems, with direct connectivity to the support backbone, you have to be on the following plug-in levels:

- ST-PI 2008\_1\_7xx SP20 and higher, or ST-PI 740 SP10 and higher
- ST-A/PI 01T\* SP01 and higher

## Steps

Open [Tools for Support Service Sessions](#) in SAP Support Portal and download the latest version of ST-PI and ST-A/PI.

For more information, see [Installations and Upgrades for ST-PI and Installations](#) and [Upgrades for ST-A/PI](#).

## What happens if you don't upgrade?

If you don't upgrade the ST-PI and ST-A/PI add-ons, the following applications can no longer connect directly to the support backbone:

- Service Data Control Center (SDCC). SDCC requires a functional destination to the support backbone for all tasks, such as refreshing service definitions, sending session data, and refreshing sessions.
- System Measurement (transaction USMM)
- Service Preparation Check (RTCCTOOL)

## 2.2.2 Required Support Package Levels for SAP Solution Manager

### Context

To ensure that your SAP Solution Manager systems can continue to communicate with SAP, we strongly recommend that you upgrade to SAP Solution Manager 7.2, Support Package Stack 7 or higher.

#### i Note

If you work with a multiple-customer scenario, you must upgrade to Support Package Stack 8 or higher.

### What Happens If You Don't Upgrade?

If you don't upgrade your SAP Solution Manager systems, you can still continue to work and we can still provide remote support by connecting to your systems. However, you will lose some or all connectivity to the support backbone. The severity of this depends on your system's Support Package Stack.

#### → Recommendation

We **strongly** recommend that you upgrade your SAP Solution Manager systems to Release 7.2, Support Package Stack 7 or higher.

| If Your System Remains On...         | You Will Have...            |
|--------------------------------------|-----------------------------|
| SAP Solution Manager 7.1             | No connectivity to SAP      |
| SAP Solution Manager 7.2 SPS 01 – 04 | No connectivity to SAP      |
| SAP Solution Manager 7.2 SPS 05 – 06 | Partial connectivity to SAP |

#### i Note

If your SAP Solution Manager systems remain on SPS 5 or 6, you will lose connectivity for IT service management (for example, message forwarding to SAP). You will also miss out on important developments such as those surrounding Data Protection and Privacy (GDPR), simplified configuration, and functional stabilization that are available with higher Support Package Stacks.



Manual configuration activities are required to safeguard connectivity for other functions these Support Package Stacks. For detailed information, please see the [SAP Support Backbone Update Checklists](#).

## Procedure

To upgrade to SPS 7 or higher, refer to the upgrade guide for SAP Solution Manager at [Upgrade Guide – SAP Solution Manager 7.2](#).

## 2.2.3 Required Support Package Levels for Focused Run

### Context

New communication channels in Focused Run 2.0 enable data to be exchanged with the updated support backbone. You therefore need to upgrade your Focused Run systems to Release 2.0.

### What Happens If You Don't Upgrade?

If you choose not to upgrade to Focused Run 2.0, we can still provide remote support by connecting to your systems. However, Focused Run 1.0 systems will no longer be able to communicate with the support backbone after January 8, 2020.

#### i Note

Focused Run 1.0 is scheduled to leave mainstream maintenance on November 23, 2019.

## Procedure

See the *Upgrade Guides* section of the [Focused Run Expert Portal](#).

## 2.3 Setting Up Connections to the Support Backbone



In this chapter, we explain how you can configure any ABAP systems that connect directly to the support backbone, that is, **not** via Focused Run or SAP Solution Manager as well as Focused Run systems.

**Hint:** If you are preparing an SAP Solution Manager system for the support backbone update, you may skip this chapter, as it is repeated in the [SAP Support Backbone Update Checklists for SAP Solution Manager](#).

## Prerequisites

For ABAP systems that connect directly to the support backbone (for example, to download SAP Notes), implement task list `SAP_BASIS_CONFIG_OSS_COMM` on the basis releases in that it is available. This task list contains common configuration steps for the ABAP task manager, and automatically creates the required connections to the support backbone.

### For ST-PI 740 on SAP Basis 7.40, Support Package 7 and Below

- You have created HTTP destination `SAP-SUPPORT_PORTAL` (type H) as described in SAP Note [2289984](#) .
- You have created HTTP destination `SAP-SUPPORT_PARCELOBOX` (type G) as described in SAP Note [2716729](#) .


### For ST-PI 740 on SAP Basis 7.40, Support Package 8 and Above

You have executed task list `SAP_BASIS_CONFIG_OSS_COMM` as described in SAP Note [2827658](#) .

### For ST-A/PI 01T\* SP01

You have executed task list `SAP_BASIS_CONFIG_OSS_COMM` as described in SAP Note [2827658](#) .

## Steps

Use transaction `STC01` to implement the required task lists (for details, see SAP Note [2827658](#) , if available on your basis release, otherwise implement manually, as set out above.

## Post-requisites

Task list `SAP_BASIS_CONFIG_OSS_COMM` checks that profile parameter `ssl/client_ciphersuites` is set to enable TLS and SSL. It also checks that the certificates required for the standard SSL client are installed. If the task list determines that the value of the profile parameter is incorrect or that certificates are missing, you must adjust the parameter value or download the required certificates manually. If you adjust the value of `ssl/client_ciphersuites`, you must restart your system for the change to take effect.

## Connections

For information about setting up the required connections to the updated support backbone, see [Communication with SAP's Support Backbone](#).

The tables below provide an overview of the RFC connections that were previously used to connect to the support backbone, along with the new HTTPS connections.

## i Note

For SAP Solution Manager, some destinations are created as part of task list `SAP_SUPPORT_HUB_CONFIG`. For more information, see the checklist for your Support Package Stack at [SAP Support Backbone Update Checklists](#).

### Previous RFC Connections to the Support Backbone

| Name of RFC Destination | Logon User                          | Use   |
|-------------------------|-------------------------------------|---|
| SAPOSS                  | OSS_RFC                             | Note Assistant and Automated Note Search Tool (ANST)  |
| SAPNET_RFC              | OSS_RFC                             | Send SAP EarlyWatch Alert reports (system monitoring for EWA and service plan)  |
| SDCC_OSS                | See SAP Note <a href="#">763561</a> | Used by Service Data Control Center to communicate with the SAP Support Portal front-end system; update service definitions (system monitoring for EWA and service plan). |
| SAPNET_RTCC             | ST14_TRCC                           | Service Preparation Check (RTCCTOOL)  |

### New Connections to the Support Backbone

| Name of Destination                               | Type  | Logon User                   | Use   |
|---|-------|------------------------------|---|
| SAP-SUPPORT_PORTAL                                | HTTPS | Technical communication user | Landscape Data Update, Note Assistant, Service Data Control Center (SDCC) and EarlyWatch Alert (EWA), and SAP Net-Weaver Download Service                                   |
| SAP-SUPPORT_PARCELBOX                             | HTTPS | Technical communication user | EarlyWatch Alert (EWA), Service Data Control Center (SDCC), and Landscape Management Database if automatic download of content is set up, and Rapid Content Delivery (RDC). |
| SAP-SUPPORT_NOTE_DOWNLOAD                         | HTTPS | Technical communication user | Note Assistant  |
| SAPOSS<br>(planned to be phased out by July 2020) | RFC   | Technical communication user | Service Connections (SOLMAN_CONNECT)  |

## Related Information

[Check and Adjust the TLS/SSL Protocol Version \[page 12\]](#)

[Install SSL Certificates \[page 13\]](#)

[Enabling Note Assistant for Transport-Based Correction Instructions \[page 18\]](#)

[SAP Solution Manager Systems \[page 26\]](#)

[SAP Note 2827658](#)

### 2.3.1 Check and Adjust the TLS/SSL Protocol Version

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.

#### Context

##### → Recommendation

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.

#### Procedure

To check the TLS version in your system:

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](#)).

## 2.3.2 Install SSL Certificates

### 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 the following PSEs are correct:
  - For standard systems, check *SSL client SSL Client (Standard)*.
  - For SAP Solution Manager systems, check both *SSL client SSL Client (Standard)* and *SSL client SSL Client (Anonymous)*.
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 13].
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)*.

### Related Information

[SAP Note 2631190](#)

## 2.3.3 Check SAProuter Configuration

If your SAP system is running on Basis Release 740 or higher, your SAProuter settings will be adjusted automatically. In this case, no further action is required. Otherwise, proceed as described below.

Communication with the updated support backbone takes place using the HTTPS protocol (as opposed to the RFC protocol used previously). As a result, you must check and adjust your SAProuter settings as described in SAP Note [2750491](#).

### → Recommendation

Keep your SAProuter software up to date at all times. Updates may provide bug fixes, address security issues, or contain new functions. Applying the latest update helps to ensure a stable connection to the support backbone and to secure the transmission of data to SAP.

The latest version of the SAProuter software is available from SAP ONE Support Launchpad under [SAPROUTER](#).

## 2.4 Enable Digitally Signed SAP Notes

With the update to the support backbone, digital signing of SAP Notes has become mandatory. You must therefore enable Note Assistant (transaction `SNOTE`) to download and upload digitally signed SAP Notes. Note Assistant must be enabled in each system in that it is used. You can transport any changes throughout your system landscape as usual.

**Hint:** If you are preparing an SAP Solution Manager system for the support backbone update, you may skip this chapter, as it is repeated in the [SAP Support Backbone Update Checklists for SAP Solution Manager](#).

### About Note Assistant

Note Assistant is a powerful tool for rapidly implementing specific SAP Notes. It makes it easy to install specific corrections to SAP solutions. It also recognizes any dependencies on SAP Notes, Support Packages, and modifications that have already been implemented, which helps to ensure you implement all appropriate fixes for your SAP solutions. These capabilities make Note Assistant a useful complement to SAP's support services.

### About Digitally Signed SAP Notes

SAP Notes are digitally signed to make them secure. With the update to the support backbone, digital signing of SAP Notes has become mandatory and so the process of downloading and uploading SAP Notes has changed. After January 8, 2020, downloading and uploading SAP Notes will no longer be possible unless Note Assistant (transaction `SNOTE`) has been enabled in your ABAP systems to work with digitally signed SAP Notes.

Digitally signed SAP Notes are available as `SAR` files. All SAP Notes downloaded through [SAP ONE Support Launchpad](#) are digitally signed `SAR` files.

### What Happens If You Don't Update?

If you don't update Note Assistant so that it can handle digitally signed SAP Notes, you will no longer be able to download SAP Notes via Note Assistant after January 8, 2020.

## More Information

For general information about working with Note Assistant and digitally signed SAP Notes, see the documentation for SAP NetWeaver at <http://help.sap.com/nw>. Choose your release level and open the application help for *SAP NetWeaver Library: Function-Oriented View*. From there, choose ► [Solution Life Cycle Management](#) ► [Software Logistics](#) ► [Note Assistant](#) ►.

### 2.4.1 Install Trust Anchor Certificates

To download digitally signed SAP Notes, you have to configure suitable trust anchor certificates to verify TLS server certificates and enable secure communication.

#### Context

The SAP NetWeaver download service uses SSL/TLS-protected communication to download software archives from `softwaredownloads.sap.com` and `notesdownloads.sap.com`. Suitable trust anchor certificates must be configured to verify the TLS server certificates of these servers to enable secure communication.

Without a suitable trust anchor certificate, an SSL handshake error will occur and the download cannot be established.

#### Procedure

Add the certificates as described in SAP Note [2620478](#) .

### 2.4.2 Enabling Note Assistant for Digitally Signed SAP Notes

#### Context

Note Assistant (transaction `SNOTE`) is enabled to work with digitally signed SAP Notes as of the following Support Packages of the respective `SAP_BASIS` software component.

| SAP_BASIS Release | Support Package |
|-------------------|-----------------|
| 700               | SP36            |

| SAP_BASIS Release | Support Package |
|-------------------|-----------------|
| 701               | SP21            |
| 702               | SP21            |
| 710               | SP23            |
| 711               | SP18            |
| 730               | SP19            |
| 731               | SP23            |
| 740               | SP20            |
| 750               | SP12            |
| 751               | SP06            |
| 752               | SP02            |
| 753 and above     | SP00            |

If you have already imported the Support Package mentioned above or a later Support Package, no further action is required here.

## Procedure

If your `SAP_BASIS` release is below the Support Packages listed above, proceed as follows.

We describe a guided approach that bundles all required actions in an SAP Note [2836302](#), to save you a considerable amount of time. For detailed understanding of each step, please refer to the PDF attachment in the note.

Else, find the details of the individual steps that needs to be performed below:

1. Depending on whether Note Assistant is enabled for transport-based correction instructions, implement the following SAP Notes:

| Option   | Description   |
|--|---|
| <b>If Note Assistant is enabled for implementing transport-based correction instructions...</b>                                      | ...implement SAP Note <a href="#">2576306</a> .<br><div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; margin-top: 10px;"> <p><b>→ Recommendation</b></p> <p>Enabling Note Assistant for transport-based correction instructions is a recommended procedure (see <a href="#">Enabling Note Assistant for Transport-Based Correction Instructions [page 18]</a>).</p> </div> |
| <b>If Note Assistant is not enabled for implementing transport-based correction instructions...</b>                                  | ...implement SAP Notes <a href="#">2408073</a> , <a href="#">2546220</a> , and <a href="#">2508268</a> .  |
| <b>And if <code>SAP_BASIS</code> release and SP is 700 SP08 and below, or 701 SP04 and below, or 702 SP05 and below (because the</b> |   |



| Option | Description   |
|--------|---|
|        | transport-based correction instruction feature is not available)... |

2. Depending on the `SAP_BASIS` release of your ABAP system, proceed as follows:

| SAP_BASIS Release | Action   |
|-------------------|--|
| 700 to 731        | Replace the generic user in RFC destination <code>SAP0SS/SAPSNOTE</code> with a technical communication user.  |
| 740 and above     | Enable either the HTTP protocol or the download service so that you can download SAP Notes using Note Assistant. For more information, see SAP Notes <a href="#">2508268</a> and <a href="#">2576306</a> . |

**i Note**  
You cannot use the RFC protocol to download SAP Notes.

### How to verify if SNOTE is enabled for Digitally-Signed SAP Notes

You can verify this in one of the following ways:

- Download the test SAP Note [2424539](#) and check the note log in SNOTE. The note log must say that a *Digitally-Signed note was downloaded*.
- If SAP Note [2836302](#) is implemented, launch the SNOTE transaction. If the configuration is not as required by the `SAP_BASIS` release of the system, a pop-up will appear specifying that SNOTE is not ready for 2020.

## Related Information

[SAP Note 2537133](#)

## 2.4.3 Enabling Note Assistant for Transport-Based Correction Instructions

We **strongly** recommend that you enable Note Assistant to work with transport-based correction instructions (TCIs). However, to ensure that your systems can continue to communicate with the support backbone, it is sufficient that they can work with digitally signed SAP Notes.

### Context

Note Assistant is enabled for transport-based correction instructions as of the following `SAP_BASIS` releases and Support Packages:










| SAP_BASIS Release | Support Package |
|-------------------|-----------------|
| 700               | SP35            |
| 701               | SP20            |
| 702               | SP20            |
| 731               | SP19            |
| 740               | SP16            |
| 750               | SP05            |
| 751               | SP02            |
| 752 and above     | SP00            |

### Procedure

If your `SAP_BASIS` release is below the Support Packages listed above, proceed as follows:

1. Update Support Package Manager (transaction `SPAM`) to version 70 or above.
2. Depending on the `SAP_BASIS` release of your ABAP system, implement the SAP Notes as described below:

| SAP_BASIS Release | Action   |
|-------------------|--|
| 700               | <ol style="list-style-type: none"> <li>1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> <li>○ SAP Note <a href="#">975510</a></li> <li>○ SAP Note <a href="#">1113339</a></li> <li>○ SAP Note <a href="#">1832923</a></li> <li>○ SAP Note <a href="#">2344014</a></li> <li>○ SAP Note <a href="#">2134534</a></li> <li>○ SAP Note <a href="#">2536585</a></li> <li>○ SAP Note <a href="#">2606986</a></li> <li>○ SAP Note <a href="#">2569813</a></li> <li>○ SAP Note <a href="#">2615270</a></li> </ul> </li> <li>2. Implement bootstrap SAP Note <a href="#">2446868</a> (package <code>SAPK70000PCPSAPBASIS</code>). For more information, see <a href="#">Implementing the Bootstrap SAP Note [page 21]</a>.</li> </ol> |
| 701               | <ol style="list-style-type: none"> <li>1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> <li>○ SAP Note <a href="#">1504500</a></li> <li>○ SAP Note <a href="#">1532112</a></li> <li>○ SAP Note <a href="#">2344014</a></li> <li>○ SAP Note <a href="#">2134534</a></li> <li>○ SAP Note <a href="#">2536585</a></li> <li>○ SAP Note <a href="#">2606986</a></li> <li>○ SAP Note <a href="#">2569813</a></li> <li>○ SAP Note <a href="#">2615270</a></li> </ul> </li> <li>2. Implement bootstrap SAP Note <a href="#">2444141</a> (package <code>SAPK70100DCPSAPBASIS</code>). For more information, see <a href="#">Implementing the Bootstrap SAP Note [page 21]</a>.</li> </ol>  |
| 702               | <ol style="list-style-type: none"> <li>1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> <li>○ SAP Note <a href="#">1532112</a></li> <li>○ SAP Note <a href="#">2344014</a></li> <li>○ SAP Note <a href="#">2134534</a></li> <li>○ SAP Note <a href="#">2536585</a></li> <li>○ SAP Note <a href="#">2606986</a></li> <li>○ SAP Note <a href="#">2569813</a></li> <li>○ SAP Note <a href="#">2615270</a></li> </ul> </li> <li>2. Implement bootstrap SAP Note <a href="#">2444141</a> (package <code>SAPK70200GCPSPBASIS</code>). For more information, see <a href="#">Implementing the Bootstrap SAP Note [page 21]</a>.</li> </ol>   |

| SAP_BASIS Release | Action  |
|-------------------|---|
| 731               | <ol style="list-style-type: none"> <li>1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> <li>○ SAP Note <a href="#">2536585</a> </li> <li>○ SAP Note <a href="#">2606986</a> </li> <li>○ SAP Note <a href="#">2615270</a> </li> <li>○ SAP Note <a href="#">2569813</a> </li> </ul> </li> <li>2. Implement bootstrap SAP Note <a href="#">1995550</a>  (package <code>SAPK73100DCPSAPBASIS</code>). For more information, see <a href="#">Implementing the Bootstrap SAP Note [page 21]</a>.</li> <li>3. Implement SAP Note <a href="#">2408383</a>  (package <code>SAPK73100GCPSAPBASIS</code>).</li> </ol>             |
| 740               | <ol style="list-style-type: none"> <li>1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> <li>○ SAP Note <a href="#">2536585</a> </li> <li>○ SAP Note <a href="#">2606986</a> </li> <li>○ SAP Note <a href="#">2615270</a> </li> <li>○ SAP Note <a href="#">2569813</a> </li> </ul> </li> <li>2. Implement bootstrap SAP Note <a href="#">1995550</a>  (package <code>SAPK74000FCPSAPBASIS</code>). For more information, see <a href="#">Implementing the Bootstrap SAP Note [page 21]</a>.</li> <li>3. Implement SAP Note <a href="#">2408383</a>  (package <code>SAPK74000ICPSAPBASIS</code>).</li> </ol>        |
| 750               | <ol style="list-style-type: none"> <li>1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> <li>○ SAP Note <a href="#">2536585</a> </li> <li>○ SAP Note <a href="#">2606986</a> </li> <li>○ SAP Note <a href="#">2615270</a> </li> <li>○ SAP Note <a href="#">2569813</a> </li> </ul> </li> <li>2. Implement bootstrap SAP Note <a href="#">1995550</a>  (package <code>SAPK750002CPSAPBASIS</code>). For more information, see <a href="#">Implementing the Bootstrap SAP Note [page 21]</a>.</li> <li>3. Implement SAP Note <a href="#">2408383</a>  (package <code>SAPK750003CPSAPBASIS</code>).</li> </ol> |

| SAP_BASIS Release | Action   |
|-------------------|--|
| 751               | <ol style="list-style-type: none"> <li>If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> <li>SAP Note <a href="#">2536585</a></li> <li>SAP Note <a href="#">2606986</a></li> <li>SAP Note <a href="#">2615270</a></li> <li>SAP Note <a href="#">2569813</a></li> </ul> </li> <li>Implement bootstrap SAP Note <a href="#">1995550</a> (package SAPK751001CPSAPBASIS). For more information, see <a href="#">Implementing the Bootstrap SAP Note [page 21]</a>.</li> <li>Implement SAP Note <a href="#">2408383</a> (package SAPK751002CPSAPBASIS).</li> </ol> |

## 2.4.3.1 Implementing the Bootstrap SAP Note

### Context

Preparing Note Assistant (transaction SNOTE) to work with SAP Notes transport-based correction instructions is also known as “bootstrapping”. After Note Assistant has been bootstrapped, SAP Notes that contain transport-based correction instructions can be implemented in the same way as any other SAP Note.

#### i Note

Bootstrapping of Note Assistant can be transported throughout your system landscape provided that you use Support Package Manager 70 or higher.

### Procedure

- Download the bootstrap SAP Note:
  - Find and open the bootstrap SAP Note for your SAP\_BASIS release on [SAP ONE Support Launchpad](#).

| SAP_BASIS Release | Bootstrap SAP Note      |
|-------------------|-------------------------|
| 700               | <a href="#">2446868</a> |
| 701               | <a href="#">2444141</a> |

| SAP_BASIS Release | Bootstrap SAP Note      |
|-------------------|-------------------------|
| 702               | <a href="#">2444141</a> |
| 731               | <a href="#">1995550</a> |
| 740               | <a href="#">1995550</a> |
| 750               | <a href="#">1995550</a> |
| 751               | <a href="#">1995550</a> |

- b. Click [Correction Instructions](#) and open the section for the SAP\_BASIS software component.
  - c. On the left side, select the software component version for your system and click the [Download](#) link on the right.
  - d. Save the SAR file to a local directory.
2. Upload the SAP Note to your system:
    - a. Log on to client 000 of the ABAP system in which you want to enable SAP Note transport-based correction instructions.
    - b. Call transaction **SPAM** and choose [Support Package](#) [Load packages](#) [SAR archives from Front End](#).
    - c. Navigate and select the file that you downloaded in step [1.d \[page 22\]](#).
  3. Import the queue:
    - a. In transaction **SPAM**, display the new Support Packages.
    - b. From the [OCS Package Directory: New Packages](#) view, select the respective bootstrap SAP Note.
    - c. To define the queue for SAP Note transport-based correction instructions, click [Calculate Queue](#).

#### i Note

If you receive the message “Not allowed Support Package is already applied”, the transport-based correction instructions are already available in the system and so no further import is required.

- d. Click [Import queue](#) to import the transport-based correction instructions queue.
4. Confirm the queue:
    - a. After the queue is imported, go to Note Assistant (transaction **SNOTE**) and download and implement the bootstrap SAP Note.

#### i Note

Even if the bootstrap SAP Note is already available, download it again.

The status of the SAP Note is now completely implemented and the **SPAM** queue is automatically confirmed.

#### i Note

If your system is not connected to the support backbone, the queue cannot be confirmed. In this case, download the bootstrap SAP Note from [SAP ONE Support Launchpad](#) and then upload it using Note Assistant (transaction **SNOTE**). You can then confirm the queue.

5. Check that the status of the bootstrap SAP Note has been set to [Completely Implemented](#).

## Related Information

[SAP Note 2187425](#)

### 2.4.3.2 Implementing an SAP Note Containing Transport-Based Correction Instructions

#### Procedure

1. Download the SAP Note that contains the transport-based correction instructions using Note Assistant.
2. Download the package containing the transport-based correction instructions:
  - a. On [SAP ONE Support Launchpad](#), find and open the SAP Note containing transport-based correction instructions.
  - b. Go to the correction instructions for the relevant software component.
  - c. On the left side, select the relevant release and click the [Download](#) link on the right to download the associated package of transport-based correction instructions.
  - d. Save the SAR file to a local directory.
3. Upload the SAR file to your system:
  - a. Log on to client 000 of the ABAP system in which you want to install the transport-based correction instructions.
  - b. Open Note Assistant (transaction [SNOTE](#)) and upload the SAR file by choosing [Goto > Upload TCI](#).

#### **i** Note

Alternatively, you can upload the SAR archive (for example, `K700005CPSAPBASIS.SAR`) from Support Package Manager (transaction [SPAM](#)) or the Add-On Installation Tool (transaction [SAINT](#)) from the front end.

1. Call transaction [SPAM](#) or [SAINT](#) in client 000.
2. In transaction [SPAM](#), choose [Support Package > Load packages > SAR archives from Front End](#) or in transaction [SAINT](#), choose [Installation Package > Load packages > SAR archives from Front End](#).

If you cannot upload the transport-based correction instructions, execute report `RSLANG20` (see SAP Notes [110910](#) and [48624](#)). Then call Note Assistant (transaction [SNOTE](#)) and choose [Goto > Upload TCI](#).

4. Implement the SAP Note that you downloaded in step 1 [\[page 23\]](#) as you would any other SAP Note using Note Assistant.

# 3 Service Data Control Center and SAP EarlyWatch Alert for Managed Systems

## i Note

The information and instructions provided in this section apply only to non-SAP Solution Manager systems (also known as “managed” systems).

For information about Service Data Control Center and SAP EarlyWatch Alert for SAP Solution Manager systems, see the [SAP Support Backbone Update Checklists](#).

## 3.1 Direct Connectivity

### Context

After you have upgraded to the latest version of the ST-PI and/or ST-A/PI add-on, and after setting up the new connections to the support backbone (see [Setting Up Connections to the Support Backbone \[page 9\]](#)), you must specify new HTTP destinations in the Service Data Control Center.

### Procedure

1. In transaction SDCCN, remove destination SDCC\_OSS and add destination SAP-SUPPORT\_PORTAL.
2. Delete all tasks that have the target SAP (002).
3. Create the tasks again.

The new tasks will use new destination SAP-SUPPORT\_PORTAL or SAP-SUPPORT\_PARCELBOX depending on the task type.

### Results

The SAP EarlyWatch Alert for the relevant ABAP system will continue to be available at SAP via the [Service Messages](#) and the [SAP EarlyWatch Alert – Workspace](#) apps on the SAP ONE Support Launchpad.

SAP is the source for the new service definitions.



## Related Information

[Guided Answer for New Communication Channel for SDCCN](#)

## 3.2 Indirect Connectivity Through SAP Solution Manager

### Context

You have an ABAP system that is connected to SAP Solution Manager only, and has no direct connection to the support backbone.

### Procedure

1. In transaction `SDCCN`, choose **► Goto ► Settings ► Task-Specific ►** and open the settings for RFC destinations.
2. In the list of RFC destinations, ensure that the "BACK" RFC is active and that the *Master* checkbox is selected for SAP Solution Manager.
3. Validate your configuration and test the connection to SAP Solution Manager based on the information in SAP Note [1769513](#) (*EWA not generated - session data is overdue (red flag status)*).

### Results

Data from the Service Data Control Center is sent from your ABAP system to the support backbone via SAP Solution Manager.

SAP EarlyWatch Alert reports will continue to be generated in SAP Solution Manager for the relevant managed system. If you have completed the steps from SAP Note [1684537](#) (*EarlyWatch Alert not sent to SAP: troubleshooting guide*), the reports will be made available in the *SAP EarlyWatch Alert – Workspace* app on the SAP ONE Support Launchpad.

SAP Solution Manager is the source for the new service definitions.

## 4 SAP Solution Manager Systems

To safeguard the connectivity between your SAP Solution Manager systems and the updated support backbone, we recommend that you upgrade to Support Package Stack 7 or higher. You can remain on a lower Support Package Stack but you risk losing some functionality.

Detailed information about the steps that you need to take for each Support Package Stack is available on SAP Support Portal at [SAP Support Backbone Update Checklists](#). Refer to the checklist for your Support Package Stack.

### **i** Note

If you work with a multiple-customer scenario, you must upgrade to Support Package Stack 8 or higher.

# 5 Focused Run for SAP Solution Manager Systems

The new framework for the support backbone uses an updated communication method. You must therefore make sure that your Focused Run for SAP Solution Manager systems can continue to connect to SAP.

## Before You Begin

Before you start to configured Focused Run, make sure that you have upgraded to the necessary Support Package as described at [Required Support Package Levels for Focused Run \[page 9\]](#).

## 5.1 Automated Configuration Activities for Focused Run for SAP Solution Manager

### Prerequisites

You have prepared Note Assistant to work with SAP Notes transport-based correction instructions (see [Enabling Note Assistant for Transport-Based Correction Instructions \[page 18\]](#)).

### Context

If you want to safeguard the connectivity of your Focused Run systems, you can implement task list `SAP_SUPPORT_HUB_CONFIG`. This task list contains the channel configuration for Focused Run, and must be implemented if you have upgraded your Focused Run systems to Release 2.0.

### Procedure

Use transaction `STC01` to implement the required task lists.

### Related Information

[Install SSL Certificates \[page 13\]](#)



[Enabling Note Assistant for Transport-Based Correction Instructions \[page 18\]](#)  
[SAP Solution Manager Systems \[page 26\]](#)

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