



CONFIGURATION GUIDE | PUBLIC
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Support Backbone Update

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Document History

Version	Date	Change
1.1	2019-08-19	<p>Restructured document based on customer feedback</p> <p>Corrected the TCI package for SAP_BASIS 731 in Enabling Note Assistant for Transport-Based Correction Instructions [page 16]</p> <p>Clarified statement about SSL profile parameter in Check and Adjust the TLS/SSL Protocol Version [page 24].</p>
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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 1, 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 1, 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

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 after the support backbone update. The guide is not meant to be read in its entirety. Start by reading the information under *Preparation and Prerequisites* and make sure that you have carried out all of the steps mentioned there. Afterward, refer to the sections that are applicable to your particular scenario:

- If you use Note Assistant (transaction `SNOTE`) to implement SAP Notes, see [Enable Digitally Signed SAP Notes \[page 12\]](#).
- If you have ABAP systems that connect directly to the support backbone (that is, not via Focused Run or SAP Solution Manager), see [Required Plug-In Versions for SAP NetWeaver \[page 7\]](#).
- If you have SAP Solution Manager systems that connect to the support backbone, see [SAP Solution Manager Systems \[page 33\]](#).
- If you have Focused Run for SAP Solution Manager systems that connect to the support backbone, see [Focused Run for SAP Solution Manager Systems \[page 36\]](#).

At the end of each section, you'll find a checklist that will help you to determine whether you are ready to start using the updated support backbone. You can also find a full checklist at the end of this document.

→ Recommendation

Complete these steps now so that you transition smoothly to the new infrastructure. As soon as you have completed the steps in this guide, you will automatically use the new infrastructure to communicate with SAP.

Related Information

[Support Backbone Update: Checklist \[page 38\]](#)

[Connectivity to SAP's Support Backbone – Support Portal](#) 

2 Preparation and Prerequisites

2.1 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.

2.1.1 Required Plug-In Versions for SAP NetWeaver

As a result of the support backbone update, you must check the ST-PI and ST-A/PI add-ons in all of your ABAP systems that connect directly to SAP, and if necessary, upgrade them.

i Note

If your system does not communicate with the support backbone directly but is instead connected to an SAP Solution Manager or Focused Run system, no further action is required here. In this case, see [SAP Solution Manager Systems \[page 33\]](#) and [Focused Run for SAP Solution Manager Systems \[page 36\]](#) respectively.

What Do You Need to Do?

To safeguard connectivity with the support backbone, you need to upgrade the versions of the ST-PI and ST-A/PI add-ons in your systems. For ST-PI, the upgrade process differs depending on whether you are using ST-PI 2008_1_7xx or ST-PI 740. If you use ST-PI 740, your SAP Basis release also plays a role.

For detailed information, see [Required Version of ST-PI 2008_1_7xx \[page 8\]](#) and [Required Version of ST-PI 740 \[page 8\]](#).

What Happens If You Don't Upgrade?

If you don't upgrade the ST-PI and ST-A/PI add-ons, the following applications will no longer be able to 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)

2.1.1.1 Required Version of ST-PI 2008_1_7xx

In general, we recommend that you always update your business systems to use the latest versions of ST-PI and ST-A/PI. However, you **must** upgrade if your system connects directly to the support backbone (for example, to send SAP EarlyWatch Alert data directly to SAP).

Context

i Note

If your system does not communicate with the support backbone directly but is instead connected to an SAP Solution Manager or Focused Run system, no further action is required here.

To connect to the updated support backbone, you must install ST-PI 2008_1_7xx SP20.

Procedure

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

Related Information

[Installations and Upgrades for ST-PI](#)

2.1.1.2 Required Version of ST-PI 740

The process of ensuring connectivity to the support backbone for the ST-PI 740 add-on depends on your SAP Basis release level.

Related Information

[Required Version of ST-PI 740 on SAP Basis 7.40, Support Package 7 and Below \[page 9\]](#)

2.1.1.2.1 Required Version of ST-PI 740 on SAP Basis 7.40, Support Package 7 and Below

In general, we recommend that you always update your business systems to use the latest versions of ST-PI and ST-A/PI. However, you **must** upgrade if your system connects directly to the support backbone (for example, to send SAP EarlyWatch Alert data directly to SAP).

Context

i Note

If your system does not communicate with the support backbone directly but is instead connected to an SAP Solution Manager or Focused Run system, no further action is required here.

To connect to the updated support backbone, you must install ST-PI 740 SP10.

Procedure

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

Related Information

[Installations and Upgrades for ST-PI](#)

2.1.1.2.2 Required Version of ST-PI 740 on SAP Basis 7.40, Support Package 8 and Above

In general, we recommend that you always update your business systems to use the latest versions of ST-PI and ST-A/PI. However, you **must** upgrade if your system connects directly to the support backbone (for example, to send SAP EarlyWatch Alert data directly to SAP).

Context

i Note

If your system does not communicate with the support backbone directly but is instead connected to an SAP Solution Manager or Focused Run system, no further action is required here.

To connect to the updated support backbone, you must install ST-PI 740 SP10.

Procedure

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

2.1.1.3 Required Version of ST-A/PI

In general, we recommend that you always update your business systems to use the latest versions of ST-PI and ST-A/PI. However, you **must** upgrade if your system connects directly to the support backbone (for example, to send SAP EarlyWatch Alert data directly to SAP).

Context

i Note

If your system does not communicate with the support backbone directly but is instead connected to an SAP Solution Manager or Focused Run system, no further action is required here.

To connect to the updated support backbone, you must install ST-A/PI 01T* SP01.

Procedure

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

Related Information

[Installations and Upgrades for ST-A/PI](#)

2.1.2 Required Support Package Levels for SAP Solution Manager

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 8 or higher.

Context

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 8.

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 – 07	Partial connectivity to SAP

i Note

If your SAP Solution Manager systems remain on SPS 5, 6, or 7, 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 8 or higher, refer to the upgrade guide for SAP Solution Manager at [Upgrade Guide – SAP Solution Manager 7.2](#).

2.1.3 Required Support Package Levels for Focused Run

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.

Context

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 1, 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](#).

2.1.4 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 which it is used. You can transport any changes throughout your system landscape as usual.

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 1, 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 1, 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](#).

2.1.4.1 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](#).

2.1.4.2 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
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:

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

Option	Description
If Note Assistant is enabled for implementing transport-based correction instructions...	<p>...implement SAP Note 2576306.</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>→ Recommendation</p> <p>Enabling Note Assistant for transport-based correction instructions is a recommended procedure (see Enabling Note Assistant for Transport-Based Correction Instructions [page 16]).</p> </div>
If Note Assistant is not enabled for implementing transport-based correction instructions...	...implement SAP Notes 2408073 , 2546220 , and 2508268 .

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>SAPOSS/SAPSNOTE</code> with a technical communication user.
740 and above	<p>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 2508268 and 2576306.</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>i Note</p> <p>You cannot use the RFC protocol to download SAP Notes.</p> </div>

Related Information

[SAP Note 2537133](#)

2.1.4.3 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"> 1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> ○ SAP Note 975510 ○ SAP Note 1113339 ○ SAP Note 1832923 ○ SAP Note 2344014 ○ SAP Note 2134534 ○ SAP Note 2536585 ○ SAP Note 2606986 ○ SAP Note 2569813 ○ SAP Note 2615270 2. Implement bootstrap SAP Note 2446868 (package <code>SAPK70000PCPSAPBASIS</code>). For more information, see Implementing the Bootstrap SAP Note [page 19].
701	<ol style="list-style-type: none"> 1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> ○ SAP Note 1504500 ○ SAP Note 1532112 ○ SAP Note 2344014 ○ SAP Note 2134534 ○ SAP Note 2536585 ○ SAP Note 2606986 ○ SAP Note 2569813 ○ SAP Note 2615270 2. Implement bootstrap SAP Note 2444141 (package <code>SAPK70100DCPSAPBASIS</code>). For more information, see Implementing the Bootstrap SAP Note [page 19].
702	<ol style="list-style-type: none"> 1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> ○ SAP Note 1532112 ○ SAP Note 2344014 ○ SAP Note 2134534 ○ SAP Note 2536585 ○ SAP Note 2606986 ○ SAP Note 2569813 ○ SAP Note 2615270 2. Implement bootstrap SAP Note 2444141 (package <code>SAPK70200GCPSPBASIS</code>). For more information, see Implementing the Bootstrap SAP Note [page 19].

SAP_BASIS Release	Action
731	<ol style="list-style-type: none"> 1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> ○ SAP Note 2536585  ○ SAP Note 2606986  ○ SAP Note 2615270  ○ SAP Note 2569813  2. Implement bootstrap SAP Note 1995550  (package <code>SAPK73100DCPSAPBASIS</code>). For more information, see Implementing the Bootstrap SAP Note [page 19]. 3. Implement SAP Note 2408383  (package <code>SAPK73100GCPSAPBASIS</code>).
740	<ol style="list-style-type: none"> 1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> ○ SAP Note 2536585  ○ SAP Note 2606986  ○ SAP Note 2615270  ○ SAP Note 2569813  2. Implement bootstrap SAP Note 1995550  (package <code>SAPK74000FCPSAPBASIS</code>). For more information, see Implementing the Bootstrap SAP Note [page 19]. 3. Implement SAP Note 2408383  (package <code>SAPK74000ICPSAPBASIS</code>).
750	<ol style="list-style-type: none"> 1. If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> ○ SAP Note 2536585  ○ SAP Note 2606986  ○ SAP Note 2615270  ○ SAP Note 2569813  2. Implement bootstrap SAP Note 1995550  (package <code>SAPK750002CPSAPBASIS</code>). For more information, see Implementing the Bootstrap SAP Note [page 19]. 3. Implement SAP Note 2408383  (package <code>SAPK750003CPSAPBASIS</code>).

SAP_BASIS Release	Action
751	<ol style="list-style-type: none"> If they are applicable, download and implement the following SAP Notes: <ul style="list-style-type: none"> SAP Note 2536585 SAP Note 2606986 SAP Note 2615270 SAP Note 2569813 Implement bootstrap SAP Note 1995550 (package SAPK751001CPSAPBASIS). For more information, see Implementing the Bootstrap SAP Note [page 19]. Implement SAP Note 2408383 (package SAPK751002CPSAPBASIS).

2.1.4.3.1 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	2446868
701	2444141

SAP_BASIS Release	Bootstrap SAP Note
702	2444141
731	1995550
740	1995550
750	1995550
751	1995550

- 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 \[page 20\]](#).
 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](#)

2.1.4.3.2 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 [\[page 21\]](#) as you would any other SAP Note using Note Assistant.

2.1.5 Setting Up Connections to the Support Backbone

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.

The new destinations are created as part of task list `SAP_BASIS_CONFIG_OSS_COMM`. For more information, see SAP Note [2738426](#).

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)
SAP-OSS	S-user	Exchange problem messages with SAP (service desk), synchronize system data with SAP Support Portal, and send data about managed systems; transfer of solution, issue data; transfer feedback to SAP service connection, product data download
SAP-OSS-LIST-001	S-user	Retrieve information about which messages have been changed at SAP
SDCC_OSS	See SAP Note 763561	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_RFC	OSS_RFC	Send SAP EarlyWatch Alert reports (system monitoring for EWA and service plan)
SAPNET_RTCC	ST14_TRCC	Service Preparation Check (RTCCTOOL)

New Connections to the Support Backbone

Name of HTTPS Destination	Logon User	Use
SAP-SUPPORT_PORTAL	Technical communication user	SAP Solution Manager
SAP-SUPPORT_PARCELBOX	Technical communication user	SAP Solution Manager
SAP-SUPPORT_NOTE_DOWNLOAD	Technical communication user	Note Assistant
SAPOSS	Technical communication user	SAP Solution Manager
CO_SISEHUB_MI_O_AS_PUT_EXTERNA		Support Hub

Name of HTTPS Destination	Logon User	Use
CO_SISEHUB_MI_O_S_SHB_GET_EX		Support Hub
CO_SISEHUB_MI_O_S_SHB_LIST		Support Hub
CO_SISEHUB_MI_O_S_SHB_REMOVE		Support Hub

2.2 Automated Configuration Activities

To help reduce the number of configuration tasks that you have to carry out manually, we provide task lists that automate some of the configuration steps for you.

Prerequisites

You have prepared Note Assistant to work with SAP Notes transport-based correction instructions (see [Enabling Note Assistant for Transport-Based Correction Instructions \[page 16\]](#)).

Context

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

Procedure

Use transaction STC01 to implement the required task lists.

For detailed instructions, see SAP Note [2793641](#).

Next Steps

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.

Related Information

[Check and Adjust the TLS/SSL Protocol Version \[page 24\]](#)

[Install SSL Certificates \[page 25\]](#)

[Enabling Note Assistant for Transport-Based Correction Instructions \[page 16\]](#)

[SAP Solution Manager Systems \[page 33\]](#)

[SAP Note 2793641](#)

2.2.1 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:MEDIUM:+e3DES::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:MEDIUM:+e3DES::EC_P256:EC_HIGH` (unless you have an exceptional use case, in which case refer to the values in SAP Note [510007](#)).

2.2.2 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 standard and SAP Solution Manager systems, check *SSL client SSL Client (Standard)* and *SSL client SSL Client (Anonymous)*.

If the status is green, no further action is required. Otherwise, proceed as follows:

2. Download the required certificates from SAP Note [2631190](#).
3. 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 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

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.

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](#) 

3 Note Assistant

In this chapter, we will explain how you can configure Note Assistant so that it can continue to communicate with the support backbone.

Before You Begin

Before you start to configure Note Assistant, make sure that you have enabled it for digitally signed SAP Notes as described at [Enable Digitally Signed SAP Notes \[page 12\]](#).

We also recommend that you enable Note Assistant for TCIs as described at [Enabling Note Assistant for Transport-Based Correction Instructions \[page 16\]](#).

3.1 Test Your Connectivity to the Updated Backbone

Check that Note Assistant now 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.

3.2 Checklist for Note Assistant

- If Note Assistant in your ABAP system is enabled for SAP Notes transport-based correction instructions, implement SAP Note [2576306](#).
- If Note Assistant in your ABAP system is **not** enabled for SAP Notes transport-based correction instructions, implement the following SAP Notes:

[2408073](#)

[2546220](#)

[2508268](#)

Install trust anchor certificates.

4 ABAP Systems with Direct Connectivity

In this chapter, we will explain how you can configure any ABAP systems that connect directly to the support backbone.

Before You Begin



Before you start to configure your systems, make sure that you have upgraded to the latest version of the ST-PI and ST-A/PI add-ons as described at [Required Plug-In Versions for SAP NetWeaver \[page 7\]](#).

4.1 Configure Service Data Control Center

After you have upgraded to the latest version of ST-A/PI, you must specify new HTTP destinations in the Service Data Control Center.

Prerequisites

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_PARCELBOX` (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 [2738426](#) .

For ST-A/PI 01T* SP01

You have executed task list `SAP_BASIS_CONFIG_OSS_COMM` as described in SAP Note [2738426](#) .

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.

Related Information

[Automated Configuration Activities \[page 23\]](#)

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

4.2 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](#).

4.3 Checklist for ABAP Systems with Direct Connectivity

- Upgrade ST-PI and ST-A/PI to the following versions:
 - ST-PI 740 SP10
 - ST-PI 2008_1_7xx SP20
 - ST-A/PI 01T* SP01
- Check that the requirements of Note Assistant have been fulfilled and that any changes have been transported throughout the system landscape.
- Implement SAP Note [2738426](#) and transport it throughout the system landscape.
- Request a technical communication user.
- Execute task list `SAP_BASIS_CONFIG_OSS_COMM` (transaction `STC01`) in each system and specify the user and password for the technical communication user.

- Configure Service Data Control Center (transaction `SDCCN`)
- Check and adjust SAProuter settings

5 SAP Solution Manager Systems

In this chapter, we will explain how you configure your SAP Solution Manager systems so that they can continue to communicate with the support backbone.

The update to the support backbone affects the following scenarios in SAP Solution Manager:

Landscape management	Landscape synchronization
	Maintenance planner (automated system information update)
	Remote service connections from SAP Solution Manager
	System Recommendations app
License management	Automatic distribution of licenses and certificates
Test suite	Scope and effort analyzer (SEA)
IT service management	Incident management (exchange of incidents with SAP)
SAP Engagement and Service Delivery	Engagements and sessions
	SAP EarlyWatch Alert (EWA) from SAP Solution Manager to SAP
	Service content update

i Note

The update does not affect SAP's ability to provide you with remote support.

Before You Begin

In this section, we assume that you have already upgraded your SAP Solution Manager system to Support Package Stack 8 or higher, as described at [Required Support Package Levels for SAP Solution Manager \[page 11\]](#).

If you choose to remain on a lower Support Package Stack, you will have restricted connectivity to the support backbone. For information about how best to configure your systems in this case, see [SAP Support Backbone Update Checklists](#).

5.1 Configure RFC Connectivity

In *SAP Solution Manager Configuration* (transaction `SOLMAN_SETUP`), you must adjust the user logon information in the *System Preparation* scenario.

Prerequisites

- You have upgraded your SAP Solution Manager system to Support Package Stack 8.
- You have a technical communication user.

Procedure

1. In *SAP Solution Manager Configuration* (transaction `SOLMAN_SETUP`), open the *System Preparation* scenario and navigate to step 3.1 (*RFC Connectivity*).
2. In the *User Logon Information* section, enter the following data:

Field	Required Entry
S-User for SAP Backend	Enter your technical communication user.
Password	Enter the password for your technical communication user.
S-User for Communication	Enter a corporate S-user.

3. Click *Maintain Connections* to establish the connection to the support backbone.

Related Information

[Required Support Package Levels for SAP Solution Manager \[page 11\]](#)

[Request a Technical Communication User \[page 26\]](#)

5.2 Automated Configuration Activities 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 \[page 16\]](#)).

Context

If you want to safeguard the connectivity of your SAP Solution Manager systems, you can implement task list `SAP_SUPPORT_HUB_CONFIG`. This task list contains the channel configuration for SAP Solution Manager, and must be implemented if you have upgraded your SAP Solution Manager systems to Support Package Stack 8.

Procedure

Use transaction STC01 to implement the required task lists.

Related Information

[Install SSL Certificates \[page 25\]](#)

[Enabling Note Assistant for Transport-Based Correction Instructions \[page 16\]](#)

[SAP Solution Manager Systems \[page 33\]](#)

5.3 Checklist for SAP Solution Manager

Based on your Support Package Stack, use the following checklists to make sure that your SAP Solution Manager systems are able to communicate with the updated support backbone.

→ Remember

We recommend that you upgrade to SAP Solution Manager 7.2, Support Package Stack 8 or higher.

Related Information

[SAP Support Backbone Update Checklists](#) 

6 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 \[page 12\]](#).

6.1 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 \[page 16\]](#)).

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 \[page 25\]](#)

[Enabling Note Assistant for Transport-Based Correction Instructions \[page 16\]](#)

[SAP Solution Manager Systems \[page 33\]](#)


6.2 Checklist for Focused Run for SAP Solution Manager

Use the following checklist to make sure that your Focused Run for SAP Solution Manager systems are able to communicate with the updated support backbone.

- Upgrade to Focused Run for SAP Solution Manager, Release 2.0.

7 Support Backbone Update: Checklist





SAP Solution Manager

- Upgrade to Support Package Stack 8 or higher (recommended)
- Completed the steps described at [SAP Support Backbone Update Checklists](#)


Focused Run for SAP Solution Manager

- Upgrade to Focused Run for SAP Solution Manager, Release 2.0.

Note Assistant

- If Note Assistant in your ABAP system is enabled for SAP Notes transport-based correction instructions, implement SAP Note [2576306](#).
- If Note Assistant in your ABAP system is **not** enabled for SAP Notes transport-based correction instructions, implement the following SAP Notes:
 - [2408073](#)
 - [2546220](#)
 - [2508268](#)
- Install trust anchor certificates.

ABAP Systems with Direct Connectivity

- Upgrade ST-PI and ST-A/PI to the following versions:
 - ST-PI 740 SP10
 - ST-PI 2008_1_7xx SP20
 - ST-A/PI 01T* SP01
- Check that the requirements of Note Assistant have been fulfilled and that any changes have been transported throughout the system landscape.
- Implement SAP Note [2738426](#) and transport it throughout the system landscape.



- Request a technical communication user.
- Execute task list `SAP_BASIS_CONFIG_OSS_COMM` (transaction `STC01`) in each system and specify the user and password for the technical communication user.
- Configure Service Data Control Center (transaction `SDCCN`)
- Check and adjust SAProuter settings

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