

Basic RSP* Reporting Usage

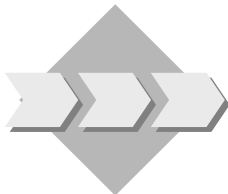
Prerequisites:

- RSP 3.0 installed in partner's environment and registered as per note [1604172](#)
- RSP Studio 3.0 installed in partner's environment
- RSP 3.0 installed in customer's productive environment and registered as per note [1604172](#)
- Partner's WebDAV is set up in partner's environment as per note [1697750](#) or [1776656](#)
- Partner's WebDAV is configured in the RSP of the customer as per note [1697750](#)



At the conclusion of this exercise, you will be able to:

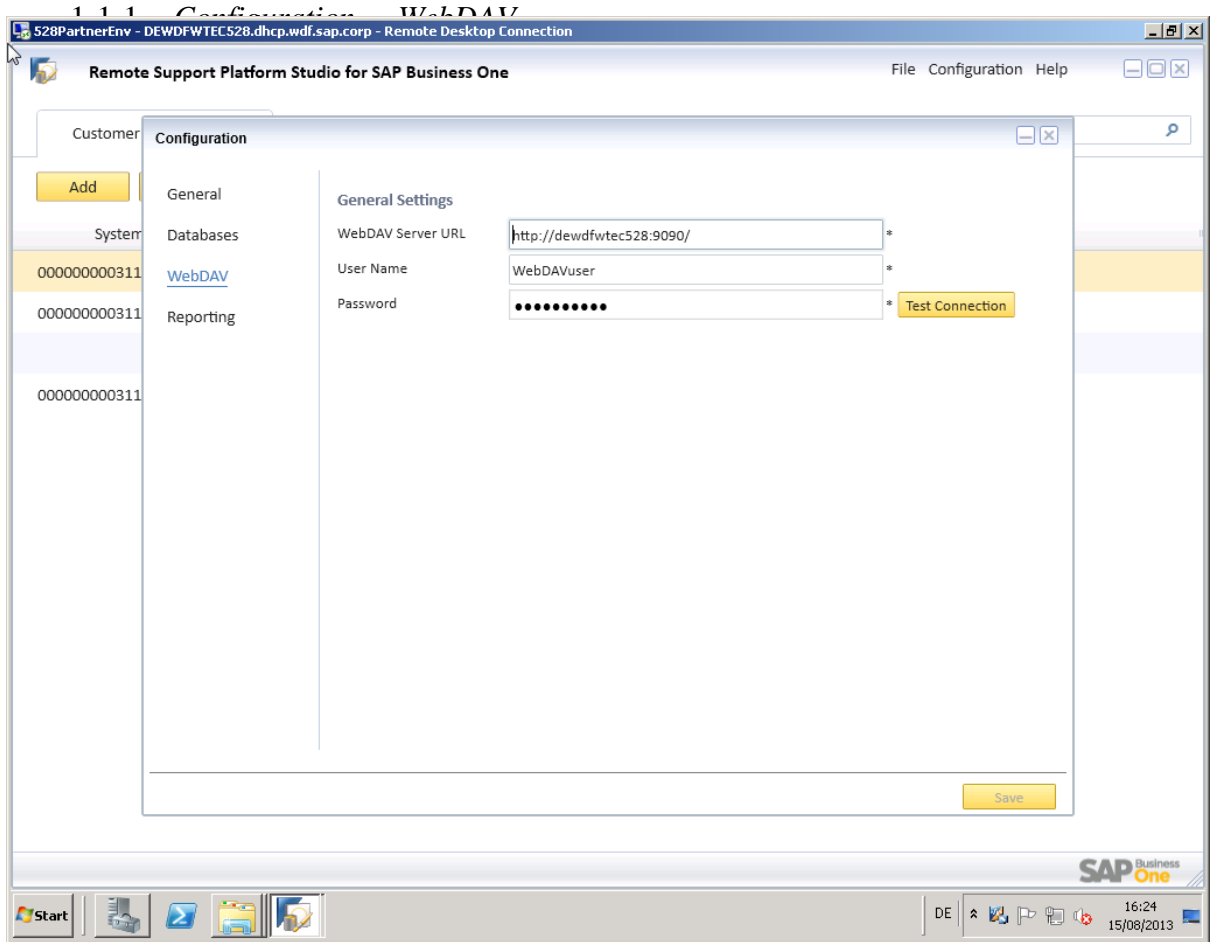
- Use the RSP reporting feature in the RSP Studio 3.0 for 1 customer



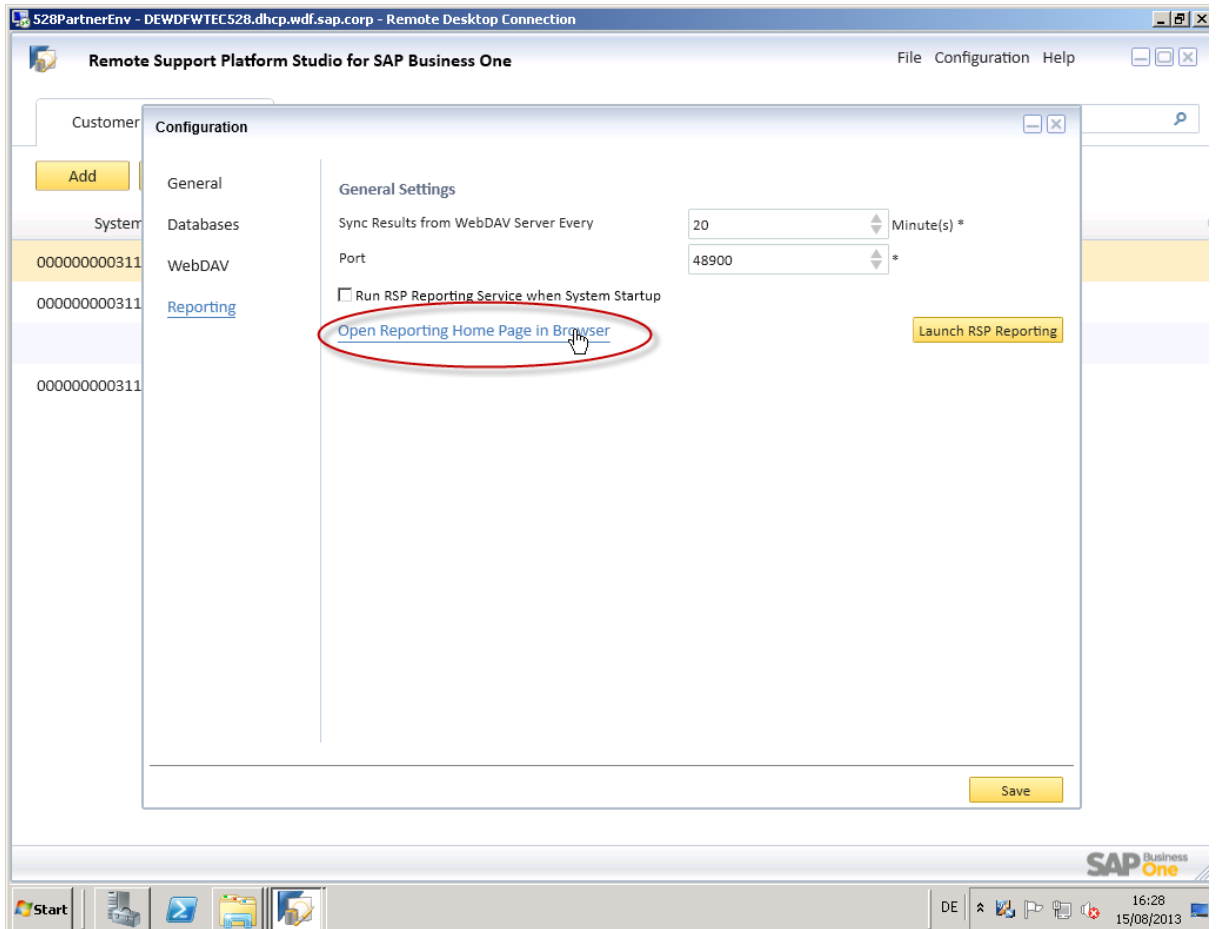
You want to use Remote Support Platform 3.0 for SAP Business One more efficiently by generating reports based on the data gathered from System Status Report task results.

* For better readability of this document, the term *RSP* is used instead of *remote support platform* or *remote support platform for SAP Business One*

RSP 3.0 Basic RSP Reporting Usage

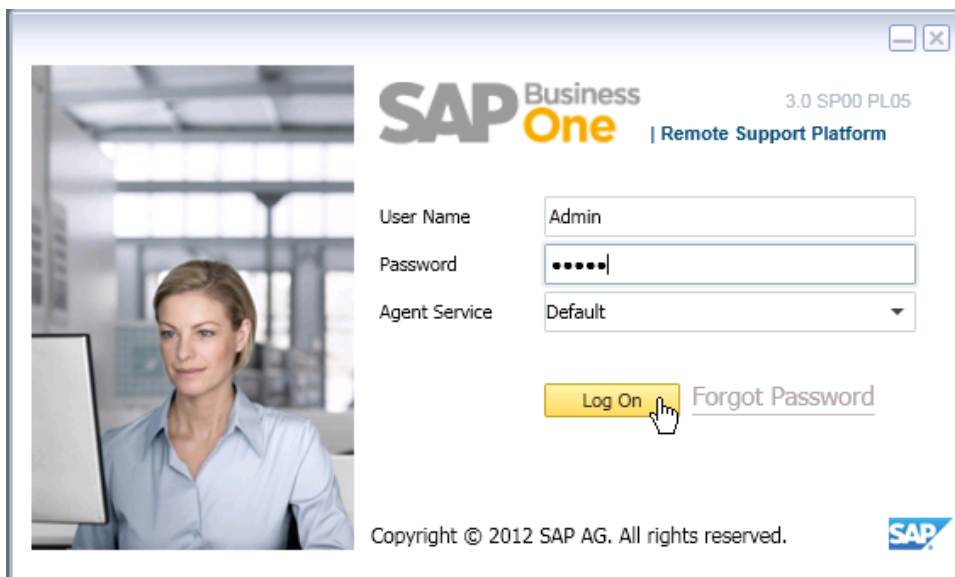


RSP 3.0 Basic RSP Reporting Usage



1-2-1 Type in the user name

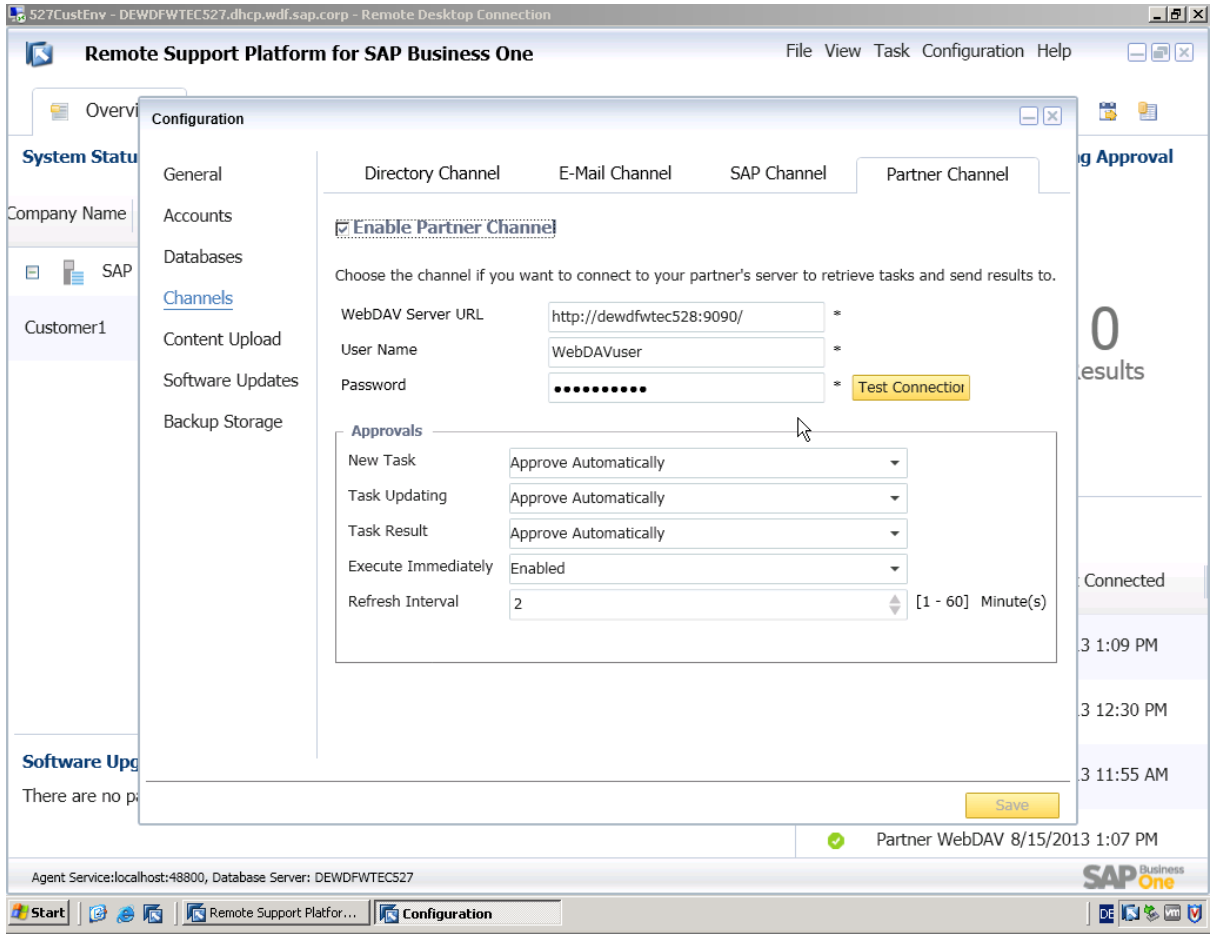
1-2-2 Type in the user password and choose *Log On*.



RSP 3.0 Basic RSP Reporting Usage

1-2-3 Go to Configuration → Channels → Partner Channel

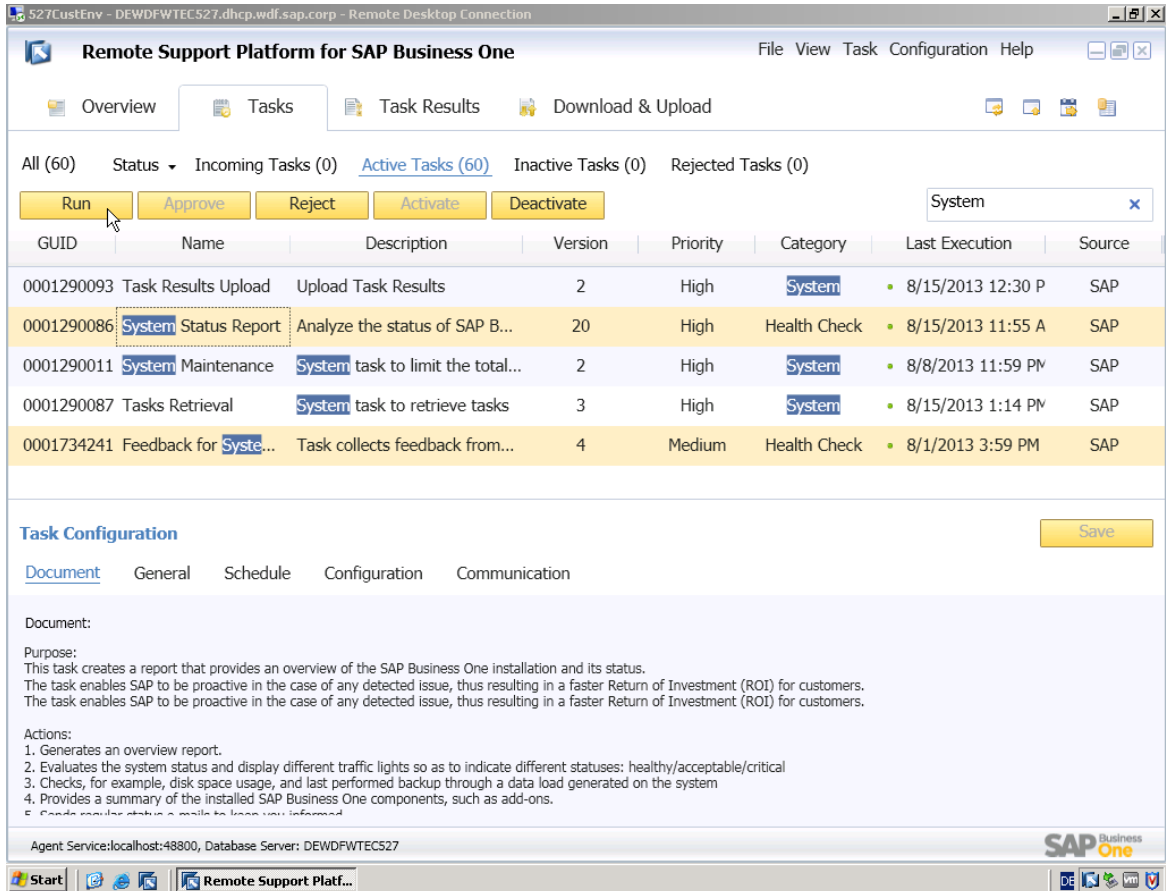
Note: SAP recommends to adjust the approval settings as shown below:



1-2-4

RSP 3.0 Basic RSP Reporting Usage

1-2-5 Go to *Tasks* → *Active Tasks*. Select the *System Status Report* task and then choose *Run*.



The screenshot displays the 'Remote Support Platform for SAP Business One' interface. The 'Tasks' tab is active, showing a list of tasks under 'Active Tasks (60)'. The 'System Status Report' task (GUID: 0001290086) is selected. The 'Run' button is highlighted, indicating the user is about to execute the task. Below the task list, the 'Task Configuration' section is visible, showing the purpose and actions of the task.

GUID	Name	Description	Version	Priority	Category	Last Execution	Source
0001290093	Task Results Upload	Upload Task Results	2	High	System	8/15/2013 12:30 P	SAP
0001290086	System Status Report	Analyze the status of SAP B...	20	High	Health Check	8/15/2013 11:55 A	SAP
0001290011	System Maintenance	System task to limit the total...	2	High	System	8/8/2013 11:59 PM	SAP
0001290087	Tasks Retrieval	System task to retrieve tasks	3	High	System	8/15/2013 1:14 PM	SAP
0001734241	Feedback for Syste...	Task collects feedback from...	4	Medium	Health Check	8/1/2013 3:59 PM	SAP

Task Configuration

Document: [Document](#) | [General](#) | [Schedule](#) | [Configuration](#) | [Communication](#)

Purpose:
This task creates a report that provides an overview of the SAP Business One installation and its status.
The task enables SAP to be proactive in the case of any detected issue, thus resulting in a faster Return of Investment (ROI) for customers.
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Actions:
1. Generates an overview report.
2. Evaluates the system status and display different traffic lights so as to indicate different statuses: healthy/acceptable/critical
3. Checks, for example, disk space usage, and last performed backup through a data load generated on the system
4. Provides a summary of the installed SAP Business One components, such as add-ons.
5. Sends email status reports to keep you informed.

Agent Service:localhost:48800, Database Server: DEWDFWTEC527

1-2-6 Go to *Task Results* → *Awaiting Approval* and approve the task results.
Note: Depending on the approval settings made in step 1-2-3 you might skip this step

1-2-7 Go to *Task Results* → *Awaiting Upload* and upload the task results.

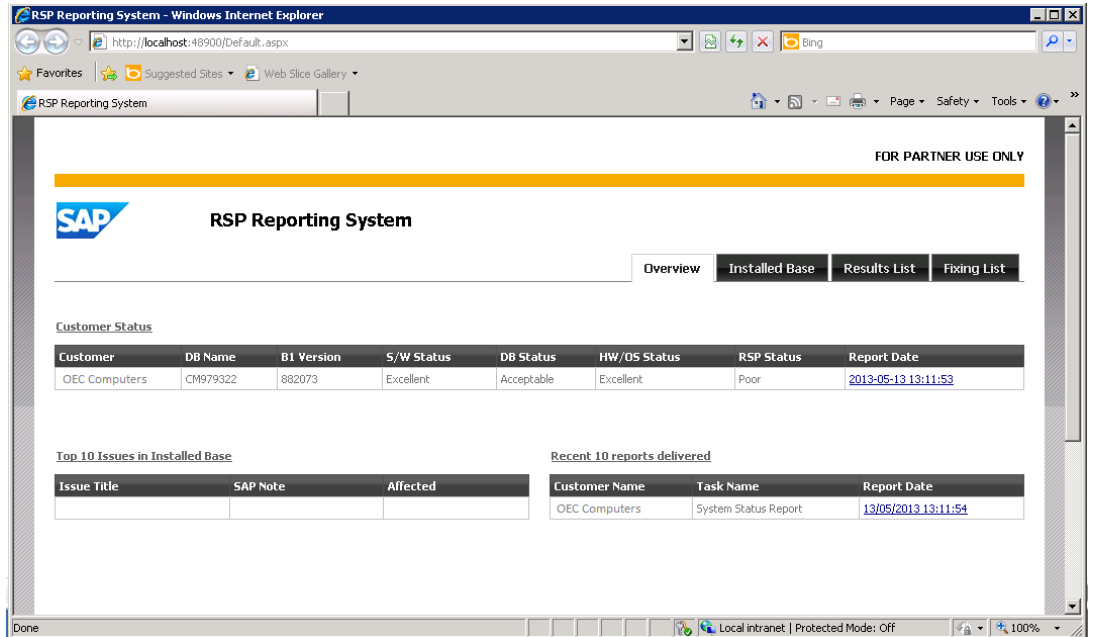
1-3 In partners environment log in to

1-3-1

1-3-2 Choose the *Launch RSP Reporting* button.

1-3-3 .

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Note: You can access the RSP reporting system directly from the Web browser on the machine on which you have installed the remote support platform studio, by entering the following URL:

<http://localhost:<port>/Default.aspx>

- 1-3-4 You can view various details on the different tabs such as, a list of most common issues, a detailed system status report, charts of various customer demographics, a list of all uploaded task results and a list of corrections

RSP 3.0 Basic RSP Reporting Usage

that are available for databases monitored by the RSP.

SAP Reporting System - Overview

FOR PARTNER USE ONLY

Overview | Installed Base | Results List | Pricing List

Customer Status

Customer	DB Name	BI Version	S/W Status	DB Status	HW/OS Status	RSP Status	Report Date
SAP Partner - ita	SBODem08	90007	Excellent	Excellent	Excellent	Poor	2013-08-14 06:31:20
SAP Partner - ita	SBODem05	90007	Excellent	Excellent	Excellent	Poor	2013-08-14 06:31:21
OEC Computers	SBODem07	90007	Excellent	Excellent	Excellent	Poor	2013-07-24 13:24:26
OEC Computers	SBODem04	90007	Excellent	Excellent	Excellent	Poor	2013-07-24 13:24:24
OEC Computers	SBODem06	90007	Excellent	Excellent	Excellent	Poor	2013-07-24 13:24:23
OEC Computers	SBODem08	90007	Excellent	Excellent	Excellent	Poor	2013-07-24 13:24:21
OEC Computers	SBODem05	90007	Excellent	Poor	Excellent	Poor	2013-07-24 13:00:21
OEC Computers Deutschland	SBODem06	982073	Excellent	Poor	Excellent	Poor	2013-07-24 13:45:28
OEC Computers Deutschland	SBODem05	982073	Excellent	Poor	Excellent	Poor	2013-07-24 13:40:23
Customer 3	SBODem05	90007	Excellent	Poor	Excellent	Poor	2013-08-14 13:20:28

Top 10 Issues in Installed Base

Issue Type	SAP Note	Affected

Recent 10 reports delivered

Customer Name	Task Name	Report Date
Customer 3	SAP Business One analysis powered by SAP AWA Status Report	14-08-2013 13:31:55
SAP Partner - ita	SAP Business One Improvement Program	14-08-2013 13:31:07
Customer 3	System Status Report	14-08-2013 13:30:29
SAP Partner - ita	Inconsistency of Items Managed by Batches and Serial Numbers	14-08-2013 13:30:13
Customer 3	Inconsistency of Items Managed by Batches and Serial Numbers	14-08-2013 13:30:21
Customer 3	Database Backup	14-08-2013 09:20:47
SAP Partner - ita	Shrink SBO-Common	14-08-2013 00:30:44
SAP Partner - ita	Shrink SBO-Common	14-08-2013 00:30:29
Customer 3	Shrink SBO-Common	14-08-2013 20:31:14
SAP Partner - ita	System Status Report	14-08-2013 06:31:28

SAP Reporting System - Installed Base

FOR PARTNER USE ONLY

Overview | Installed Base | Results List | Pricing List

Customers by BI Version

BI Version	Count
BI 9.0 [3]	3
BI 8.0 [1]	1

Customers by Location

Location	Count
United States [3]	3
Germany [1]	1

Customers by S/W Size

S/W Size	Count
10-20	11
1-5	0
5-10	0
20-50	0
50-100	0
>100	0

Databases by Size

Size	Count
10-20	11
1-5	0
5-10	0
20-50	0
50-100	0
>100	0

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Note: Screenshots on this page were taken after connecting several customers with partners WebDAV