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

1.1. Configuration → WebDAV

Remote Support Platform Studio for SAP Business One

Configuration

- General Settings
  - WebDAV Server URL: https://ewdfwritr.96/96
  - User Name: WebDAVuser
  - Password: ***********

Test Connection

Configuration → WebDAV

Customer

Add

System

0000000000311

WeblDAV

Reporting

0000000000311
1-2-1 Type in the user name

1-2-2 Type in the user password and choose *Log On.*
1-2-3  Go to Configuration → Channels → Partner Channel

Note: SAP recommends to adjust the approval settings as shown below:
1-2-5 Go to Tasks → Active Tasks. Select the System Status Report task and then choose Run.

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
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:

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
that are available for databases monitored by the RSP.
Note: Screenshots on this page were taken after connecting several customers with partners WebDAV