RSP for SAP Business One

SAP 2013
### RSP Rollout Plan - Phased Approach

**Phase 1**

**Awareness & Enablement**
- **Partner Action**
  - Attend/review enablement sessions ->
  - Review RSP landing page for updates
  - Install RSP across customer base
- **Field Action**
  - Support partners with RSP queries and evangelize RSP value
- **GSC Action**
  - Follow new support msg handling process for RSP related messages for phase 1
  - Assist partners with RSP installation issues
- **Reporting & Follow up**
  - Monthly RSP penetration report sent to LPE’s/PSA’s.

**Phase 2**

**Preparation & Readiness**
- **Partner Action**
  - Install & activate RSP across customer base
  - Obligation outlined in the terms and conditions of the Partner Maintenance Package for SAP Business One
- **Field Action**
  - Support partners with RSP queries and continue to evangelize RSP value
- **GSC Action**
  - Follow new support msg handling process for RSP related messages for phase 2
  - Support sends back RSP related msg if RSP is not installed. If partners aren’t ready/prepared, GSC will continue to process msg.
- **Reporting & Follow up**
  - Monthly RSP penetration report sent to LPE’s/PSA’s.

**Phase 3**

**Mandatory Rollout**
- **Partner Action**
  - RSP is the only platform for delivering a defined list of RSP ‘only’ support services.
- **GSC Action**
  - Follow new support msg handling process for RSP related messages for phase 3
  - Support will push back messages that require RSP ‘only’ services except under exceptional circumstances**.
- **Field Action**
  - Support partners with RSP queries and continue to evangelize RSP value
- **Reporting & Follow up**
  - Quarterly RSP penetration report sent to LPE’s/PSA’s.

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* RSP ‘only’ services -> Support services that will ONLY be delivered via RSP unless determined as an exceptional circumstance by GSC.

** Exceptional circumstances -> Technical RSP issues, internet connection issues & specific escalations

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# B1 Support Services: Delivery via RSP

<table>
<thead>
<tr>
<th>Sn</th>
<th>RSP Delivery Mandatory / Non Mandatory</th>
<th>Type of Services delivered by RSP</th>
<th>RSP Functionality to deliver Service</th>
<th>Benefits to Partner/Customer/SAP</th>
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</table>
| 1  | M                                      | Database Request                 | Content Upload                     | • This can reduce database backup and uploading time for Partners and Customers  
• Partners and Customers can set an upload limit to manage internet traffic during peak business hours  
• Partners and Customers can schedule an upload time to reduce any internet traffic bottlenecks |
| 2  | M                                      | Partner Executing Queries (PEQs)  | Corrective Task                    | • PEQ’s are tasks that allow automatic correction of well known issues  
• Partners have the option to approve or reject these tasks remotely via the RSP Remote Console or directly via the customer’s RSP Agent Console |
| 3  | NM                                     | Delivery customer specific Health checks & fixes | RSP Customized Solution | • Health check results enable partners to proactively provide solutions or to approach SAP for assistance and a solution  
• Avoid the use of WebEx sessions which removes the need for partners, customers and SAP consultants to be present when fixing customer databases. This is only limited to specific fixes.  
• Partners have the option to test and approve or reject SAP solutions before applying them to customer databases  
• Partners can setup their own testing environment in order to test the SAP solution on a customer database copy |
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| 4   | M                                    | Detection of issue in customer database (Proactively and on demand) | ▪ Health Check Task | ▪ Proactively identify issues in customer databases  
▪ SAP can detect issues without requesting customer databases and may request the database only when the issue is confirmed  
▪ SAP developers can gain an overview of how often specific errors occur and can therefore proactively prioritize development improvements  
▪ Partners and Customers are able to select which tasks they would like to execute  
▪ SAP has delivered a number of health check tasks such as:  
  a) Inventory Valuation Checks  
  b) Database Physical Integrity Checks  
  c) Financial Consistency Checks  
  d) AR & AP Health Checks  
  e) Year-End Closing Health Checks etc… |
| 5   | M                                    | General overview about customers B1 installation | ▪ Upload of results of System Status Report  
▪ Upload Results of Health Checks | ▪ The System Status Report provides important customer installation information allowing partners to mitigate any risks from potential issues. System Status Report details include:  
  a) Disk space and back-up status checks  
  b) Detailed information on business setup and customization  
  c) Overview of hardware and software configuration  
  d) Traffic lights to visually indicate system readiness and areas that need attention  
  e) The reports highlight changes compared to previous reports and includes previous data |
## B1 Support Services: Delivery via RSP

<table>
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<th>RSP Delivery Mandatory / Non Mandatory</th>
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<tbody>
<tr>
<td>6</td>
<td>NM</td>
<td>Download of B1 patches, B1 Hotfixes or RU versions</td>
<td>Download of patches</td>
<td>Ability to download patches, hot-fixes and ramp-up versions of SAP Business One via RSP at the customer site</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td>Ability to restrict access to allow only approved customers to participate in the ramp-up phase or require specific hot-fixes.</td>
</tr>
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</table>
Key Message for Rollout Process

- RSP is no longer a free tool that we ‘offer as an alternative’
- It is the primary platform for receiving B1 support services
- Partners are obligated to install and activate RSP across their customer base as outlined in the Maintenance Package for SAP Business One
- Partners need to be RSP ‘ready’ by Q4/2012
- RSP related messages will be pushed back in Q1/2013 if RSP is not installed unless exceptional circumstances determined by GSC.
- RSP landing page has been updated to reflect changes
- Partner enablement sessions have been scheduled for early July
Software Presentation
Life Cycle Management...

is a mixture of complex tools and processes
Remote Support Platform for SAP Business One
SAP brings simplicity in managing landscape

**Monitor, Protect, Keep Up To Date** and **Heal** with one easy to use application

**Partner Channel** break through in supporting customers remotely

**Single User Interface**
- Dashboard with key information
- Full management and monitoring of installed components
- Wizard based approach for user communication
- Repository of reports

**System Monitoring**
- Traffic lights indicating readiness of application for operations
- Overview of hardware and software configuration
- Overview of business setup and customization level

**Embedded, free services**
- SAP Business One software updates
- Huge file transfer
- Over 60 Health Checks
- Many Corrective Tasks
- Customized Solutions
- Portugal Software Certification Distribution
- Pre Upgrade Tests

**Partner Channel and the Studio**
- Partner Tasks
- Assign Tasks to one or many customers
- Assign Customized Solution to selected customers
- Request huge file transfers

**Initialization Wizard**
Installation and configuration in just 7 minutes
Implementation at Partner Environment – example of the setup

Customer – distributed environment with many RSP installations worldwide or across the country

Delivery channel of partner prepared tasks
Reports from execution, notifications and alerts sent from customer systems to partner

Partner – one single access point to all events at Customer side from any device
Central Point for managing B1 at customer side

Integration in apps, e.g.: B1, CRM, Ticketing
Install - 1

Remote Support Platform for SAP Business One - InstallShield Wizard

Setup Type
Select the setup type to install.

- Remote Support Platform for SAP Business One (Default)
- Agent Service and Agent Console (Recommended)
  Install the agent service together with the agent console on the same machine.
- Agent Console
  Install only the agent console. Select this option if you plan to configure the
  agent console to remotely connect to a machine on the same network, on
  which the agent service is already installed.
- Remote Support Platform Studio for SAP Business One (for SAP Partners only)
  For SAP partners, you can install the remote support platform studio for SAP Business
  One to create and manage your own tasks.
Install - 2

Remote Support Platform for SAP Business One - InstallShield Wizard

Database and Internet Connections for Remote Support Platform

Specify the connection settings for the database. You can configure the remote support platform to use a proxy server for internet connections.

- **Database Type**: MSSQL
- **Database Server**: 
- **Database User ID**: 
- **Database Password**: 
- **Use Trusted Connection**: 
- **License File Path**: 
- **Browse**: 
- **Use Proxy Server**: 
- **Proxy Address**: proxy.sha.sap.corp
- **Port**: 8080
- **User Name**: 
- **Password**: 

[Next >] [Cancel]
Install - 3

Remote Support Platform for SAP Business One - InstallShield Wizard

Connection to Agent Service

Configure the agent console to remotely connect to a machine on the same network, on which the agent service is already installed.

Agent Service

Address: localhost

Port: 48800

InstallShield
Remote Support Platform for SAP Business One - InstallShield Wizard

Remote Support Platform Account Details
Specify the credentials for the remote support platform administrator account. To start the Microsoft Windows RSP service using an administrator account, enter a domain account belonging to the administrator group of the local machine that runs the service.

Remote Support Platform Administrator Account

- User ID
- Password
- Confirm Password
- E-Mail Address

Start RSP Service Using Administrator Account
- Domain User: PVGD50810550A\ISEditor
- Password

InstallShield
Install - 5

Remote Support Platform for SAP Business One - InstallShield Wizard

Destination Folder

Specify the folder where you want to install the remote support platform, or use the default one. To change the default folder, choose the 'Change' button.

Destination Folder

C:\Program Files (x86)\SAP\Remote support platform for SAP Business One

Change
Common Issues

✓ 1. Note #1477362 - RSP Error Message: Authorization Failed
   https://websmp130.sap-ag.de/sap(bD1lbiZjPTAwMQ==)/bc/bsp/sno/ui_entry/entry.htm?param=69765F6D6F64653D3030312669765F7361706E6F7465735F6E756D6265723D31343733363226

✓ 2. Note #1697750 - How to configure a WebDAV (using IIS)
   https://websmp130.sap-ag.de/sap(bD1lbiZjPTAwMQ==)/bc/bsp/sno/ui_entry/entry.htm?param=69765F6D6F64653D3030312669765F7361706E6F7465735F6E756D6265723D3136393733353026
Thank You!

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