

Simple Tasks

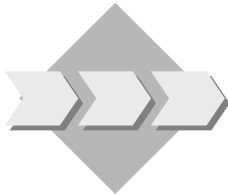
Prerequisites:

- 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 Simple Tasks feature in the RSP Studio 3.0. Create task, run it in customer environment and upload its results to the partner's WebDAV.

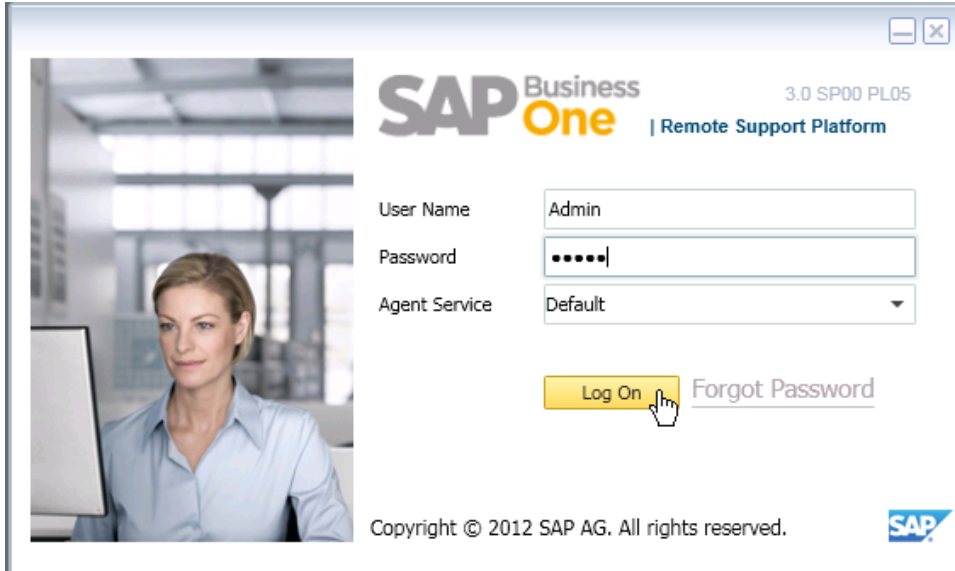


You want to use Remote Support Platform 3.0 for SAP Business One more efficiently by using the simple tasks functionality in the RSP Studio.

RSP 3.0 Simple Tasks

1-1-1 Type in the user name

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



The screenshot shows the login interface for SAP Business One Remote Support Platform. On the left is a vertical image of a woman in a light blue shirt. To the right, the SAP Business One logo is displayed in the top left, with the version '3.0 SP00 PL05' and 'Remote Support Platform' to its right. Below the logo are three input fields: 'User Name' containing 'Admin', 'Password' containing five dots, and 'Agent Service' set to 'Default'. A yellow 'Log On' button is highlighted with a mouse cursor, and a 'Forgot Password' link is to its right. At the bottom, there is a copyright notice 'Copyright © 2012 SAP AG. All rights reserved.' and the SAP logo.

RSP 3.0 Simple Tasks

1-1-3 Go to Configuration → Channels → Partner Channel and ensure the marked settings:

The screenshot shows the 'Remote Support Platform for SAP Business One' Configuration window. The 'Partner Channel' tab is selected. The 'Enable Partner Channel' checkbox is checked. Below this, there are fields for 'WebDAV Server URL' (http://dewdfwtec528:9090/), 'User Name' (WebDAVuser), and 'Password' (masked with dots). A 'Test Connector' button is visible. In the 'Approvals' section, the 'Execute Immediately' checkbox is checked and highlighted with a red box. The 'Refresh Interval' is set to 2 minutes, also highlighted with a red box. The 'Save' button is at the bottom right. The status bar at the bottom shows 'Partner WebDAV 8/15/2013 1:07 PM'.

RSP 3.0 Simple Tasks

Remote Support Platform Studio for SAP Business One

File Configuration Help

Customer Management Simple Tasks Advanced Tasks

Add Edit Delete View Assigned Tasks Refresh

System Number	Installation Number	Customer Name
00000000311772478	0020158368	Customer1
00000000000000005	000000002	Customer2
00000000000000030	000000009	Customer3

SAP Business One

Simple Tasks tab

Remote Support Platform Studio for SAP Business One

File Configuration Help

Customer Management

Create Delete

GUID Created On

Simple Tasks

Status: New Save

General Settings

Name: CountUser_SimpleTask *

GUID: 906991944 * Version: 1 *

Category: SQL Simple Task

Script *

```
SELECT Count(UserID) from OUSR
```

Selected Customers

Generic Task

Select	Customer Name	System Number	Installation Number
<input checked="" type="checkbox"/>	Customer1	0000000031177247	0020158368
<input type="checkbox"/>	Customer2	00000000000000000C	0000000002

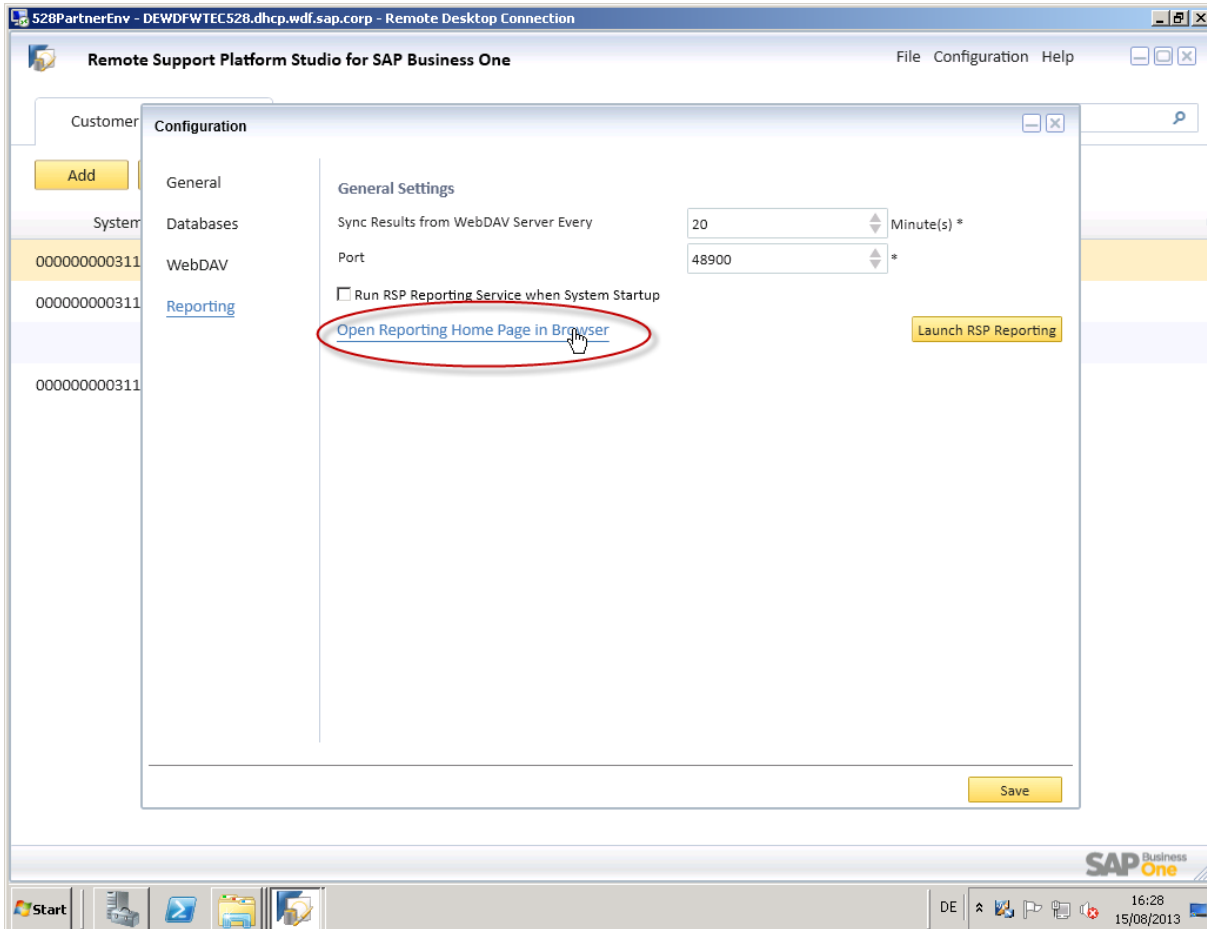
Select/Deselect All Tasks

View Results

SAP Business One

RSP 3.0 Simple Tasks

1-2-8 In RSP studio go to choose the *Launch RSP Reporting* button. Then



RSP 3.0 Simple Tasks

Recent 10 reports delivered” you may open the result by clicking on the related Report date link

The screenshot shows the RSP Reporting System interface in a Windows Internet Explorer browser. The browser address bar shows <http://localhost:48900/Default.aspx>. The page title is "RSP Reporting System".

At the top, there is a summary table with the following data:

Customer	DB Name	B1 Version	S/W Status	DB Status	HW/OS Status	RSP Status	Report Date
Customer1	SBODemoUS	900057	Excellent	Poor	Excellent	Poor	2013-08-26 12:01:00

Below the summary table, there are two main sections:

Top 10 Issues in Installed Base

Issue Title	SAP Note	Affected
-------------	----------	----------

Recent 10 reports delivered

Customer Name	Task Name	Report Date
Customer1	CountUser_SimpleTask	26/08/2013 12:01:00
Customer1	System Status Report	26/08/2013 12:01:01
Customer1	SAP Business One analytics powered by SAP HANA Status Report	26/08/2013 11:57:36
Customer1	Inconsistency of Items Managed by Batches and Serial Numbers	26/08/2013 10:56:08
Customer1	Database Backup	26/08/2013 03:51:44
Customer1	Update Statistics	25/08/2013 20:49:43
Customer1	Shrink SBO-Common	25/08/2013 20:49:38
Customer1	DBCC CHECKDB	25/08/2013 01:40:37

The browser status bar at the bottom shows "Local intranet | Protected Mode: Off" and a zoom level of 100%.

RSP 3.0 Simple Tasks

The screenshot shows the RSP Reporting System web interface in a browser window. The page title is "RSP Reporting System" and it includes a navigation menu with "Overview", "Installed Base", "Results List", and "Fixing List". The "Results List" tab is active. Below the navigation, there are search filters for Customer, Database Name, Task Category, Task Name, From Date, and To Date. A "Search" button is located to the right of these filters. Below the filters is a table with the following data:

System Number	Customer Name	Database	Task Name	Task GUID	Category	Result	Update At
00000000311772478	Customer1	SBODemoUS	Update Statistics	0001522640	DBMaintenance	Succeeded	25/08/2013 20:49:43
00000000311772478	Customer1	SBODemoUS	CountUser_SimpleTask	906991944	SQLSimpleTask	Succeeded	26/08/2013 12:03:08

The browser address bar shows the URL: <http://localhost:48900/ResultList.aspx>. The status bar at the bottom indicates "Local intranet | Protected Mode: Off" and "100%".

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>

RSP 3.0 Simple Tasks

The screenshot displays the 'Remote Support Platform Studio for SAP Business One' interface. The 'Simple Tasks' tab is active, showing a table with one task entry. Below the table, the 'View Results' section shows the task's output for 'Customer1' in the 'SBODemoUS' database, with a value of '35' in 'Column1'.

Customer Management | Simple Tasks | Advanced Tasks

Create Edit Delete

GUID	Name	Version	Priority	Category	Created On
906991944	CountUser_SimpleTask	1	Medium	SQLSimpleTask	8/26/2013 11:53:33 AM

View Results

Customer: Customer1 Database: SBODemoUS

Column1
35

SAP Business One