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.

*For better readability of this document, the term RSP is used instead of remote support platform or remote support platform for SAP Business One*
1-1-1  Type in the user name
1-1-2  Type in the user password and choose *Log On.*
1-1-3 Go to Configuration → Channels → Partner Channel and ensure the marked settings:
RSP 3.0 Simple Tasks

Simple Tasks tab

- Customer Management tab
  - Customer Name: Customer1, Customer2, Customer3

- Simple Tasks tab
  - Name: CountUser_SimpleTask
  - GUID: 0099991944
  - Category: SQL Simple Task
  - Script: `SELECT Count(UserID) from OUSR`
  - Selected Customers:
    - Customer1
    - Customer2
    - Select/Deselct All Tasks
1-2-8 In RSP studio go to choose the *Launch RSP Reporting* button. Then
**Recent 10 reports delivered** you may open the result by clicking on the related Report date link.

![Screenshot of RSP Reporting System](image-url)
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:

### Simple Tasks

#### Customer Management

<table>
<thead>
<tr>
<th>GUID</th>
<th>Name</th>
<th>Version</th>
<th>Priority</th>
<th>Category</th>
<th>Created On</th>
</tr>
</thead>
<tbody>
<tr>
<td>906991944</td>
<td>CountUser_SimpleTask</td>
<td>1</td>
<td>Medium</td>
<td>SQLSimpleTask</td>
<td>8/26/2013 11:53:33 AM</td>
</tr>
</tbody>
</table>

#### View Results

<table>
<thead>
<tr>
<th>Customer</th>
<th>Database</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer1</td>
<td>SBOdemUS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Column1</th>
<th>35</th>
</tr>
</thead>
</table>