

WebDAV & remote support platform for SAP Business One

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SAP Business One Product Support
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Agenda

1. Overview
2. Where to get the WebDAV technology?
3. Configuring remote support platform for SAP Business One and WebDAV
4. Live Demonstration
5. Question & Answers

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Overview

Web Distributed Authoring and Versioning (WebDAV) is an extension of the Hypertext Transfer Protocol (HTTP) that facilitates collaboration between users in editing and managing documents and files stored on World Wide Web servers.

The WebDAV protocol makes the Web a readable and writable medium. It provides a framework for users to create, change and move documents on a server; typically a web server or web share. ^[1]

Remote support platform for SAP Business One (RSP) can use these technology, for example in order to:

- Transfer RSP Task Results from Customer to Partner
- Publish RSP Partner Tasks to customers environment
- Transfer Customers database, logfiles, configuration files to Partner

^[1] Source: <http://en.wikipedia.org/wiki/WebDAV>

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Where to get the WebDAV technology?

- **Who are typical target group(s) for WebDAV?**
 - SAP Business One Partners
 - Customers with own subsidiaries
- **Where to get WebDAV?**

Own WebDAV	„Rental“ WebDAV
Own Server with either <ul style="list-style-type: none">- Apache Http Server or- Internet Information Server, accessible from the Internet	Ask your Internet Service Provider (ISP)

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Configuring RSP and WebDAV

Own WebDAV	„Rental“ WebDAV
1. Get either Apache Http Server or Internet Information Server installed (notes 1697750, 1776656)	Get the Access details from the ISP
2. Get the RSP Studio installed within the network which shall be the central point for all customers or subsidiaries	Get the RSP Studio installed within the network which shall be the central point for all customers or subsidiaries
3. Connect to WebDAV 1. Using the RSP Studio 2. Using own RSP installation	Connect to WebDAV 1. Using the RSP Studio 2. Using own RSP installation
4. Verify the Reporting is working	Verify the Reporting is working
5. Enter the WebDAV details within the RSP installation of each customer	Enter the WebDAV details within the RSP installation of each customer
6. Ensure WebDAV can be accessed from outside your network	(normally not required)

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Live Demonstration

Note:

- **DEWDFWTEC527** simulates a **Customer environment**
(SAP Business One 9.0 and RSP 3.0 installed)
- **DEWDFWTEC528** simulates a **Partner environment (or large customer)**
(SAP Business One 9.0, RSP 3.0, WebDAV and RSP Studio installed)

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Questions & Answers

Questions?



Thank you!

RSP Support

<https://sappartneredge.com/B1/rsp>

https://service.sap.com/sap/bc/bsp/spn/smb_searchnotes/smb_index.htm

https://service.sap.com/sap/bc/bsp/spn/smb_var02/main.do

Components:

- * SBO-RSP
- * SBO-RSP-SRV
- * SBO-RSP-STU

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