SAP Business One

Administrator's Guide
to remote support platform
for SAP Business One

Applicable Releases:

2.1

All

English

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THE BEST-RUN BUSINESSES RUN SAP

Table of Contents

1. Introduction

This guide provides a central point for the technical implementation of remote support platform for SAP Business One. Use this guide for reference and instructions before and during the implementation process. The installation guide consists of the following sections:

- Installing remote support platform for SAP Business One

  This section provides the process flow and instructions for installing and setting up remote support platform for SAP Business One.

- Upgrading from SAP EarlyWatch Alert

  This section provides instructions for upgrading a previous installation to remote support platform for SAP Business One.

- Removing remote support platform for SAP Business One

  This section provides instructions for removing this product.

- Managing security in remote support platform for SAP Business One

  This section aims to assist you in implementing a security policy, but it can replace neither your own investment in time and assets, nor a strict adherence to the security guidelines of your software vendors, such as database and operating system vendors. SAP recommends that you dedicate sufficient time and allocate ample resources to implement it and maintain the level of security that you require.

2. Prerequisites

Before installing remote support platform for SAP Business One, ensure that:

- The computer for running the remote support platform for SAP Business One installer is clean, with any previously installed remote support platform for SAP Business One application removed.

- The installation machine complies with all hardware and software requirements, as detailed in *SAP Business One System Requirements* available at http://channel.sap.com/sbo/documenation.

- SAP Business One server is installed.

- Microsoft SQL Server Native Client is installed.

3. Installing remote support platform for SAP Business One

You need to perform the following actions to complete the installation of remote support platform for SAP Business One:

1. Installing the server components of remote support platform for SAP Business One

2. Installing client of remote support platform for SAP Business One.

3.1. Installing the Agent Service of remote support platform for SAP Business One Procedure

Prerequisites

*   You are using Microsoft .Net Framework 2.0, 3.0, or 3.5.

*   You have Internet connection for communication with the backend.

    ### Note

    To make sure of your Internet connection, test a link such as this one: http://channel.sap.com.

*   You have an SMTP server for e-mail notification.

*   The SAP Business One server is installed on Microsoft SQL Server 2000 or Microsoft SQL Server 2005.

    ### CAUTION

    Only one agent server of remote support platform for SAP Business One can be installed at the customer site. We recommend that you install the SAP Business One server and the agent server of remote support platform for SAP Business One on the same machine.

Procedure

1. Insert the SAP Business One Product DVD into the DVD drive and choose `DVD:\Packages\Remote Support Platform\setup.exe`.

2. In the *Welcome* window, choose the *Next* button.

3. In the *Prerequisite Software Setup* window:

    To install a Microsoft .Net Framework version from 2.0 to 3.5, choose the icon in the upper left area of the window.

    If you have installed Microsoft .Net Framework 2.0 and want to proceed, choose the *Next* button.

    ### CAUTION

    If the applicable Microsoft .Net Framework has not been installed and you choose the *Next* button in the *Prerequisite Software Setup* window, an error message might appear.

4. In the *Setup Type* window, select the *Server Installation* radio button, and then choose the *Next* button.

> **Note**
>
> The *Server Installation* option includes the agent service and agent console of remote support platform for SAP Business One. Choosing this option lets you run the agent console for later tasks on the same computer.

> **Note**
>
> In each window, to return to a previous window to make changes, choose the *Back* button; to quit the installation, choose the *Cancel* button.

5. In the *Connection Parameters* window, specify the following values:

   o *Database Type*: remote support platform for SAP Business One supports only two database types: *MSSQL* (Microsoft SQL Server 2000) and *MSSQL2005* (Microsoft SQL Server 2005).

   o *Database Server*

   o *DB User Name*

   o *DB Password*

   o *License File Path*: If remote support platform for SAP Business One cannot locate the SAP Business One license key file through a default search, do one of the followings:

     ▪ Manually specify the directory of the file

     ▪ To set it at later stage , leave this field empty.

   o To set the Internet connection proxy, select the *Proxy Server* checkbox and specify values for the *Proxy Address* and *Port* fields.

> ⚠️ **CAUTION**
>
> We strongly recommend that you create a new user account instead of the *sa* account. This account must have read and write authorization for your SAP Business One company database, `SBO-COMMON` database, `RSP`(remote support platform for SAP Business One database), `master`, and `msdb` database.
>
> For example, your SAP Business One company is *SBODemo_DE*, the user account must be authorized to read and write the `SBODemo_DE`, `SBO-COMMON`, `RSP`, `master`, and `msdb` databases.
>
> To create the new user and grant permission for remote support platform for SAP Business One, proceed as follows:
>
>   i. Choose *Start → Programs → Microsoft SQL Server 2005 (or Microsoft SQL Server 2008) → SQL Server Enterprise Manager (or SQL Server Management Studio)*.
>
>   ii. In the window, choose *Console Root → Microsoft SQL Servers → SQL Server Group → local (Windows NT) → Security → Logins*, and right-click the *Logins* folder.
>
>   iii. In the *SQL Server Login Properties* window, on the *General* tab, enter the name you want in the *Name* field,.
>
>   iv. On the *Database Access* tab, select the checkbox of one database, for example, `master`, and then select the *db_datareader* and *db_datawriter* checkboxes.

6. In the *Connection Parameters* window, choose the *Next* button.

7. If the default port (`48800`) of remote support platform for SAP Business One is not available, a second instance of the *Connection Parameters* window opens. Specify another address and port, and then choose the *Next* button.

8. In the *Set Administrator Account* window, specify and confirm the password and e-mail address, and then choose the *Next* button.

    > **Note**
    >
    > The e-mail address assigned here is automatically recorded in the backend configuration. For more information, see the online help documentation.

9. To change the default file location, do the following, and then choose the *Next* button.

    a. In the *Change Destination Location* window, select the *Change* button.

    b. In the new window, choose the directory you want to save, and then choose the *OK* button.

10. In the *Setup Shortcuts* window, select the shortcut you want to have, and then choose the *Next* button.

11. In the *Start Copying* window, confirm all the configuration details, and then choose the *Next* button.

12. In the *Setup Status* window, choose the *Next* button.

13. In the *InstallShield Wizard Complete* window:

    a. To launch the agent console immediately upon completion, select the *Launch the agent console* checkbox.

    b. To complete the installation and close the window, choose the *Finish* button.

    > **Note**
    >
    > After installation, to display remote support platform for SAP Business One correctly, adjust your computer resolution to 1024 x 768 or higher.

After the agent server of remote support platform for SAP Business One is installed successfully, you can maintain it in Service or in the Microsoft Management Console (MMC).

To access the *Service* function, choose *Start → Control Panel → Administration Tools → Service.*

3.2. Installing the Agent Console of remote support platform for SAP Business One Procedure

This section describes the installation procedure for the agent console of remote support platform for SAP Business One.

Prerequisites

Before installing the remote support platform for SAP Business One client, ensure that:

*   You are using Microsoft .Net Framework 2.0, 3.0, or 3.5.

*   The remote support platform for SAP Business One server is installed.

Procedure

1. Insert the SAP Business One Product DVD into the DVD drive and choose `DVD:` `\Packages\Remote Support Platform\setup.exe.`

2. In the *Welcome* window, choose the *Next* button.

3. In the *Prerequisite Software Setup* window:

   o To install an applicable Microsoft .Net Framework, choose the icon in the upper left area of the window.

   o If you have installed Microsoft .Net Framework and want to proceed, choose the *Next* button.

   ⚠ **CAUTION**

   If a Microsoft .Net Framework version from 2.0 to 3.5 has not been installed and you choose the *Next* button in the *Prerequisite Software Setup* window, an error message might appear.

4. In the *Setup Type* window, select the *Client Installation* radio button, and then choose the *Next* button.

   💡 **Note**

   The *Client Installation* option installs only the agent console of remote support platform for SAP Business One.

   💡 **Note**

   In each window, to return to a previous window to make changes, choose the *Back* button; to quit the installation, choose the *Cancel* button.

5. In the *Connection Parameters* window, specify the address and port for the agent service of remote support platform for SAP Business One and choose the *Next* button.

6. To change the default file location, do the followings:

   a. In the *Change Destination Location* window, choose the *Change* button.

   b. In the new window, select the directory you want to save, and then choose the *OK* button.

   Then, choose the *Next* button

7. In the *Setup Shortcuts* window, select the shortcut you want to have, and then choose the *Next* button.

8. In the *Start Copying* window, confirm all the configuration details, and then choose the *Next* button.

9. In the *Setup Status* window, choose the *Next* button.

10. In the *InstallShield Wizard Complete* window:

   a. To launch the agent console immediately upon completion, select the *Launch the agent console* checkbox.

   b. To complete the installation and close the window, choose the *Finish* button.

   💡 **Note**

   After installation, to display remote support platform for SAP Business One correctly, adjust your computer resolution to `1024 x 768` or higher.

4. Upgrading from SAP EarlyWatch Alert

This section explains how to upgrade SAP EarlyWatch Alert 1.0 to remote support platform for SAP Business One.

⚠️ **CAUTION**

During the upgrade, the settings in SAP EarlyWatch Alert 1.0 are transferred automatically to remote support platform for SAP Business One.

If you are upgrading from a previous version of remote support platform for SAP Business One to version 8.8, the database of the previous version is also kept.

💡 **Note**

If you upgraded your SAP Business One application to version 8.8, the EarlyWatch Alert application is automatically removed.

Procedure

1. Choose *Start → Control Panel → Add or Remove Programs*.

2. Select the *SAP Business One Server Tools* option and choose the *Change/Remove* button. In the next window, choose the *Modify* radio button.

3. In the subsequent window, deselect the *EarlyWatch Alert* checkbox and choose the *Next* button.

4. You are now installing remote support platform for SAP Business One. For information, see *Installing remote support platform for SAP Business One Server* and *Installing remote support platform for SAP Business One Client*.

💡 **Note**

As remote support platform for SAP Business One introduces a new security concept, it is necessary to enable the original SAP EarlyWatch Alert 1.0 functionality using the agent console of remote support platform for SAP Business One. For more information, see the *RSP_OnlineHelp.chm* doccument on SAP Business One product DVD.

5. Removing remote support platform for SAP Business One

This section explains how to remove remote support platform for SAP Business One.

Note

If you installed remote support platform for SAP Business One on a different machine from the one on which you installed the SAP Business One service manager, you have to manually remove EarlyWatch Alert.

Procedure

1. Choose *Start* → *Control Panel* → *Add or Remove Programs*.

2. Select the *remote support platform for SAP Business One* option and choose the *Remove* button.

3. In the dialouge box, choose the *OK* button.

6. Managing Security in remote support platform for SAP Business One

This section offers a number of recommendations to help you meet the security demands of the SAP Business One application and covers the following security aspects for Microsoft SQL Server 2000, 2005, and 2008.
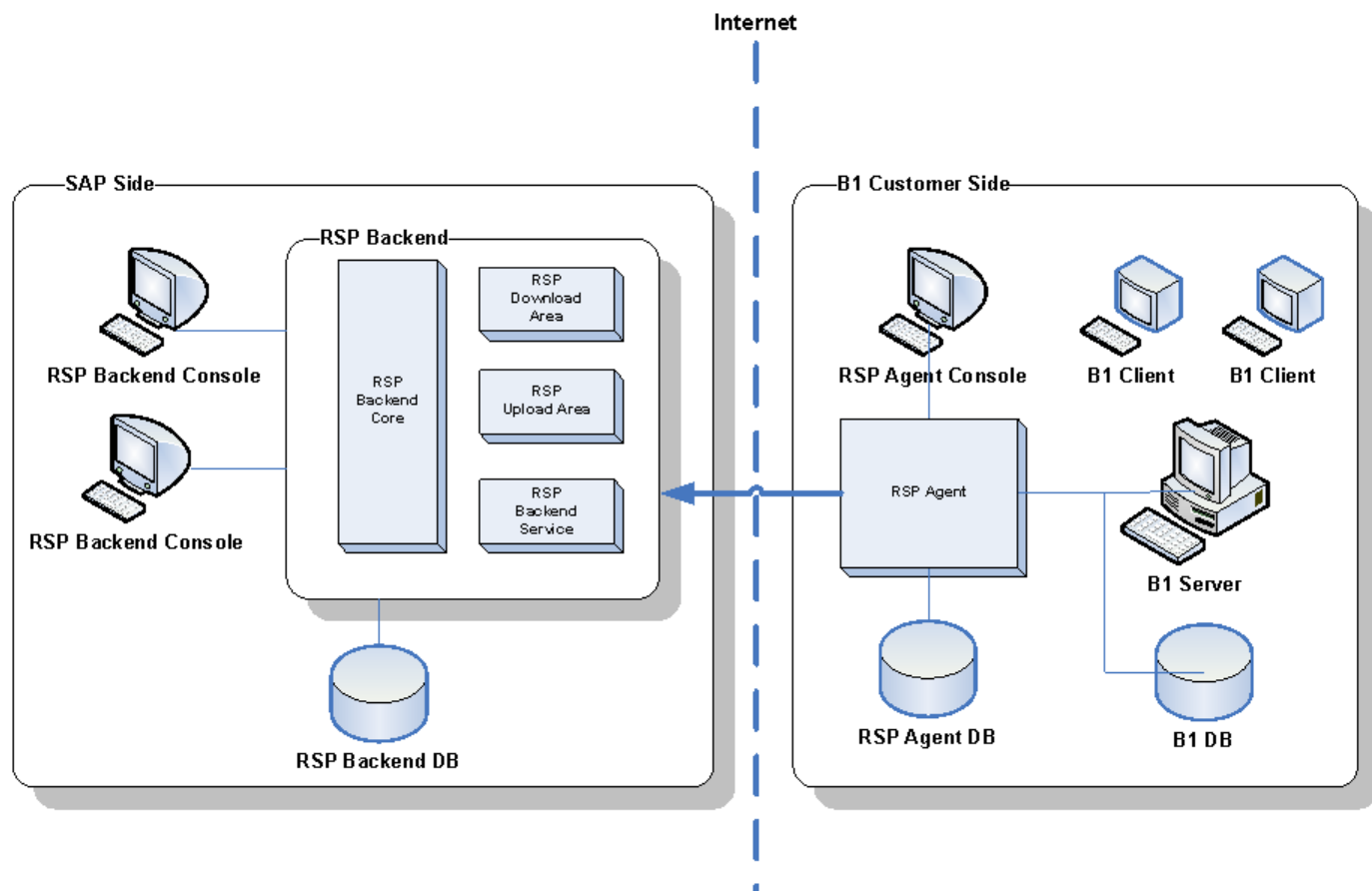
- *User Authentication*

  Allow only legitimate users to access the system and prevent others from impersonating them.

- *Network Security*

  Support your communication with only authorized access to your network.

- *Add-ons Access Protection*

  Prevent add-on applications from allowing unauthorized access to the database.

- *Application Security*

  Restrict access to users with the necessary permissions.

- *Database Protection*

  Upgrade the database server as needed and follow vendor recommendations to secure the database.

| Terms	Description
RSP	remote support platform for SAP Business One
DB	Database
SAP backend	The management software hosted by SAP that helps to manage tasks and communicates with the agent of remote support platform for SAP Business One
agent of remote support platform	Consists of the agent service and the agent console of remote support platform for SAP Business One. These components run on the customer side and execute automated support/maintenance tasks.
agent service of remote support platform for SAP Business One	Windows service that manages tasks in the agent of remote support platform for SAP Business One and communicates with backend of remote support platform for SAP Business One.
agent console of remote support platform for SAP Business One	End user application with a UI that enables users to manage the agent of remote support platform for SAP Business One.

6.1. Technical Landscape

1. On the SAP side, the agent server of remote support platform for SAP Business One downloads tasks from and uploads task results to backend of remote support platform for SAP Business One.

2. On the SAP Business One customer side, the agent of remote support platform for SAP Business One is implemented as CS (Client-Server) Architecture. It consists of the agent service (server) and the agent console (client) of remote support platform for SAP Business One. The console communicates proactively with the service through Microsoft .Net Remoting interfaces.

   o Agent service: It runs as a Microsoft Windows service and provides the following:

      ▪ Business functions of agent configuration and task management

      ▪ Infrastructure service of data accessing and communication

      ▪ Interfaces for remote communication with the agent console

   o Agent console: A graphical user interface for agent configuration and task management.

The agent and backend communicate with each other through Web services via https.

6.2. Desktop Application Architecture

RSP Backend DB
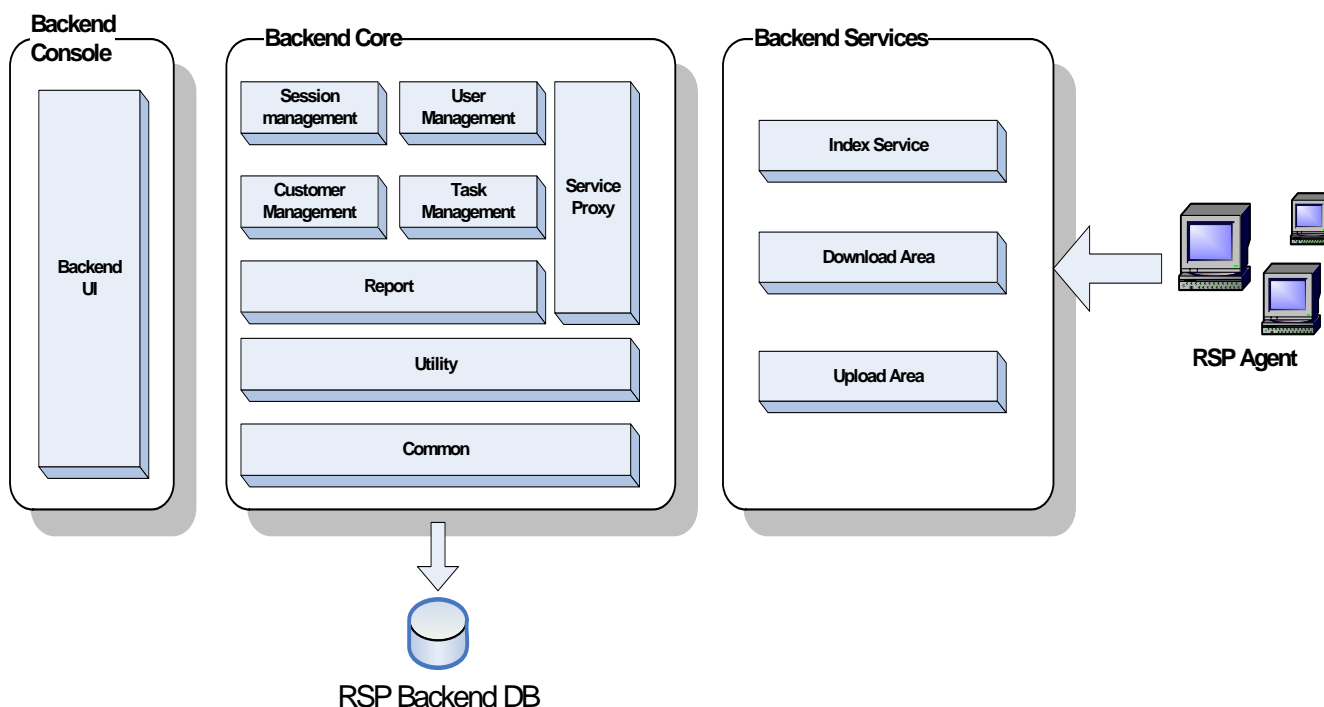
6.3. User Authentication

Agent user data is stored on the agent service side. Users can log on to the service only through the agent console.

The user information is created during the installation phase, but you can modify it when you are successfully logged on. The password for an agent user consists of 4-15 characters. It is encrypted and saved in configuration files on the agent service side.

If your first logon fails, the application allows you two more tries. If all three logon attempts fail, the *Logon* dialog box is locked.

If one user has already logged on to the agent service, other users cannot log on to the same agent service. This mechanism ensures only one logon session per agent service.

6.4. Database Authentication

The default user name of the database administrator is sa and it has full authorization. Therefore, you must assign a strong sa password, even on servers that are configured to require Microsoft Windows Authentication. This ensures that a blank or weak sa password is not exposed.

A strong password is the first step to securing your system. A password that can be easily guessed or compromised using a simple dictionary attack makes your system vulnerable. A strong password has the following characteristics:

- Contains alphabetic, numeric, and special characters
- Is at least seven characters in length

- Cannot be a common word or name

- Does NOT contain a name or user name

- Is significantly different from previous passwords

To set the password for the `sa` logon, proceed as follows:

Procedure

1. From Microsoft Windows, choose *Start → Programs → Microsoft SQL Server 2005* or *Microsoft SQL Server 2008 → SQL Server Management Studio*. Upon first logon, in the *Connect to Server* window, enter the server name (if required) and under *Authentication*, select *SQL Authentication*.

2. In the *Login ID* field, enter the database administrator name you defined when installing SAP Business One Server.

3. Enter the password and choose the *Connect* button.

   Note

   We recommend that you create another superuser account with the same authorization.

4. In the *Object Explorer* window, under the SQL Server instance, expand *Security → Logins.* Right-click *sa* and choose the *Properties* menu*.

5. On the *General* tab, enter and confirm the new password for the `sa` login.

6. Choose the *OK* button and close the *SQL Server Management Studio* window.

   CAUTION

   To prevent "dictionary attacks", we recommend that you recreate a substitute user for *sa* that can take on the daily responsibility of the SQL Server database assessment.

   For more information, see the *Changing the sa Login Password and Recreating a Substitution User* section in the Administrator's Guide of SAP Business One.

   You can find the document in the SAP Business One product DVD or on SAP Channel Partner Portal: http://channel.sap.com/sbo/documentation.

   If you are a customer, you can find the document in SAP Business One Customer Portal: http://service.sap.com/smb/sbocustomer/documentation.

To create a superuser account for maintaining administration tasks for SAP Business One, proceed as follows:

1. From Microsoft Windows, choose *Start → Programs → Microsoft SQL Server 2005 or Microsoft SQL Server 2008 → SQL Server Management Studio*.

2. In the *SQL Server Management Studio* Object Explorer window, choose *Security → Logins*.

3. Right-click the *Logins* folder and choose the *New Login* menu.

4. On the *General* tab, select *SQL Server authentication* and enter a strong password.

5. On the *Server Roles* tab, select the *dbcreator* and *securityadmin* checkboxes.

6. On the *User Mapping* tab, select the *db_owner* role for all SAP Business One databases (SBO-COMMON and all companies), and select the *public* role for the `<msdb>` database.

7. Choose the *OK* button.

6.5. SAP Backend Authentications and Authorizations

The authentications and authorizations of SAP backend systems are protected by the SAP User Authentication Center (UAC). The agent service cannot connect to the backend system without the correct and authenticated user name and password, and this connection authentication information is secured.

When you log on to the agent service successfully through the console, you can configure the following connection parameters to the backend system:

- The S-User

- The encrypted password

These configurations are stored in the configuration files of the agent service.

6.6. E-Mail Channel Security

Users can subscribe to receive the following output by e-mail from the agent service:

- Notifications of system errors

- Approval events

- Task execution reports

To use the e-mail function, you need to enable the e-mail channel and configure the following SMTP settings through the agent console:

- SMTP server

- Port (25 by default)

- User name

- Password

The SMTP settings are stored in the configuration files of the agent service, and the password is encrypted.

6.7. Network Security

🔼 **Recommendation**

Use remote support platform for SAP Business One in trusted environments only (corporate LAN with protection).

The communications include the following:

- SAP backend with the agent service: The backend is exposed as Web services, and the agent service communicates with the backend via HTTPS-based Web services calls.

- Agent service with database server: The communication between the agent service and the database server is implemented based on Microsoft ADO.NET. The default communication port is TCP 1143.

- Agent service with agent console: Taking performance into consideration, the communication channel between the agent service and the agent console is implemented based on Microsoft .Net Remoting. You can configure the parameters for remote communication in the files of the agent service of remote support platform for SAP Business One. By default, the communication is based on a TCP channel, and the port is 48800.

- E-Mail Channel: E-mail function is based on built-in SMTP functions in Microsoft .Net, and the default SMTP port is 25.

- For remote support platform for SAP Business One and Virus Protection Software settings, for the database communication, *Remote communication and SMTP port*:

  o Enable it for LAN.

  o Disable it for WAN.

    If the agent service machine is working on Windows XP and not in a domain, make sure that you have turned off *Simple File Sharing*. To do it, refer to http://support.microsoft.com/kb/307874, or proceed as follows:

    i. Choose *Start → My Computer*.

    ii. On the *Tools* menu, choose the *Folder Options*, and then select the *View* tab.

    iii. In *the Advanced Settings* section, deselect the *Use simple file sharing (Recommended)* checkbox.

    iv. Choose the *OK* button.

6.8. Database Security

For the database security policies and actions, refer to the *Managing Security in SAP Business One* section in Administrator's Guide.

You can find the document on the SAP Business One product DVD or on SAP Channel Partner Portal: http://channel.sap.com/sbo/documentation.

If you are a customer, you can find the document in SAP Business One Customer Portal: http://service.sap.com/smb/sbocustomer/documentation.

6.9. Application Security

The agent of remote support platform for SAP Business One creates and uses only one user. By default it is the *admin* user.

Users cannot access the agent console without the correct user name and password.

6.10. Password Encryption

All passwords in remote support platform for SAP Business One are secured by encryption. Several encryption methods are implemented.

The user password for logging on to remote support platform for SAP Business One is encrypted using the Microsoft.Net built-in HASH algorithm (**SHA1**).

The passwords for the database user, the SAP backend systems user, and the SMTP user are encrypted with the Microsoft .Net built-in method.

7. Document History

Document Version	Description
• 1	• original draft
•	•
•	•

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