



Lifecycle Management

SAP Business One 9.3



Centralized Deployment



The screenshot displays the SAP System Landscape Directory (SLD) interface. The top navigation bar includes 'DB Instances and Companies', 'Logical Machines', 'Components', 'Services', 'Security', 'External Mapping', and 'Global Settings'. The 'Logical Machines' section shows a table with columns for Alias, Machine Status, Version, CPU Utilization, Memory Utilization, Description, Agent Status, SLD Agent Version, and Log. Two machines are selected: '10.55.179.125' and '10.55.178.54'. A 'Select Components' dialog box is open, showing a table of components to be installed on these machines. The components include 'SAP Business One Client' and 'Data Interface API' for both IP addresses. A 'Review' dialog box is also open, showing the installation parameters and selected features for the components.

| Name | Installed Version | New Version | Action |
|--|-------------------------|---------------|---------|
| Implementation tools | | | |
| <input checked="" type="checkbox"/> | SAP Business One Client | | |
| <input checked="" type="checkbox"/> | 10.55.179.125 | 9.30.000 PL00 | INSTALL |
| <input checked="" type="checkbox"/> | 10.55.178.54 | 9.30.000 PL00 | INSTALL |
| SAP Business One Client (64bit) | | | |
| <input type="checkbox"/> | 10.55.179.125 | | |
| <input type="checkbox"/> | 10.55.178.54 | | |
| Data Interface API | | | |
| <input checked="" type="checkbox"/> | 10.55.179.125 | | |
| <input checked="" type="checkbox"/> | 10.55.178.54 | | |

| Parameter | Value |
|--|----------------------------|
| Installation | |
| Installation folder (32-bit) | C:\Program Files (x86)\SAP |
| Selected Features [10.55.178.54] | |
| Implementation tools - SAP Business One Client | B1Client |
| Implementation tools - Data Interface API | B1DIAPI |
| Selected Features [10.55.179.125] | |
| Implementation tools - SAP Business One Client | B1Client |
| Implementation tools - Data Interface API | B1DIAPI |

Feature

- Register MS Windows and SUSE Linux machines of a company
- Remotely install and use the SLD agent for various operations, such as:
 - Creating Server Repository (SBO-COMMON)
 - Installing SAP Business One Client remotely
 - Adding Demo Databases
 - Upgrading SAP Business One Database

Benefit

- Comprehensive and direct management of the company landscape at hand
- Save time in implementation tasks



Embedded Incident Management

Recorded Steps

This file contains all the steps and information that was recorded to help you describe the recorded steps to others. Before sharing this file, you should verify the following:

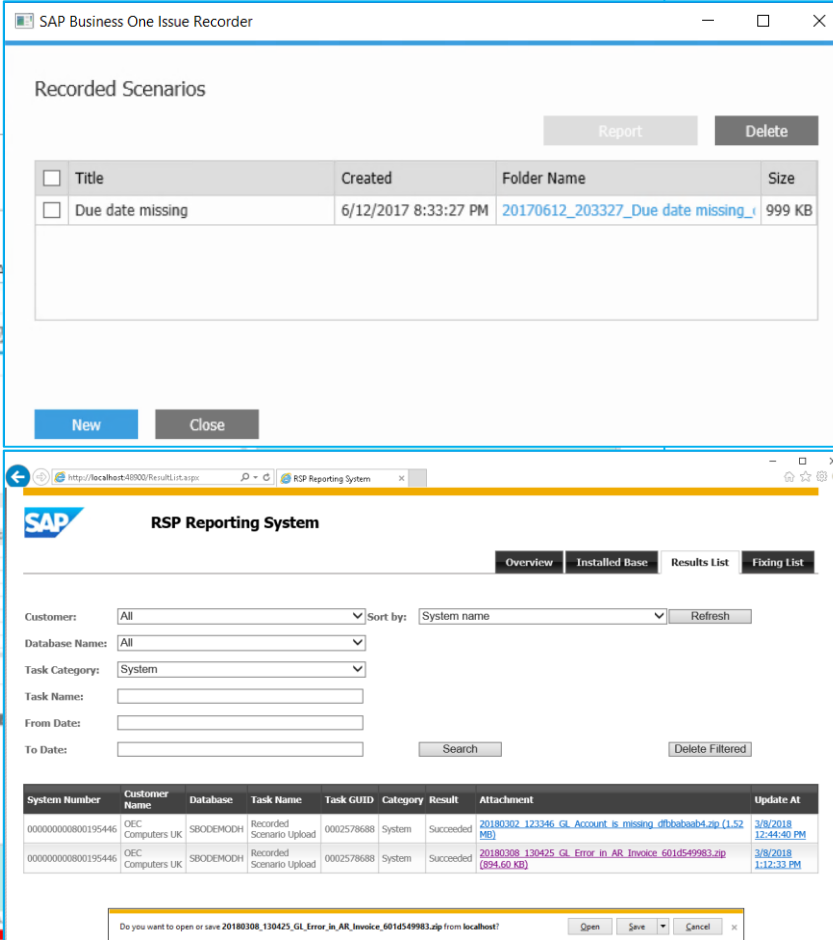
- The steps below accurately describe the recording.
- There is no information below or on any screenshots that you do not want others to see.

Passwords or any other text you typed were not recorded, except for function and shortcut keys that you used. You can do the following:

- Review the recorded steps
- Review the recorded steps as a slide show
- Review the additional details

Steps

Step 1: (6/12/2017 8:37:15 PM) User keyboard input on "A/R Invoice (window)" in "SA



The screenshot shows the 'SAP Business One Issue Recorder' window. It has a 'Recorded Scenarios' section with a table containing one entry: 'Due date missing' created on 6/12/2017 at 8:33:27 PM, with a folder name '20170612_203327_Due date missing_1' and a size of 999 KB. Below this is a 'Recorded Steps' section with a table showing step details. The table has columns: System Number, Customer Name, Database, Task Name, Task GUID, Category, Result, Attachment, and Update At. Two rows are visible, both showing successful uploads of zip files.

| System Number | Customer Name | Database | Task Name | Task GUID | Category | Result | Attachment | Update At |
|--------------------|------------------|-----------|--------------------------|------------|----------|-----------|---|----------------------|
| 000000000800195446 | CEC Computers UK | SBODEM00H | Recorded Scenario Upload | 0002578688 | System | Succeeded | 20180302_123346_GL_Account_is_missing_dfb0ba0b4.zip (1.52 MB) | 3/8/2018 12:44:50 PM |
| 000000000800195446 | CEC Computers UK | SBODEM00H | Recorded Scenario Upload | 0002578688 | System | Succeeded | 20180308_130425_GL_Error_in_AR_Invoice_601d549983.zip (894.60 KB) | 3/8/2018 1:12:33 PM |

Feature

- Instantly record a problem inside SAP Business One Client
- Document all taken steps as screenshots with text
- Submit report including issue description and file path to Partner WebDAV by the Remote Support Platform Task 2578688 (PL03)

Benefit

- Provides accurate issue description to SAP Partner
- Reports problems internally to get direct support from colleagues within the company



Remote Support Platform 3.2



The screenshot displays the Remote Support Platform for SAP Business One interface. A 'Backup Strategy Settings' dialog box is open, showing the following configuration:

- Instance Backup: Daily
- Time: 10 : 10 :00
- Backup Service is available: <https://sid-hdb:40000/BackupService/>
- Additional Options:
 - Delete Older Backups After Successful Instance Backup
 - Perform Company Schema Consistency Check Prior to Backup
 - Check Only Productive Schemas
- Buttons: Trigger Instance Backup Now, OK, Cancel

The main interface shows two sections:

Content Upload

| GUID | Request Name | Incident No. | Progress | |
|------------|--------------|-----------------------|----------|---------------|
| 9030173834 | | 0020751295-48985-2017 | N/A | To Be Started |
| 9067210730 | | 0020751295-48985-2017 | N/A | To Be Started |
| 9014302285 | | 0020751295-48985-2017 | N/A | To Be Started |
| 9047216337 | | 0020751295-48985-2017 | N/A | To Be Started |
| 9062317998 | | 0020751295-48985-2017 | N/A | To Be Started |
| 9020394987 | | 0020751295-48985-2017 | N/A | To Be Started |
| 9082144334 | | 0020751295-48985-2017 | N/A | To Be Started |

Software Updates

| Component | New Version | SAP Note | Progress | |
|--|----------------------|----------|----------|------------|
| Remote support platform for SAP Business One | | | | |
| Remote support platform for SAP Business One | 3.2 SPO0 PL08 | 2448324 | 100,00% | Upgraded |
| SAP Business One 9.0 Release Family | | | | |
| SAP Business One 9.2 | 9.2 PL6 Update patch | 2349500 | 100,00% | Downloaded |

Latest Features

- Schema Consistency Check enforcement to Instance Backup feature
 - RSP Task 2315090 performs SAP HANA schema consistency checks described in SAP Note [2116157](#)
 - Ability to run on productive databases only
 - Ability to get email notification about status change
- Simplified Content Upload Requests (CUR) for upload of GoToAssist recordings
 - No need to email the Content Upload request and encryption key.

Benefits

- Consistency check strategy
- Quicker and more effective support

Note: As of SAP Business One 9.3, RSP's versioning is de-coupled from SAP Business One's versioning. RSP 3.2 patches will be delivered together with SAP Business One 9.3, thus allowing a flexible software delivery of RSP.