

**APPLIES TO:**

OSS1 & Connection to SAP Remotely

**SUMMARY**

This article explains how to configure the SAP OSS1 and Connection to SAP for Remote Support and Maintaining the System Data in the SMP.

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**COMPANY:**

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**CREATED ON:**

14<sup>th</sup> March 2012.



This Document Explains about

- OSS1 Configuration
- RFC Connections (SAPOSS, SAP-OSS, etc)
- Maintaining the System Data and Logon Credentials in SAP SMP.

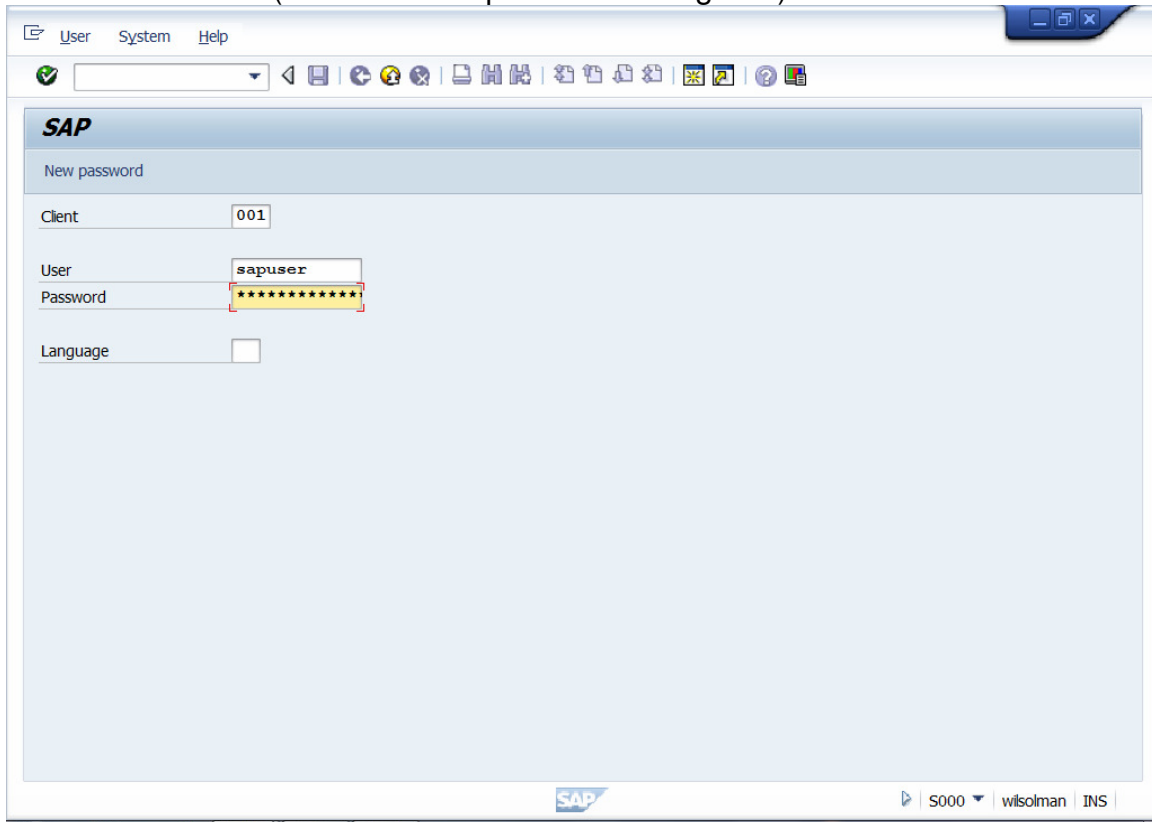
The remote connection to SAP

OSS1 Transaction is used for SAP Net - R/3 front end as a user interface. On April 03, 2006, SAP deactivated SAP Net - R/3 front-end, which was introduced in 1995 as SAP's Online Service System (OSS)

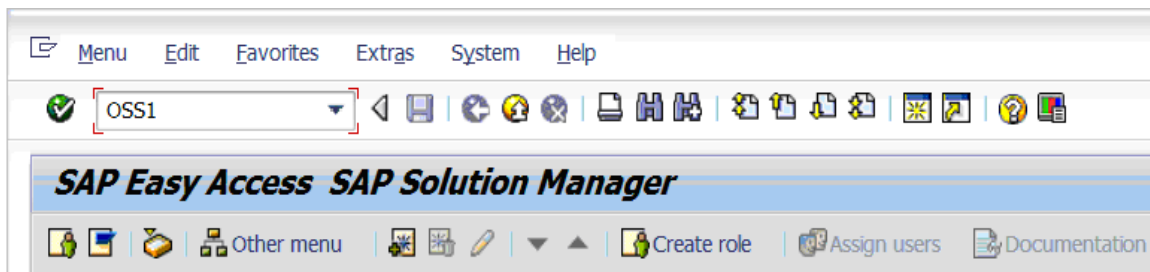
Today, the Saprouter, connection via transaction OSS1 continues to be used for the following RFC connections

- Transfer of Early Watch Alert data
- Exchange of data using the SAP Notes Assistant

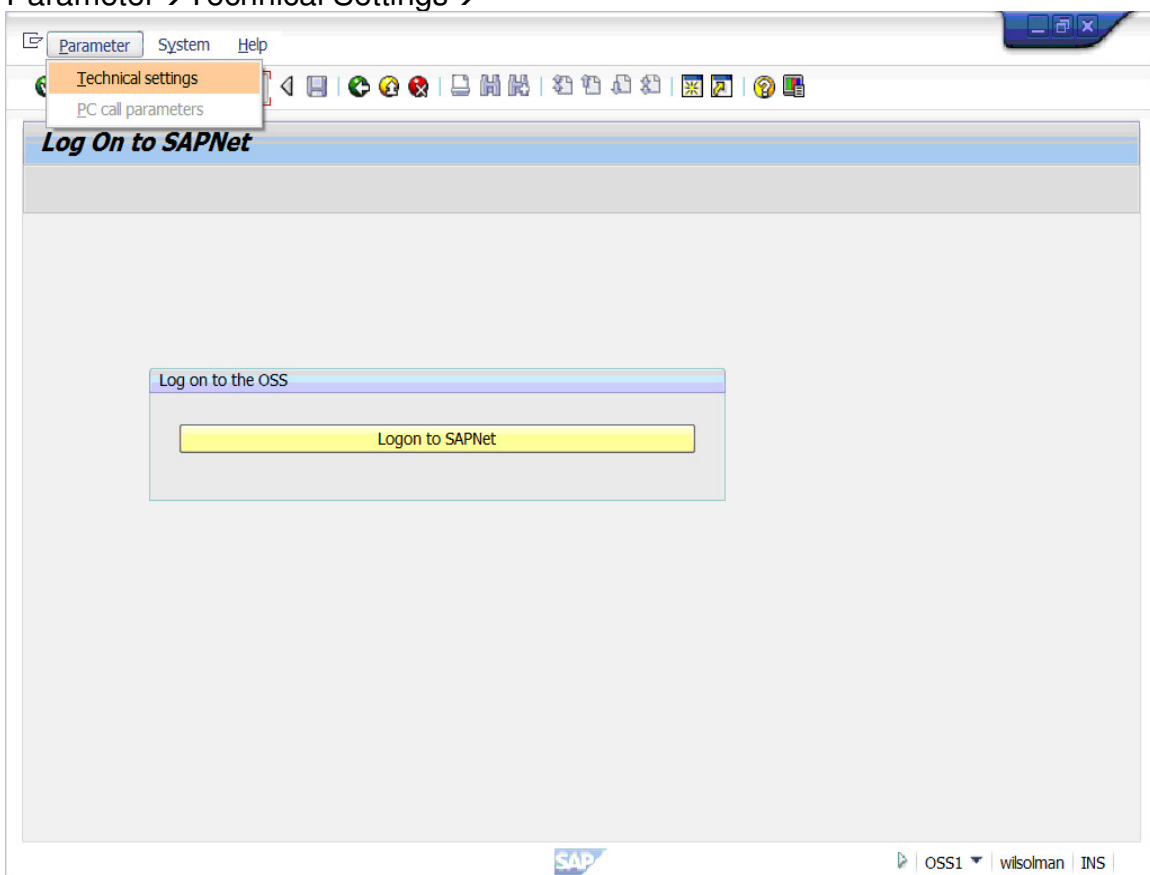
Login to the Solution Manager System or any other System that need to be connected to SAP (ensure that saprouter is configured)



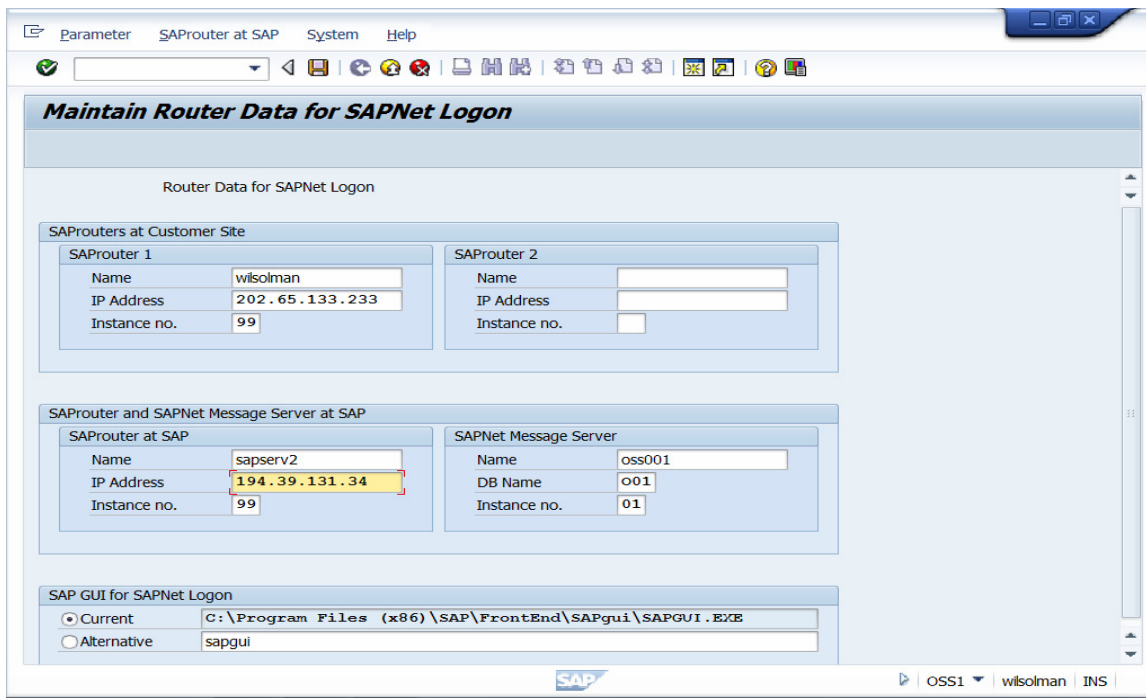
The screenshot shows the SAP login interface. At the top, there is a menu bar with 'User', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is titled 'SAP' and contains a 'New password' section. Below this, there are input fields for 'Client' (containing '001'), 'User' (containing 'sapuser'), 'Password' (containing a masked password '\*\*\*\*\*'), and 'Language' (with a dropdown arrow). The bottom of the screen shows the SAP logo and a status bar with 'S000', 'wilsolman', and 'INS'.



Execute the Transaction Code "OSS1"→  
Parameter→Technical Settings→



Select Technical settings



**Maintain Router Data for SAPNet Logon**

Router Data for SAPNet Logon

**SAPRouters at Customer Site**

SAProuter 1		SAProuter 2	
Name	wilsolman	Name	
IP Address	202.65.133.233	IP Address	
Instance no.	99	Instance no.	

**SAPRouter and SAPNet Message Server at SAP**

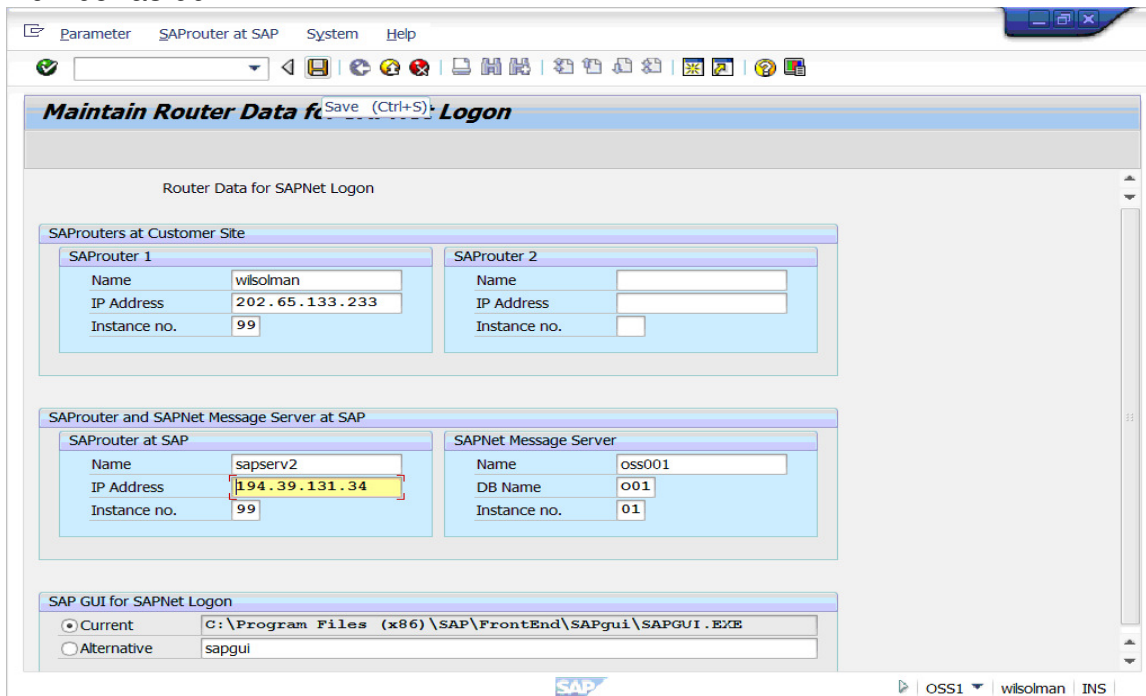
SAProuter at SAP		SAPNet Message Server	
Name	sapserv2	Name	oss001
IP Address	194.39.131.34	DB Name	o01
Instance no.	99	Instance no.	01

**SAP GUI for SAPNet Logon**

☒ Current: C:\Program Files (x86)\SAP\FrontEnd\SAPgui\SAPGUI.EXE  
☐ Alternative: sapgui

SAP | OSS1 | wilsolman | INS

Provide the Customer Router Details i.e. Hostname, IP Address and Instance Number as 99



**Maintain Router Data for SAPNet Logon**

Router Data for SAPNet Logon

**SAPRouters at Customer Site**

SAProuter 1		SAProuter 2	
Name	wilsolman	Name	
IP Address	202.65.133.233	IP Address	
Instance no.	99	Instance no.	

**SAPRouter and SAPNet Message Server at SAP**

SAProuter at SAP		SAPNet Message Server	
Name	sapserv2	Name	oss001
IP Address	194.39.131.34	DB Name	o01
Instance no.	99	Instance no.	01

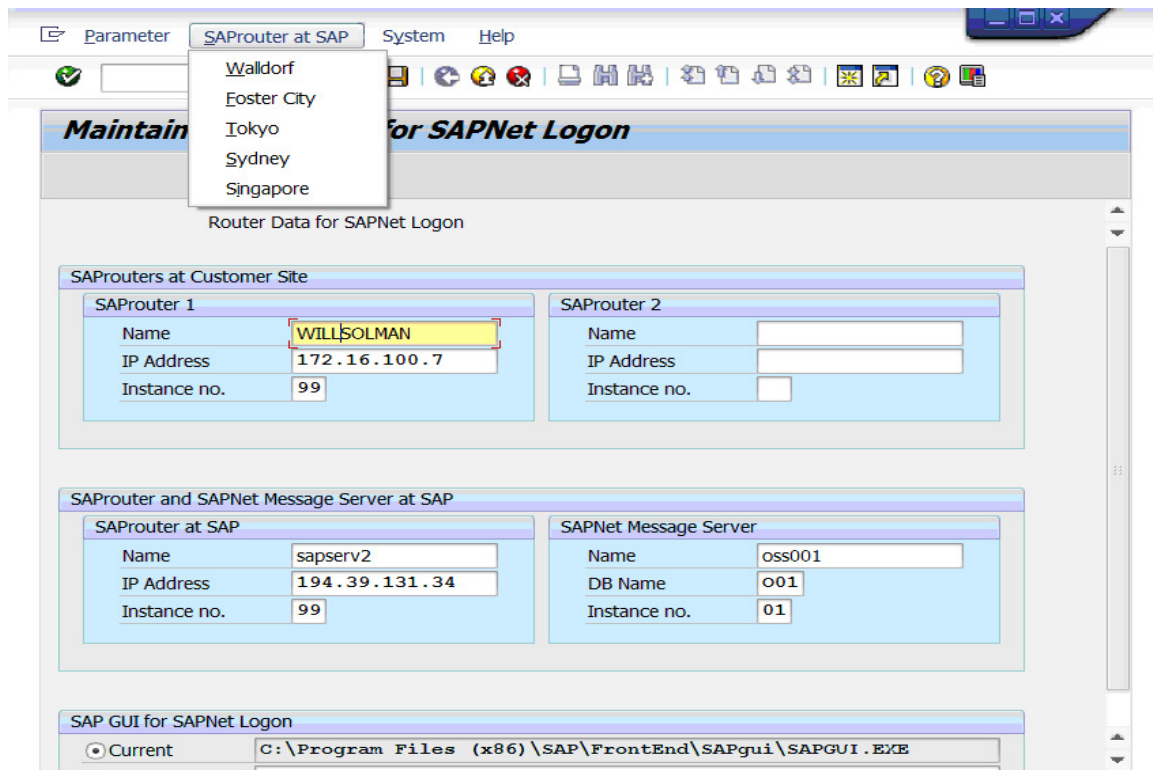
**SAP GUI for SAPNet Logon**

☒ Current: C:\Program Files (x86)\SAP\FrontEnd\SAPgui\SAPGUI.EXE  
☐ Alternative: sapgui

SAP | OSS1 | wilsolman | INS

Provide Saprouter Details of SAP based on Note: 33135.alternatiely select [saprouter at SAP \(menu\)](#) to get the default SAP Router Details of specific Router.





Parameter **SAProuter at SAP** System Help

Walldorf  
Foster City  
Tokyo  
Sydney  
Singapore

**Maintain Router Data for SAPNet Logon**

Router Data for SAPNet Logon

**SAProuters at Customer Site**

**SAProuter 1**  
Name: WILLISOLMAN  
IP Address: 172.16.100.7  
Instance no.: 99

**SAProuter 2**  
Name:   
IP Address:   
Instance no.:

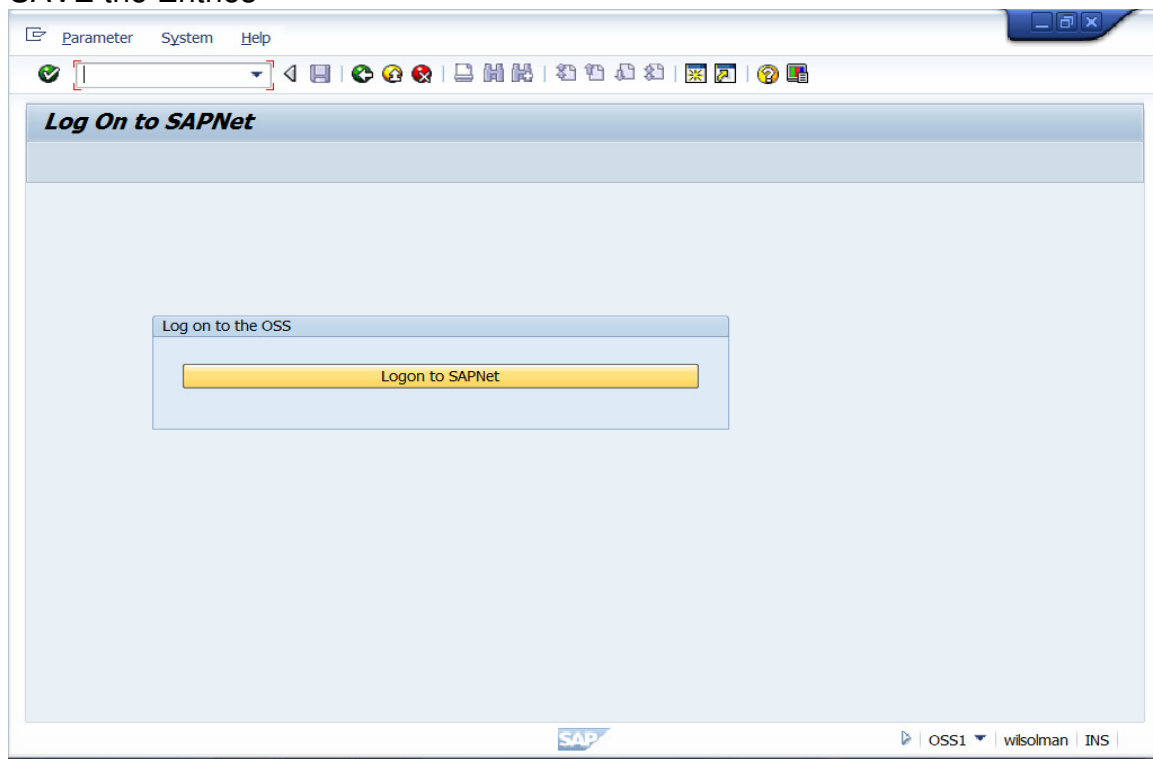
**SAProuter and SAPNet Message Server at SAP**

**SAProuter at SAP**  
Name: sapserv2  
IP Address: 194.39.131.34  
Instance no.: 99

**SAPNet Message Server**  
Name: oss001  
DB Name: 001  
Instance no.: 01

**SAP GUI for SAPNet Logon**  
Current: C:\Program Files (x86)\SAP\FrontEnd\SAPgui\SAPGUI.EXE

## SAVE the Entries



Parameter System Help

**Log On to SAPNet**

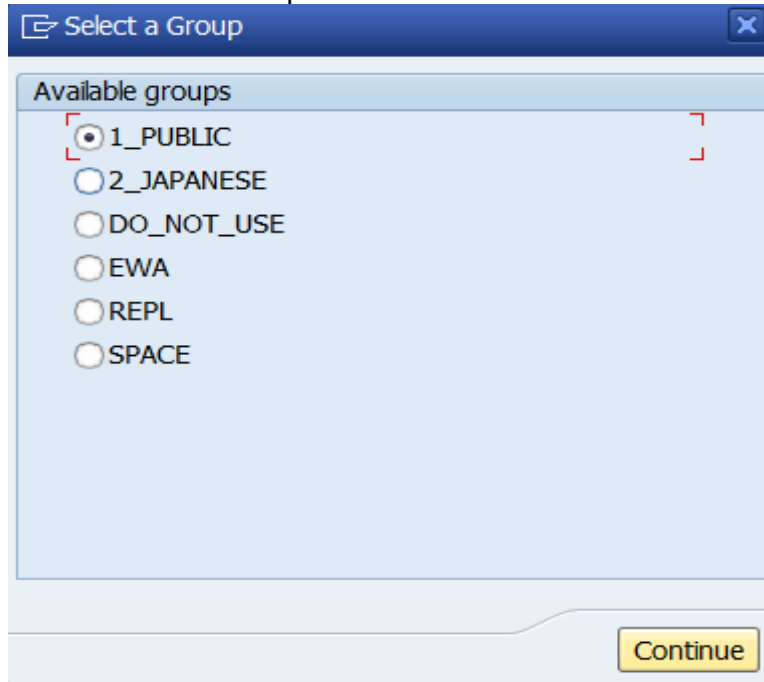
Log on to the OSS

Logon to SAPNet

SAP

OSS1 wilsolman INS

Click on Logon to SAPNet→select the Available Logon Group to Connect to SAPNet→SAP Market Place is opened to generate license keys.....(which is deactivated since April 2006).

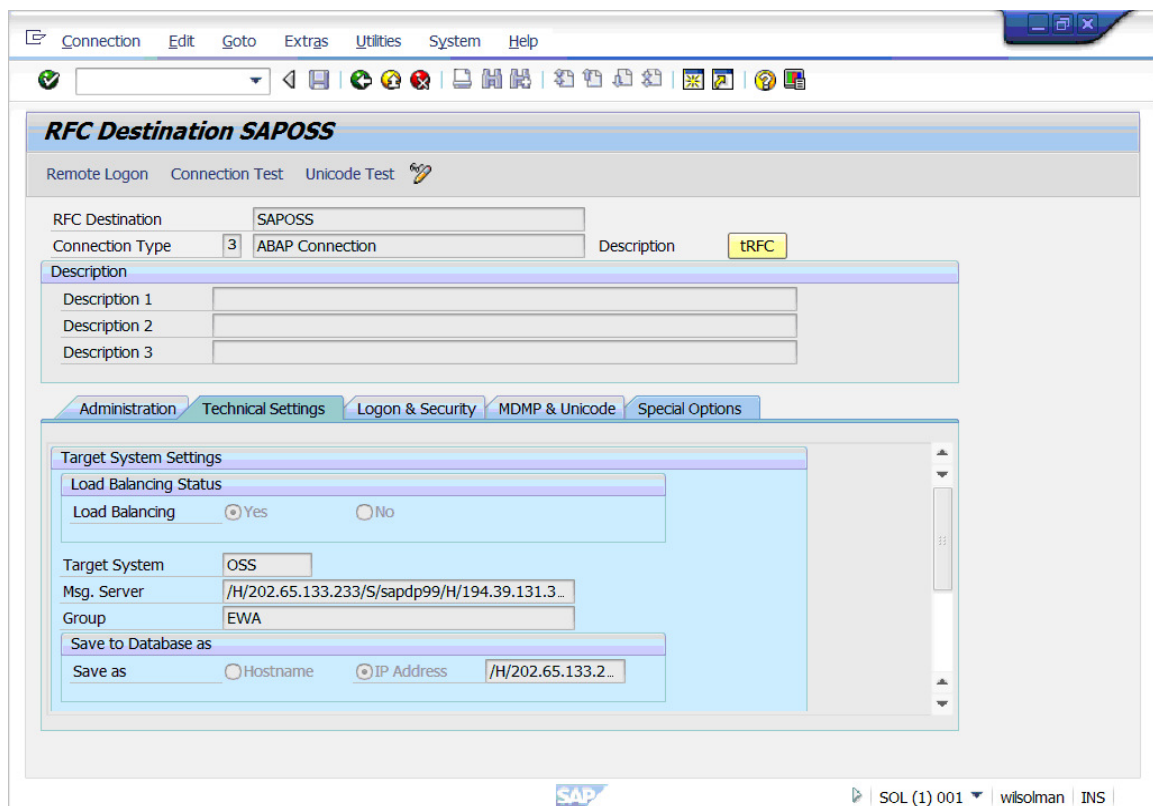
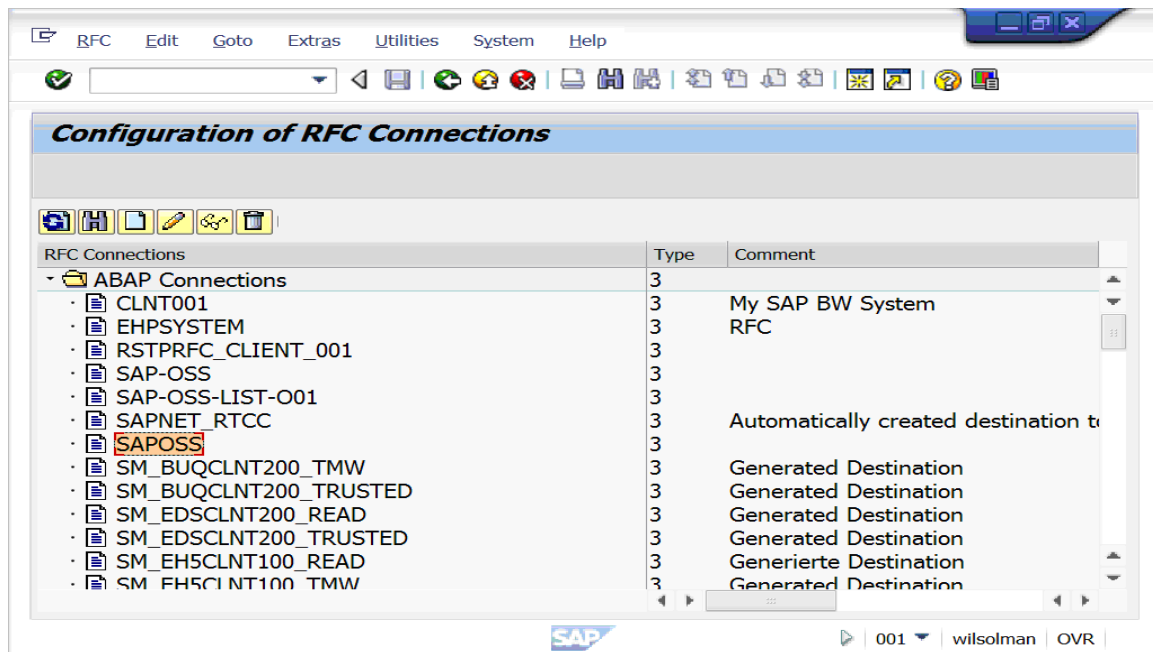


If the above pop-up window is displayed then the configuration is correct. Transaction OSS1 -> Parameter -> Technical Settings -> Change -> Save. The SAPOSS destination is only automatically updated when you save. To see that this has been successful, display the RFC destination SAPOSS (SM59), which should then be defined with load balancing and the EWA logon group (Note 766505)

The same RFC is used to create other RFC such as SNOTE, SDCC rfc for Message Tracking etc...

Execute the Transaction Code "SM59"→

Open the ABAP Connections→ Double-Click on "SAPOSS"→



The SAP System can communicate with SAP Market Place using SAP Router details mentioned in RFC Connection SAPOSS.

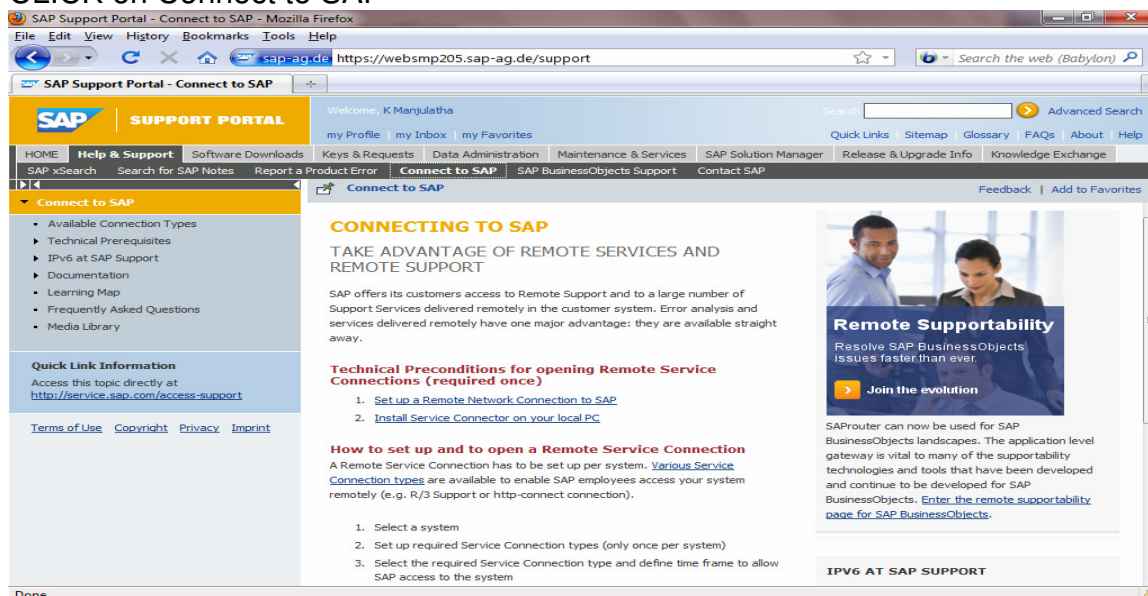
## Registering the SAP System to Get Remote Support from SAP.

Login to SAP Market Place

Ensure that the Systems that need to be registered are obtained valid license from the market place.

The Systems which are applied with license are only visible and allowed to register.

## CLICK on Connect to SAP



The screenshot shows the SAP Support Portal interface. The main heading is "CONNECTING TO SAP". Below it, it says "TAKE ADVANTAGE OF REMOTE SERVICES AND REMOTE SUPPORT". The text explains that SAP offers its customers access to Remote Support and a large number of Support Services delivered remotely. It lists two technical preconditions for opening Remote Service Connections (required once):

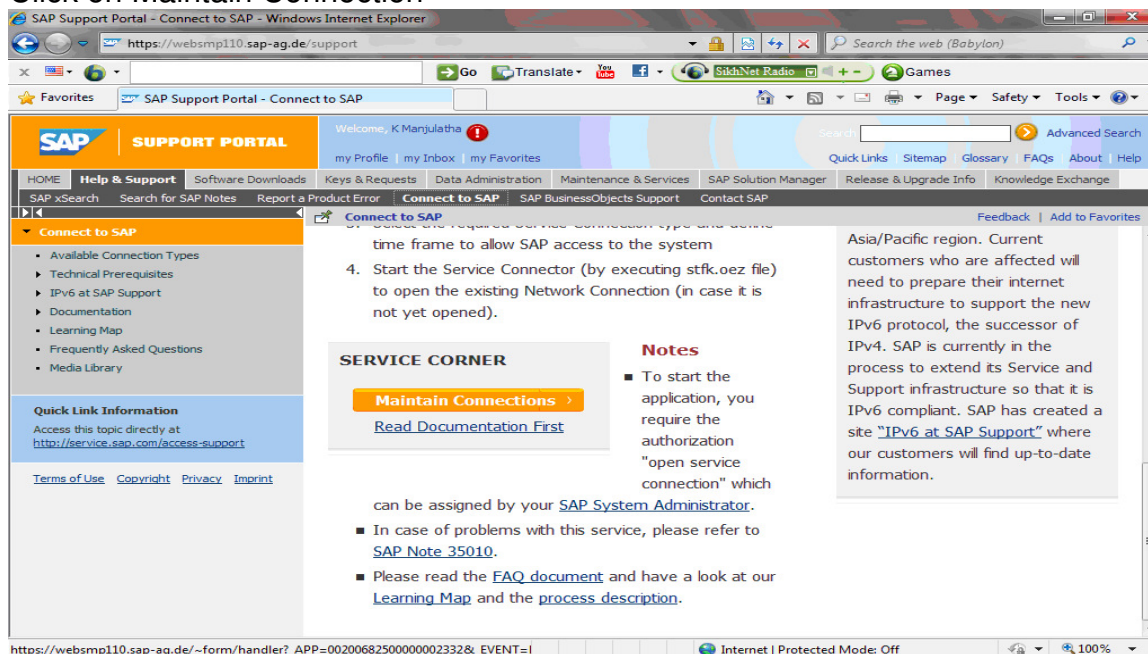
1. Set up a Remote Network Connection to SAP
2. Install Service Connector on your local PC

Below this, it says "How to set up and to open a Remote Service Connection". It explains that a Remote Service Connection has to be set up per system. It lists three steps:

1. Select a system
2. Set up required Service Connection types (only once per system)
3. Select the required Service Connection type and define time frame to allow SAP access to the system

On the right side, there is a section titled "Remote Supportability" with a sub-heading "Resolve SAP BusinessObjects issues faster than ever." and a button "Join the evolution". Below this, it says "SAProuter can now be used for SAP BusinessObjects landscapes. The application level gateway is vital to many of the supportability technologies and tools that have been developed and continue to be developed for SAP BusinessObjects. Enter the remote supportability page for SAP BusinessObjects."

## Click on Maintain Connection



The screenshot shows the SAP Support Portal interface. The main heading is "SERVICE CORNER". Below it, it says "Maintain Connections". There is a button "Read Documentation First".

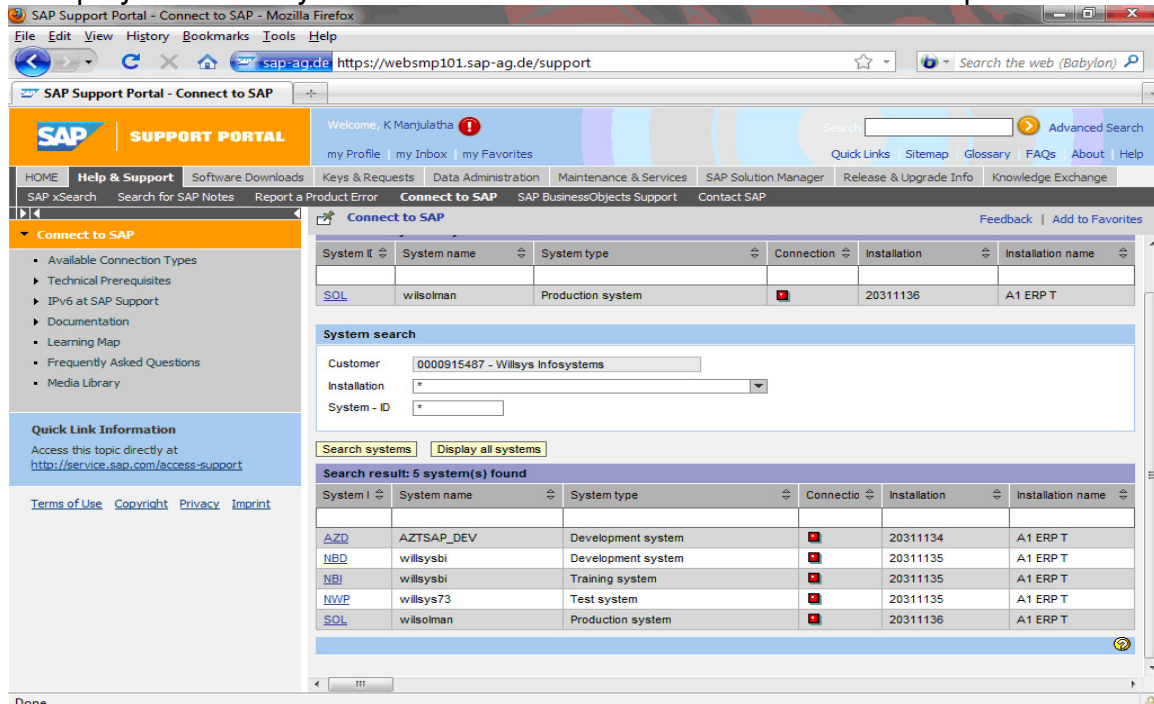
Below this, it says "Notes". It lists two points:

- To start the application, you require the authorization "open service connection" which can be assigned by your SAP System Administrator.
- In case of problems with this service, please refer to SAP Note 35010.

Below this, it says "Please read the FAQ document and have a look at our Learning Map and the process description."

On the right side, there is a section titled "Asia/Pacific region. Current customers who are affected will need to prepare their internet infrastructure to support the new IPv6 protocol, the successor of IPv4. SAP is currently in the process to extend its Service and Support infrastructure so that it is IPv6 compliant. SAP has created a site "IPv6 at SAP Support" where our customers will find up-to-date information."

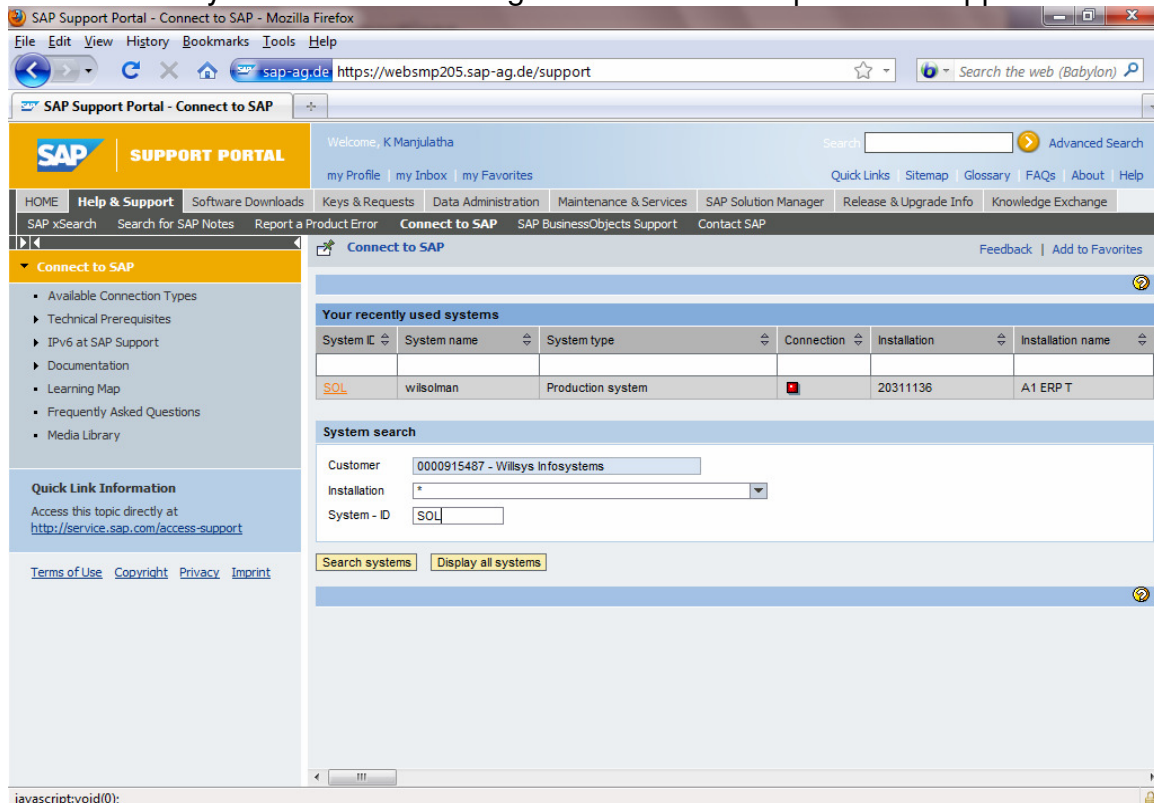
It display the list of systems which are obtained license from marketplace



The screenshot shows the SAP Support Portal interface. The left sidebar contains a navigation menu with options like 'Available Connection Types', 'Technical Prerequisites', 'IPv6 at SAP Support', 'Documentation', 'Learning Map', 'Frequently Asked Questions', and 'Media Library'. The main content area displays a table of systems. The table has columns for System ID, System name, System type, Connection, Installation, and Installation name. The table shows one system: 'wilsolman' (Production system) with installation 'A1 ERP T'.

System ID	System name	System type	Connection	Installation	Installation name
SOL	wilsolman	Production system		20311136	A1 ERP T

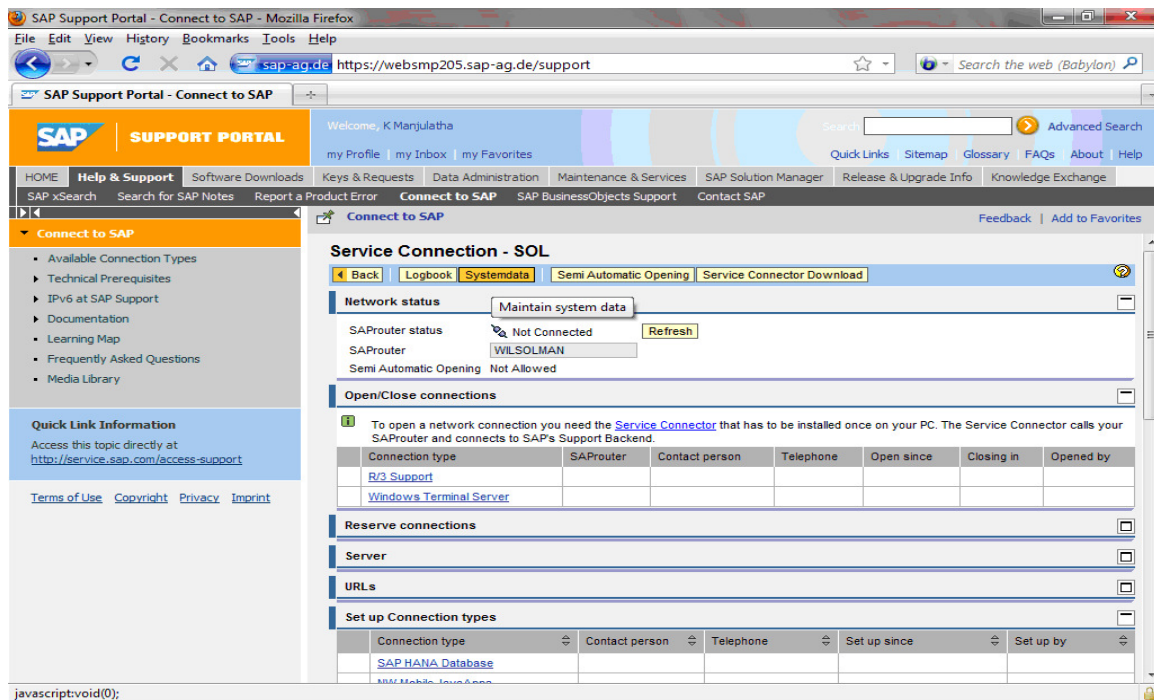
Click on the System that need to registered with marketplace for Support



The screenshot shows the SAP Support Portal interface. The left sidebar contains a navigation menu with options like 'Available Connection Types', 'Technical Prerequisites', 'IPv6 at SAP Support', 'Documentation', 'Learning Map', 'Frequently Asked Questions', and 'Media Library'. The main content area displays a table of systems. The table has columns for System ID, System name, System type, Connection, Installation, and Installation name. The table shows one system: 'wilsolman' (Production system) with installation 'A1 ERP T'.

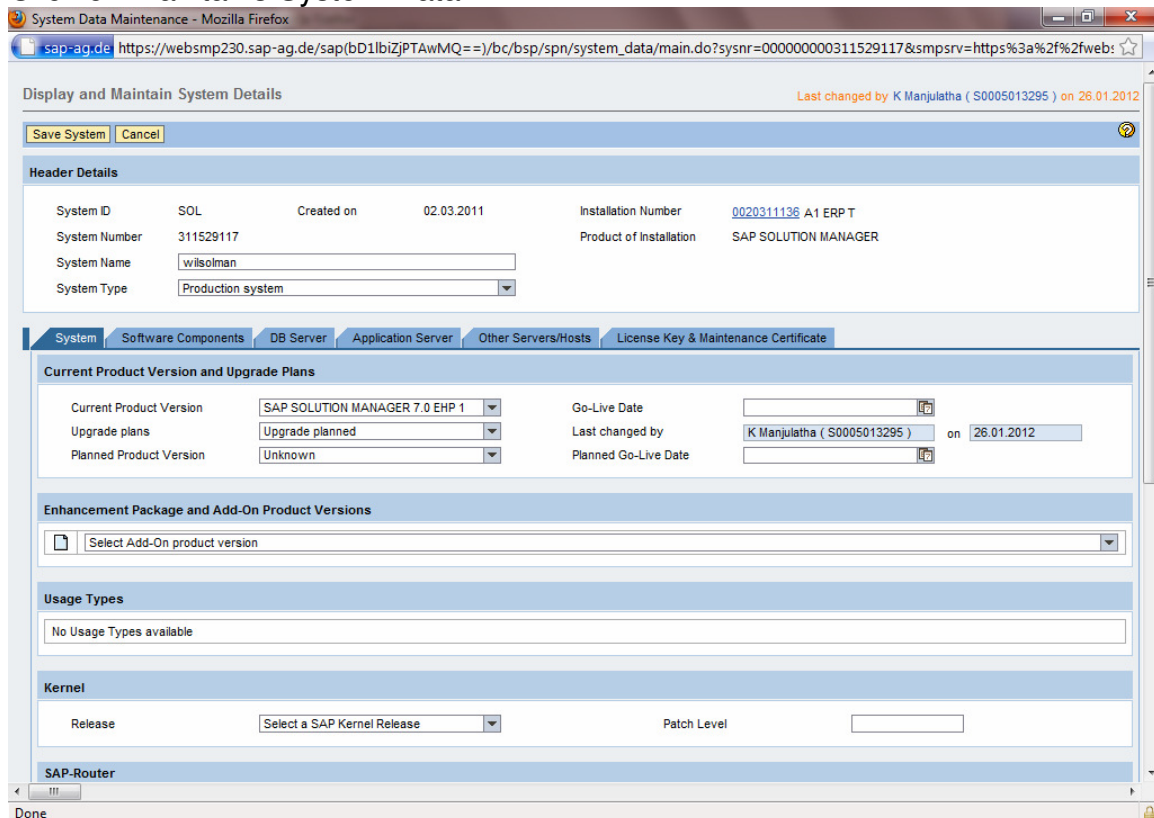
System ID	System name	System type	Connection	Installation	Installation name
SOL	wilsolman	Production system		20311136	A1 ERP T





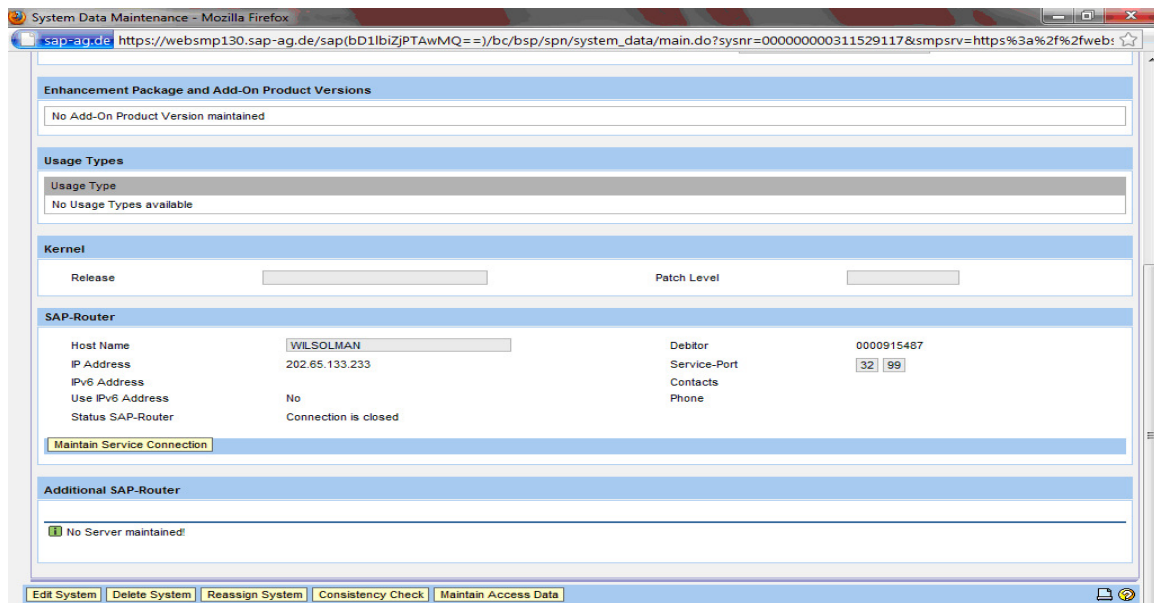
The screenshot shows the SAP Support Portal interface for connecting to SAP. The main navigation bar includes links for HOME, Help & Support, Software Downloads, Keys & Requests, Data Administration, Maintenance & Services, SAP Solution Manager, Release & Upgrade Info, and Knowledge Exchange. The left sidebar contains a 'Connect to SAP' section with links for Available Connection Types, Technical Prerequisites, IPv6 at SAP Support, Documentation, Learning Map, Frequently Asked Questions, and Media Library. The main content area is titled 'Service Connection - SOL' and includes tabs for Back, Logbook, Systemdata, Semi Automatic Opening, and Service Connector Download. The 'Network status' section shows 'Maintain system data' with a 'Refresh' button. Below this, there are sections for 'Open/Close connections', 'Reserve connections', 'Server', 'URLs', and 'Set up Connection types'. A table at the bottom shows connection details for 'SAP HANA Database'.

Click on Maintains System Data



The screenshot shows the 'System Data Maintenance' interface in Mozilla Firefox. The main navigation bar includes links for System, Software Components, DB Server, Application Server, Other Servers/Hosts, and License Key & Maintenance Certificate. The left sidebar contains a 'System' section with links for Current Product Version and Upgrade Plans, Enhancement Package and Add-On Product Versions, Usage Types, Kernel, and SAP-Router. The main content area is titled 'Display and Maintain System Details' and includes a 'Save System' button. Below this, there are sections for 'Header Details', 'Current Product Version and Upgrade Plans', 'Enhancement Package and Add-On Product Versions', 'Usage Types', 'Kernel', and 'SAP-Router'. The 'Header Details' section shows system information for 'SOL' with fields for System ID, System Number, System Name, System Type, Installation Number, and Product of Installation. The 'Current Product Version and Upgrade Plans' section shows details for 'SAP SOLUTION MANAGER 7.0 EHP 1' with fields for Current Product Version, Upgrade plans, Planned Product Version, Go-Live Date, Last changed by, and Planned Go-Live Date. The 'Enhancement Package and Add-On Product Versions' section shows a dropdown for 'Select Add-On product version'. The 'Usage Types' section shows 'No Usage Types available'. The 'Kernel' section shows a dropdown for 'Select a SAP Kernel Release' and a field for 'Patch Level'. The 'SAP-Router' section is currently empty.

Provide Host name, IP Address, Instance number and Router Details



System Data Maintenance - Mozilla Firefox

https://websmp130.sap-ag.de/sap(bD1lbizPTAwMQ=)/bc/bsp/spn/system\_data/main.do?sysnr=00000000311529117&smprsv=https%3a%2f%2fweb:~

**Enhancement Package and Add-On Product Versions**

No Add-On Product Version maintained

**Usage Types**

Usage Type

No Usage Types available

**Kernel**

Release

Patch Level

**SAP-Router**

Host Name	WLSOLMAN	Debitor	0000915487
IP Address	202.65.133.233	Service-Port	32 99
IPv6 Address		Contacts	
Use IPv6 Address	No	Phone	
Status SAP-Router	Connection is closed		

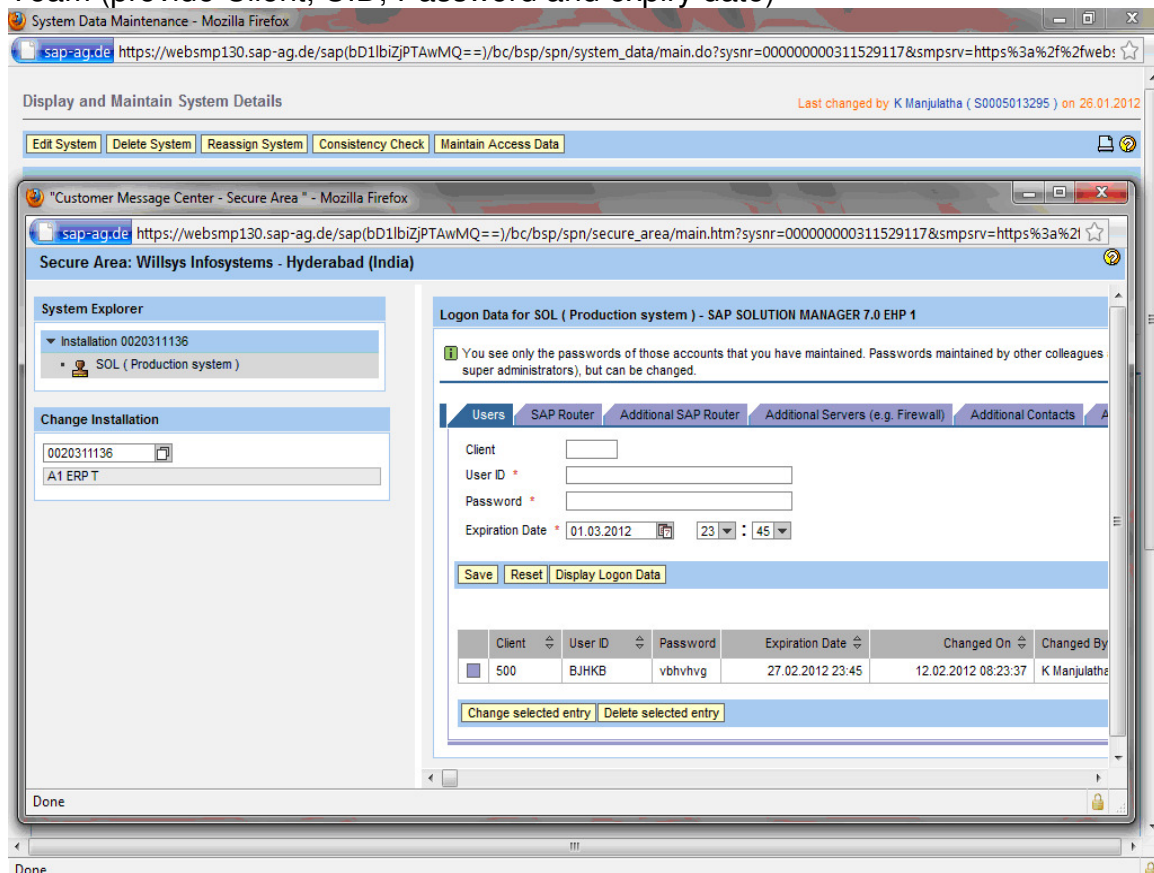
Maintain Service Connection

**Additional SAP-Router**

No Server maintained

Edit System Delete System Reassign System Consistency Check Maintain Access Data

Click on Maintain Access Data to provide the Login Credentials to SAP Support Team (provide Client, UID, Password and expiry date)



System Data Maintenance - Mozilla Firefox

https://websmp130.sap-ag.de/sap(bD1lbizPTAwMQ=)/bc/bsp/spn/system\_data/main.do?sysnr=00000000311529117&smprsv=https%3a%2f%2fweb:~

Display and Maintain System Details

Last changed by K Manjulatha ( S0005013295 ) on 26.01.2012

Edit System Delete System Reassign System Consistency Check Maintain Access Data

**Secure Area: Willsys Infosystems - Hyderabad (India)**

**System Explorer**

Installation 0020311136

SOL ( Production system )

**Change Installation**

0020311136

A1 ERP T

**Login Data for SOL ( Production system ) - SAP SOLUTION MANAGER 7.0 EHP 1**

You see only the passwords of those accounts that you have maintained. Passwords maintained by other colleagues super administrators), but can be changed.

**Users** SAP Router Additional SAP Router Additional Servers (e.g. Firewall) Additional Contacts

Client

User ID \*

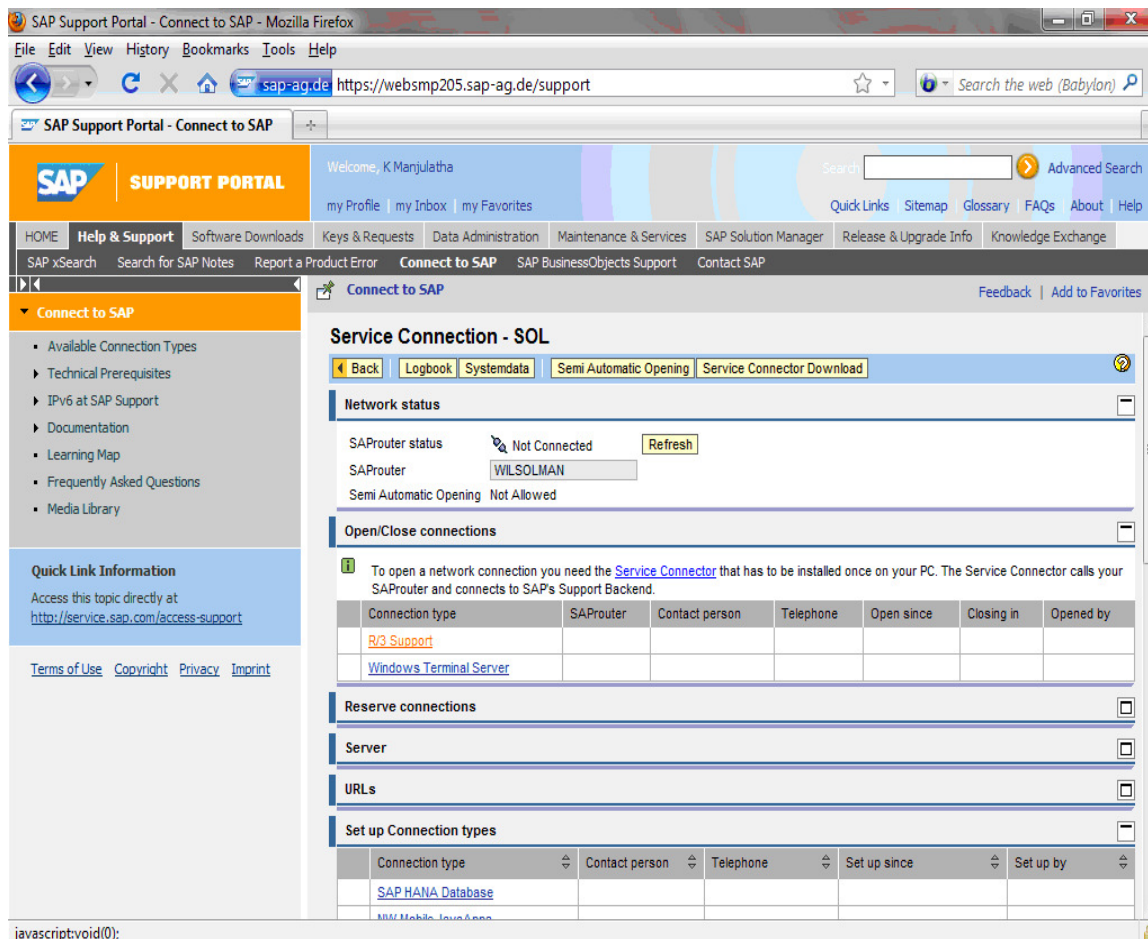
Password \*

Expiration Date \* 01.03.2012 23 : 45

Save Reset Display Logon Data

Client	User ID	Password	Expiration Date	Changed On	Changed By
500	BJHKB	vbhvhvg	27.02.2012 23:45	12.02.2012 08:23:37	K Manjulatha

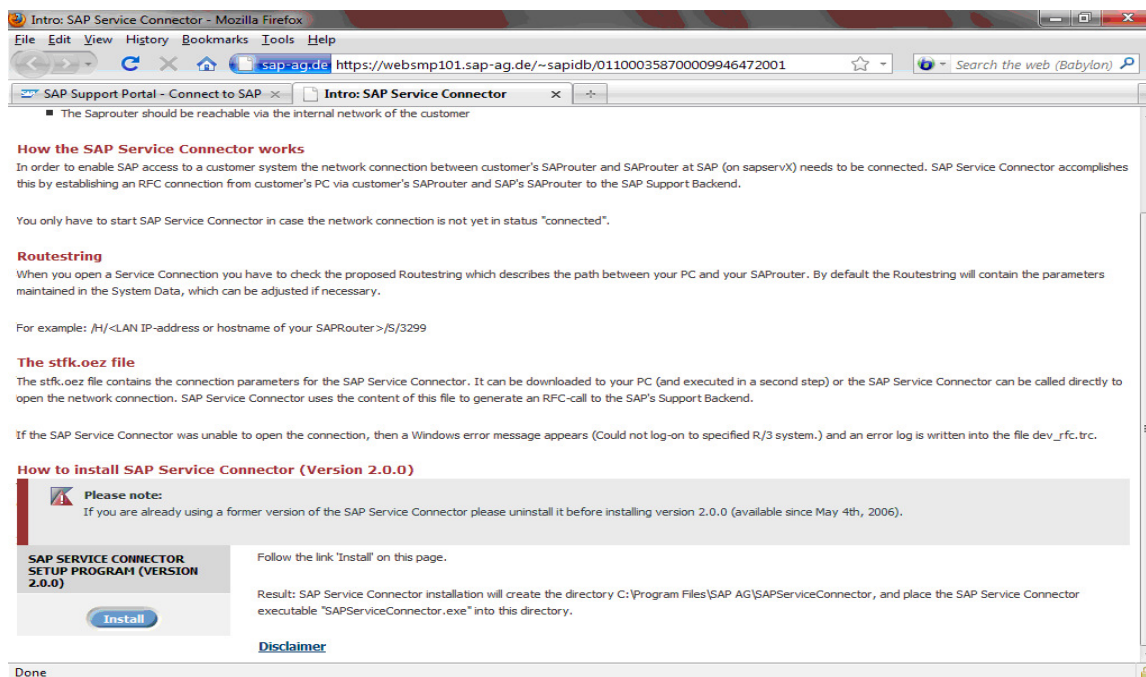
Change selected entry Delete selected entry



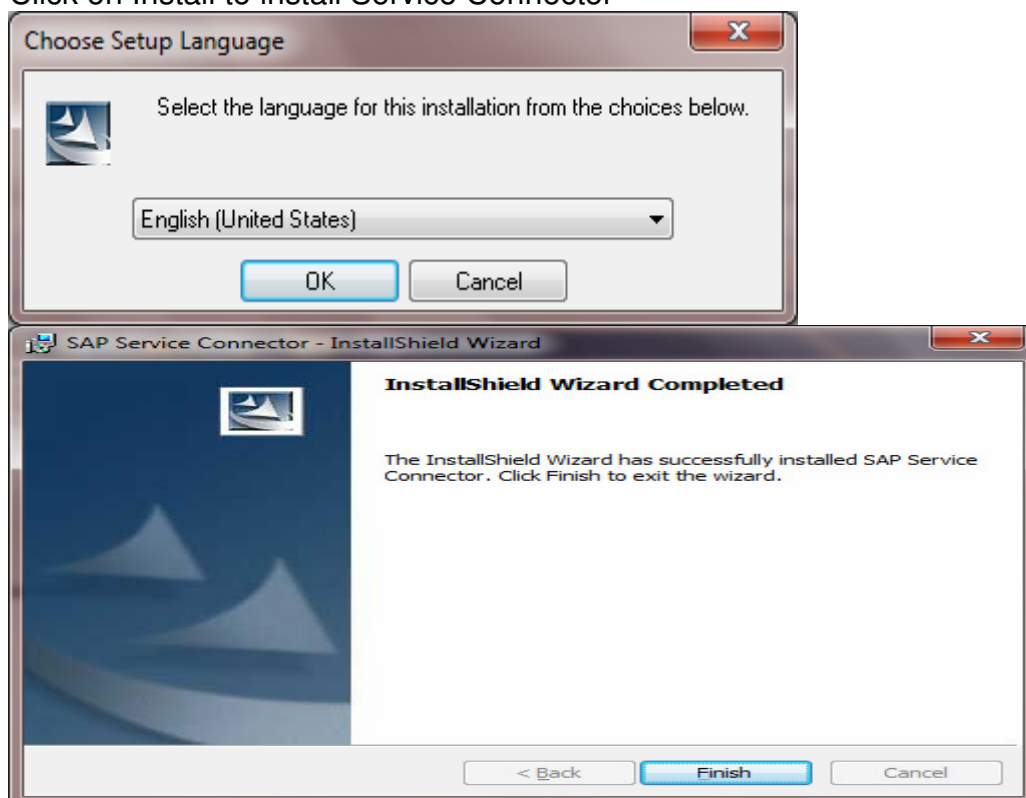
javascript:void(0);

Click on Service Connector Download to install Service Connector

In order to enable SAP access to a customer system the network connection between customer's Saprouter and Saprouter at SAP (on sapservX) needs to be connected. SAP Service Connector accomplishes this by establishing an RFC connection from customer's PC via customer's Saprouter and SAP's Saprouter to the SAP Support Backend.



Click on Install to install Service Connector



Provide the Router String and start the Service Connector



SAP Support Portal - Connect to SAP - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://websmp205.sap-ag.de/support

SAP Support Portal - Connect to SAP

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Quick Links | Sitemap | Glossary | FAQs | About | Help

HOME Help & Support Software Downloads Keys & Requests Data Administration Maintenance & Services SAP Solution Manager Release & Upgrade Info Knowledge Exchange

SAP xSearch Search for SAP Notes Report a Product Error Connect to SAP SAP BusinessObjects Support Contact SAP

Connect to SAP

Feedback | Add to Favorites

**R/3 Support - SOL**

Back

**Define time**

Connection closes in 0 days and 08 : 00 hours

**Contact data**

Name \* Manjulatha, K

Telephone \* 040-23801714

Add. Telephone number

**SAProuter**

SAProuter

Route string /H/202.65.133.233/S/3299

After you click "Start Service Connector", the configuration file stfk.oez is created. In the dialog box, choose "Open". The Service Connector is started and opens the network connection (VPN tunnel and ISDN connection, for example) between your SAProuter and SAP's Support Backend. The Service Connector indicates whether or not the network connection was opened successfully. If you cannot execute the configuration file, first install the Service Connector on your PC.

Only choose "Yes" if the Service Connector displays the following success message: "The service connection has been opened successfully". If the Service Connector displays an error message, choose "No" and then check the specified route string. The dev\_rfc.trc file on your PC contains a detailed error report.

**Caution:** If you choose "Yes" even though an error message is displayed, the system starts multiple attempts to create the network connection (status = "Connecting..."). After about 20 minutes, the system cancels the attempts and resets the status to "not connected".

Start Service Connector

Done

SAP Support Portal - Connect to SAP - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://websmp205.sap-ag.de/support

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Connect to SAP

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**Define time**

Connection closes in 0 days and 08 : 00 hours

**Contact data**

Name \* Manjulatha, K

Telephone \* 040-23801714

Add. Telephone number

**SAProuter**

SAProuter

Route string /H/202.65.133.233/S/3299

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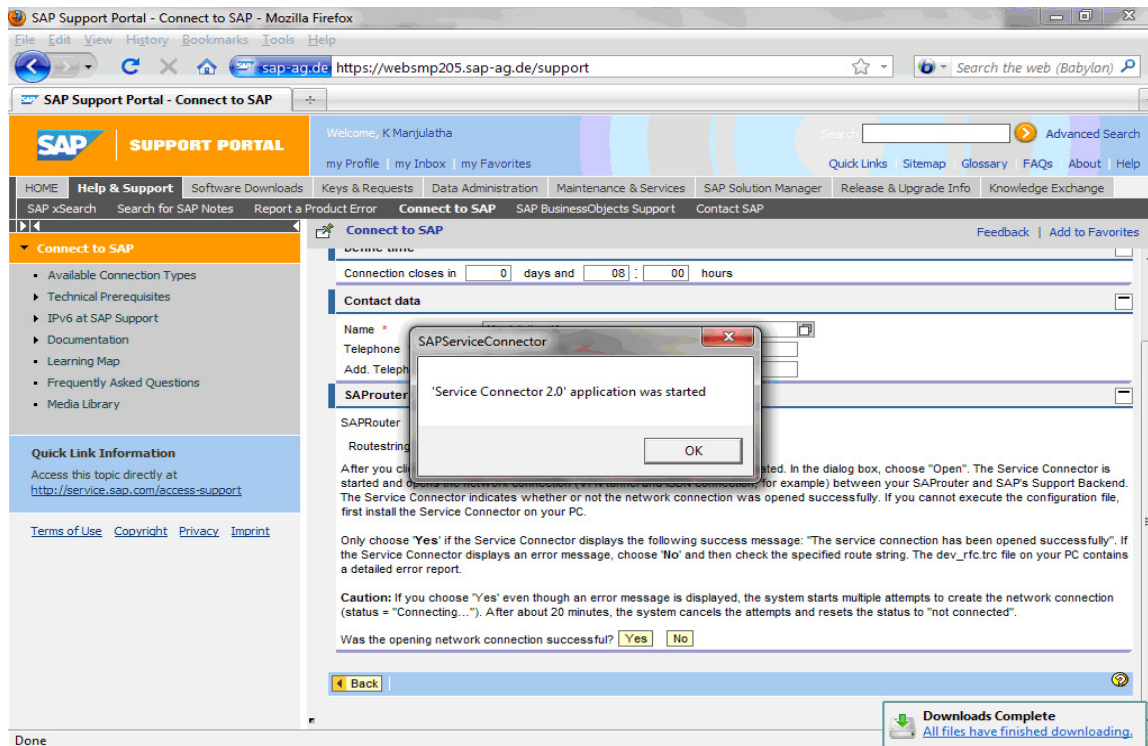
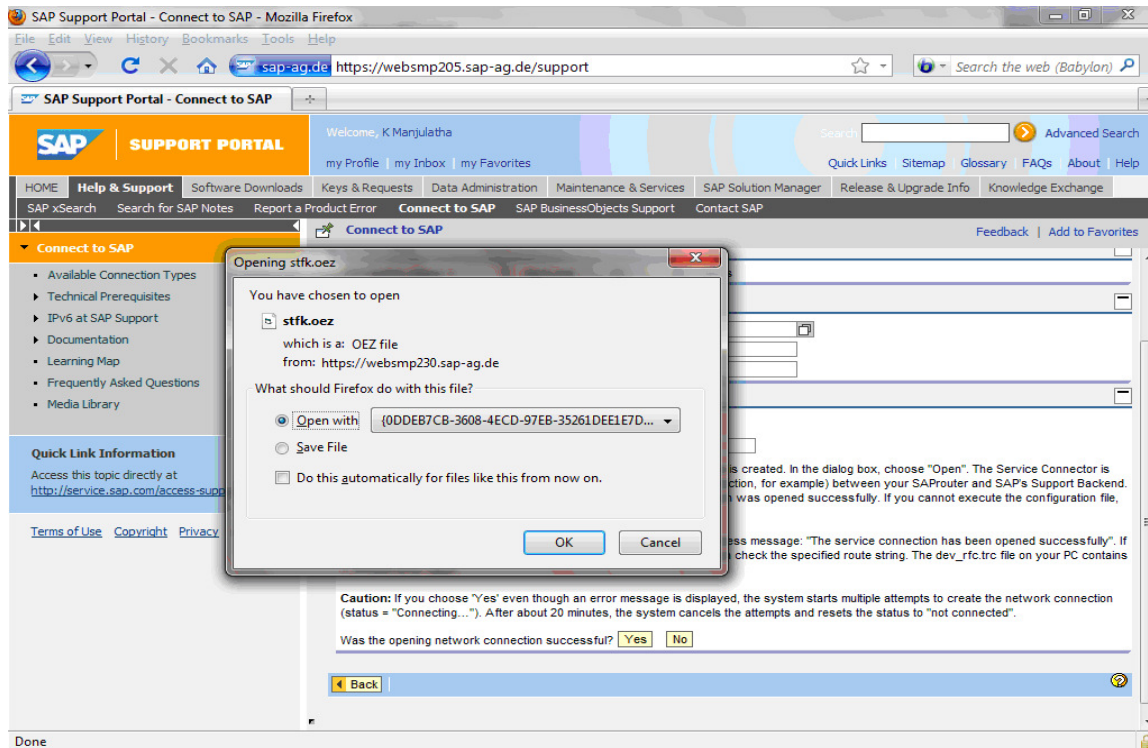
**Caution:** If you choose "Yes" even though an error message is displayed, the system starts multiple attempts to create the network connection (status = "Connecting..."). After about 20 minutes, the system cancels the attempts and resets the status to "not connected".

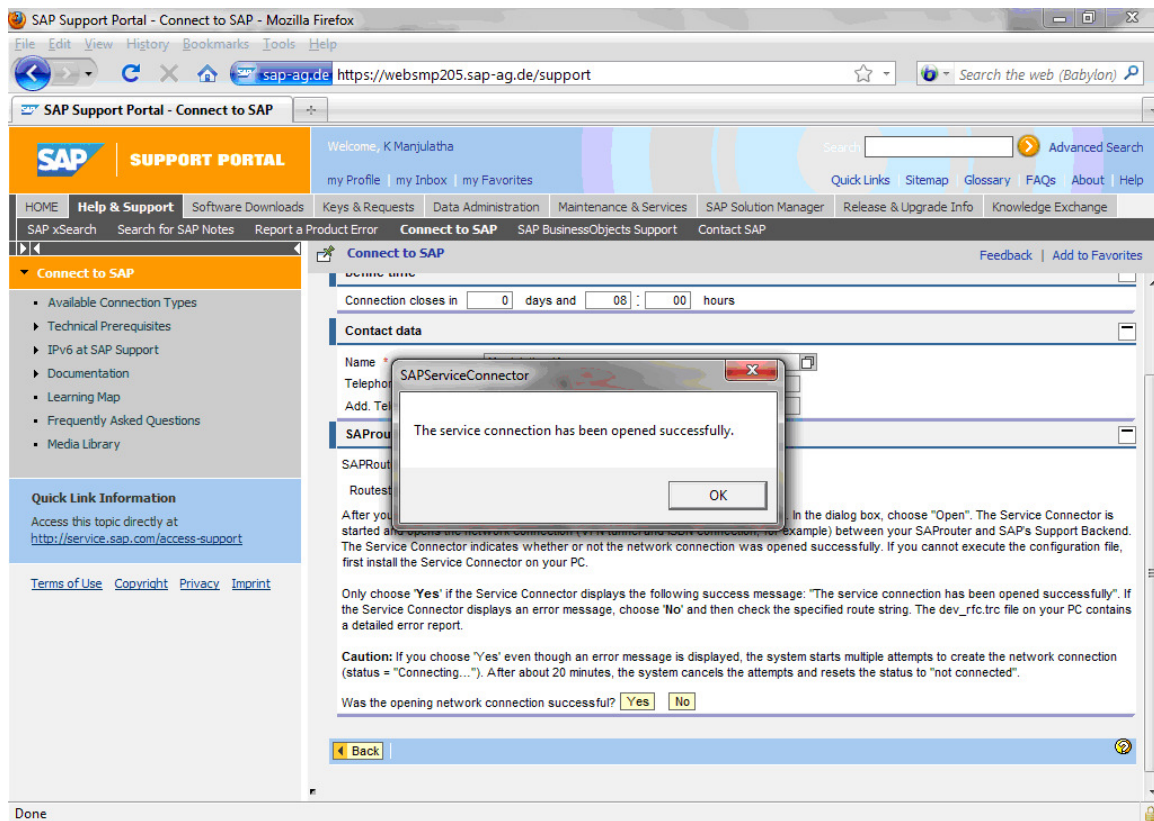
Start Service Connector

Back

javascript:void(0);







SAP Support Portal - Connect to SAP - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Address bar: sap-ag.de https://websmp205.sap-ag.de/support

SAP Support Portal - Connect to SAP

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HOME Help & Support Software Downloads Keys & Requests Data Administration Maintenance & Services SAP Solution Manager Release & Upgrade Info Knowledge Exchange

SAP xSearch Search for SAP Notes Report a Product Error **Connect to SAP** SAP BusinessObjects Support Contact SAP

**Connect to SAP**

- Available Connection Types
- Technical Prerequisites
- IPv6 at SAP Support
- Documentation
- Learning Map
- Frequently Asked Questions
- Media Library

**Quick Link Information**

Access this topic directly at <http://service.sap.com/access-support>

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**Connect to SAP**

Connection closes in 0 days and 08 : 00 hours

**Contact data**

Name \*  
Telephone  
Add. Tel.

**SAPRouter**

SAPRouter  
Routing

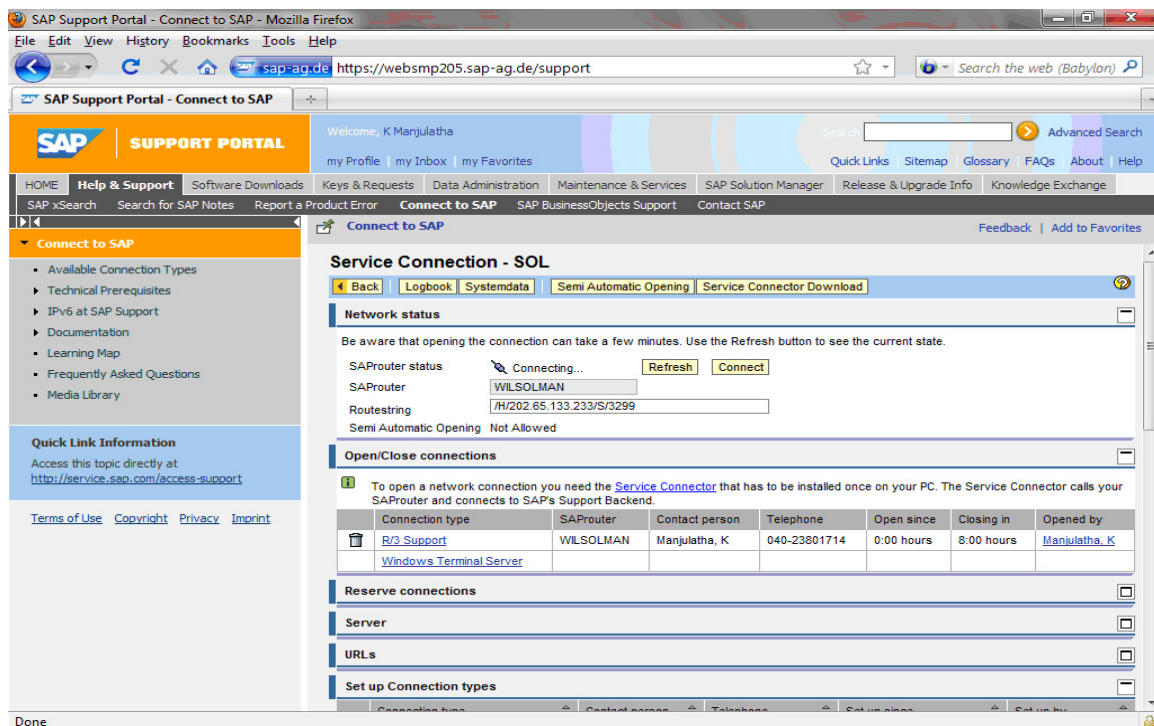
After you have installed the Service Connector, you must start it. In the dialog box, choose "Open". The Service Connector is started and opens the network connection (for example) between your SAProuter and SAP's Support Backend. The Service Connector indicates whether or not the network connection was opened successfully. If you cannot execute the configuration file, first install the Service Connector on your PC.

Only choose 'Yes' if the Service Connector displays the following success message: "The service connection has been opened successfully". If the Service Connector displays an error message, choose 'No' and then check the specified route string. The dev\_rfc.trc file on your PC contains a detailed error report.

**Caution:** If you choose 'Yes' even though an error message is displayed, the system starts multiple attempts to create the network connection (status = "Connecting..."). After about 20 minutes, the system cancels the attempts and resets the status to "not connected".

Was the opening network connection successful?

Done



SAP Support Portal - Connect to SAP - Mozilla Firefox

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Address bar: sap-ag.de https://websmp205.sap-ag.de/support

SAP Support Portal - Connect to SAP

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**Connect to SAP**

- Available Connection Types
- Technical Prerequisites
- IPv6 at SAP Support
- Documentation
- Learning Map
- Frequently Asked Questions
- Media Library

**Quick Link Information**

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**Service Connection - SOL**

**Network status**

Be aware that opening the connection can take a few minutes. Use the Refresh button to see the current state.

SAProuter status Connecting...

SAProuter WLSOLMAN

Routing /H/202.65.133.233/S/3299

Semi Automatic Opening Not Allowed

**Open/Close connections**

To open a network connection you need the [Service Connector](#) that has to be installed once on your PC. The Service Connector calls your SAProuter and connects to SAP's Support Backend.

Connection type	SAProuter	Contact person	Telephone	Open since	Closing in	Opened by
R/3 Support	WLSOLMAN	Manjula, K	040-23801714	0:00 hours	8:00 hours	Manjula, K
Windows Terminal Server						

**Reserve connections**

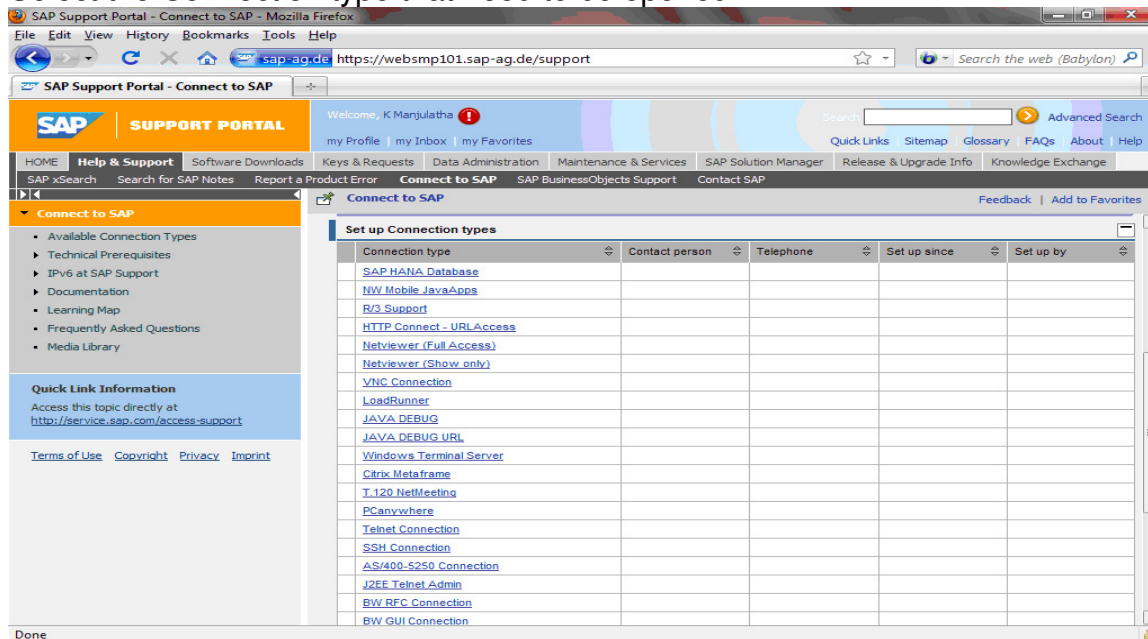
☐ **Server**

☐ **URLs**

**Set up Connection types**

Done

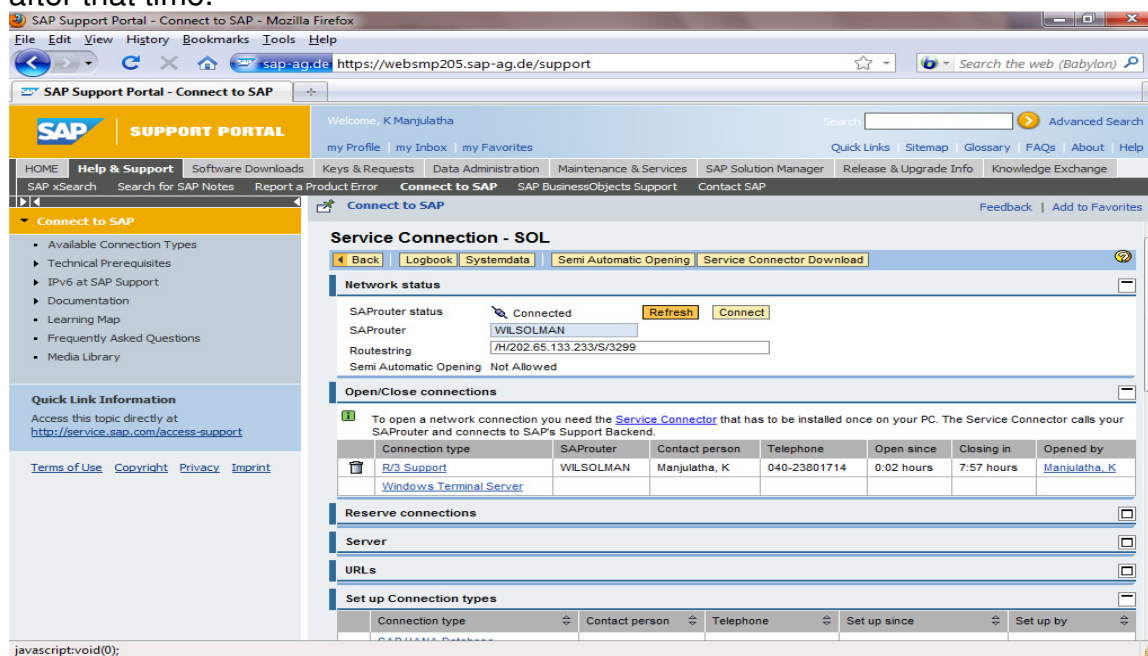
Select the Connection type that need to be opened

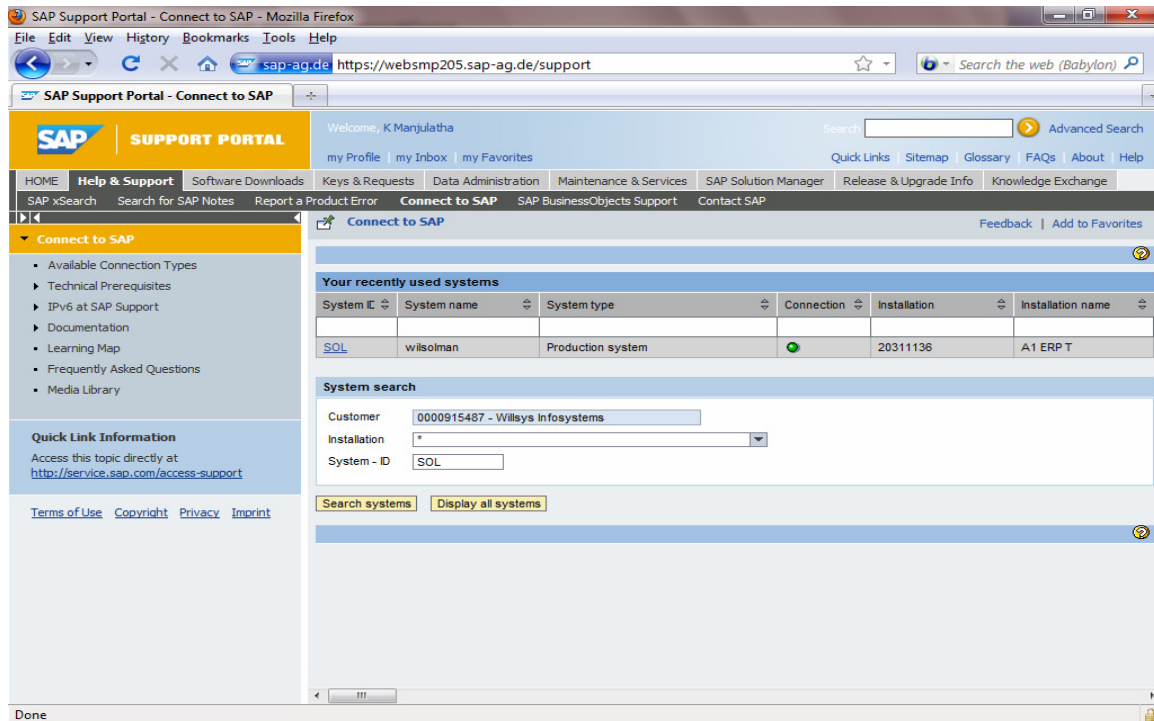


Example: R3 Support through SAPGUI; if SAP is not starting up then allow pcanywhere, telnet connection, netviewer so that SAP can login to OS/DB. Select the connection and open

Initial connect open may take around 10-15 minutes.

Specify the time period of open, so the connection will be automatically closed after that time.





## CONNECTING TO SAP

### TAKE ADVANTAGE OF REMOTE SERVICES AND REMOTE SUPPORT

SAP offers its customers access to Remote Support and to a large number of Support Services delivered remotely in the customer system. Error analysis and services delivered remotely have one major advantage: they are available straight away.

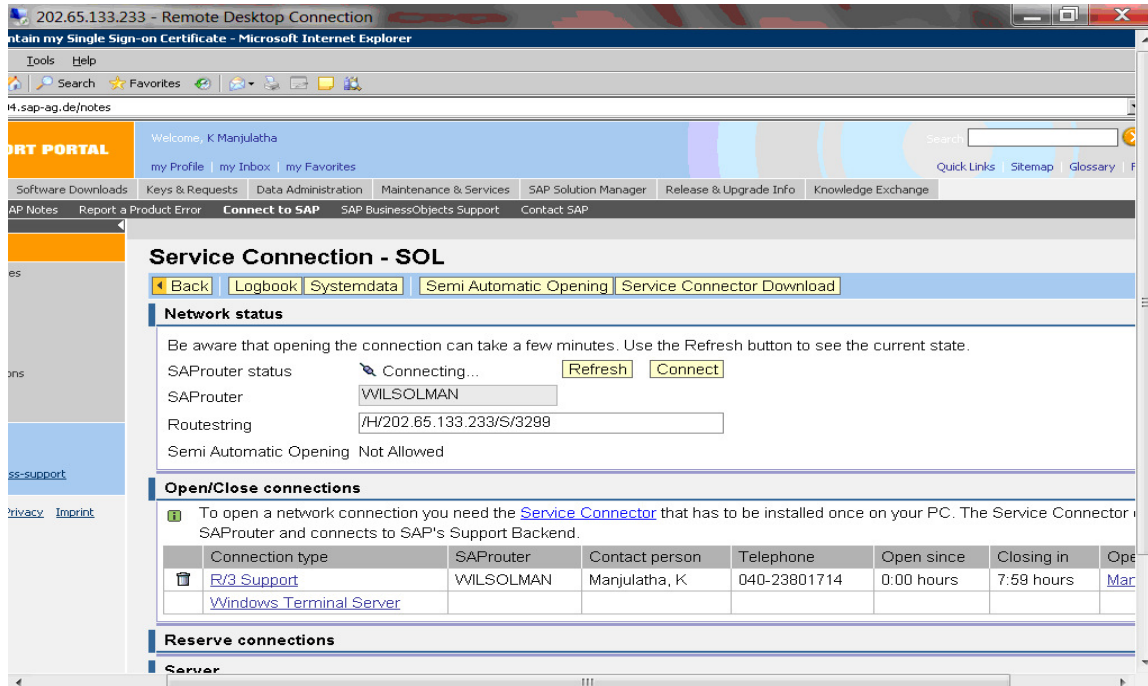
### How to set up and to open a Remote Service Connection

A Remote Service Connection has to be set up per system. [Various Service Connection types](#) are available to enable SAP employees access your system remotely (e.g. R/3 Support or http-connect connection).

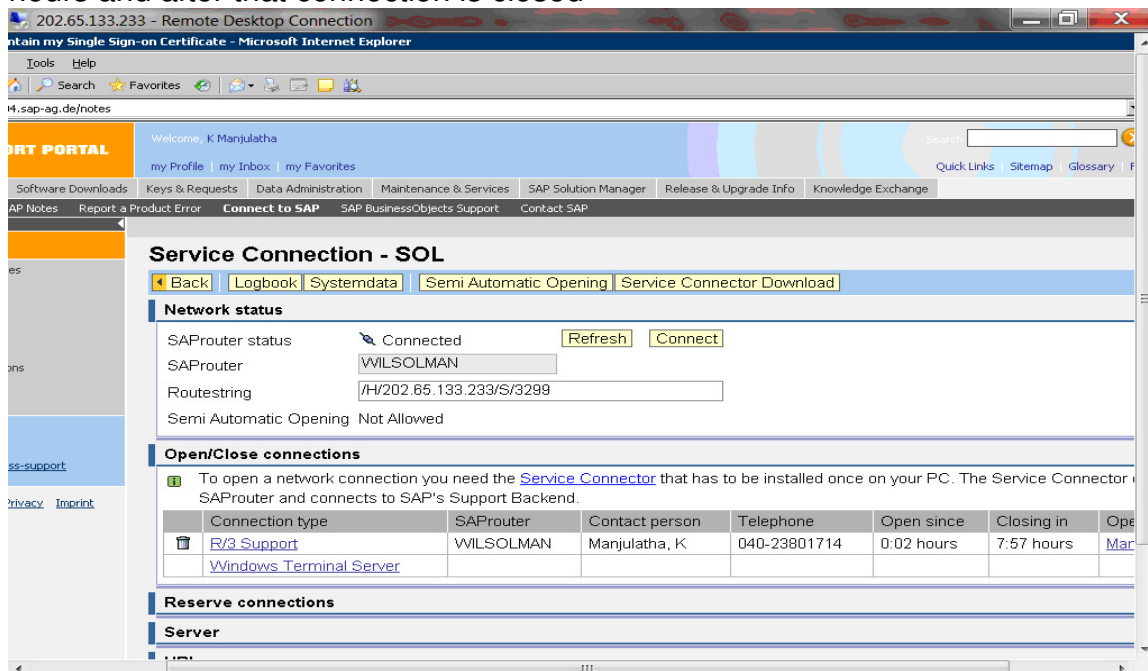
1. Select a system
2. Set up required Service Connection types (only once per system)
3. Select the required Service Connection type and define time frame to allow SAP access to the system



4. Start the Service Connector (by executing stfk.oez file) to open the existing Network Connection (in case it is not yet opened).



The R3Support is opened for 8 hours i.e SAP Support Team can work for 8 hours and after that connection is closed

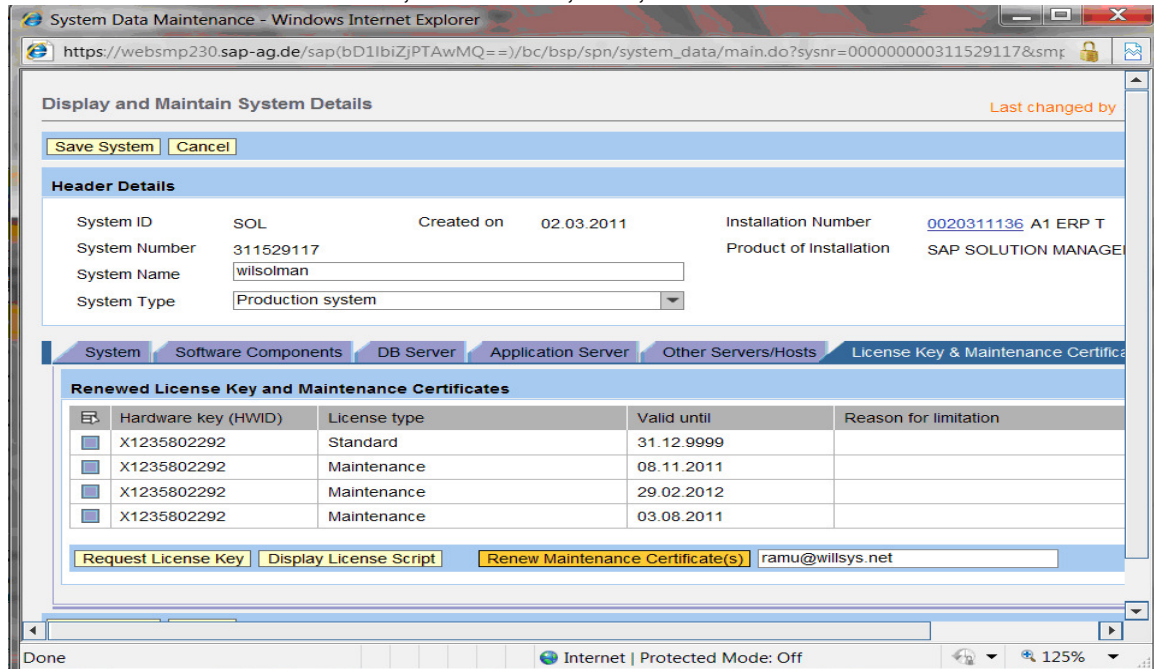




### Renew Maintenance certificate:

Maintenance certificate is renewed for every 3 months and without this SPAM/SAINT/JSPM does not work.

Provide SAP Router Details, Hostname, SID, Instance Number



System Data Maintenance - Windows Internet Explorer

https://websmp230.sap-ag.de/sap(bD1IbiZjPTAwMQ=)/bc/bsp/spn/system\_data/main.do?sysnr=000000000311529117&smf

Display and Maintain System Details

Last changed by

Save System Cancel

Header Details

System ID	SOL	Created on	02.03.2011	Installation Number	0020311136 A1 ERP T
System Number	311529117			Product of Installation	SAP SOLUTION MANAGER
System Name	wilsolman				
System Type	Production system				

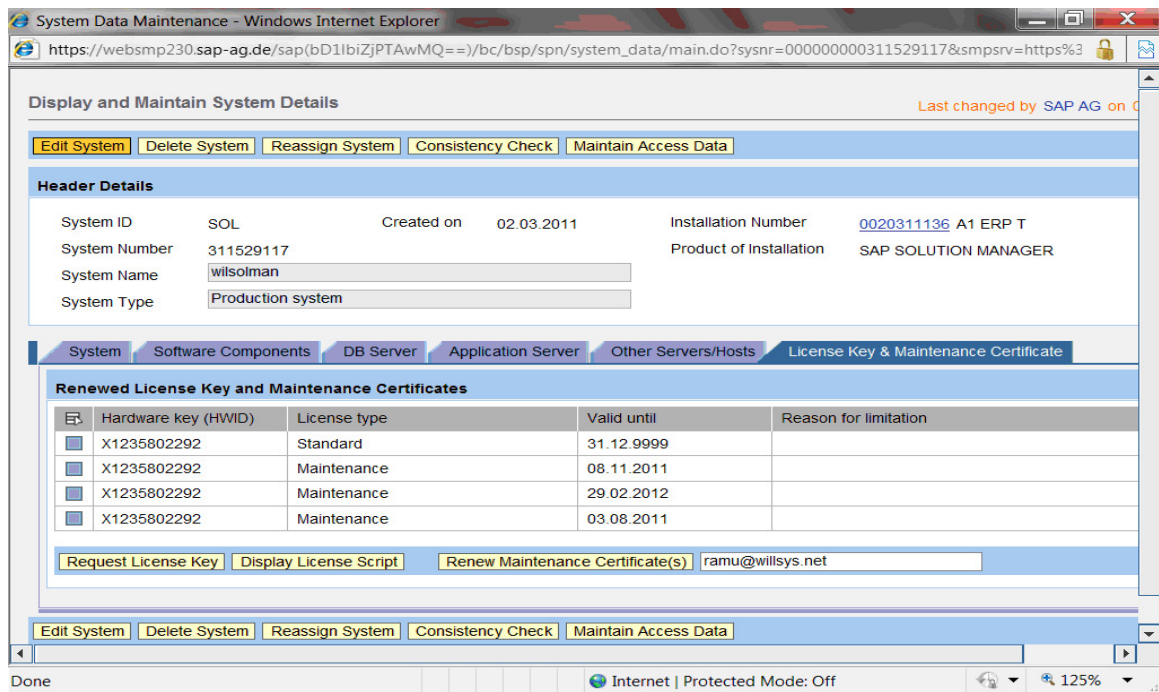
System Software Components DB Server Application Server Other Servers/Hosts License Key & Maintenance Certificate

Renewed License Key and Maintenance Certificates

Hardware key (HWID)	License type	Valid until	Reason for limitation
X1235802292	Standard	31.12.9999	
X1235802292	Maintenance	08.11.2011	
X1235802292	Maintenance	29.02.2012	
X1235802292	Maintenance	03.08.2011	

Request License Key Display License Script Renew Maintenance Certificate(s) ramu@willsys.net

Done Internet Protected Mode: Off 125%



System Data Maintenance - Windows Internet Explorer

https://websmp230.sap-ag.de/sap(bD1IbiZjPTAwMQ=)/bc/bsp/spn/system\_data/main.do?sysnr=000000000311529117&smf&smf=

Display and Maintain System Details

Last changed by SAP AG on 02.03.2011

Edit System Delete System Reassign System Consistency Check Maintain Access Data

Header Details

System ID	SOL	Created on	02.03.2011	Installation Number	0020311136 A1 ERP T
System Number	311529117			Product of Installation	SAP SOLUTION MANAGER
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Request License Key Display License Script Renew Maintenance Certificate(s) ramu@willsys.net

Edit System Delete System Reassign System Consistency Check Maintain Access Data

Done Internet Protected Mode: Off 125%

Automatically the Solman system will Apply the license for the systems

### Related Content:

[www.help.sap.com](http://www.help.sap.com)

[www.sdn.sap.com/irj/sdn/index](http://www.sdn.sap.com/irj/sdn/index).

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