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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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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)

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SAP	
New password	
Client	001
User	sapuser
Password	[**********]
Language	
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Execute the Transaction Code "OSS1" \rightarrow Parameter \rightarrow Technical Settings \rightarrow

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[Iechnical settings] []	
Log On to SAPNet	
Log on to the OSS	
Logon to SAPNet	
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Select Technical settings



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Instance no.	33	Instance no.		
SAProuter and SAPN	et Message Server at SAP			44
SAProuter at SAP		SAPNet Message Ser	rver	
Name	sapserv2	Name	055001	
IP Address	194.39.131.34	DB Name	001	
Instance no	99	Instance no	01	
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SAP GUI for SAPNet	Logon			
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Alternative	sapqui			*
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		SAP	7	OSS1 Vilsolman INS

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

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Ro	uter Data for SAPNet Logon			
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Name	wilsolman	Name		
IP Address	202.65.133.233	IP Address		
Instance no.	99	Instance no.		
SAProuter and SAP	Net Message Server at SAP			
SAProuter at SA	P	SAPNet Message Se	erver	
Name	sapserv2	Name	oss001	
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SAP GUI for SAPNet	t Logon			
 Current 	C:\Program Files (x86)	\SAP\FrontEnd\SA	APgui\SAPGUI.EXE	
Alternative	sapgui			
		SA	7	OSS1 vilsolman 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.



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	SAProuter at SAP	System <u>H</u> elp		
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SAP

➢ OSS1 ▼ wilsolman INS



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

🕞 Select a Group	×
Available groups [1_PUBLIC 2_JAPANESE DO_NOT_USE EWA	ب ۲ ۲
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	Continue

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"→



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Description 1			
Description 2			
Description 3			
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Target System Setting			*
Load Balancing Status			▼
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	OSS		
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Target System Msg. Server			
Target System Msg. Server Group	EWA		
Target System Msg. Server Group Save to Database as	EWA		
Target System Msg. Server Group Save to Database as Save as	EWA O Hostname IP Address /H/202.65.133	.2	*

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

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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



Click on Maintain Connection





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

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Click on Maintains System Data

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Select Add-On product version				-
Usage Types				
No Usage Types available				
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Release Sel	lect a SAP Kernel Release	Patch Level		
SAP-ROULET				
Done				4

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

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Enhancement Package and Add-On Product Versions		
No Add-On Product Version maintained		
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AP-Router		
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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.



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Provide the Router String and start the Service Connector

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	Only choose 'Yes' if the Service Connector displays the following success	ss message: "The service connection has been opened successfully". If
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Select the Connection type that need to be opened

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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.

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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. <u>Various Service</u> <u>Connection types</u> 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)
- Select the required Service Connection type and define time frame to allow SAP access to the system



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

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

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Renew Maintenance certificate:

Maintenance certificate is renewed for every 3 months and with out this SPAM/SAINT/JSPM does not work.

Provide SAP Router Details, Hostname, SID, Instance Number

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Automatically the Solman system will Apply the license for the systems

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