SAP Notes Download and Upload Process Impacted. Act Now!

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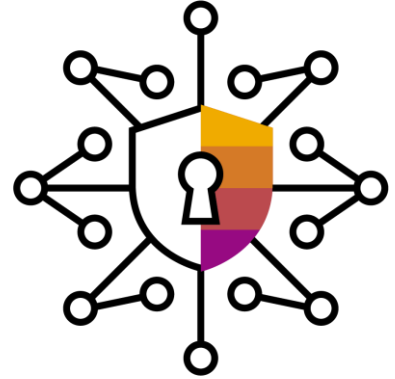
Agenda

➢ SAP Support Backbone Update

➢ Digitally Signed SAP Notes

➢ How to Consume Digitally Signed SAP Notes

    ➢ Upload/Download Digitally Signed SAP Notes using SNOTE transaction

    ➢ Download options

➢ Summary and Q&A

SAP Support **Backbone Update**

SAP Support Backbone Update:
Impact on all ABAP-based SAP systems

SAP's Support Backbone is the central infrastructure located at SAP to provide technical support to our customers.

The Support Backbone infrastructure has been updated, but the legacy infrastructure remains in place to allow a safe transition for SAP customers.

All customers with ABAP-based SAP systems need to react to the SAP Support Backbone update to ensure connectivity of their SAP systems to the SAP Support Backbone.

Detailed information regarding impacts can be found here: https://support.sap.com/backbone-update

After January 1st 2020, SAP systems which have not been changed are not able to communicate with the SAP Support Backbone anymore.
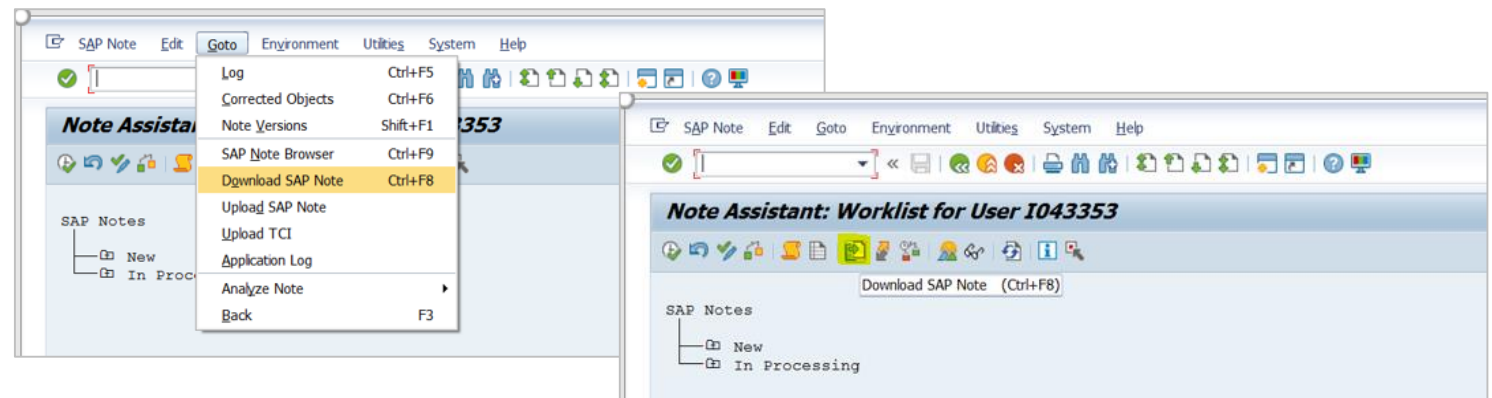
Digitally Signed SAP Notes

Two ways of getting an SAP Note into your ABAP system

1 Download SAP Note locally

2 Upload to ABAP system using SNOTE

Upload SAP Note using SNOTE transaction of ABAP system
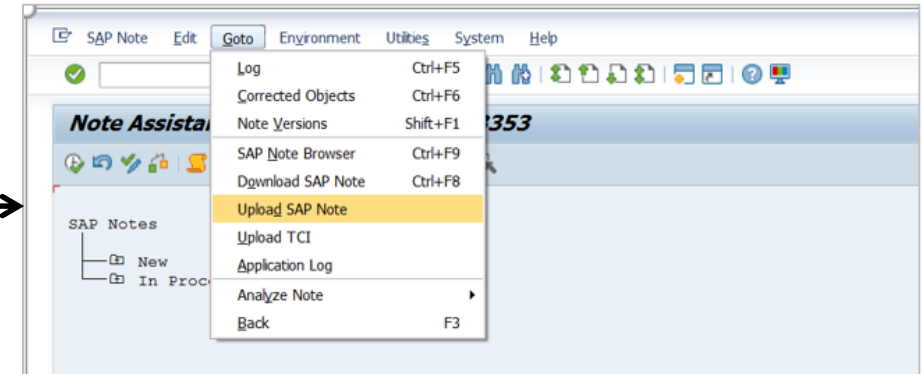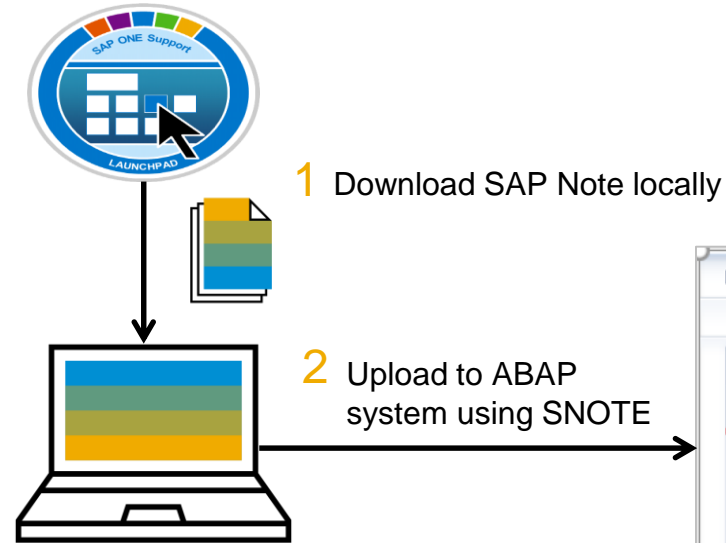
Download SAP Note using SNOTE transaction of ABAP system

Digital signing of SAP Notes

Security

Motivation 〉 The SAP Notes files can get maliciously modified and customers can unknowingly upload the maliciously modified SAP Notes files into their ABAP systems.

Solution Approach 〉 To deliver all SAP Notes with digital signature to protect SAP Notes files with increased authenticity and improved security.

Digital signing of SAP Notes

- ✓ All SAP Notes (having correction instructions) are digitally signed when released for customers.
- ✓ One Support Launchpad provides only digitally signed SAP Notes for download.
- ✓ SNOTE can be enabled for download of digitally signed SAP Notes by implementing SAP Notes 2408073, 2546220, 2508268.
- ✓ An equivalent Transport-Based Correction Instruction (TCI) is available as SAP Note 2576306 containing the above SAP Notes.
- ✓ If the Note Assistant in your ABAP system is enabled for TCI, it is recommended to implement TCI SAP Note 2576306 instead of applying the above individual SAP Notes.
- ✓ Further configuration steps in the following slides apply.

Post January 1, 2020, the download and upload process will stop working unless Note Assistant (SNOTE transaction) is enabled in ABAP systems to work with digitally signed SAP Notes.
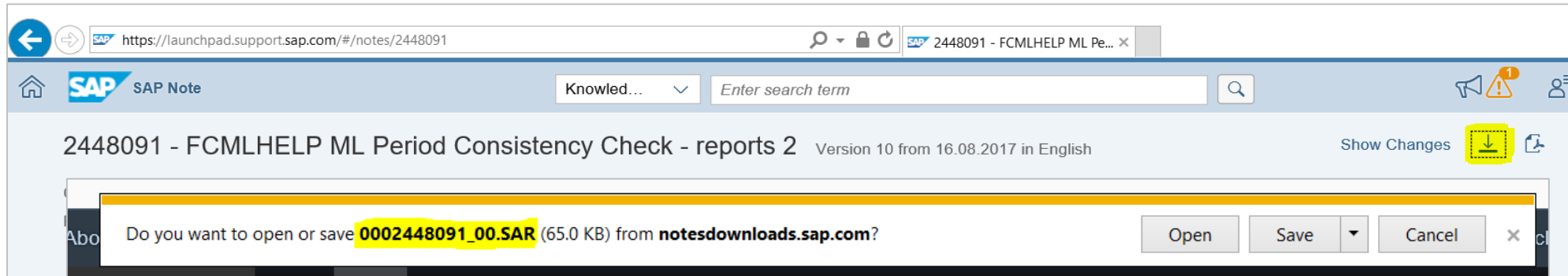
How to consume digitally signed SAP Notes from SAP ONE Support Launchpad

Digitally signed SAP Notes are now available from SAP ONE Support Launchpad.

Prerequisite: Implement SAP Security Notes 2408073, 2546220 in your ABAP system

Procedure:
- ✓ Download the digitally signed SAP Note from SAP ONE Support Launchpad

- ✓ Run the SNOTE transaction
- ✓ From the menu bar, choose Goto → Upload SAP Note
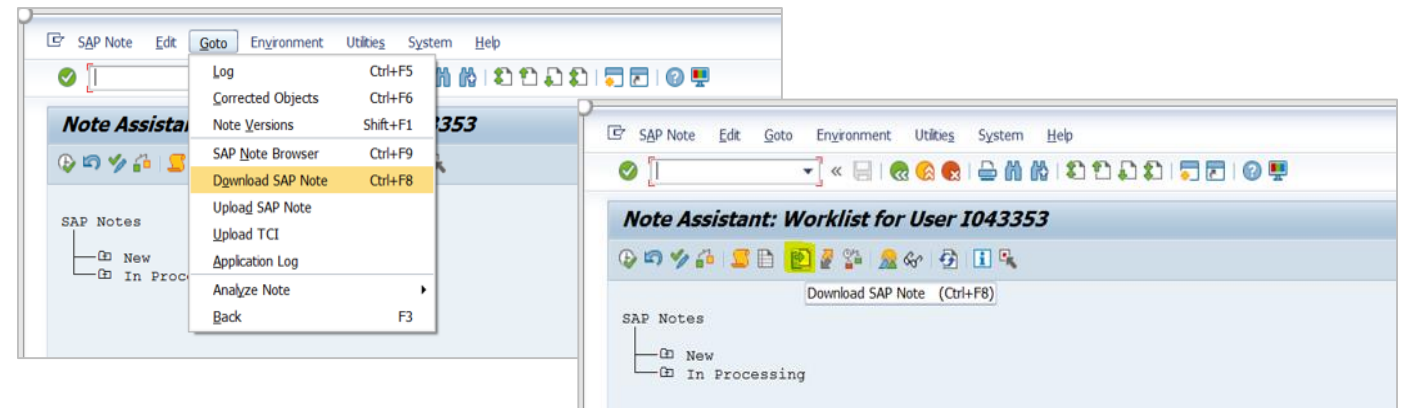
Download of digitally signed SAP Note

How to download digitally signed SAP Notes from SNOTE Transaction

Prerequisite: To enable download of digitally signed SAP Notes using SNOTE transaction, implement one of the following.

- SAP Note 2508268, 2408073 and 2546220 (classic automated CIs) or

- SAP Note 2576306 (TCI)
  (The TCI 2576306 contains in it the SAP notes 2508268 , 2408073, 2546220)

Procedure:

- ✓ Run the transaction SNOTE

- ✓ From the menu bar,
  choose Goto → Download SAP Note

The SAP Notes 2508268 or 2576306 (TCI) also provides different procedures for download that can be configured.

Download of digitally signed SAP Note:
Download procedures

Customization for downloading SAP Notes via SNOTE

With the introduction of digitally signed SAP Notes, various procedures are offered for downloading SAP Notes.

- **Remote Function Call (RFC)**

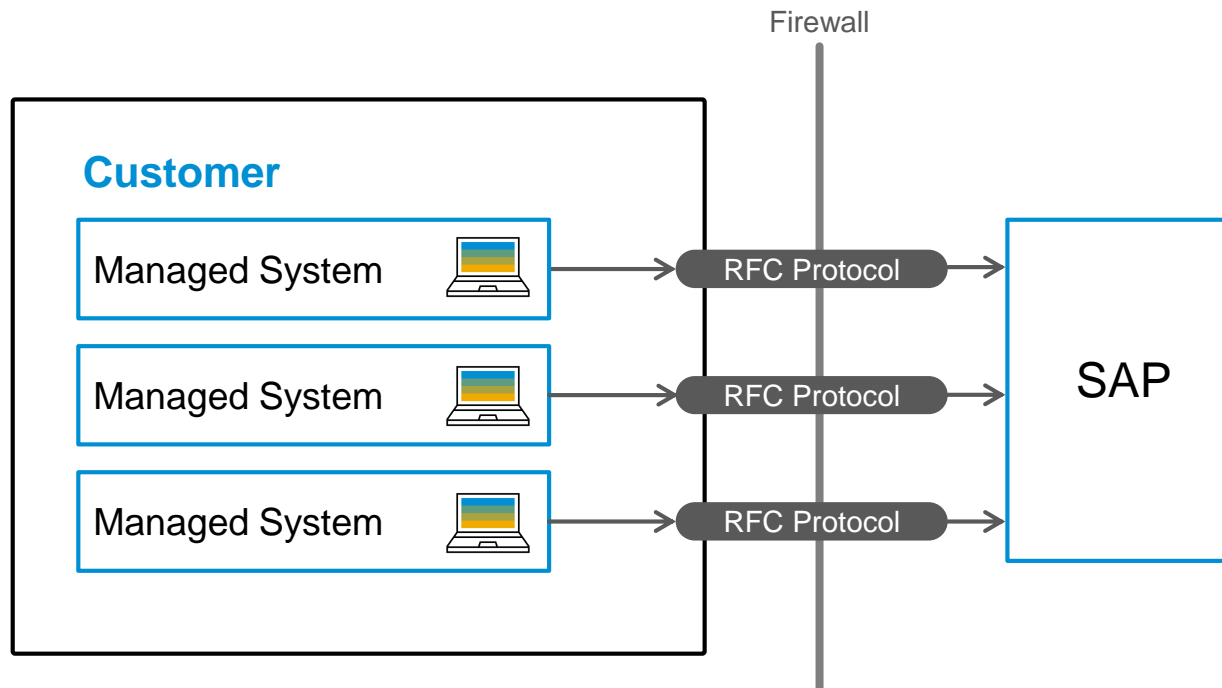- **HTTP Protocol**

- **Download Service Application**

Defining Procedure for Downloading SAP Note

Select procedure to download SAP Note

○ Remote Function Call (RFC)

⦿ HTTP Protocol
RFC Destination (H Type) for SAP Support Portal | SAP-SUPPORT_PORTAL
RFC Destination (G Type) for SAP Note Download | SAP-SUPPORT_NOTE_DOWNLOAD

○ Download Service Application

- The report ***RCWB_SNOTE_DWNLD_PROC_CONFIG*** is used for customizing the different procedures

- If you are on the SPS level where the feature is delivered or implemented the TCI 2576306, this activity can be performed through IMG customization (IMG > SAP NetWeaver Implementation Guide > Application server > Basis Services > SNOTE)

- This is a one-time set up. If required, you can change the settings in this report at any given point in time.

RFC procedure for download of digitally signed SAP Note

Prerequisite SAP Notes for Managed system:
(2408073, 2546220, 2508268) or 2576306

Firewall

Customer

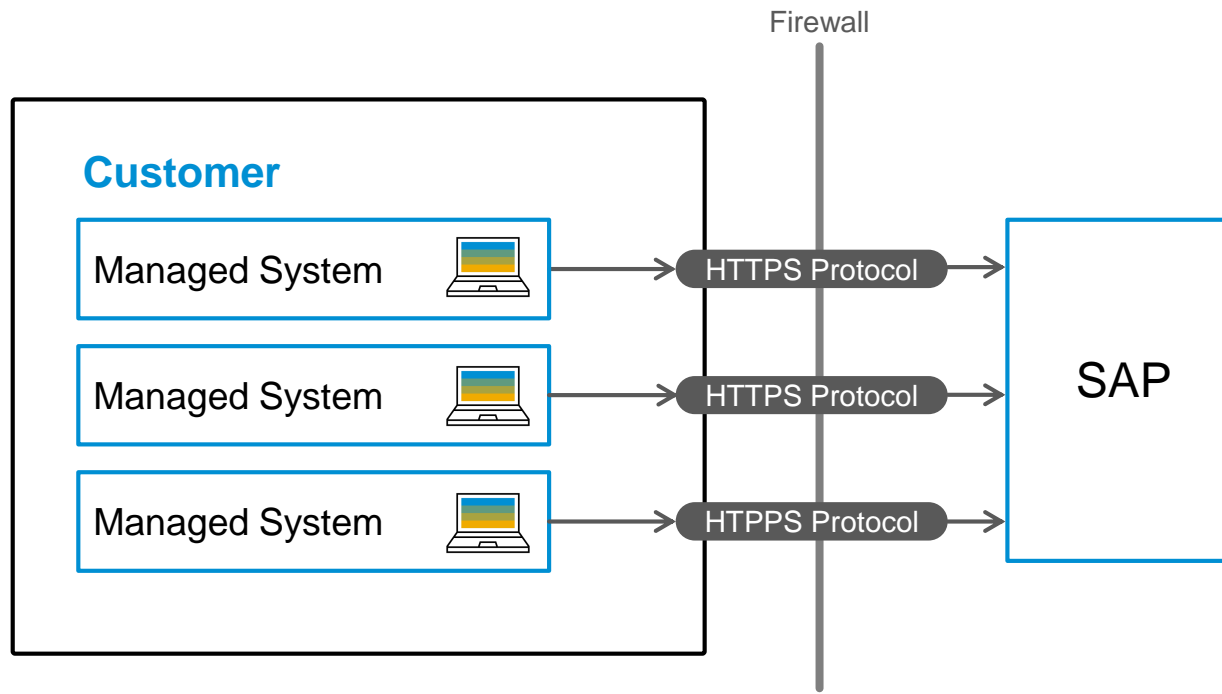| Managed System | → RFC Protocol → |
| Managed System | → RFC Protocol → |
| Managed System | → RFC Protocol → |

SAP

- Available for SAP_BASIS release 700 and above.

- This is the default procedure for all releases of SAP_BASIS until end of 2019.

- From January 1st 2020 the following will be enforced:

  - This procedure will be the default option for SAP_BASIS releases 700 to 731 **only**.

  - Generic user (OSS_RFC) will **not** be allowed in RFC destinations **SAPOSS/SAPSNOTE**. Only customer S-user (recommended is Technical Communication User) will be allowed.

  - RFC destinations **SAPOSS/SAPSNOTE** will **not** work in ABAP systems on SAP_BASIS release 740 and above. Instead HTTPS communication should be used (The SAP Kernel must be 7.42 PL400 and above for HTTPS communication via SAP Router).

HTTPS procedure for download of digitally signed SAP Note

Prerequisite SAP Notes for Managed system:
(2408073, 2546220, 2508268) or 2576306

Firewall

Customer

Managed System	→ HTTPS Protocol →
Managed System	→ HTTPS Protocol →
Managed System	→ HTPPS Protocol →

SAP

- Available for SAP_BASIS release 740 onwards
- Destinations to SAP Support Portal and SAP Note Download needs to be defined (SM59). Use S-user (recommended Technical Communication User) in the H and G type destinations.
- HTTPS encryption and communication path needs to be configured. The SAP kernel must be 7.42 PL400 and above for HTTPS communication via SAP Router.
- By following recommended destination names, configuration can be reused in other scenarios

Defining Procedure for Downloading SAP Note

Select procedure to download SAP Note

○ Remote Function Call (RFC)

◉ HTTP Protocol

    RFC Destination (H Type) for SAP Support Portal   SAP-SUPPORT_PORTAL

    RFC Destination (G Type) for SAP Note Download   SAP-SUPPORT_NOTE_DOWNLOAD

○ Download Service Application

Alternative for configuring HTTPS communication

Prerequisite SAP Notes for Managed system: 2738426

- HTTPS prerequisites can also be configured by executing automated Task List SAP_BASIS_CONFIG_OSS_COMM in ABAP Task Manager (STC01)
- Task List is available in systems with at least SAP_BASIS 740 after applying TCI in SAP Note 2738425
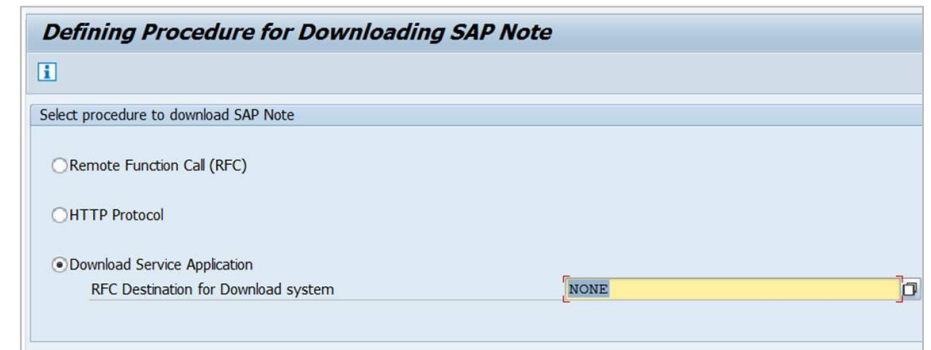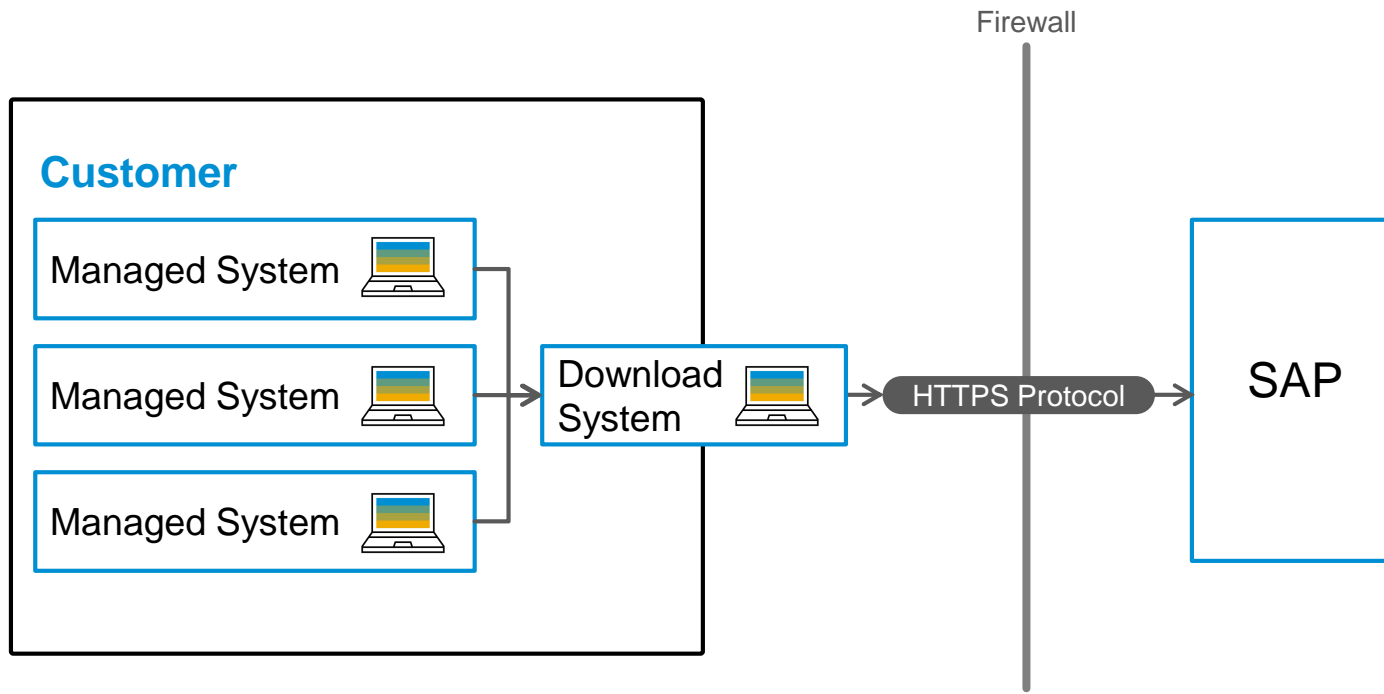- Technical Communication User and SAP Router string needs to be prepared before execution

Maintain Task List Run SAP_BASIS_CONFIG_OSS_COMM_20181121072348283

| Task List | SAP_BASIS_CONFIG_OSS_COMM |
| Task List Run | SAP_BASIS_CONFIG_OSS_COMM_20181121072348283 |

Ex..	Ch..	St..	Log	Phase	Component	Task Description	He..	Pa..	Parameter Description
✓				Verification	SECURITY	New OSS: Check CommonCryptoLib (SAPCRYPTOLIB) Version >= 8.4.48			
✓				Verification	SECURITY	New OSS: Check TLS protocol version >= TLSv1.1 w. BEST-OPTION			
✓				Verification	STRUST	New OSS: Check Certificates for SSL Client			
✓				Configuration	RFC	Create ABAP / HTTP(S) Connections for SAP System (SM59)			
✓				Configuration	OSS1	Old OSS Comm: Configuration of SAPOSS Connection (OSS1)			
✓				Configuration	ICM	New OSS: Restart ICM (SMICM)			

Download of digitally signed SAP Note using Download Service application

Prerequisite SAP Notes for Managed system: (2408073, 2546220, 2508268) or 2576306
Prerequisite SAP Notes for Download system: 2554853

- Available for SAP_BASIS release 700 onwards
- Any ABAP system having download service can be used as download system. Example: SAP Solution Manager 7.2 system
- **Advantage:** Associated Transport based Correction Instruction (TCI) packages and prerequisite SAP Notes are downloaded automatically

Firewall

Customer

Managed System

Managed System

Managed System

Download System

HTTPS Protocol

SAP

Defining Procedure for Downloading SAP Note

Select procedure to download SAP Note

○ Remote Function Call (RFC)

○ HTTP Protocol

● Download Service Application
　RFC Destination for Download system　　NONE

Download of unsigned SAP Notes as fallback

- With the implementation of the SAP Note 2508268 or 2576306 digitally signed SAP Notes are downloaded by default.

- Following customization is also provided to choose download of unsigned SAP Note as fallback via the report RCWB_UNSIGNED_NOTE_CONFIG.

- If you are on the SPS level where the feature is delivered or implemented the TCI 2576306, this activity can be performed through IMG customization (IMG > SAP NetWeaver Implementation Guide > Application server > Basis Services > SNOTE)

If digitally signed SAP Note is not available, select your option from the following:

⦿ Download unsigned SAP Note

○ Do not download unsigned SAP Note
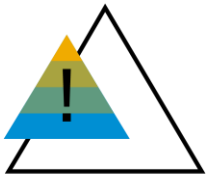
Download of unsigned SAP Note in SNOTE will be supported only until end of 2019.

Note Assistant (SNOTE)
Transport-based Correction Instructions

Transport-based Correction Instructions

Motivation ❯ Extensive changes to one functional area otherwise requiring huge amount of SAP Notes and/or multiple manual changes can be alternatively provided as Transport-based Correction Instruction.

Prerequisite ❯ System landscape has to be enabled by following information in SAP Note 2187425. Recent SPAM/SAINT update is required.

✓ TCIs are integrated in Note Assistant

✓ TCIs are implemented automatically in one single step

✓ ABAP Download Service can automatically download needed TCI packages together with SAP Note

Summary

- All SAP Notes are digitally signed
- SAP One Support Launchpad provides **only** digitally signed SAP Notes
- Three different procedures (RFC, HTTPS, Download Service) available for downloading digitally signed SAP Notes in SNOTE transaction
  - In using Download Service the Transport-Based correction instruction (TCI) packages and prerequisite SAP Notes are downloaded automatically
- **Download of unsigned SAP Notes will be stopped from January 1st 2020.**
- SAP Notes needed for consuming digitally signed notes are as follows:

Scenario	SAP Note
Upload of digitally signed SAP Note	2408073 and 2546220
Download of digitally signed SAP Note	2508268 or 2576306 (TCI)
Download of digitally signed SAP Note using Download Service (in download system)	2554853

Learn more: FAQ: 2537133 – FAQ Digitally Signed SAP Notes; Note Assistant @SAP Support Portal

Next steps

Enable your ABAP systems for upload/download of digitally signed SAP Notes by <u>end of 2019</u>.

SAP_BASIS Release	2019	2020	Preparation for 2020
700 to 731	SAPOSS/SAPSNOTE will work	SAPOSS/SAPSNOTE will work only with S-user (recommended Technical Communication User)	▪ For continuing using RFC procedure for download, replace OSS_RFC user in SAPOSS/SAPSNOTE with S-user. Recommendation is to use Technical Communication User ▪ Alternative is to use Download Service
740 and above	SAPOSS/SAPSNOTE will work	SAPOSS/SAPSNOTE will **not** work.	Enable one of the following procedures. ▪ HTTPS protocol (The SAP Kernel must be 7.42 PL400 above) or ▪ Download service

Learn more: FAQ: [2537133 – FAQ Digitally Signed SAP Notes](#); [Note Assistant @SAP Support Portal](#)

Thank you.

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