



Prepare Before 2020 to Ensure Your Systems Stay Connected to SAP

SAP Solution Manager, Focused Run & Note Assistant, SDCCN

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SAP's Support Backbone

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

The support backbone consists of several different systems for different purposes - for example, it provides the SAP Support Portal infrastructure, the Maintenance Planner, SAP EarlyWatch Alert Reports and many more.

SAP's support backbone has been updated. The legacy infrastructure remains in place to allow a safe transition for customers.

Customers need to switch to the new infrastructure before January 2020 to ensure continuous connectivity.



Focused Run for SAP Solution Manager

Focused Run for SAP Solution Manager

The new communication channels in Focused Run 2.0 enable the exchange of data with the updated SAP Support Backbone.

Therefore, all Focused Run customers need to upgrade to Focused Run 2.0.

Focused Run 1.0 systems will not be able to communicate with the SAP Support Backbone after January 1st, 2020.

Information on upgrading Focused Run can be found in the [Focused Run Expert Portal](#).

Please note: Focused Run 1.0 will enter its customer-specific maintenance phase on November 23rd 2019.



Focused Run Expert Portal

SAP My Support ▾ Products ▾ Tools ▾ Maintenance ▾ Offerings & Programs ▾ Application Lifecycle Management ▾

SAP Support Portal Home / Application Lifecycle Management / Focused Solutions

Focused Run Expert Portal

Focused Run Applications

- ✓ **Infrastructure Administration:**
 - [Simple System Integration \(SSI\)](#)
 - [Agent Administration and Mass Update](#)
 - [Self-Monitoring and Self-Monitoring Dashboard](#)
 - [Expert Scheduling Management Cockpit](#)
 - [Central Notification Management](#)
 - [Rapid Content Delivery](#)
- ✓ **Advanced System Management (ASM):**
 - [System Monitoring](#)
 - [System Monitoring - Supported Products](#)
 - [Open Component Monitoring](#)
 - [IT Calendar & Work Mode Management](#)
 - [Service Availability Management \(SAM\)](#)
 - [License Management](#)
 - [EarlyWatch Alert](#)
 - [Maintenance Planner](#)
 - [Guided Procedures - Catalog and Reporting](#)
 - [Guided Procedures - Automatic Health Check](#)
 - [Guided Procedures - Activity Plugins](#)

Best Practices

- ✓ [Monitoring of Integration Scenarios](#)

Release Notes

- ✓ [SAP Note 2381861: FP1](#)
- ✓ [SAP Note 2550722: FP2](#)
- ✓ [SAP Note 2591197: FP3](#)
- ✓ [SAP Note 2708866: Focused Run 2.0](#)
- ✓ [What's new in Focused Run](#)
- ✓ [Delta Presentation 1.0 FP3 - 2.0 SP00](#)

Upgrade Guides

- ✓ [SAP Note 2442954: FP0 to FP1](#)
- ✓ [SAP Note 2560339: FP1 to FP2](#)
- ✓ [SAP Note 2632083: FP2 to FP3](#)
- ✓ [SAP Note 2729276: FP3 to Focused Run 2.0](#)

SAP Solution Manager

SAP Solution Manager

SAP Solution Manager 7.0 and 7.1

SAP Solution Manager 7.0 and 7.1 releases cannot connect to the support backbone after January 2020 and need to be upgraded to SAP Solution Manager 7.2 SPS07 or higher*.

SAP Solution Manager 7.2

SAP Solution Manager needs to be upgraded to SAP Solution Manager 7.2 SPS07 or higher* to ensure connectivity.

* SPS08 or higher is recommended
SPS08 or higher is required for partners

SAP Solution Manager: Affected capabilities

Landscape Management

- Landscape synchronization with SAP (automatic update of customer system data, used for Maintenance Planner)
- Remote Service Connection Management from SAP Solution Manager
- System Recommendations

License Management

- Automatic distribution of licenses and maintenance certificates

Test Suite

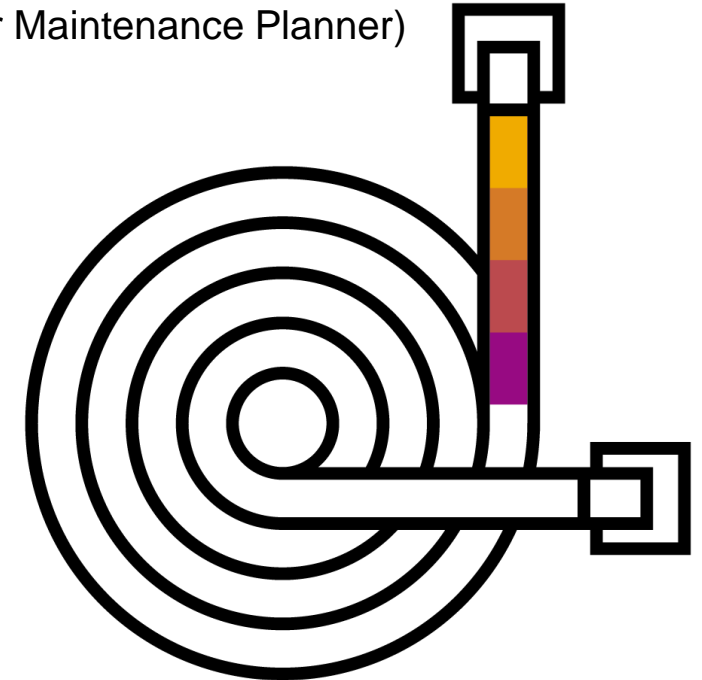
- Scope and Effort Analyzer

IT Service Management

- Exchange of messages with SAP

SAP Engagement and Service Delivery

- Service Delivery
- SAP EarlyWatch Alert from SAP Solution Manager to SAP
- Service Content Update



Please note that remote support by SAP Support engineers is not affected by the backbone update.

**What happens if I cannot upgrade
before 2020?**

Update not possible in time – what you can do...

If you are not able to update SAP Solution Manager or Focused Run to the required releases before 2020, you can still continue to work. **However, there will be impact based on the support package stack version your system is on.**

Product Version	Impact
SAP Solution Manager 7.1	Basic connectivity to SAP (EWA data only) Implement SAP Note 2837310 to enable basic connectivity
SAP Solution Manager 7.2 SPS01 – SPS04	Basic connectivity to SAP (EWA data only) Update ST-PI 740 to the latest SP to enable basic connectivity
SAP Solution Manager 7.2 SPS05 / SPS06	Limited connectivity to SAP (see next slide)
Focused Run 1.0 for SAP Solution Manager	No connectivity to SAP

Note: SPS08 or higher is recommended
SPS08 or higher is required for partners

SAP Solution Manager: Limited connectivity with SPS05 and SPS06

When using SAP Solution Manager 7.2 SPS05 or SPS06, the following capabilities can connect to the support backbone. Please see [slide 11](#) for an overview of all affected capabilities.

Landscape Management

- Landscape synchronization with SAP (automatic update of customer system data, used for Maintenance Planner)
- System Recommendations

License Management

- Automatic distribution of licenses and maintenance certificates

Test Suite

- Scope and Effort Analyzer

SAP Engagement and Service Delivery

- Service Delivery
- SAP EarlyWatch Alert from SAP Solution Manager to SAP

Manual activities for setup and configuration required. Configuration not supported by SOLMAN_SETUP. Documentation for connectivity described in [checklists](#).

Please note: You will not benefit from important topics like Data Protection and Privacy measures (DPP/GDPR), simplified configuration and functional stabilization included in SPS07 and higher.

New Component - XX-SER-BB-UPD

Where to start.

<https://support.sap.com/en/release-upgrade-maintenance/maintenance-information/connectivity-to-sap.html>

Information on Solution Manager and Focused Run

<https://support.sap.com/en/alm/solution-manager/sap-support-backbone-update.html>

Checklists

<https://support.sap.com/en/alm/solution-manager/sap-support-backbone-update/backbone-update-checklists.html>

KBA - [2865815](#) - SAP Support Backbone Update - Guided Answer

SAP Note Assistant

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.



After 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.

Digital signing of SAP Notes: Next Steps

To enable your ABAP systems please ensure:

1. All relevant SAP Notes are implemented in your ABAP systems.

- ✓ Update SNOTE with the relevant corrections composite note ([875986](#) or [1668882](#))
- ✓ Enable the download of digitally signed SAP Notes by using the Automated Guided Steps in Note 2836302.
- ✓ Install the composite note [2869143](#)

2. For SAP_BASIS Releases 740 and above, RFC protocol for download will not be allowed. Enable one of the following procedures for SAP Notes download: **HTTP protocol** or **Download service**.

3. For SAP_BASIS Releases 700 to 731, generic user used in RFC destination is replaced with **S-user (recommended Technical Communication User)**.

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

Digital signing of SAP Notes: Tips and resources

- **SNOTE is part of SAP_BASIS**
Any corrections of SAP_BASIS must be consistent across the System track (DEV->QAS->DEV)
- **Regardless of the download option chosen, a "Technical Communications User" is needed.**
- **Helpful resources**

KBA [2537133](#) - FAQ - Digitally Signed SAP Notes

Note [2836302](#) - Automated guided steps for enabling Note Assistant for TCI and Digitally Signed SAP Notes (recommended)

Guided Answer - [SAP Support Backbone Connectivity Enabling and Troubleshooting in SNOTE for Digitally Signed SAP Notes](#)

Guided Answer - [Options for Downloading Digitally Signed SAP Notes](#)

Note [2424539](#) - SAP Note Assistant: Test Note for Digital Signature Verification of SAP Note

Composite Note for Digitally Signed notes note [2869143](#)

Digital signing of SAP Notes: Next Steps

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

SAP_BASIS Release

Starting 2020

Preparation for 2020

Below 700

Manual process to consume digitally signed SAP Notes

- ABAP systems cannot be enabled to consume digitally signed SAP Notes automatically, hence manual process needs to be followed*

700 to 731

SAPOSS/SAPSNOTE will use a Technical Communication User

- For continuing using RFC procedure for download, replace OSS_RFC user in SAPOSS/SAPSNOTE with Technical Communication User
- Alternative is to use Download Service

740 and above

SAPOSS/SAPSNOTE will **not** work.

Enable one of the following download procedures.

- HTTPS protocol (The SAP Kernel must be 7.42 PL400 above)
- or
- Download service

Connectivity Overview

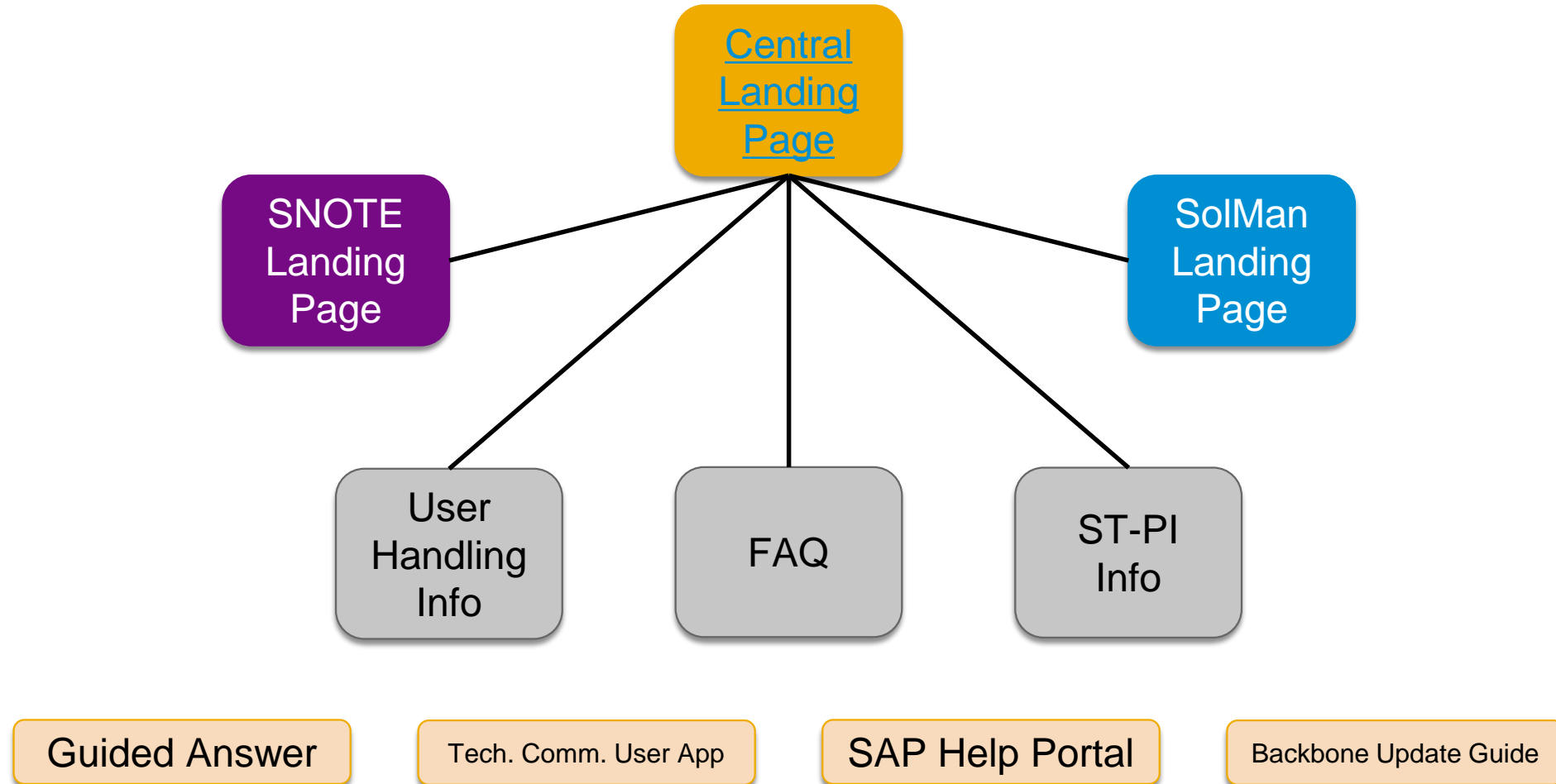
SDCCN and related Topics

Things to consider using SDCCN in Managed Systems to be prepared for changes in the SAP Service and Support Backbone interfaces

- SDCCN in Managed Systems
 - Figure out whether it is necessary to enable SDCCN for backbone connectivity
 - Necessary e.g. if EWA data need directly to be sent from the system to SAP
 - If not necessary, remove SDCC_OSS from SM59 and SDCCN
- Useful Resources
 - SAP Note [2714210](#) - New communication channel to SAP Backbone for Service Content Update
 - SAP Note [2823658](#) - EWA Checks for SAP Backbone Connectivity
 - SAP Note [2802999](#) - SDCCN activation fails without errors or red icons in Migrate tab
 - SAP Note [2748869](#) - ST-PI 2008_1_7xx SP20, ST-PI 740 SP10: Corrections for SDCCN regarding SAP Backbone connectivity
 - SAP Note [2865869](#) - Technical Communication User Required to Send EWA to SAP - Anonymous User Login Denied
- Affected Topics
 - EWA
 - RTCCTOOL
 - Service Content Update / AGS_UPDATE (SAP Solution Manager systems only)

Where to find more information?

Where to find more information?



Support Backbone Update Guide & SP-specific checklists

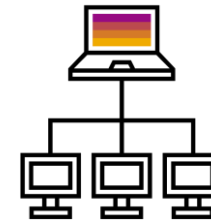
The support backbone update guide provides detailed descriptions of all affected scenarios and required customer activities.

Access and download: [HTML Version](#) / [PDF version](#)



In the support portal, you can find SP-specific checklists which describe the exact activities you need to do: [Checklists](#)

In the EarlyWatch Alert Workspace, you can find a list of systems in your landscape which are not yet properly connected to the updated support backbone: [EWA Workspace](#)



Summary

SAP's recommendation:

- Update your SAP Solution Manager system to SPS07 or higher* before 2020
- Check the [landing page](#) for other impacted areas outside SAP Solution Manager

* SPS08 or higher is recommended
SPS08 or higher is required for partners

Thank you.

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