



SAP Support Backbone Update

Impact on SAP Solution Manager and Focused Run

Customer Communications and Relations, Digital Business Services, SAP SE
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PUBLIC

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SAP's Support Backbone

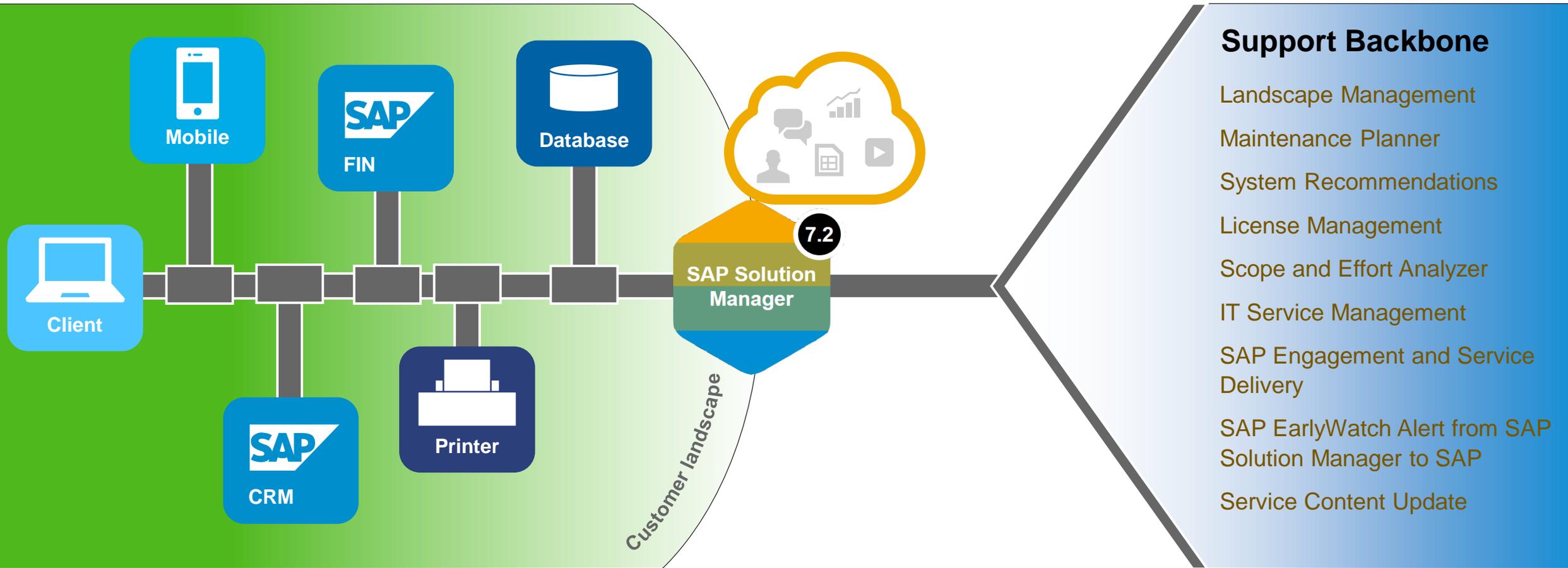
SAP's support backbone is the central infrastructure located at SAP to provide technical support to our customers.

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.

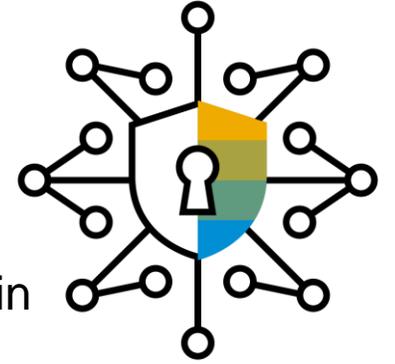


SAP Solution Manager – Our unique platform for application lifecycle management and solution landscape support



Update of SAP's Support Backbone

Impact on SAP Solution Manager and Focused Run



The Support Backbone infrastructure has been updated, but the legacy infrastructure remains in place to allow a safe transition for SAP customers. Customers using SAP Solution Manager or Focused Run must transition to the new infrastructure before January 1st 2020 to ensure continuous connectivity by performing the following actions:

- **Focused Run:** Upgrade to Focused Run 2.0
- **SAP Solution Manager:** Upgrade to SAP Solution Manager 7.2 SPS07 or SPS08* (preferred)

If these activities are not performed, SAP Solution Manager and Focused Run will lose connectivity to the SAP Support Backbone.

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

*SPS08 is required for partners

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.

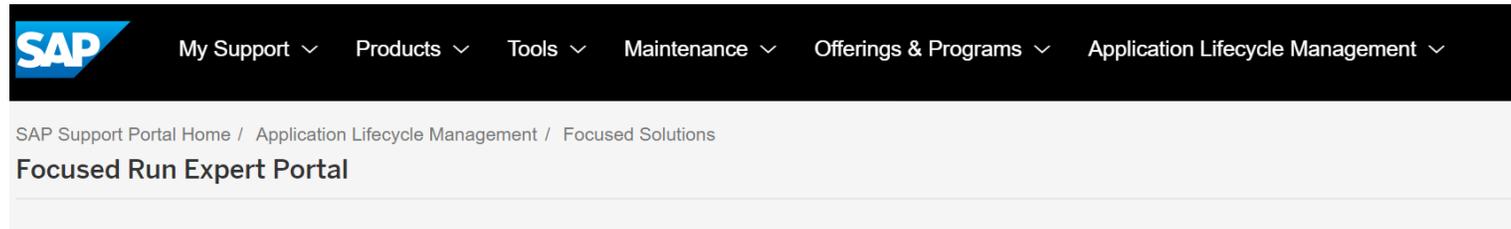
Focused Run 1.0 systems will not be able to communicate with the SAP Support Backbone after January 1st, 2020.

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



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

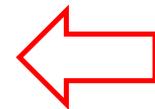
- ✓ [Monitoring of Integration Scenarios](#)

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 1st 2020 and need to be upgraded to SAP Solution Manager 7.2 SPS08.

SAP Solution Manager 7.2

SAP Solution Manager need to be upgraded to SAP Solution Manager 7.2 SPS07 or SPS08 to ensure connectivity.

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

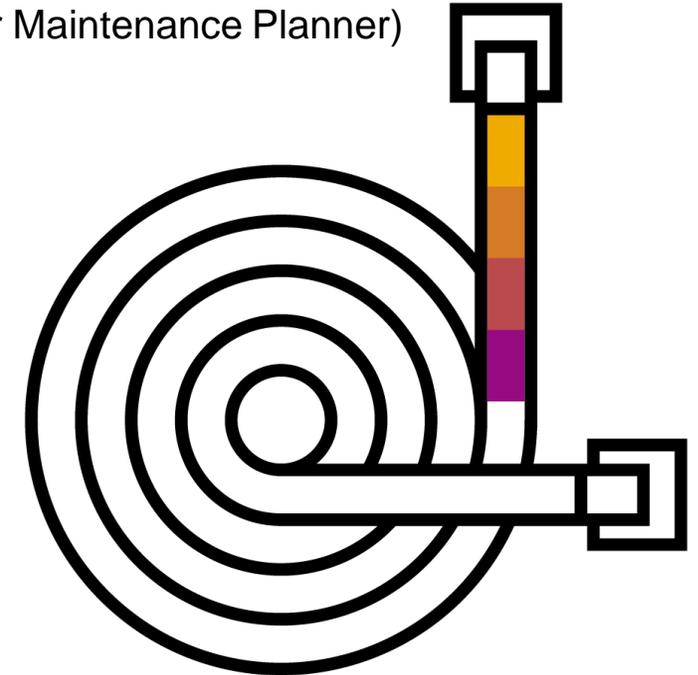
- Scope and Effort Analyzer

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.

Existing RFC connections to SAP

| RFC Destination Name | Logon User | Use |
|----------------------|-------------------------------------|--|
| SAPOSS | OSS_RFC | Notes Assistant, Automated Note Search Tool (ANST) |
| SAP-OSS | S-User | Exchange problem messages with SAP (function: Service Desk), synchronize system data with Support Portal and send data about managed systems; transfer of solution, issue data; transfer feedback to SAP Service Connection, product data download |
| SAP-OSS-LIST-001 | S-User | Retrieve information about which messages have been changed at SAP |
| SDCC_OSS | See SAP Note 763561 | Used by the Service Data Control Center to communicate with the SAP Support Portal front-end system; update Service Definitions (functions: System Monitoring for EWA and Service Plan) |
| SAPNET_RFC | OSS_RFC | Send EarlyWatch Alerts (functions: System Monitoring for EWA and Service Plan) |
| SAPNET_RTCC | ST14_TRCC | Service Preparation Check (RTCCTOOL) |

New connections to SAP

| RFC Destination Name | Logon User (Password) | Use |
|---------------------------|------------------------------|----------------------|
| SAP-SUPPORT_PORTAL | Technical communication user | SAP Solution Manager |
| SAP-SUPPORT_PARCELBOX | Technical communication user | SAP Solution Manager |
| SAP-SUPPORT_NOTE_DOWNLOAD | Technical communication user | SAP Note Assistant |
| SAPOSS | Technical communication user | SAP Solution Manager |

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 | No connectivity to SAP |
| SAP Solution Manager 7.2 SPS01 – SPS04 | No connectivity to SAP |
| SAP Solution Manager 7.2 SPS05 / SPS06 | Partial connectivity to SAP, manual effort required |
| Focused Run 1.0 for SAP Solution Manager | No connectivity to SAP |

SAP Solution Manager: Partial connectivity with SPS05 and SPS06

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

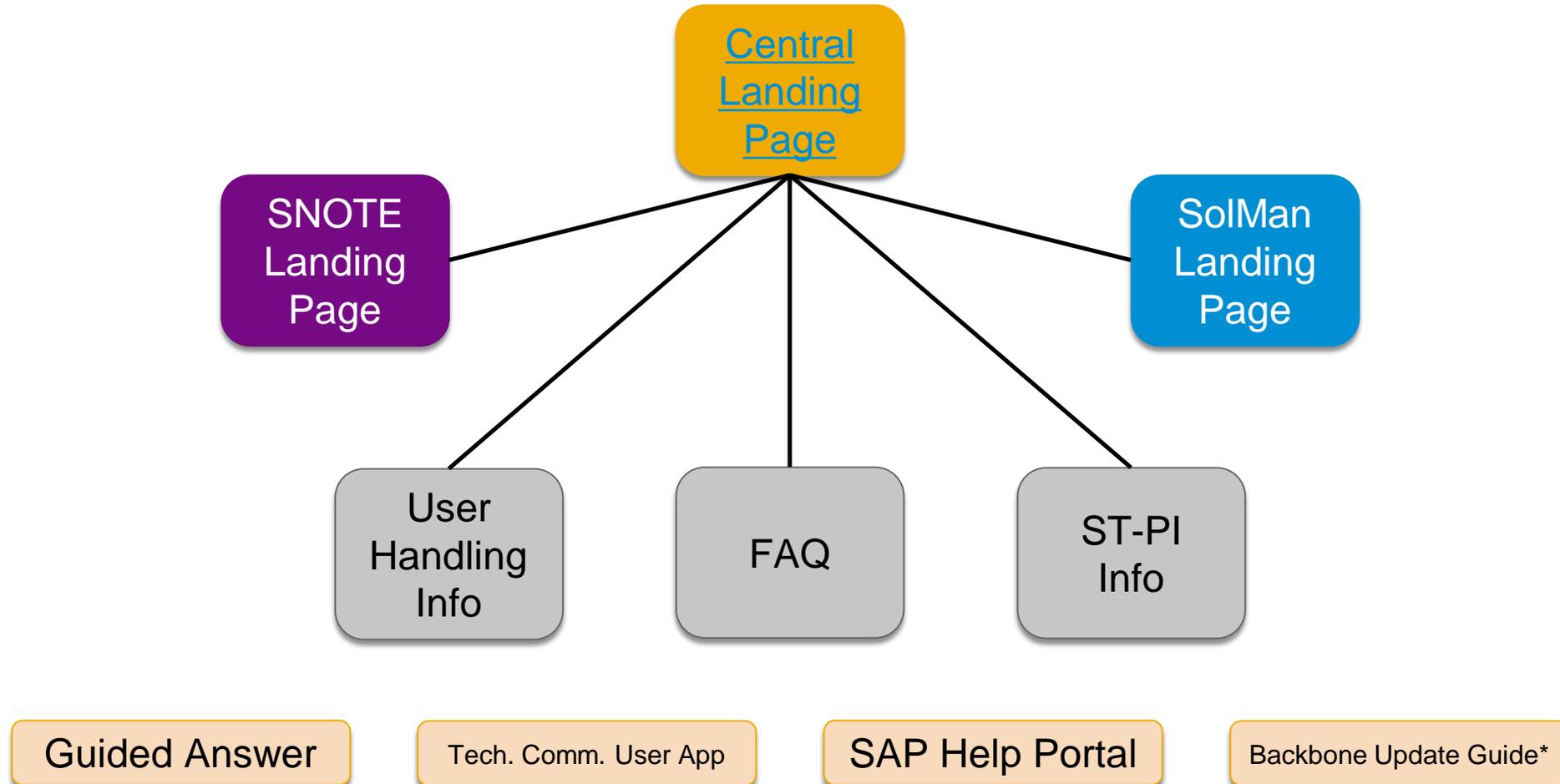
- Service Delivery
- SAP EarlyWatch Alert from SAP Solution Manager to SAP

Manual activities required. Configuration not supported by SOLMAN_SETUP. Documentation not yet available.

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 SPS08.

Where to find more information?

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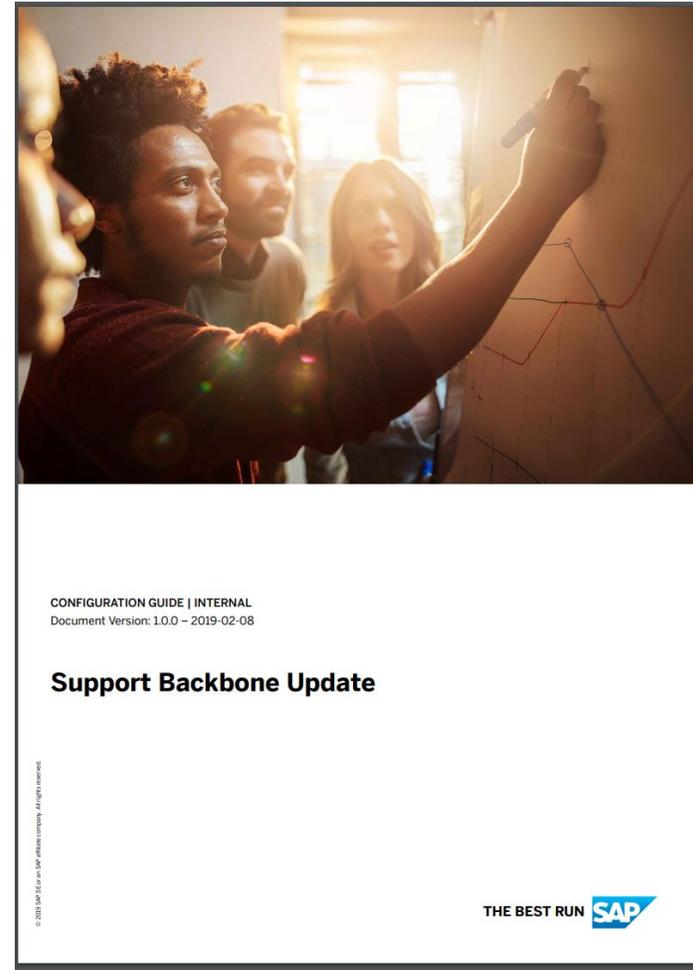


* In planning

Coming soon: Support Backbone Update Guide

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

It is planned to be released in Q1/2019.



Summary

SAP's recommendation:

- Update your SAP Solution Manager system to SPS07 or SPS08 before 2020
- Check the [landing page](#) for other impacted areas outside SAP Solution Manager

Thank you.