# 2448164 - Simplified Content Upload Request in RSP (updated 18th March 2020)

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|---|---|---|---|
| **Version** | 15 | **Type** | SAP Business One Notes |
| **Language** | English | **Master Language** | English |
| **Priority** | Recommendations/additional info | **Category** | FAQ |
| **Release Status** | Released for Customer | **Released On** | 18.03.2020 |
| **Component** | SBO-RSP ( remote support platform for SAP Business One ) | | |

Please find the original document at **https://launchpad.support.sap.com/#/notes/ 2448164**

## Symptom

You are requested to transfer the following to SAP Business One Support:

- A copy of an affected Microsoft SQL database or SAP HANA schema
- Incident-related log files
- Recordings of GoToAssist sessions
- Other files, such as dump files

## Solution

**Please ensure the following:**

**- You are using the latest RSP version and patch level.**

**- You have a Technical User successfully connected to the SAP Channel in RSP.**

**- The installation & system numbers registered in RSP match those in the customer incident.**
Escpecially the system number is important as a serial or bank account number

**- Pay attention to the Troubleshooting SAP Notes** (see section *References* of this SAP Note)

**- Ensure the title of the Content Upload Request matches the short text and Incident number & year of the related incident**
Uploads done for already expired Content Upload Requests (e.g. for already closed incidents) cannot get restored at SAP and therefore will be deleted.

- For **Cloud** deployments, please pay attention to SAP Note 2321839.

This SAP Note describes how to handle Content Upload Requests:

A) Upload directly from customer's productive environment
B) Upload on behalf of customers directly from partner's test environment

## A) Upload directly from customer's productive environment

1. If the system number and customer number have been configured manually in RSP, ensure you have entered leading zeros. (System number **must** have 18 digits in total; installation number **must** have 10 digits in total)
2. Launch the RSP Agent Console and log in.

3. Once logged in, navigate to *Configuration → Content Upload.*



3.1. Define a location with enough space to temporarily save certain files which are needed by RSP to execute the DB upload.

In any case **please click the *Browse* button** and try to save the path settings, even if you did not change anything. This way RSP will check if the SQL Server has permission to store the backup into the given path.

If there is no permission, RSP shows an error message about insufficient security rights. Your Server Administrator can help you to grant the needed permission.

3.2. Select the *Use Network Folder to Store Database Backups* checkbox in case you wish to use this functionality and provide the folder details.

3.3. Select the *Upload Time Between* checkbox to stipulate that RSP may upload the requested DB within the defined time frame only.

3.4. Select the *Maximum Speed* checkbox to define the maximum bandwidth RSP may use.

3.5. Choose *Save* to save the settings.

4. Ensure you have at least version 3.2 patch level 15 of *remote support platform for SAP Business One* (RSP) installed.

Refer to https://launchpad.support.sap.com/#/softwarecenter or configure RSP in a way that it can update itself automatically.

In general, RSP is backwards compatible; find further details in SAP Note 1957758.

5. Ensure the SAP Channel connection is working; please pay attention to SAP Notes 2063077 and 2414424.
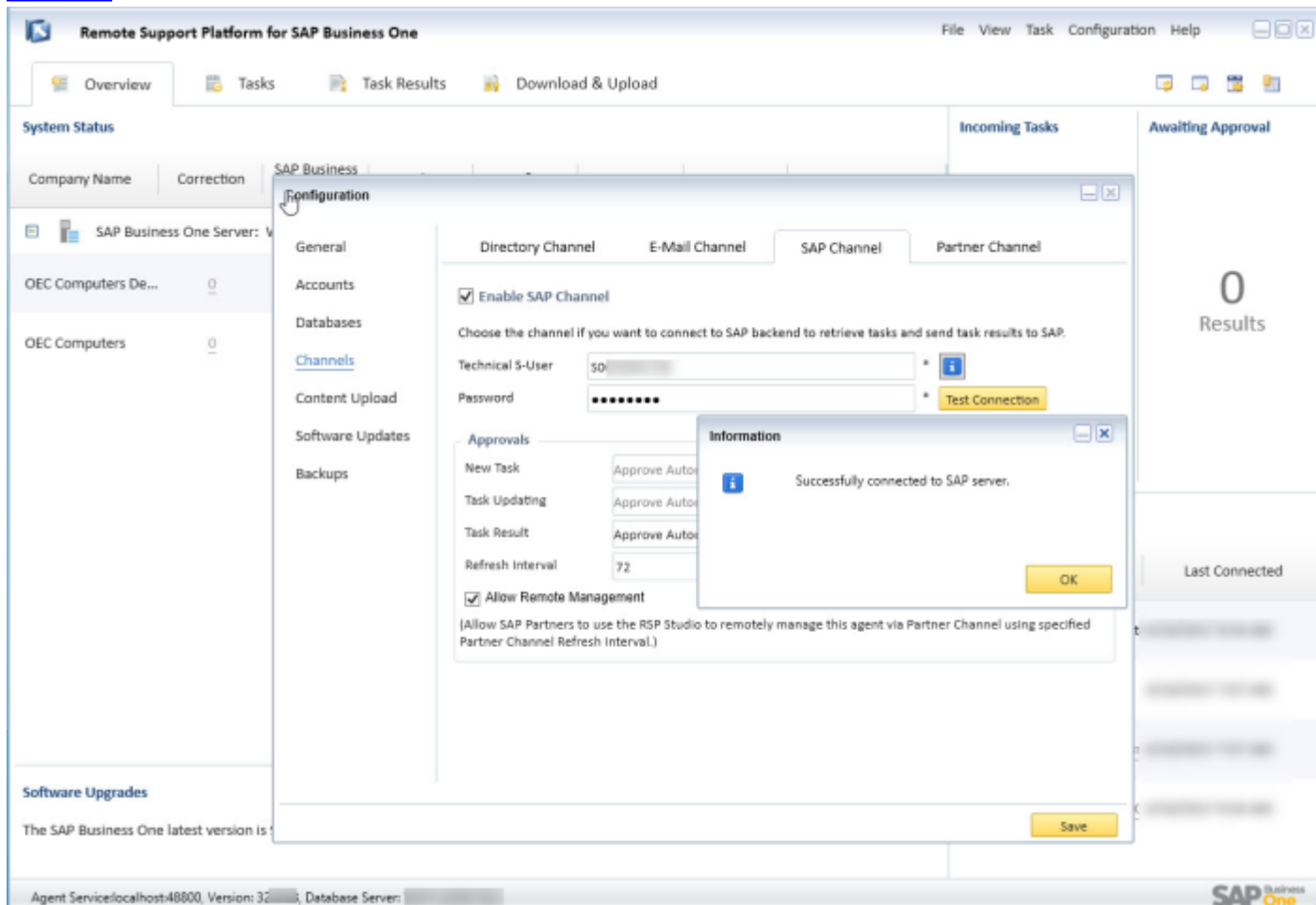


6. Open the RSP Console and navigate to menu *View → Download & Upload.*

7. Choose the line with the incident number for which you need to upload content requested by SAP. (You might want to click the incident number to get the related ticket opened.)
   If the content upload request you are looking for is not shown in the RSP console, trigger the manual download of same by choosing *File → Retrieve Tasks → Next* button → *Finish.*
   If it is still not shown, refer to SAP Note 1698896.

8. Click *Start* and follow the wizard.
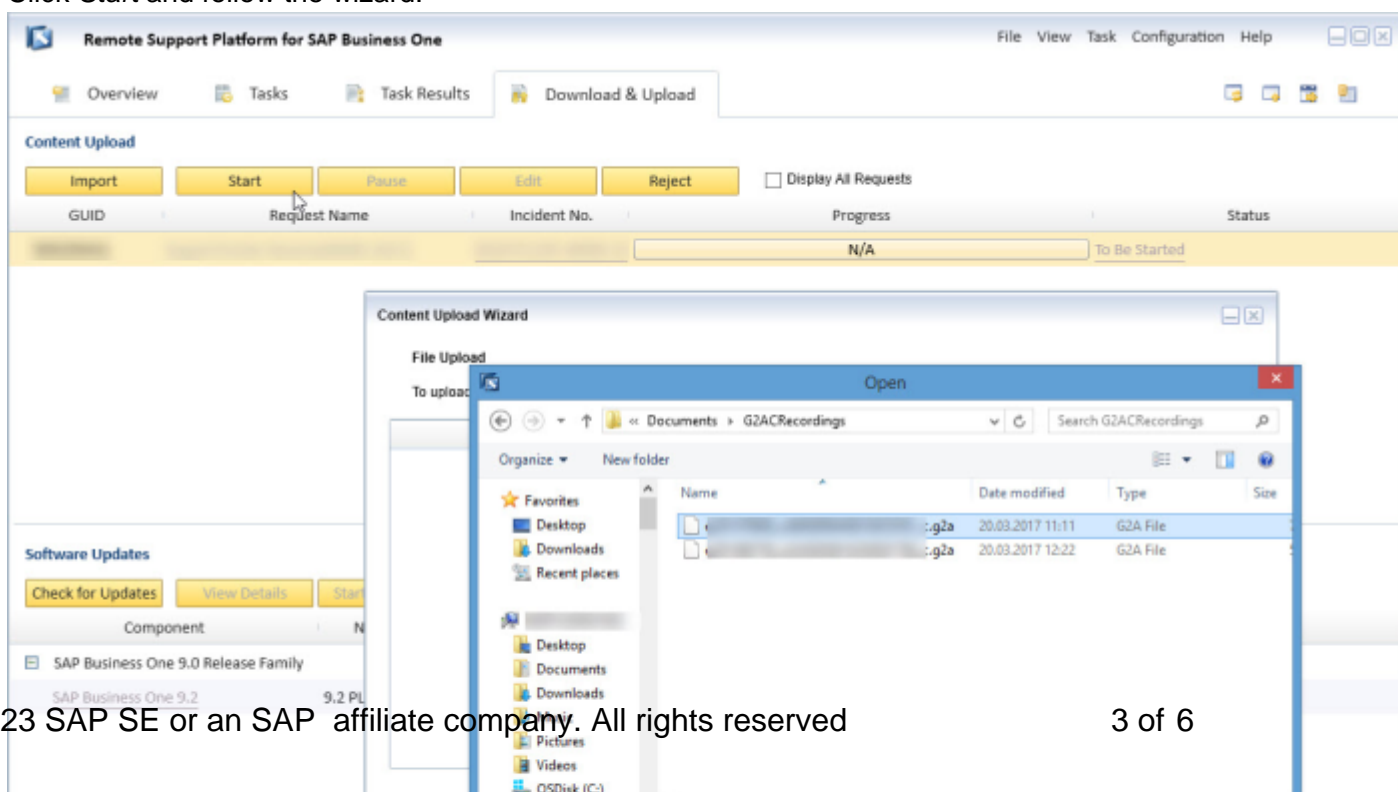
8.1 The following screen capture explains the procedure for uploading files requested by SAP. (See subtitle of the *Content Upload Wizard* window)
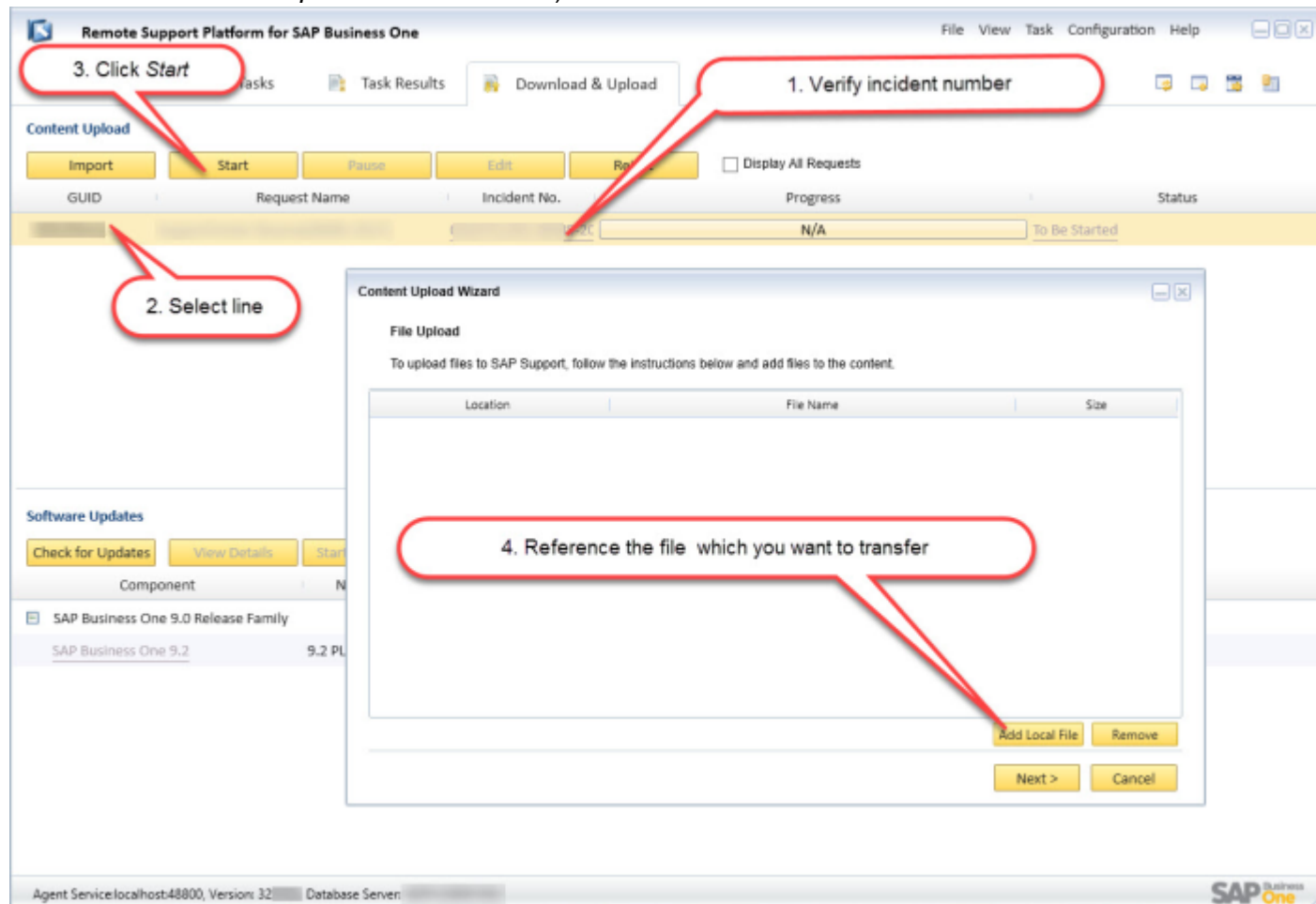


8.2 The following screen capture explains the process step for uploading a SQL database or SAP HANA schema requested by SAP. (See subtitle of the *Content Upload Wizard* window)
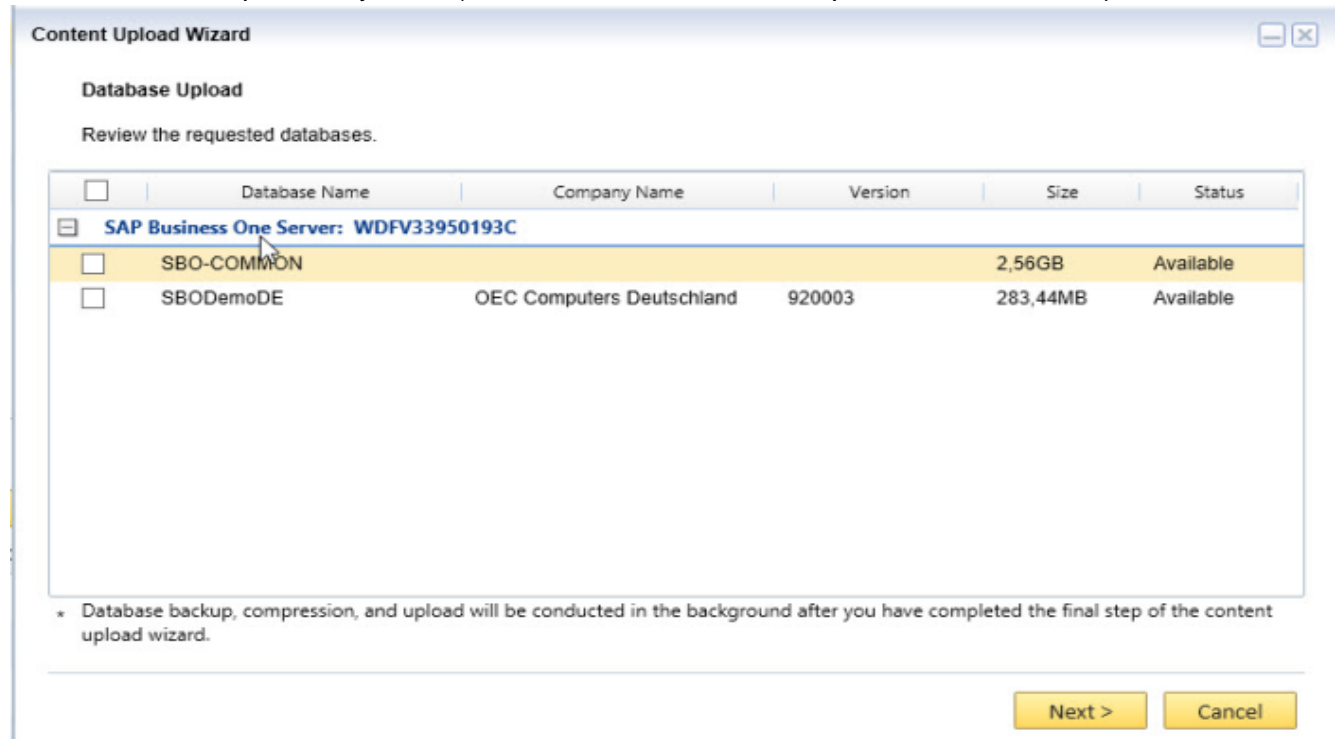


9. Wait for the successful upload and return the related incident to SAP. The upload is successful once the line selected in step 7 disappears from the screen.
   Select *Display All Requests* if you would like to see all recently made transfers and their statuses.

In case support from SAP is required, please upgrade RSP to the very latest version and patch level and verify that the issue you are facing still exists.

Only then open a support incident using component SBO-RSP and zip and attach the service log files of RSP along with the timestamp when the issue got reproduced.

Using Windows File Explorer, the service log files for RSP 3.2 are located at %programdata%\SAP\SAP Business One\Log\Remote Support Platform\Service\ .

## B) Upload on behalf of customers directly from partner's test environment

1. Restore the customer's database in your test environment.
2. Ensure you have at least RSP 3.2. PL 8 installed.
3. Launch RSP Agent Console and log in.
4. Once logged in to the database, navigate to *Configuration → Databases → Databases* tab.
5. Mark the customer's database and press the *Edit* button.
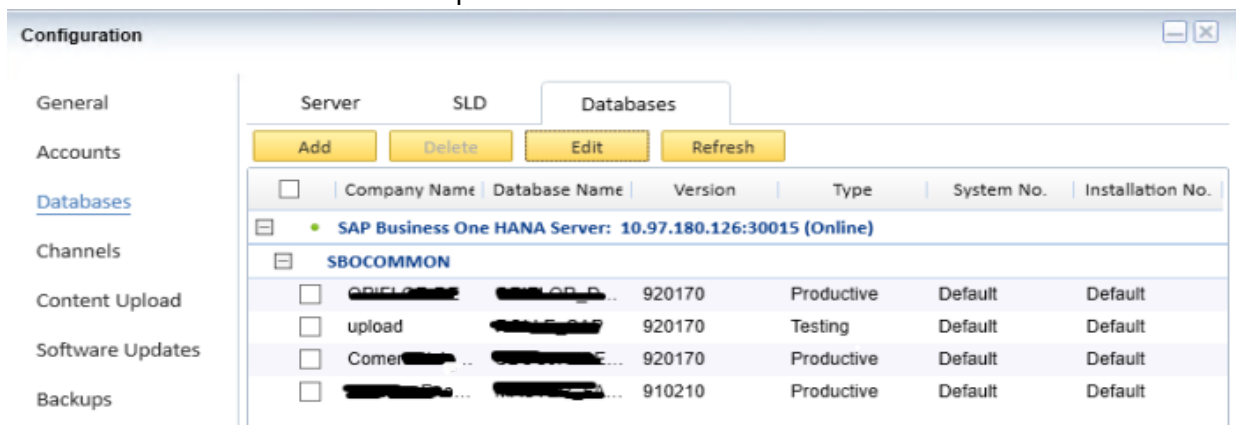


Then set the database type to *Testing* and select the checkbox *Use specific system identification for this database*.

6. Enter the System Number and the Installation Number of the customer in question and confirm by choosing *OK*:



7. Select the checkbox to the left of the database row.
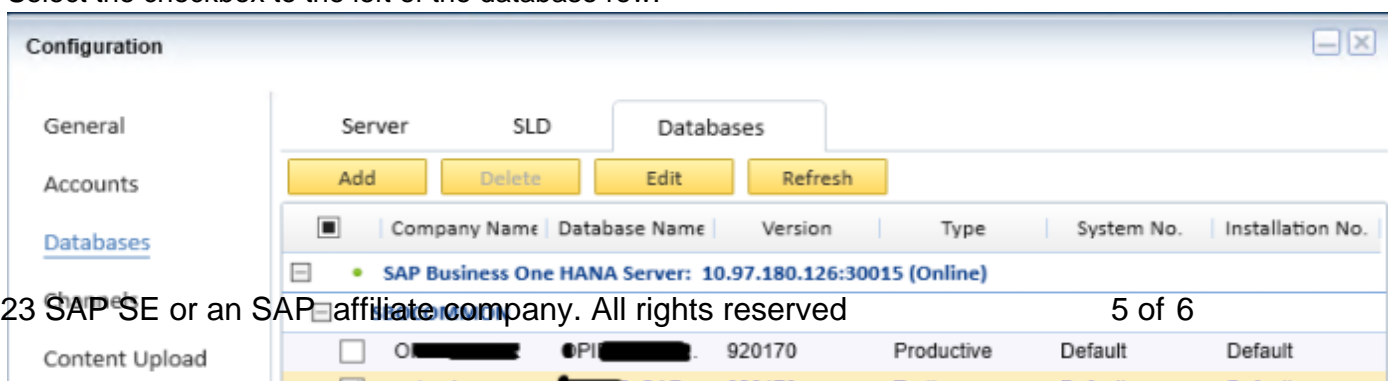
8. Save the settings and follow section "A) Upload directly from customer's productive environment".

# Products

B1 REMOTE SUPPORT PLATFORM 3.2
SAP B1 VERSION FOR SAP HANA all versions
SAP BUSINESS ONE all versions

# This document refers to

| SAP Note/KBA | Title |
|---|---|
| 2448324 | |
| 2414424 | Troubleshooting SAP Channel Connectivity Issues in RSP (Last Updated 7th April 2022) |
| 2321839 | RSP Tasks Results Uploaded from Cloud Environment |
| 2063077 | How to Request a Technical User and an S-User for Configuring RSP (updated 25.2.2022) |
| 1957758 | Supported Platforms for remote support platform for SAP Business One |
| 1698896 | Troubleshooting Content Upload Requests Not Displayed in RSP Console |

# This document is referenced by

| SAP Note/KBA | Title |
|---|---|
| 1302201 | Transfer Database to SAP Business One Support |

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