Prepare Before 2020 to Ensure Your Systems Stay Connected to SAP

Impact on SAP Solution Manager and Focused Run

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. Customers using SAP Solution Manager or Focused Run must transition to the new infrastructure before January 8, 2020 to ensure continuous connectivity by performing the following actions:

• **SAP Solution Manager**: Upgrade to SAP Solution Manager 7.2 SPS07 or higher*

• **Focused Run**: Upgrade to Focused Run 2.0

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](https://support.sap.com/backbone-update). A user guide can be found in the SAP help portal.

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