**Semi Automatic Opening (SAO)**

**Overview**

Using *Semi Automatic Opening*, SAP can open and use service connections to your systems without interaction of a contact person at customer side. Semi Automatic Opening provides following advantages:

- SAP can access a system at customer side faster and even in times (e.g. night times or weekends) when it is difficult to reach contact persons at customer side or in case of serious problems.
- Communication costs can be reduced (e.g. when using an ISDN connection) as the network connection is only opened for the time needed.
- Customers can allow Semi Automatic Opening on system level for each system.
- Every time a service connection is opened, you are informed via email and the action is stored in the log book.

**How does Semi Automatic Opening work?**

To use Semi Automatic Opening you need to run the *Line Opener Program* (LOP) on one of your PCs or Servers.

LOP uses *https-requests* to check periodically whether an opening request for one of your systems exists in SAP Service Marketplace. If an appropriate request is found the LOP opens the corresponding network connection between your SAProuter and SAP.

**Process steps**

1. SAP employee requests access to a customer system.
2. Request is replicated to SAP Service Marketplace.
3. LOP regularly checks the SAP Service Marketplace for requests.
4. When receiving a request, LOP opens the network connection. (Email notification is sent out).
5. SAP Employee can now connect to customer’s system via given SAProuter-SAProuter Infrastructure.

**How to set up Semi Automatic Opening**

To set up Semi Automatic Opening please proceed with the following steps:

1. **Install the Line Opener Program (LOP)**

   The following prerequisites have to be met:
   
   - The computer has to be connected to the Internet.
   - The computer must be able to access the SAProuter by using the internal network.
   - SAP GUI, SAP JCo and a Java Runtime have to be available on the computer, for details please consult the installation instructions contained in the LOP archive.

2. **Register a Line Opener Program (LOP) connection**

   Enter the information required to access SMP via the Internet. Location and description only have informational character, they help to identify the LOP connection in case more than one has been configured. Register the connection by pressing the “Register” button.
Upon successful registration the LOP connection receives a unique key bound to the location and description. Access information may still be changed without having to register again.

3. Configure Semi Automatic Opening (SAO)

You are now ready to configure Semi Automatic Opening on a system base. Please open a browser and connect to SAP Support Portal at https://support.sap.com/remote-support/remote-connections.html. Select a system for which you want to allow SAO.

Choose Semi Automatic Opening:
Choose the registered Line Opener Program (LOP):

Configure Semi Automatic Opening Data by
- setting the upper opening time limit for connections SAP is able to request
- entering the contact person for the system. This person will get the e-mail confirmation when the system is opened by the Semi Automatic Opening
- entering a router string to reach the SAProuter.

Enter the Local Route String:

To open the network connection to SAP, the LOP needs to know the route (in the internal network) from the PC / Server via your SAProuter to the SAProuter at SAP (sapservX). The syntax of the route string is: "/H/<SAProuter>/S/<port_SAProuter>.
Example: "/H/10.11.12.13/S/3299"
4. List configured routers

Launch the Opener, switch the selected activity to “List configured routers” and click the “Start” button. The Opener will attempt to retrieve and display all routers configured for your LOP connection.