Remote Connectivity Launchpad Application documentation
New SAPUI5 Remote Connectivity application detailed overview

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This is the user documentation for the new SAPUI5 application for Remote Connections application.

As the Remote Connections application development team made quite significant improvements, we would like to provide you with a detailed documentation about the features and function within the new application. The documentation should help you during the transition phase from the old Service Marketplace application to the new SAP ONE Support Launchpad application.

As you will see in the document we have kept the old Service Marketplace application available. This application will be available for a certain timeframe (retired end of September 2017) to give you a fall-back solution to ensure a smooth transition between both applications.

SAP ONE SUPPORT LAUNCHPAD NAVIGATION

The new application tile can be put on your entry page of the SAP ONE Launchpad and can also be added to your "My Home" area if you wish so.

The Remote Connection tile shows directly the main KPI, which is the number of open connections across all of your systems.

REMOTE CONNECTIONS LAUNCHPAD APPLICATION MAIN NAVIGATION AREAS

The main screen of the Remote Connection application is divided in two main areas. On the left side, you have the list of available systems with several filter options. On the right side, you see the detail view area of the selected system with the most important system details like System Number, System Type, Installation Product, System Status and more. In the current screenshot this area is empty as no system is selected yet.
In the lower left corner is a list of available filter options, sort and group icons to the right. The most left is the filter option.
In the upper right corner, you will find three icons:

1) Favorites (add or remote the selected system from/to your favorites list)
2) Maintain System Data (go into the maintain system data screen)
3) Maintain Access Data (go to the secure area to maintain user(s) for the system)

CONNECTION TYPE LIST AND SYSTEM DETAILS

In the header block which is now hidden by default, you will find all the details to your selected system like System Number, System Type, Installed Product, Installation Number, System Status and a new information if the system if flagged for restrictions like EU Data Protection or SAP Advanced Secure Support.
Below the header block you find a KPI showing how many connection types you have maintained for the selected system and if these are in status open, closed or has a reservation.

Below the header block you see the detailed list of maintained connection types. If you would like to see only the opened/closed/reserved connections, you can click on the open/closed/reserved icon and the list will be filtered with the selected criteria.

If there are any restrictions applied for the selected system you will see this information in the header block. Further you can see if you have activated the “Emergency Function” for restricted systems and for which connections type they are currently in use.
SAPROUTER

Above the maintained connection types is an information area about the SAProuter and its actual status (Connected/Not Connected). Further there is now a Connection Test button available. If you click the button, we will initiate a connection check between the SAPserv you are connected to and the first customer router and give a reasonable error message if the connection check had not been successful to follow up on fixing the issue.

By clicking on the information line about SAProuter you go directly into the SAProuter maintenance screen.
The details of all users shown like contact persons or the ones who created/opened a service can be accessed by clicking on the corresponding name.

We have implemented convenient and easily accessible quick action buttons to 1) Open/Close a connection type, 2) Edit connection type or 3) Delete connection type. There is also a convenient and easily accessible delete option available for maintained connection types.
Each deletion request must be confirmed.
**MAINTAIN CONNECTION TYPES**

In order to provide some help with the choice of remote connections, a simplification has been implemented and can be found as the third sorting option called “Recommended”. The sort order of the remote connection types is based on real time information from customers with the same product and their maintained connection types and could be used as a guidance.

To add new remote connection types, select the + on the right side of the screen. To help customers we have added for each remote connection type a direct link to the corresponding SAP Note explaining how to set it up.

The list of remote connection types can be sorted by three different criteria

1) importance (standard sort criteria)
2) alphabetical
3) Recommendation based on what other customers booked for the same product

In the detail view of the connection type maintenance screen you will see possible configuration options. Fields with a red star are mandatory and the data cannot be saved before they are provided.
After the remote connection type is booked, details can be found in the upper tab. If you would like to change the settings, you can select the pen icon on the right side.
OPEN CONNECTION TYPES

To open a maintained remote connection type, click on the pen icon or on “Open Connection” in the lower right corner within the connection type maintenance screen or use the quick action button in the previous screen.

In the open connection screen, the timeframe selector for opening a remote connection lets you choose an end date/time rather than its opening length – in order to adapt to customer logon data. The default timestamp suggestion is 8 hours in the future as you know it from the old application. Also at least one contact person is mandatory.
REMOTE CONNECTION OPENING

With the date/time picker you can choose the point in time where the remote connection will close. Like in the past the prefilled value is 8 hours in the future.

A primary contact person is mandatory. You can also maintain a secondary contact person. An X icon will appear to allow its later removal.
Remote Connection Opening without Service Connector

If you don’t require service connector or there is already another open remote connection, you can directly open the remote connection type.

Remote Connection Opening with Service Connector

If you are a customer requiring service connector and there are no remote connection types open, the service opening will download an OEZ file to run with your service connector and you will need to confirm its success; for further information, please refer to https://support.sap.com/en/tools/connectivity-tools/service-connector.html
SERVICE CONNECTION DIAGNOSIS

The Service Connection Diagnosis for customers is a feature of the Remote Connection application on the SAP ONE Launchpad allowing analysis of remote connection issues. It enables the customer without the active participation of an SAP or SAP 3rd party employee to test the configured and open remote connections. Customer’s network experts can access a log to analyze potential errors.

It can be accessed via the starting page of the Remote Connection app on the SAP One Launchpad.

Starting of the Service Connection Diagnosis is only possible for opened connections:

After starting the Connection Test with a click on the corresponding icon a dialog opens. Here, depending on the type of connection to be tested, a selection can be made to which address / server should be connected. A SAProuter password can also be maintained here.

Trigger the test with the green test button.
After executing the diagnosis, a result is shown for every port/URL involved in the connection. The test distinguishes between the connection to the server itself and the involved SAProuter(s). A log button displays the technical details that may be interesting for network experts to identify and troubleshoot possible problems.

Example of a Service Connection Diagnosis log.

![Service Connection Diagnosis Test](image)

<table>
<thead>
<tr>
<th>Port</th>
<th>Connect To Server</th>
<th>SAProuter Connection</th>
<th>Server Response</th>
<th>Log</th>
</tr>
</thead>
<tbody>
<tr>
<td>443</td>
<td>OK</td>
<td>OK</td>
<td>HTTPS / SSL</td>
<td></td>
</tr>
</tbody>
</table>

### Example 1

SapStartSrv
HTTP(S) Port (5xx13/5xx14) 50013

| OK | OK | unknown - could be a firewall |

### Example 2

JDBC Port (3xx15) 30015

| OK | Failed | Failed |

### Example 3

XS-Engine Port (80xx) 8080

| OK | OK | unknown - could be a firewall |

Example of a Service Connection Diagnosis log.
CLOSING OR CHANGING REMOTE CONNECTIONS

Open Connection details are shown in the lower tab and can be changed with the pen icon or the connection can be closed manually with the “Close Connection” button in the lower right corner.
**DELETING REMOTE CONNECTION TYPES**

The whole remote connection type - including reservation, opening and configuration - can be deleted with the “Delete” button.

A deletion request requires a confirmation.
SEMI-AUTOMATIC OPENING

In the lower right corner, you have controls for: semi-automatic opening, managing URLs, managing LOPs and the remote connections logbook.

In the Semi-Automatic opening, you can define a timeframe (4-hour value is prefilled). Additionally, you have the option to receive an email notification for each remote connection opening requested by SAP.
An activated semi-automatic opening is shown as a green button in the lower right corner.

The semi-automatic opening can also be changed and turned off later.
MAINTAINING URLs FOR WEB-BASED REMOTE CONNECTION TYPES

You can access the URL maintenance with the button “Manage URLs” in the lower right corner.

New URLs can be easily created by using the + icon.
In the URL detail configuration screen, you must select the remote connection type for which you are creating the URL and provide a description and the URL itself.

In the main screen, you will see a list of all maintained URLs.
If you click on any URL, you have the possibility to maintain or delete the chosen entry.

You also have a convenient and easily accessible delete option by selecting the paste bin icon – it works exactly the same way as within the remote connection type maintenance window.
Of course, each deletion must be confirmed here as well.
MANAGING LOPS: SEMI-AUTOMATIC LINE OPENER PROGRAM

In the lower right corner, you see a button to go into the Semi-Automatic Line Opener Program (LOP) configuration.

On the first tab you see the registered LOPs - you can delete them with the paste bin icon or configure them by clicking on them. For further information about the semi-automatic line opener program and the semi-automatic opening of remote connections, please refer to: https://support.sap.com/en/tools/connectivity-tools/line-opener.html
In the detail configuration screen for the Semi-Automatic Line Opener Program, you can either activate it by adding a local route string and saving it – or you can delete the entry.

If you activate the entry, it will be moved to the second tab showing the configured and active LOPs.
Maintained Semi-Automatic Line Opener Program entries can also be deleted with the paste bin icon.

REMOTE CONNECTIONS LOGBOOK

SAP made several significant changes to the way the remote connections logbook can be viewed, sorted and exported. The remote connections logbook screen can be accessed by clicking the Logbook button in the lower right corner of the Remote Connections main screen. The authorization object “SVER Open Remote Connections” need to be assigned to the S-user.
The new remote connections logbook has now multiple options to modify the listing.

By clicking in the header line of the corresponding column, you can filter and/or sort the list.
With drag and drop you can also rearrange the sequence of the columns.

You can easily modify the reporting date range by choosing its start date first and then the desired end date.
In the upper right corner, you can find a download button to export the selected and filtered list as a CSV formatted file for further processing with applications like Microsoft Excel, Open Office and others.

In the upper left corner, you can change the system selection. You have now the option to select multiple systems as well.
Use the left icon for activating multi-select.

You can also select/deselect systems for the logbook display on the fly.
With the icon located right of the multi-selector, you can select/unselect all systems in the list. Note: This works also for a filtered list, e.g. all production systems of a certain installation number.

**ADDING THE REMOTE CONNECTIONS LOGBOOK APPLICATION TILE TO YOUR LAUNCHPAD**

The remote connections logbook can also directly be accessed through its own tile in the SAP ONE Support Launchpad tile catalog.
You can search for it in the catalog and add it to your daily dashboard.

Here you can choose the area of your dashboard where you want to add it to.
Now you will see the tile in the defined area of your personalized SAP ONE Support Launchpad.