



Open SAP Service Connection

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Version: 1.2

Originally Prepared on November 29, 2006

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CHANGE HISTORY

Version	Date	Revision Description
1.0	11/29/2006	Original – Draft Version
1.1	7/20/2007	Update service connection portal link/image
1.2	1/20/2009	Update service connection portal link/image

1. Introduction

This document has been written to capture all the information and steps necessary to open a service connection for SAP access to any registered R/3 system in an SAP landscape.

1.1 Purpose

This document will act as a repository of information and should be used in conjunction with the any other documents identified throughout this document. It describes in-detail how to open the service connection, including all required preliminary actions.

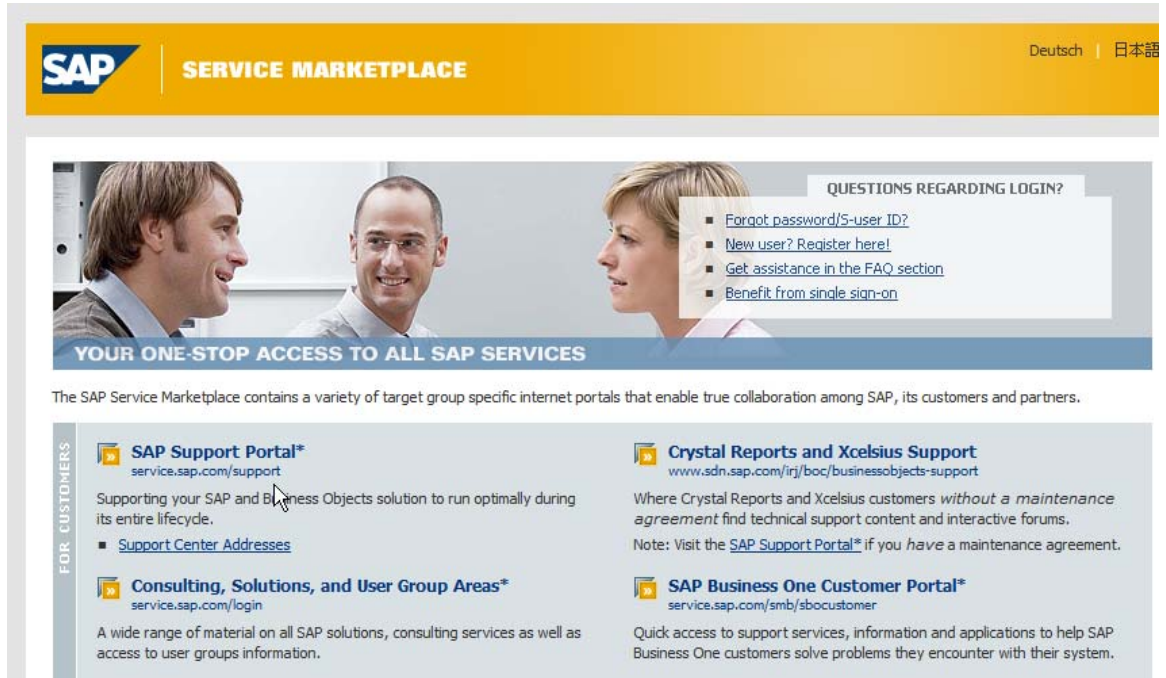
1.2 Intended Audience

This document should be any personnel who have authority to login to SAP Service Marketplace and open the SAP Service Connection.

1.3 Additional Information

2. Login to Service Marketplace

- 2.1.1 Open Internet Explorer and navigate to the following URL
<http://service.sap.com>
- 2.1.2 When prompted, login using your S* number and click the link entitled “SAP Support Portal”.

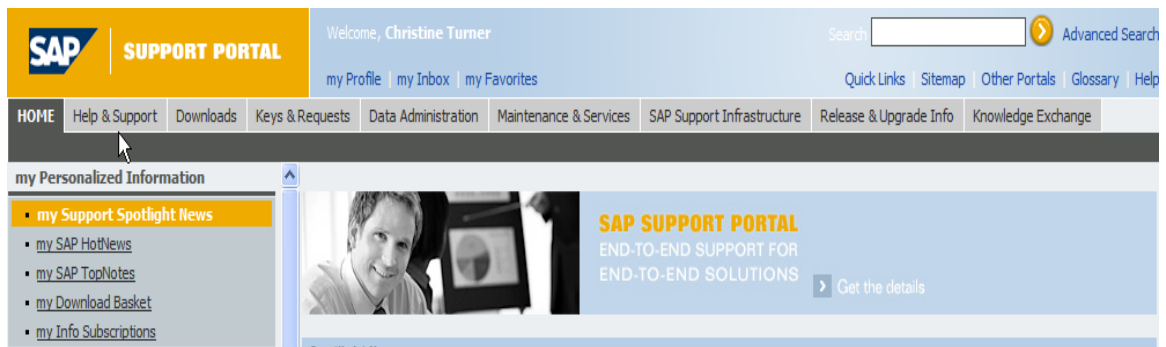


The screenshot shows the SAP Service Marketplace homepage. At the top, there is a yellow header with the SAP logo and the text "SERVICE MARKETPLACE". On the right side of the header, there are language options: "Deutsch" and "日本語". Below the header, there is a banner image showing three people in a meeting. To the right of the image, there is a box titled "QUESTIONS REGARDING LOGIN?" with the following links: "Forgot password/S-user ID?", "New user? Register here!", "Get assistance in the FAQ section", and "Benefit from single sign-on". Below the banner, there is a blue bar with the text "YOUR ONE-STOP ACCESS TO ALL SAP SERVICES". Underneath, there is a paragraph: "The SAP Service Marketplace contains a variety of target group specific internet portals that enable true collaboration among SAP, its customers and partners." Below this, there are four main sections for customers:

- SAP Support Portal*** (service.sap.com/support): Supporting your SAP and Business Objects solution to run optimally during its entire lifecycle. Includes a link to "Support Center Addresses".
- Crystal Reports and Xcelsius Support** (www.sdn.sap.com/irj/boc/businessobjects-support): Where Crystal Reports and Xcelsius customers *without a maintenance agreement* find technical support content and interactive forums. Note: Visit the **SAP Support Portal*** if you *have* a maintenance agreement.
- Consulting, Solutions, and User Group Areas*** (service.sap.com/login): A wide range of material on all SAP solutions, consulting services as well as access to user groups information.
- SAP Business One Customer Portal*** (service.sap.com/smb/sbocustomer): Quick access to support services, information and applications to help SAP Business One customers solve problems they encounter with their system.

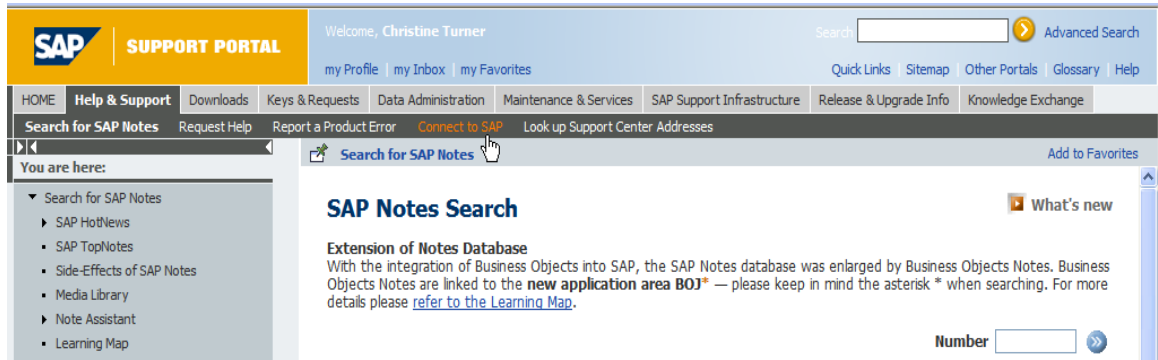
2.2 Navigate to the Service Connection Portal

- 2.2.1 Click on the link entitled “Help & Support”.



The screenshot shows the SAP Support Portal homepage. At the top, there is a yellow header with the SAP logo and the text "SUPPORT PORTAL". To the right of the header, there is a search bar and a link to "Advanced Search". Below the header, there is a navigation bar with the following links: "HOME", "Help & Support", "Downloads", "Keys & Requests", "Data Administration", "Maintenance & Services", "SAP Support Infrastructure", "Release & Upgrade Info", and "Knowledge Exchange". Below the navigation bar, there is a section titled "my Personalized Information" with a list of links: "my Support Spotlight News", "my SAP HotNews", "my SAP TopNotes", "my Download Basket", and "my Info Subscriptions". To the right of this section, there is a banner image showing a person smiling. Below the image, there is a box titled "SAP SUPPORT PORTAL" with the text "END-TO-END SUPPORT FOR END-TO-END SOLUTIONS" and a link to "Get the details".

- 2.2.2 Next, click on the link entitled “Connect to SAP”.



2.2.3 Click on “Maintain Connections”.

Connect to SAP
Feedback | Add to Favorit

Connecting to SAP

Take Advantage of Remote Services and Remote Support

SAP offers its customers access to Remote Support and to a large number of Support Services delivered remotely in the customer system. Error analysis and services delivered remotely have one major advantage: they are available straight away.

Technical Preconditions for opening Remote Service Connections (required once)

1. [Set up a Remote Network Connection to SAP](#)
2. [Install Service Connector on your local PC](#)

How to set up and to open a Remote Service Connection

A Remote Service Connection has to be set up per system. [Various Service Connection types](#) are available to enable SAP employees access your system remotely (e.g. R/3 Support or http-connect connection).

1. Select a system
2. Set up required Service Connection types (only once per system)
3. Select the required Service Connection type and define time frame to allow SAP access to the system
4. Start the Service Connector (by executing stk.oez file) to open the existing Network Connection (in case it is not yet opened).

Service Corner

Maintain Connections

Read Documentation First

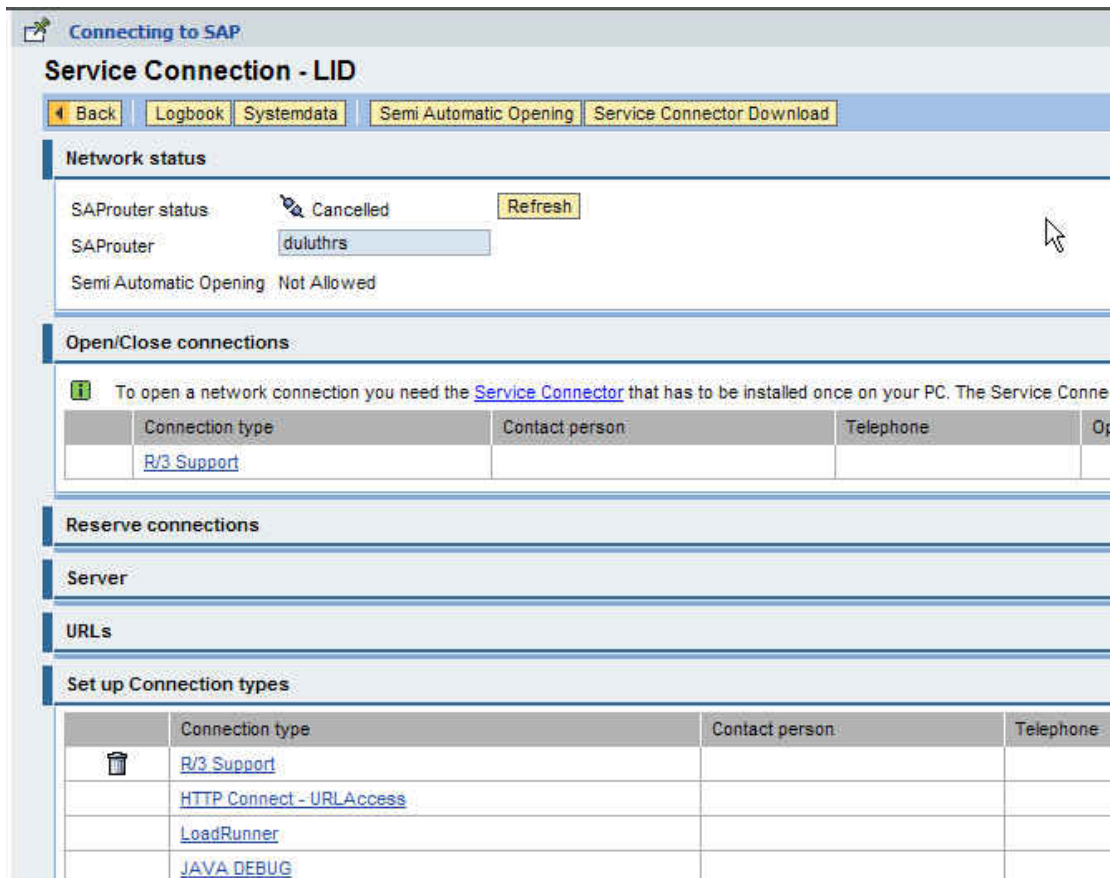
Notes

- To start the application, you require the authorization "open service connection" which can be assigned by your [SAP System Administrator](#).
- In case of problems with this service, please refer to [SAP Note 35010](#).
- Please read the [FAQ document](#) and have a look at our [Learning Map](#) and the [process description](#).

3 Open the Connection

3.1 Choose Appropriate System

- 3.1.1 Choose the system you wish to open from the list of recently used systems at the top of the screen. If you do not see the system you wish to open listed there, then click the “Display All Systems” button and select the system from the displayed list.
- 3.1.2 You will now see a screen that appears as follows. The Saprouter status should display “Not Connected” or “Cancelled”.



3.2 Install SAP Service Connector

- 3.2.1 If this is your first time opening the system connection on this computer, you must download the Service Connector. Click the button at the top of the page called “Service Connector Download”.
- 3.2.2 Click the “Install” button, then click “Run”.

Routestring

When you open a Service Connection you have to check the proposed Routestring which describes the path between your PC and For example: /H/<LAN IP-address or hostname of your SAPRouter>/S/3299

The stfk.pez file

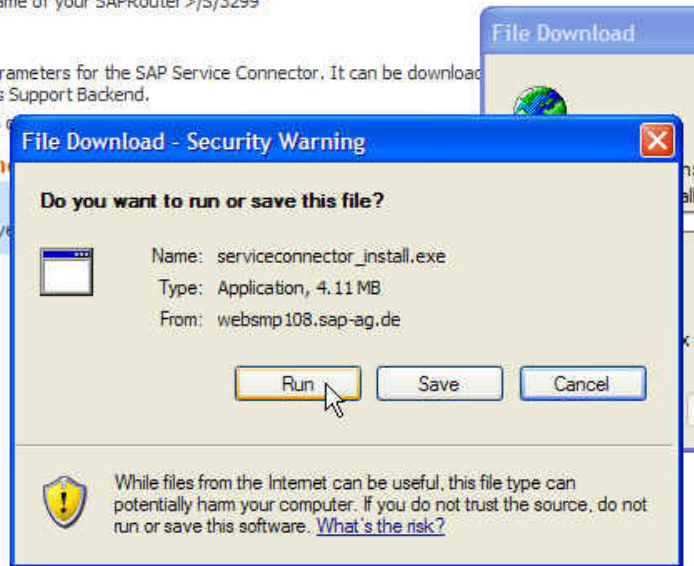
The stfk.pez file contains the connection parameters for the SAP Service Connector. It can be download this file to generate an RFC-call to the SAP's Support Backend. If the SAP Service Connector was unable to

How to install SAP Service Conn

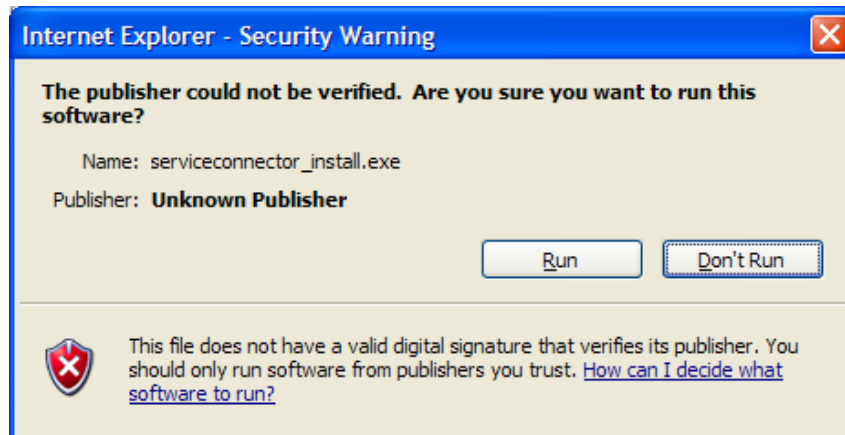
Please note:
If you are already using a former version...

SAP Service Connector Setup Program (Version 2.0.0)

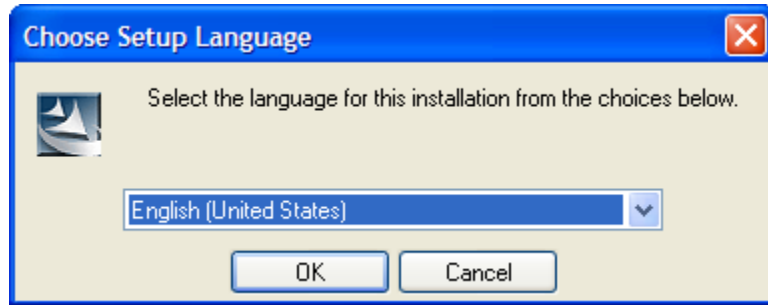
Install



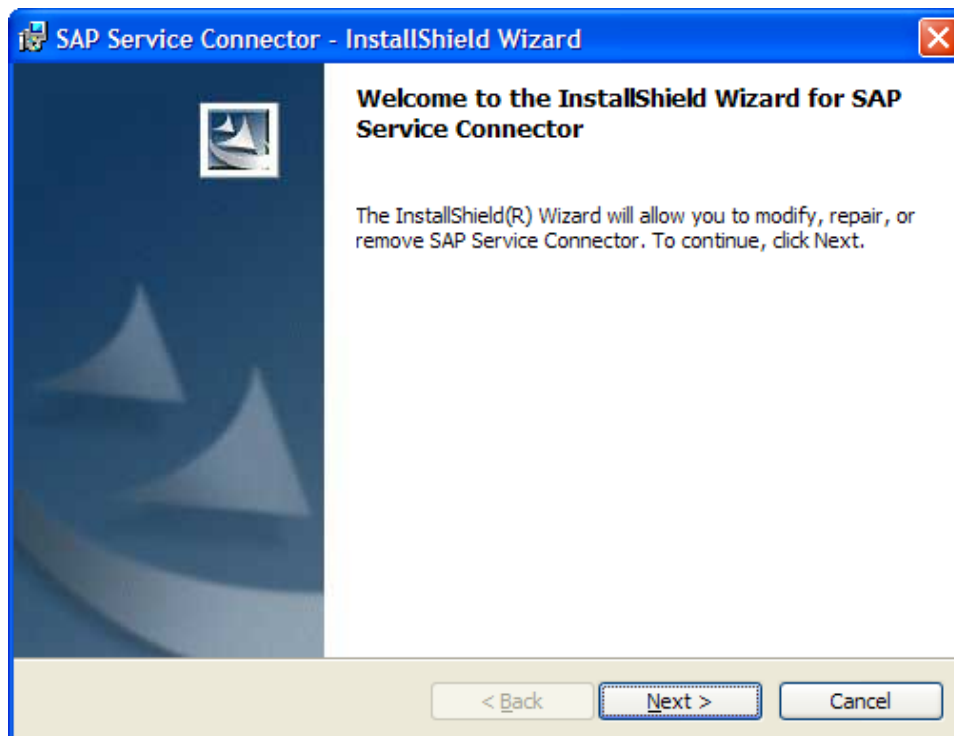
3.2.3 Click “Run” once again on the following screen:



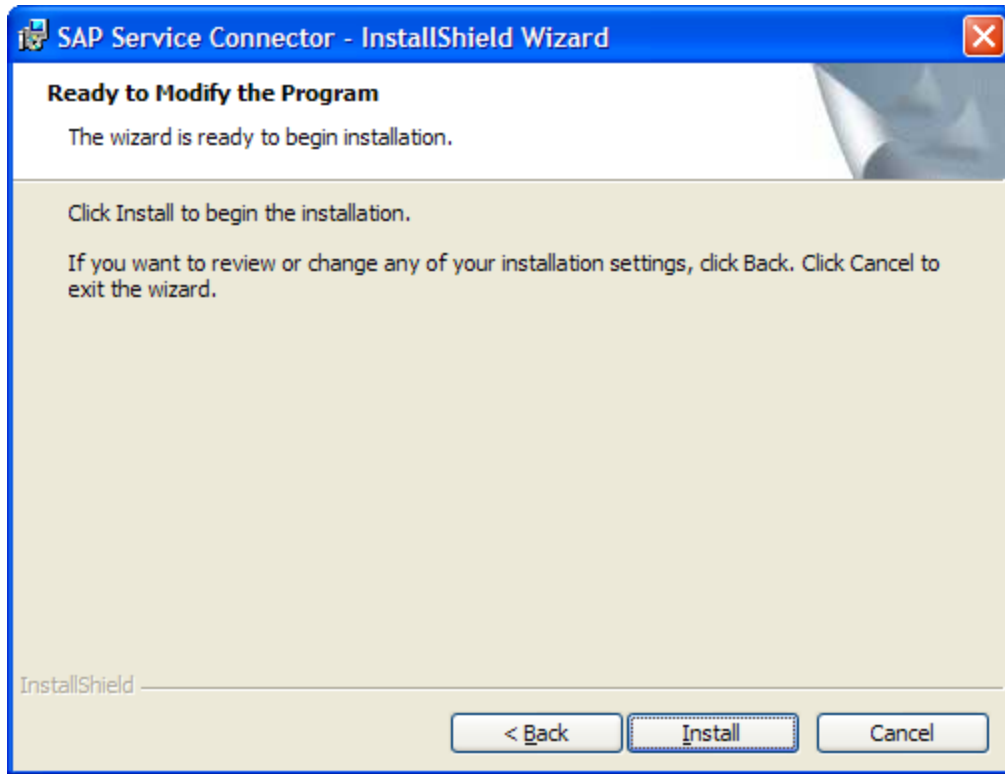
3.2.4 Choose the appropriate language, then click “OK”.



3.2.5 Click the “Next” button.

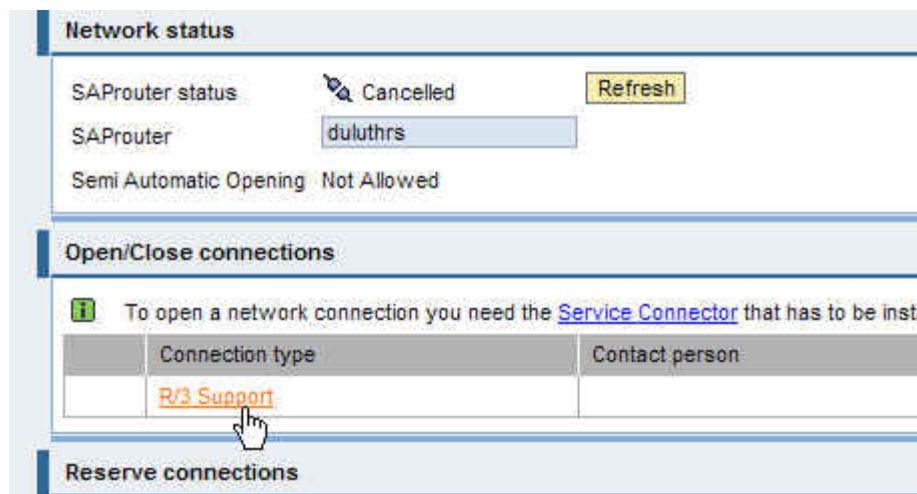


3.2.6 Then click “Install” and “Finish” when complete.



3.3 Open the Connection

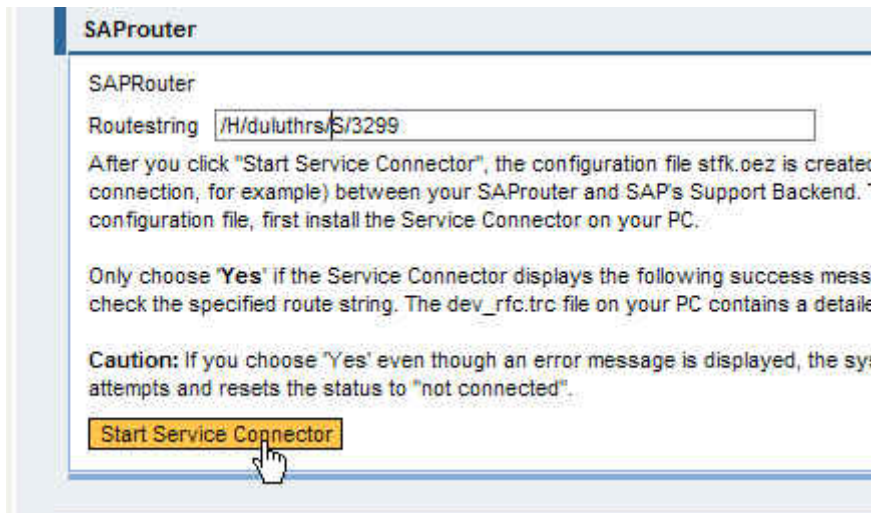
- 3.3.1 Return to the Service Connection screen in Service Marketplace. Make note of the SAProuter name, in the example below it is “duluthrs”.
- 3.3.2 Under the section “Open/Close Connections”, click the link entitled “R/3 Support”.



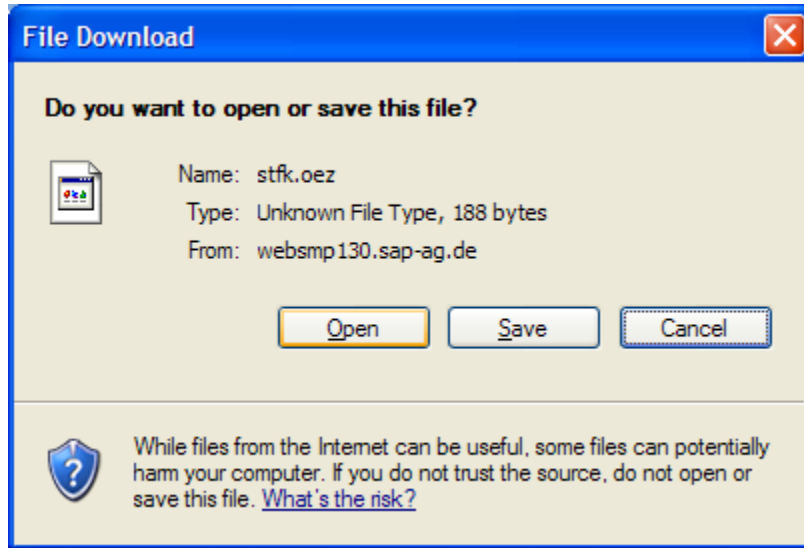
- 3.3.3 Define the amount of time and contact information on the following screen. In the SAProuter section, if you see the string “[your local SAProuter]”, replace that string with the actual saprouter hostname that you made note of on the previous screen. This will only have to be done the first time you open the connection for this system.



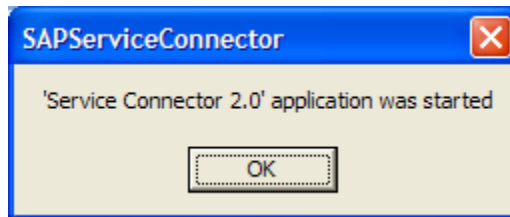
- 3.3.4 Click the “Start Service Connector” button at the bottom of the screen. Please note that from a network perspective you must be able to connect to the saprouter host from the computer you are opening the connection from. Your browser setting must also allow the downloading of a file.



- 3.3.5 Click the “Open” button on the following screen.

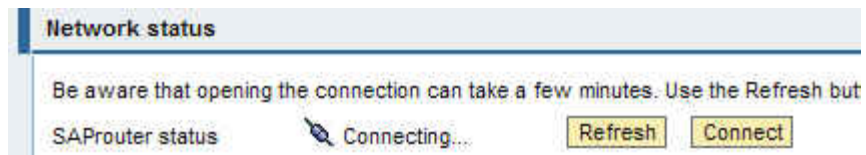


3.3.6 You should then see the following confirmation message:

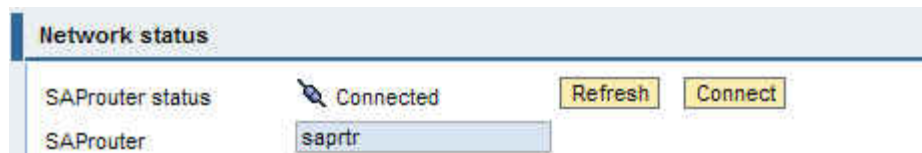


3.3.7 After receiving the confirmation message, click the button 'Yes' button at the bottom of the screen.

3.3.8 The saprouter status will now say "Connecting".



3.3.9 Upon refreshing, a few minutes later the status should change to "Connected".



3.3.10 The connection is now open for SAP to login.