



# SAP Service Market Place

## Single Sign-On Steps

Version 2009

## Single Sign-On Steps:

1. Go to Service Marketplace (<http://service.sap.com>)

Deutsch | 日本語

QUESTIONS REGARDING LOGIN?

- [Forgot password/S-user ID?](#)
- [New user? Register here!](#)
- [Get assistance in the FAQ section](#)
- [Benefit from single sign-on](#)

**YOUR ONE-STOP ACCESS TO ALL SAP SERVICES**

The SAP Service Marketplace contains a variety of target group specific internet portals that enable true collaboration among SAP, its customers and partners.

FOR CUSTOMERS	FOR PARTNERS
<p><b>SAP Support Portal*</b> service.sap.com/support</p> <p>Supporting your SAP and SAP BusinessObjects solution to run optimally during its entire lifecycle.</p> <ul style="list-style-type: none"> <li>▪ <a href="#">Support Center Addresses</a></li> </ul>	<p><b>Crystal Reports and Xcelsius Support</b> www.sdn.sap.com/irj/boc/businessobjects-support</p> <p>Where Crystal Reports and Xcelsius customers <i>without a maintenance agreement</i> find technical support content and interactive forums.</p> <p>Note: Visit the <a href="#">SAP Support Portal*</a> if you <i>have</i> a maintenance agreement.</p>
<p><b>Consulting, Solutions, and User Group Areas*</b> service.sap.com/login</p> <p>A wide range of material on all SAP solutions, consulting services as well as access to user groups information.</p>	<p><b>SAP Business One Customer Portal*</b> service.sap.com/smb/sbocustomer</p> <p>Quick access to support services, information and applications to help SAP Business One customers solve problems they encounter with their system.</p>
<p><b>SAP Partner Portal</b></p>	<p><b>SME Partner Programs &amp; Opportunities</b></p>

2. In the upper right corner, under **Questions Regarding Login?** Select **Benefit from single sign-on**

3. You will be redirected to this website:



You are here: [HOME](#) > [Single Sign-on \(English version\)](#) . [Zur deutschen Version](#)

## Single Sign-On with SAP Passports

Access many of the portals within the SAP Service Marketplace **without having to enter your user-ID and password**.

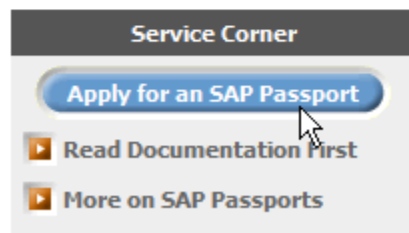
- Nevertheless the data is transferred securely.
- If you are redirected to another SAP Service Marketplace server, you are still automatically authenticated.

**Just log on to your local machine - the SAP Service Marketplace recognizes you!**

### What is it about?

Single Sign-On in the SAP Service Marketplace uses SAP Passports, which are known as digital client certificates:

- Once you have authenticated on the SAP Service Marketplace and applied for an SAP Passport, SAP Trust Center issues your SAP Passport. This is your digital passport and represents a connection between your access data for your local machine and your access data for the SAP Service Marketplace.
- The SAP Passport installs itself in your browser.
- As soon as you open a new browser window and access the SAP Service Marketplace there is no need to enter your user-ID and password.



### SAP Trust Center

The SAP Trust Center is located centrally in a highly-secure data center at SAP Headquarters. The SAP Service Marketplace includes a Registration Authority, which can check the user's identity and return the user's SAP Service Marketplace user data.

This Single Sign-On technology is essentially based on a public key infrastructure. Users generate a public and a private key using functions native to their Internet browser. The public key is sent to the SAP Trust Center. Once the public key has been verified, the SAP Trust Center returns a digital certificate to the

requestor. This certificate is imported directly into the browser.

After that the user is ready to use Single Sign-On on the SAP Service Marketplace.

4. Select the '**Apply for an SAP Passport**' button and follow the prompts as described below:

## Applying for an SAP Passport - Background

1. [What is a SAP Passport?](#)
2. [What happens when I apply for the SAP Passport?](#)
3. [Where do I find the SAP Passport in my browser?](#)
  - 3.1 [Find the SAP Passport in Internet Explorer](#)
  - 3.2 [Find the SAP Passport in Netscape](#)
4. [How do I remove an \(expired\) SAP Passport?](#)
  - 4.1 [Remove the SAP Passport in Internet Explorer](#)
  - 4.2 [Remove the SAP Passport in Netscape](#)
5. [What ActiveX settings do I need with the Internet Explorer?](#)

### 1. What is a SAP Passport?

The SAP Passport is a X.509 Client-certificate.

A certificate is an alternative means of authentication to User-ID and password.

*Example:*

If you call up an Internet page that uses the SSL protocol, many web servers request a certificate from the browser.

The certificate has to have been issued by the certification authorities [CA], which are accepted by the Internet page.

If the browser contains such a certificate, then it transfers the certificate to the web server.

The web server checks the certificate to see if the Internet page recognizes it.

If this is the case, the Internet page accepts the certificate as authentication because it trusts the CA.

### 2. What happens when I apply for the SAP Passport?

The following procedure takes place in the background when you apply for your SAP Passport on the *Applying for the SAP Passport* page:

1. Your browser generates a key pair
2. Your browser sends the public key to the SAP Trust Center Service
3. The SAP Trust Center Service checks your application and password
4. The SAP Trust Center Service answers with a signed certificate, the SAP Passport
5. The SAP Passport was installed in your browser.

After the certificate is installed in your browser, you no longer need a User-ID or a password when calling up the SAP Service Marketplace in the future.

When you call up the SAP Service Marketplace, your browser sends a certificate identifying you to the web server.

### 3. Where do I find the SAP Passport in my browser?

Where you find your SAP Passport depends on the browser you use:

[Find the SAP Passport in Internet Explorer](#)

[Find the SAP Passport in Netscape](#)

#### 3.1 Find the SAP Passport in Internet Explorer

1. Choose *Tools > Internet options...*  
The *Internet options* window appears.
2. Click on *contents*.  
The *contents* tab appears.
3. Click on *certificates...*  
The *certificates* window appears.

**Note:**

If you change or delete certificates, you can only access the affected Internet pages by entering your User-ID and your password.

4. Your SAP Passport has the following entries:

**Issued to:**

"Your S-number"

**Issued by:**

SAP Passport CA

### 3.2 Find the SAP Passport in Netscape

1. Choose *Communicator > Extras > Security information*.

The *security information* window appears.

2. Click on *Certificates > My certificates*.

The *My Certificates* window appears.

**Note:**

If you change or delete certificates, you can only access the affected Internet pages by entering your User-ID and your password.

3. Your SAP Passport has the following entries:

**Issued to:**

"Your S-number"

**Issued by:**

SAP Passport CA

### 4. How do I remove an (expired) SAP Passport?

If your old SAP Passport has expired and you have installed a new SAP Passport, there are now two SAP Passports in your browser. This means that the next time you log in to the SAP Service Marketplace, your browser will ask you which of the two you wish to use.

To exclusively use the new SAP Passport, SAP recommends that you delete your old SAP Passport. Since the new SAP Passport is valid already, there is no reason to retain the old one.

Where you remove your old SAP Passport depends on the browser you use:

[Remove the SAP Passport in Internet Explorer](#)

[Remove the SAP Passport in Netscape](#)

#### 4.1 Remove the SAP Passport in Internet Explorer

1. Choose *Extras > Internet options....*

The *Internet options* window appears.

2. Click on *contents*.

The *contents* tab appears.

3. Click on *certificates....*

The *certificates* window appears.

4. Highlight your expired SAP Passport and click *Remove*.

#### 4.2 Remove the SAP Passport in Netscape

1. Choose *Communicator > Extras > Security information*.

The *security information* window appears.

2. Click on *Certificates > My certificates*.

The *My Certificates* window appears.

3. Highlight your expired SAP Passport and click *Delete*.

## 5. What ActiveX settings do I need with the Internet Explorer?

**Note:**

You **only** need the ActiveX settings **for Internet Explorer, not for Netscape.**

In the menu bar of the Internet Explorer choose the following path:

*Tools > Internet Options > Security tab > Custom Level...*

Set the following entries to *Enable* or *Prompt*:

Download signed ActiveX controls

Run ActiveX controls and plug-ins

Script ActiveX controls marked safe for script