

Protecting Your Data

Because of security issues, most network managers are not comfortable giving an external user direct access to their system through a WAN connection. With the SAP Service Network, you are in complete control of the connection. SAP has limited access to your system, and you can monitor all SAP activity within your system.

- ❑ The network connection is always controlled by you. You set up the connection and terminate it.
- ❑ Your data is not available to EarlyWatch specialists, because the EarlyWatch user ID and password only allow access to the performance database and monitoring tools.
- ❑ Access to your network can be further limited through use of routers, including the SAProuter software.
- ❑ You can monitor the actions of the SAP specialist using the Echo Mode.

Protection from Unauthorized Access

You open the connection to the EarlyWatch service center after being notified by the EarlyWatch team (via telephone). When the EarlyWatch session is over, you will also be notified by telephone and should then close the connection. You have complete control over the connection and can terminate it at any time.

EarlyWatch Session Connection

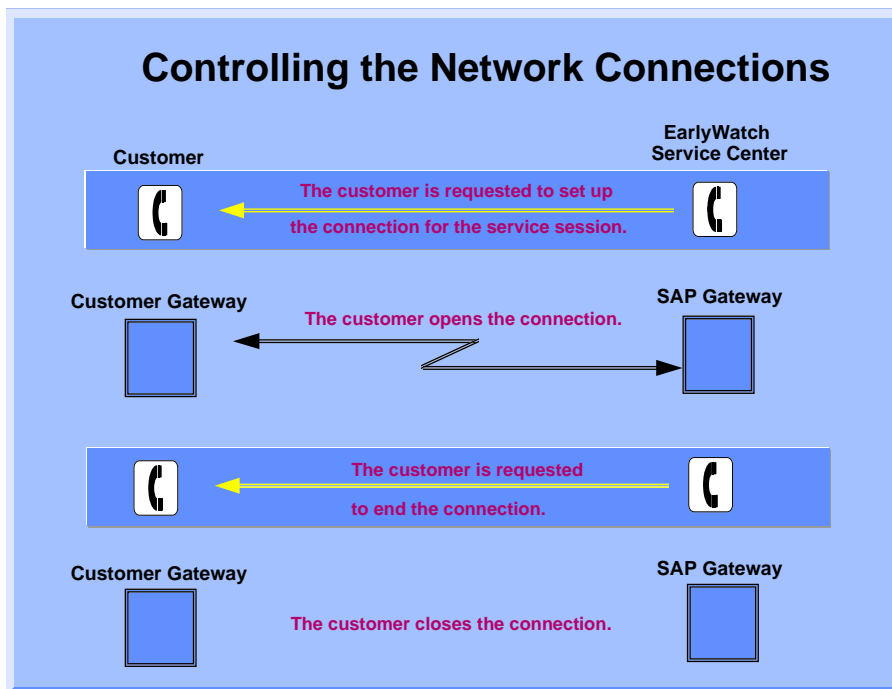


Figure 3-1: Opening and Closing the EarlyWatch Session Connection

EarlyWatch User ID and Client 066

The basic means of controlling access to your system are the EarlyWatch user ID and password, shipped with every R/3 System. SAP recommends changing the password after the session, hereby canceling the user.

The EarlyWatch Session is always carried out with the User ID “earlywatch” in client 066. Use of the client 066, prevents the user “earlywatch” from accessing and monitoring customer data. Only the software tools necessary for monitoring and not for administrating different system areas can be called with this user.

You can check the authorization of the „earlywatch“ user at any time. You are in control of the EarlyWatch user ID and the client 066 and can control the user password, as well as release or block the user’s access at any time.

The SAP Echo Mode

The SAP Echo Mode allows you to switch into the EarlyWatch session and follow, onscreen, the analyses being carried out by the EarlyWatch specialist.

During an EarlyWatch session the SAP EarlyWatch specialist can activate the Echo Mode.

With Release 3.0, the SAP Echo Mode will be available for all platforms.

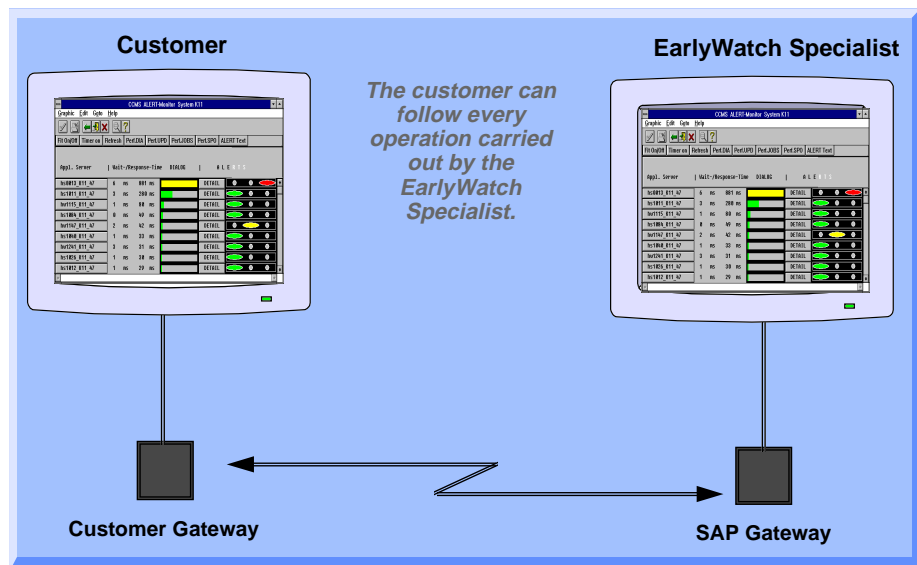


Figure 3-2: Monitoring the EarlyWatch Specialist in Echo Mode

As soon as the Echo Mode is started, an additional R/3 window opens on your screen. This window displays the EarlyWatch specialist’s screen. This allows you to follow and monitor all of the actions and screen displays of the EarlyWatch specialist.

The SAProuter

SAProuter is an SAP program that forms the intermediate stage in a network connection between R/3 Systems. SAProuter gives you complete control over who can access your R/3 System.

You can use SAProuter to access a particular server from a specified point in your network. Access can be regulated by route transmission tables and SAP passwords. Connections can only be established where IP addresses are listed in the route permission tables thus giving the system administrator an additional means of preventing unauthorized access to sensitive data or restricted systems.

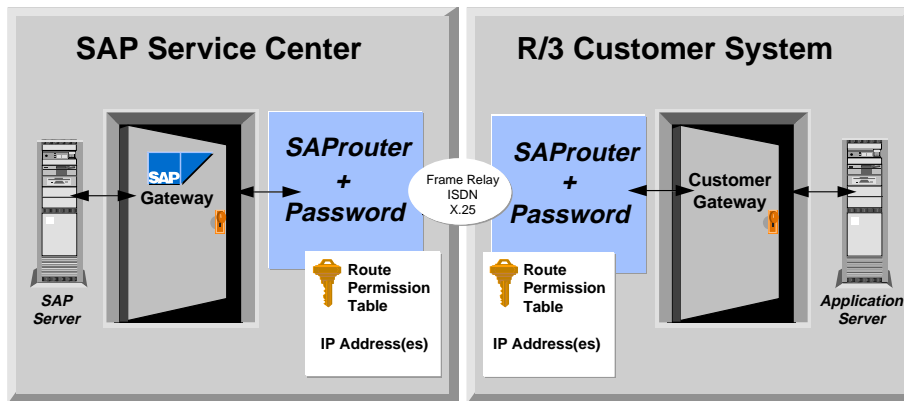


Figure 3-3: Protecting your Data with SAProuter Software

For communication between your network and the SAP service network, only the IP address of your computer is known to the SAProuter. In the other direction, your network only knows the IP address of the SAP System using the SAProuter. This guarantees that no unauthorized access is possible from one network to another.

If your network is connected to the SAP service network via a hardware router, access to certain applications over the router generally can be limited via Access Lists. This limitation is independent of the described SAProuter software and is not possible with every hardware router.

How is your system protected against unauthorized access?

- The network connection is always controlled by you. You set up the connection and terminate it.
- Your data is not available to EarlyWatch specialists, because the EarlyWatch user ID and password only allow access to the Performance Database and monitoring tools.
- You can monitor the actions of the SAP specialist using the Echo Mode.
- Access to your network can be further limited through use of routers, including the SAProuter software.