Information About Obtaining OSS

Technical Requirements

To take advantage of the services provided by OSS, you need the following:

❑   A network connection to your nearest SAP Service Center

❑   An official IP network address to allow your system to be accessed
     worldwide (if necessary)

❑   SAPGUI software, version 2.1J or higher

Establishing a network connection enables you to take advantage of SAP's
remote services, such as OSS, EarlyWatch, Remote Consulting, and the
Upgrade Service.

Network Connection

A network connection can be established over one of the following links:

❑   **X.25** connections are available worldwide. These can generally be
     obtained from local telephone companies, but private network
     providers can also enable access to this network.

     Note: With X.25 networks, you may wish to set up your connection to
     only handle outgoing connections. This facilitates data security by
     ensuring that external access is possible only if the connection is opened
     from your network.

❑   **ISDN** direct connections to SAP are currently in a test phase at SAP and
     will be available at the end of 1995.

     To establish an indirect connection your ISDN provider must have a
     gateway, enabling a connection between the ISDN network and the
     provider network.

     ISDN is still being tested in North America and is therefore not available
     at this time. For more information, contact Carl Carr at 1 415 286-3135.

❑   **Frame Relay** connections are offered by a number of different telephone
     companies, including AT&T, MCI, Sprint, WilTel, BT, VIAQ
     INTERCOM, Deutsche Telekom, and Info AG.

All network connections must be coordinated with your SAP Service Center.
The necessary registration form and additional information regarding the
network connection can be found in "Remote Connection to the R/3 Online
Services" (order number 5000 9179).

IP Address   You must have at least one unique IP address before you can connect to SAP. If you are not using SAProuter software, your entire network must have a unique IP address; otherwise, collisions with other networks can occur.

SAPGUI Software   Before you can log on to OSS, you must establish a connection between your R/3 installation and the SAP Online Support Server.

To set up this connection you need SAPGUI software, version 2.1J or higher. This software program can be installed separately from the 2.1J Software CD or copied from sapservx.

Protecting Your Data

All of your company's computers and/or networks with an outside line should be subject to strict security guidelines. Possible security measures include:

❑ configuring your remote connection so that only outgoing connections are possible.

❑ using routers that can be configured to allow certain partners (for example, SAP) a connection.

❑ using passwords to protect accounts on computers accessible from the outside.

❑ limiting access over routers to certain software programs via access lists.

SAProuter   You can further limit access to your network through use of SAProuter software (Figure 3-1).
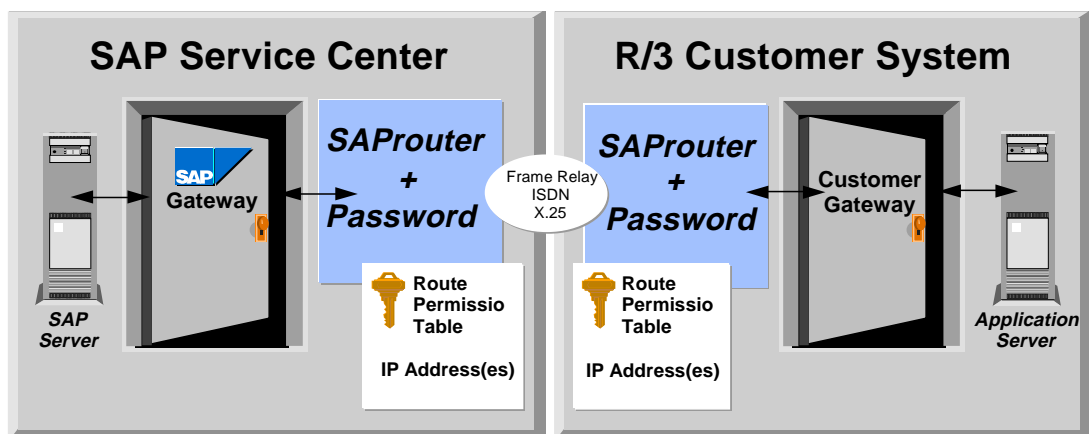
Figure 3-1: Protecting your Data with SAProuter Software

SAProuter is a 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.

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 unauthorized access is **not** 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. Access lists together with SAProuter enable you to set up a complex firewall.

Additional information about the SAProuter software can be found in "SAProuter" (order number 50011968).

How to Sign Up

To register employees of your company for accessing the OSS, please fill out the "Information Form: Contact People for R/3 OSS/Hotline" in the back of this brochure and fax or mail it to:

SAP Americas
Corporate Headquarters
701 Lee Rd.
Wayne, PA 19087

Tel.: (800) 677-7271
     (610) 725-4545
Fax: (610) 677-4800

For further information about OSS, please call us at (800) 677-7271 or (610) 725-4545.

If you are currently installing the 2.2D version of the R/3 System, this data sheet is included in your installation package. Also included in your installation package is OSS's new logon procedure, allowing you to start OSS directly from your R/3 System.

After registering for OSS, SAP will send you your user Ids and passwords.

What do you need to do to obtain OSS?

❑ Establish a network connection to a SAP Service Center.

❑ Obtain an official IP network address (if necessary).

❑ Install SAPGUI software, version 2.1J or higher.

❑ Protect your data by taking advantage of the SAProuter software, which limits access to your network.

❑ Complete the "Information Form: Contact People for R/3 OSS/Hotline" data sheet in the back of this brochure and fax it to SAP Americas in Wayne, PA.