

ReadMe for the Remote Support Platform 3.2 for SAP Business One

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INTRODUCTION

This ReadMe file contains last-minute information not documented elsewhere. We recommend that you take a minute to read the information in this document before you begin installing the remote support platform for SAP Business One components. We also recommend that you read the *Administrator's Guide to the Remote Support Platform for SAP Business One* and *Working with the Remote Support Platform Studio* documents before installing the application.

You can find the product documentation and the new features of remote support platform for SAP Business One on the SAP Help Portal at https://help.sap.com/viewer/p/REMOTE_SUPPORT_PLATFORM_FOR_SAP_BUSINESS_ONE.

CONTENTS OF THE REMOTE SUPPORT PLATFORM FOR SAP BUSINESS ONE PACKAGE

- Remote support platform for SAP Business One (setup.exe file)
- ISSetup prerequisites containing Microsoft® .NET Framework redistributable files
- ReadMe (RSP_ReadMe.pdf) – this document
- Build number and date (info.txt)

SYSTEM REQUIREMENTS

For details on supported platforms and system requirements, refer to the following sources:

- The [Platform Support Matrix for SAP Business One](#) document
- The [Platform Support Matrix for SAP Business One, version for SAP HANA](#) document

RELEASE UPDATES

Release updates are described in SAP Note [2215378](#): Central note for the remote support platform 3.2 for SAP Business One.

For the latest software packages, refer to Software Downloads at <https://launchpad.support.sap.com/#/softwarecenter>.

LAST MINUTE CHANGES

N/A

FUNCTIONALITY UPDATES

N/A

ADDITIONAL INFORMATION

In addition to the updates provided in this ReadMe document, check the following sources for more information:

- SAP global website at <https://www.sap.com/products/business-one.html>.
- Remote support platform for SAP Business One landing page on SAPPartnerEdge.com at <https://partneredge.sap.com/en/products/business-one/support/rsp.html> (for Partners only).
- Remote support platform for SAP Business One on SAP Support Portal at <https://support.sap.com/en/offerings-programs/support-small-medium-enterprises/business-one/remote-support.html> To access SAP Support Portal, you need an S-user. For more information, contact your SAP Business One partner.
- To access SAP Notes, use the [Support Launchpad for SAP Business One](#) → *What are you looking for?* → *SAP Notes*.
- HotNews Notes are SAP Notes with important information, linked from the SAP Business One Note Search page. We recommend that you check these frequently. To access HotNews Notes, go to the [Support Launchpad for SAP Business One](#) → *What are you looking for?* → *SAP Notes* → *Hotnews Notes* tab.
- The online help for the remote support platform for SAP Business One can be accessed from the *remote support platform for SAP Business One* → *Help* menu. The online help is available as a printable version in the SAP Help Portal → [Remote Support Platform for SAP Business One](#) page → *Application Help*.

SUPPORT AND FEEDBACK

SAP BUSINESS ONE PARTNERS ONLY

- For support information or inquiries, visit the Support area for SAP Business One at partneredge.sap.com → *Products* → *SAP Business One* (under Enterprise Management) → *Support* tab.
- To get support for the remote support platform for SAP Business One, create an incident through the [Support Launchpad for SAP Business One](#) → *Incidents*.
- Refer to the international Hotline directory at partneredge.sap.com, in the *Support* area for *SAP Business One* → *Contact Support*.

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