



## Support Provider? The Support User is For You

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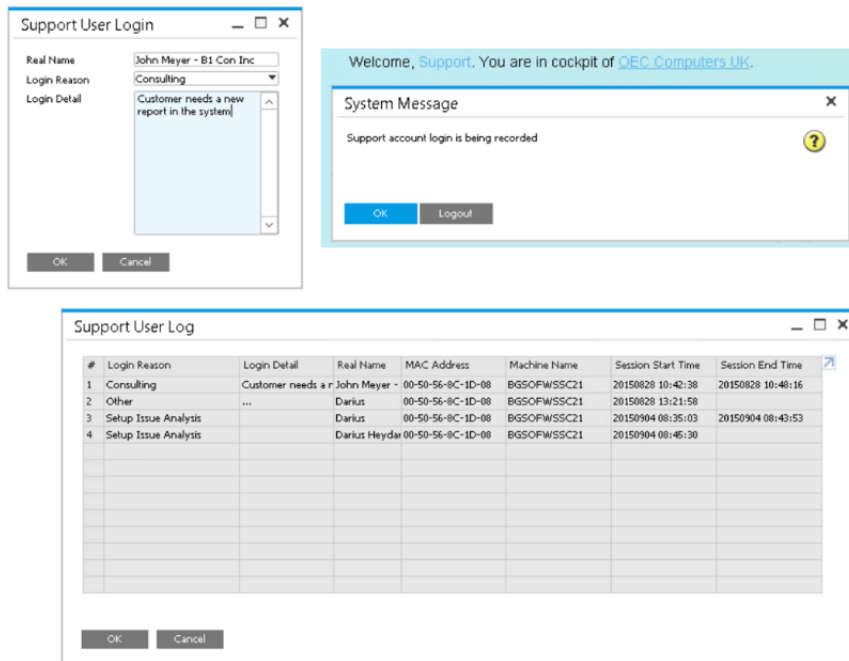


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Anyone who wants to log on to SAP Business One must have a user code and a password defined in the particular company database as well as a license. But what about support consultants? They only need to log on to customers company once in a while. Should every customer create user code and allocate a license to it to be used only when the support consultant needs to log on to the company database? Not at all.

SAP Business One introduces the Support User. Customers who use the SAP Business One on premise solution have a pre-defined support user to be used by support consultants when needed.

The activity of the support user is recorded in SAP Business One and kept in a dedicated log, where each log on is documented, including time stamp and the reason for connecting the company database.



Available since SAP Business One 9.2, version for SAP HANA and SAP Business One 9.2

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**Grzegorz Niecka**  
IT Support Manager/SAP B1 Administrator

... 6mo

Working RSP is mandatory to enable support user.

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6mo

Hi Grzegorz

Thanks for sharing. This is absolutely correct. The support user is only available when RSP is activated.

Rgd... [See more](#)

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