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SAP ONE Support Launchpad and SAP ONE Support Applications
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Increments Phase 11
The document describes the new features available since the last phase of the piloting of the SAP ONE Support Launchpad and the various redesigned Service and Support Applications such as Incident Form, Software Download Center, Search, User Management, License Keys, and SAP Notes etc. In addition the document lists all known limitations.

Starting point is the theme of this phase which to describe the focus of the new available functionality:

Theme of Phase 11
„General Availability of SAP ONE Support Launchpad and its Applications. Phase-out of Traditional Support Applications”

Launchpad and General Functionality
Redesigned User Profile
The former User Profile popover gets replaced by a dedicated User Profile page:

As before, the User Profile is always accessible through a link behind the visitor’s name in the upper-right corner of the SAP ONE Support Launchpad and its applications. The User Profile page comprises five sections:

The header contains basic details and contact information like the visitor’s name and user ID, company and address details, email address and telephone number. A link offers the opportunity to change the password:
A tab bar gives access to

**General Settings:** Your display preferences for launchpad and applications, e.g. preferred language, time zone, date and time format, and decimal notation.

You can change these settings using the “Edit” icon in the upper-right corner.

**Roles:** This section lists the customer segments -- reflected by SAP solutions (On premise, HANA Enterprise Cloud, SuccessFactors) – that you have yourself assigned to. Please note that these settings have an impact on search results as for instance SAP Notes that are relevant for an on-premise solution will not be listed for SuccessFactors customers.

You can change your role assignment using the “Edit” icon in the upper-right corner.

**Favorites:** This sections lists your favorite SAP Notes (including Knowledge Base Articles) and systems. In case that you have favorite notes as well as favorite systems stored, a drop-down gives you direct access to either of these lists once you click the *Favorites* link in the tab bar.

A “Delete” icon allows you to remove a particular item from the list.

**Recent:** When you click this link, you can select recently used objects from a drop-down:

- **Components** that you used when reporting an incident for an on-premise system
- **Customers** if your company is a value contract customer and you have the authorization to access all activated customer numbers of the corporate group
- **Installations**
- **Systems**.

Instead of using the tab bar, you can scroll down the page to the various sections.

**Search**

**New Facets Component and Release Date**

In the *Notes* search repository it is now possible to narrow down the result list using the new facets *Component* and *Release Date*.

Clicking on one of these facets opens a dialog which allows the user to choose one (for *Release Date*) or multiple values (in case of *Components*).

The *Component* facet offers a search box to support component selection, and the numbers of results assigned to the listed components are listed:
Once selected, the filter values are displayed next to the link to open the dialog:

Default value for the *Release Date* facet is “Last 3 years”.

**Improved Layout for Search Result Suggestions**

The list of suggestions that match the so far entered search term is displayed in a more user-friendly manner using bold-face characters to indicate the match and italics to specify the repository where the result would be retrieved from:
Default language for Search Results
For repositories that support language selection, the default language for the result list is preset to the visitor’s preferred language settings specified in his user profile:

Incident Management
Drafts Functionality and Draft Tile
When reporting an incident, you can now save your report as a draft that you can come back to at a later stage. Simply click the “Save” button in the incident reporting form.

All draft incident reports are accessible from the SAP ONE Support Launchpad through dedicated tiles for on-premise, Cloud and partner-related incidents:

Component Selection ("Component F4 Help")
Note: This feature only applies to incidents reported for an SAP on-premise solution.

The interface to specify a component for a particular incident that you are reporting has been completely redesigned. As before, the component selection is launched by selecting the Component field on the incident form:

A popover is displayed: It offers several options to select the best possible component for your incident report:
Use the search field at the top if you know (part of) the component’s key, e.g. BC-DB-INF-DBA, or description, e.g. Database Administration with Informix:

Click the link Personalized in the tab bar to either
  o select a component that you had recently used, or
  o choose from a list of components suggested by SAP. These suggestions are based on the text input that you have specified in your incident report:

Click the link All Components in the tab bar to incrementally drill down into the component hierarchy.
Redesigned Secure Area

Note: This feature only applies to incidents reported for an SAP on-premise solution.

The Secure Area where logon credentials for a system are stored has been redesigned. It now features an SAP Fiori interface, which is seamlessly integrated into the incident reporting process. No additional logons are required.

The Secure Area is accessed from the incident reporting form through clicking the “Secure Area” link:

The Secure Area is used to share logon data with SAP Support engineers. The customer can provide information about Users (i.e. user names and passwords to access the system, including an expiry date), Routers, Servers, Contacts and (additional) Info:

If these logon data are shared during the incident reporting process, by default stored details for all customer systems are visible for the SAP incident processor. This can be amended under Incidents.

All data changes and access to the secure area are tracked in the History Log.

Please note: The Secure Area with logon data for a particular system is also accessible through the System Data application:
Filter Incident Lists by System

Note: This feature only applies to incidents reported for an SAP on-premise solution.

Any list of incidents that are related to more than one system can now be filtered by system:

Minor Amendments and Corrections

The following issues had been identified and have been corrected in the current release:

- List of incidents and incident reports now utilize the whole screen width and are not limited by a fixed width layout.
- The number of shown items in a drop-down is not limited anymore.
It is now possible to launch URLs that SAP attached to an incident.

A few buttons and field labels got changed, e.g. the “Send” button is now labelled “Submit”.

**SAP Notes and Knowledge Base Articles (KBAs)**

**Revised SAP HotNews Application**

The SAP HotNews list, which alerts the visitor about Priority 1 Notes, has been overhauled.

- The launchpad tile indicates how many SAP HotNews there are in the user’s list, and whether this number has changed recently.
- The SAP HotNews list is subdivided into 3 sections: SAP HotNews that have to be reviewed, those that have been confirmed or marked as not relevant.
The entries are sorted by release date (newest first).

- All sections offer these features:
  - Unread SAP HotNews are listed using bold fonts;
  - Select multiple SAP HotNews and confirm them or mark as not relevant;
  - Download the list (as a CSV file) to your local PC;
  - Filter the list by component, system relevance, or Notes category:
    - The **Component** filter supports selection of multiple values; a search tool assists in finding them. For each value, the number of SAP HotNews under this component is displayed.
    - The **System** filter lists favorite and recently used systems.
    - The **Categories** filter supports multi-selection of values. For each value, the number of SAP HotNews in this category is displayed.
Corrections
The following issues had been identified and have been corrected in the current release:

- Some SAP Notes and KBAs were incorrectly displayed if they contain multi-media elements, e.g. videos. This has been corrected.
- In some instances where an SAP Note contains references to other SAP Notes, a loading error could occur. This has been corrected.

User Management
Performance Improvements
The performance of the application has been improved: Each function will be executed quickly.

Online Help Integration
In the list of all users, the online help for the application is referenced through an icon in the upper-right corner.

Page Layout Amendments
The object page that displays details about a particular user has been adjusted:
- The header has been changed.
- If applicable, the Super Administrator role is shown on the right-hand side.
- Important information about the S-user has been added.

Enhancements of Personal User Page
The layout of the personal user page has been adjusted.

Enhancements of “Authorization Level” Assignment
The new logic of assigning authorizations for particular levels (like Customer (number) or Installation) ensures enhanced transparency, simplicity, and consistency.
The highest assigned level has highest priority: If a particular permission is granted for all customer numbers (of a CCoE), no individual customer numbers are listed:

Once a lower level is added, the higher level is deselected:

Once all customer numbers or installation numbers are added, the user is prompted to select the next higher level instead:

Cluster Recognition
If particular authorizations had been assigned using the Cluster feature, this is now pointed out on the Authorization Summary page accordingly. The Cluster name is specified:
License Key Management

More Transparency about Maximum Number of Licenses

The maximum number of licenses is now highlighted:

If this limit is exceeded, an error message is displayed:

Validation of Maintenance Eligibility

Validation of maintenance eligibility was implemented:

- If no maintenance is available during the creation of a new system, an error message is shown.
- If no maintenance is available during the change of a system, the current version and all previous versions are available in the Version field.
- In case of valid maintenance all versions are visible.

**Usability Enhancements**

As requested by our customers, the license key request history now shows "My Requests" as the default:

As per customer feedback, the purpose of the ‘+’ button is now made clear using tooltips:

If only one database is allowed, this value is automatically set as default in the Database drop-down.

**SAP Business One License Key Request Enhancements**

**Allow Hardware Key Change and Upgrade**

If the hardware key changes, the partner is now able to request the new keys for the existing system based on the new hardware key. All license keys, including the dependent ones, are regenerated.

**Intercompany Calculation Rule**

The Intercompany calculation rule was not “applied on the fly”. The users are now calculated automatically and can no longer be specified manually.

**New Consistency Check**

At least one Starter Pack or Professional User has to be requested for a system. A check is now in place to ensure that.

**Corrections**

The following issues had been identified and have been corrected in the current release:

- In very long lists of products, not all possible entries were listed. This has been corrected.
- The logic about generation of Maintenance Certificates was not always correct. This has been fixed.
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- In case only one material is available for an SAP BusinessObjects license key request, the available versions were not listed properly. This has been corrected.
- An error occurred during the generation of an iRise license key request. This has been corrected.
- Sybase license key generation did not work properly in case of very high entitlement figures. This has been corrected.

Software Download Application
Alert “Missing Authorizations”
A prominent notification bar (on the tool’s entry page as well as in the Download Basket) alerts the user if he does not have Software Download authorization. Furthermore, it provides a link to the list of user administrators:

System Data Management
Various UI Enhancements
The filter functionality now uses the standard filter dialog and labels: If a list of systems is filtered, this is clearly pointed out:
The object page about a particular system now uses sections and sub-sections, and using the links in the tab bar and drop-downs, each can be accessed directly:

On small screens, e.g. mobile devices, usability is improved by using responsive pop-in tables to optimize data display:
The list on the tab “Monitored Systems” which is available for SAP Solution Manager systems can now be sorted:

**Improved Data Consistency**
As kernel information cannot be changed manually, this element has been removed from the “Edit” page.