SAP ONE Support Launchpad and SAP ONE Support Applications
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Introduction

The document describes the new features available since the last wave 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.

Launchpad and General Functionality

Option to Update Contact Information

You can now add and update contact information (telephone numbers and e-mail address) in the User Profile section yourself; there is no need to involve a user-administrator in your company.

A new feature is the option to specify an alternate telephone number Phone 2.

SAP Notes and Knowledge Base Articles (KBAs)

Layout Enhancements

The layout of SAP Notes/KBAs has been improved. It makes better use of the available space:

- The sidebar has been removed.
- Whitespace has been reduced.
Usability Improvements

- The *Enter SAP Note/KBA by Number* field now features prominently in the header.
- A new button *Share by Email* allows you to send an e-mail which is already prefilled with the SAP Note/KBA’s title and URL.
- Links to related notes can be opened in separate browser windows using standard browser functionality: You can right-click the link or press Ctrl (Windows and Linux) or ⌘ (Mac OS X) on your keyboard when you click the link. On a mobile device, you can open an SAP Note/KBA in a separate tab by pressing and holding on the link until the action menu pops up.

Attributes Search in the My SAP Notes & KBAs Application

The *My SAP Notes & KBAs* application, which informs you about notes you are interested in, now offers the possibility to retrieve notes based on additional search criteria, e.g.

- Application component
- Release date
- Software component or version
- Priority

and many more. Also supported is a system-specific search: Notes that are not relevant for the selected system will not be listed.
The interface can be personalized: Using the Filters button, you can hide search criteria that you normally do not use.

Search settings (so-called “variants”) can be saved for easy future re-use.
If one of them is marked as default variant, i.e. it is automatically executed when the attribute search is entered, the launchpad tile *My SAP Notes & KBAs* shows the number of new results for this search variant since your last visit.
User Management

Enhancements in User Authorization Maintenance

The interface that you use if you want to grant a particular authorization on a granular level, i.e. not for all your company’s customer and installation numbers, has been redesigned:

- Granting authorization for all entities, i.e. on a global level, is easily done using a prominent checkbox.
- More granular authorizations can now be granted not only for specific customer or installation numbers, but also for clusters. Please note: Clusters are still created and maintained using the legacy application.

Other Changes and Corrections

- Cloud administrators are now listed on the list of important contacts.
- Alerts and error messages have been revised to make their meaning clearer.
- The list of deleted users is now sorted by deletion date in descending order.

System Data Management

Various UI and Process Enhancements

In the system data header, a new field *Automated Update* indicates if automatic updates of data (for instance through an SAP EarlyWatch Alert service) have been enabled or disabled.
In the list of all systems, the tooltip that indicates if system data was automatically updated has been amended accordingly.

Message box and wording prompting you to confirm deletion of a system have been changed to make the alert clearer.

For VAR partners, the list of all systems now shows their own systems as well as systems of customers they support.

**Corrections**

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

- SAP SuccessFactors systems can only be displayed; editing them is not possible.
- A search without keyword specified will now return the whole list of systems.
- Validation of IPv6 addresses during router and server maintenance has been corrected.
- The form fields *Instance Number* and *Message Server* are not shown if a server of type *Other* is maintained.
EU Access Application

SAP on-premise customers now have the possibility to activate “EU Access Service from SAP” on the SAP ONE Support Launchpad. With the help of the application you can flag systems as EU data protection relevant.

If you have the necessary Edit System Data authorization, the application can be accessed by clicking the Activate Remote Access Restrictions tile.

There are two ways of flagging possible:

- Whole installations (button All)
- Individual System IDs (button System-Selected)

License Key Management

Usability Improvements

System Data Integration: If navigating from the system data application to the license key application, usage of the back button is enabled to navigate back to the system data application.
Editing and deletion of license keys has been harmonized across products.

Calculation of remaining licenses was improved and now happens “on-the-fly”.

**Corrections**

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

- Contractual information: An infinite loop issue in cases where no license could be retrieved has been corrected.
- The filter functionality in the History of Requests list was fixed.
- SAP Business Objects: An inconsistency where the requested license amount exceeded the entitlement has been fixed.
- SAP Business One:
  - Patch level is stored correctly during the creation/change of an SAP Business One license key.
  - The behavior of license key requests for contracts without valid maintenance frame has been corrected.
- SAP Sybase:
  - License keys for older versions of Sybase products can now be displayed.
  - License keys for which no valid contract is available anymore can still be displayed with the Display System functionality.
  - License material Information is now displayed in the display mode of the License Key application.
  - A bug has been fixed when creating two keys in a row for SQL Anywhere. Earlier, two separate systems were created. Now only one system with two keys assigned to it is created.
Software Download Application

New Support Package Overview

A completely new developed application Support Package Overview integrates the three legacy applications

- Content Info
- Related SAP Notes
- Side-Effect Report

into one new tool.

- In contrast to the previous Side-Effect Report legacy application, which processed the request in the background, the new one lists solutions for side-effects immediately.

Please note: Only side-effects for the currently selected support package are listed. If you are interested in reports for several support packages or products, use the Maintenance Optimizer or Maintenance Planner.

- So far, support packages in a status other than Released were not accessible. This has been changed; the release status is highlighted on the Support Package Overview interface.
Improved Search Result List

The search result list’s heading indicates the total number of results and the number of items that are displayed:

The “Show More Results” button progressively lists more hits.

More enhancements and corrections

- On installation and upgrades lists, patch level information is not displayed anymore.
- On the list of downloadable files, the column *Info Type* has been renamed to *File Type*. 
- On the list of downloadable files, the recently selected database is preselected if applicable.