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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

New Tiles

The majority of support applications, especially the most frequently used ones, have successfully been migrated from the legacy platform to the SAP ONE Support Launchpad. Since August 15th, 2016, they are therefore exclusively offered as SAP Fiori-based applications in the launchpad, while the corresponding legacy tools were retired.

Traditional applications that do not yet have a Fiori replacement are still accessible: Special tiles have been set up that you can select in the tile catalog and add to your launchpad:

- **Legacy Incidents**: A search tool allows you to retrieve incidents that were reported using the legacy tool, especially incidents closed before January 1st, 2014.
- **System Data Overview Report**: The report gives you a detailed summary of your company’s system landscape, e.g. mapping of systems to installations, product versions on systems.
- **Side-effects of SAP Notes**: A report about currently known side-effects of SAP Notes contained in multiple SAP Support Packages will be generated.

Note: A list of side-effects for one support package can be retrieved in real-time in the software download application.

Search

The list of retrieved SAP Notes and KBAs is influenced by the role (such as on-premise, SuccessFactors etc.) assigned to the user. See also SCN article with tips and tricks for the new search application.

Users who have exclusively the SuccessFactors role assigned, only find notes which are relevant for this role (i.e. under component LOD-SF). As a result, users who unintentionally have this role assigned, but actually work in an on-premise context, may not find the SAP Notes and KBAs they are looking for. These users are now informed about their role assignment to ensure that all relevant results are found.
Incident Management

New System/Product Selection

The way to select the system/product that you want to report an incident for has been completely redesigned: You now have got the option to either pick a system/product from the list of recently used ones or from your favorites, or to drill down using selection criteria (e.g. installation). In addition, a search tool will retrieve systems with an ID or name that match your search term.

Suggestions

Once you have selected a system/product that you want to report an incident for, the application will suggest SAP Notes and KBAs that might help you right away.
Remote Connection Information

If you report an incident for an SAP on-premise solution, connectivity information about the selected system is displayed on the form:

- Connection Open/Closed: Is a remote connection to SAP open?
- Access Data Maintained/Missing: Are access data and logon credentials being shared with SAP Support?

From here, on-premise customers can also enter the system data application and, through the Maintain Access Data link offered there, the Secure Area.

Other Enhancements

- Draft and submitted incidents now incorporate installation information for the affected system. Links to the respective applications give you one-click access to system and installation details.
- For SAP SuccessFactors, the sub-product selection now features a value help (similar to the component selection).
- A new software type “Multi-posting” has been added.
- The chat button has been re-labeled to “Start Expert Chat”.

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

**Direct Download of Support Package/Patch an SAP Note is Contained In**

For SAP Notes that are included in a particular support package/patch, direct download of this support package patch is now possible from within the note:
SAP Legal Change Announcements

Email Notification for Announcements of Legal Changes

When saving selection criteria for announcements of legal changes (as a so-called “variant”), or in the variant maintenance mode, you can opt to be notified via e-mail about new legal change announcements that match these filter criteria. Choose from daily, weekly, or monthly schedules. To unsubscribe, select ‘None’.
Make sure to keep your e-mail address up-to-date in the launchpad’s My Profile section.

User Management

Manage Departments

The Assign Department functionality has been enhanced. In addition to the existing features, an intuitive dialog provides the opportunity to manage departments, i.e. specify new department names or delete obsolete ones:
Additional Telephone Number

The interface to maintain a user’s contact details now offers the option to add a second phone number:

Installation Management

A completely new application *Installation Data* has been developed that integrates three legacy applications:

- Request installations
- Delete installations
- List deleted installations
into one intuitive tool. The application is started by clicking the Installation Data tile, which provides an at-a-glance overview on active, requested and deleted installations.

In the application interface, tabs give access to active, expired, requested, and deleted installations.

In all lists you can drill down to detailed information (including system data information for active installations).

Each list can be filtered by installation number or name, customer number, name or city, or product.

Sorting by a variety of criteria is offered.

Where applicable, you can select installations and delete them with a single click.

You can export each list to a local CSV (comma separated values) file.

Requesting new installations is made easy through a simple online form. Requested installations will immediately be listed in the application and typically be created within one business day.

System Data Management

Enhanced Download Feature

In the application’s master list of systems (left pane), the download option now offers two alternatives:

Simple Download

For each system, one row in a CSV (comma separated values) file lists:

- Basic information (like system ID, number, name, type, product version)
- Installation information (number, name, location)
- Customer information (number, name, address data like postal code and city)
- Partner information (Partner number)
- Supported By
• History (changed on, changed by, EWA information)
• Activation status (active/inactive)

Extended Download:
A CSV file will be downloaded to your local computer that in addition lists more details, e.g.
• Upgrade plans (change date, planned product version, planned go-live date)
• Add-on product versions
• Usage types
• Kernel information
• Database information (release, type, ...)
• License information
• Contact information (software recipient, technical contact)
• Incident information (number of open and closed incidents)

This results in a CSV file which, compared to the one generated through simple download, contains more columns, but usually also several rows per system.

Option to Open Service Connections
A “Maintain Service Connection” link in the detail view (right pane) for a particular system allows authorized users to open and close a physical connection between this system and SAP Support:

Note that this will launch the traditional application, which has not yet been replaced by a modern application in the SAP ONE Support Launchpad.

Other Enhancements

- Software components can now be manually deleted.
- A new icon 🚭 is used to flag systems that are
  - Systems supported by an SAP partner (if you are an SAP customer);
  - Systems of one of the customers supported by you (if you are an SAP partner).
- A field *Automated Update* has been added to the system detail view to indicate if updates e.g. through an SAP EarlyWatch Alert service or your SAP Solution Manager has been enabled or disabled. This attribute is also available as a filter criterion.
- When opened from other applications, the detail page for a system can now be displayed “stand-alone”, without the master list of all systems on the left.

Corrections

- Fixed an issue where special characters (like German umlauts) were garbled in downloaded files.
- Fixed an issue with the *Kernel* field in edit and display mode.
- Fixed an issue with the value help table of add-on product versions when editing the system.
- Cloud data cannot be edited any more.

License Key Management Enhancements

- In the list of license keys for an SAP on-premise system, a new button allows you to easily renew all expired maintenance certificates and clean up expired ones or duplicates.
The Installation Details view now shows the customer number next to the customer name.

- SAP Sybase: A quantity check has been implemented for the generation of un-served license keys so the licensed quantity cannot be exceeded.
- SAP BusinessOne: The ability to increase/decrease user license types as required has been implemented.

**Corrections**

- SAP Sybase: Fixed an issue where entries were listed twice in the entitlement overview.
- SAP Sybase: Expired site license agreements now show the correct reconciled license quantity.
- SAP BusinessObjects: The total license quantity is now correctly calculated for accounts where the same material code in different materials include bundle licenses.
- SAP HANA systems: The license quantity is now correctly displayed in edit mode.
- SAP BusinessOne: Fixed an issue where the e-mail with license key details occasionally did not contain all relevant information for key delivery.

**Secure Area**

The Secure Area application, which allows you to store logon credentials for your systems that can be shared with SAP Support, now allows you to specify an expiration date and time for these details. Up to now, only a date could be entered.

**Product Availability Matrix (PAM)**

After the sunset of the previously referenced legacy applications, links that allow you to

- download software for a particular product version,
- maintain data for a system or installation

now point to the new tools in the SAP ONE Support Launchpad.

New SAP Software Change Request (SSCR) Key Application

The SAP Software Change Request (SSCR) Key application has been migrated from the legacy support systems to the SAP ONE Support Launchpad. The application is started by clicking the Software Change Registration (SSCR) tile.

The application interface itself is split into two parts: The left navigation pane provides access to the following options:

- **Developers** – a list of all previously registered developers plus the option to register more;
- **Objects** – a list of all previously registered objects plus the option to register more;
- **Download SSCR Keys** – the option to download all keys for an installation to a local XML file (in order to mass-upload them to your SAP system);
- **Reassign SSCR Keys** – the option to assign multiple keys from one installation to a different one.

The right-hand side provides more details about the option selected in the left pane in the **My Registrations** and **My Company’s Registrations** lists.

- Each list can be filtered by installation number or name, customer number, name or city, or product.
- Sorting by a variety of criteria is offered.
- The table layout can be customized: Select the columns you are interested in and specify their sorting order.
Requesting new SSCR keys is made easy through a simple online form. If a system shall be assigned to a different installation number, developers and objects registered under the previous installation do not have to be registered again: Simply download the list of all relevant SSCR keys to a local XML file on your PC that you then upload to the reassigned system.

**HANA Enterprise Cloud (HEC) Service Request Fulfillment**

The HEC Service Request Fulfillment application has been made available for general usage with this release.

It offers a catalog based customer self-service, containing a set of most requested billable and non-billable customer services, making the process repeatable, standardized, and most operationally effective. Service Requests can now be submitted to HEC Operations teams with improved specification effort – due to the template approach – which includes details of the service, lead times, downtime requirements and schedule, system selection and execution parameters, making the process simpler and faster.

Always stay informed about open service requests via the launchpad tile, and monitor service fulfillment conveniently within the Service Request Fulfillment application.