Release Notes Wave 7 / 2016
SAP ONE Support Launchpad and SAP ONE Support Applications
Content

Disclaimer ........................................................................................................................................... 3
Introduction ........................................................................................................................................ 4
Launchpad and General Functionality ................................................................................................. 4
  Session time-out extended to 2 hours .............................................................................................. 4
Search ................................................................................................................................................ 4
  Settings to Control Search Behavior ............................................................................................... 4
  New Search Repository .................................................................................................................... 5
  Further Usability Enhancements ...................................................................................................... 5
Incident Management .......................................................................................................................... 5
  Partner Customer Blocking .............................................................................................................. 5
SAP Notes and Knowledge Base Articles (KBAs) ............................................................................. 6
  Comparison with Older Versions ...................................................................................................... 6
  Direct Download of TCI Correction Packages .................................................................................. 6
  Further Enhancements and Corrections ............................................................................................ 7
Attribute Search in the My SAP Notes & KBAs Application ............................................................... 7
  Search Term Input Field .................................................................................................................... 7
  Sorting, Multi-Selection, and Further enhancements: ...................................................................... 8
Installation Management ..................................................................................................................... 8
System Data Management .................................................................................................................. 9
  Enhancements ................................................................................................................................ 9
  Corrections ..................................................................................................................................... 10
License Key Management .................................................................................................................. 10
  Enhancements ................................................................................................................................ 10
  Corrections ..................................................................................................................................... 10
SAP Software Change Request (SSCR) Key Application ................................................................... 10
HANA Enterprise Cloud (HEC) .......................................................................................................... 11
  Security Patches Application .......................................................................................................... 11
  Service Requests Application .......................................................................................................... 11
  Cancel Service Requests ................................................................................................................. 11
  Copy Service Requests .................................................................................................................... 12
User Statistics Application .................................................................................................................. 12
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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

Session time-out extended to 2 hours

Due to security constraints, the SAP ONE Support Launchpad used to terminate an active session after 20 minutes of inactivity. It displayed a session time-out screen from where you were able to log on again, resume your session and continue working.

This time span has been extended to 2 hours.

Search

Settings to Control Search Behavior

Settings have been implemented for the launchpad’s central search.

After clicking the gear icon, you can choose the search behavior:

- Fuzzy search: All results approximately match your search term pattern. E.g. searching for (transaction) ‘su01’ will also retrieve results containing ‘su02’.
- Linguistic search: Grammatical variants of your search term will be found. E.g. searching for ‘report’ will also find results containing ‘reporting’.

Your choice will persist for the current session, but the search tool will revert to the default settings
Fuzzy search: deactivated
Linguistic search: activated

upon your next visit.

New Search Repository

A new repository License Keys has been added to the launchpad search. For instance, you can search for a particular license key using an installation or system number as search term.

In the License Keys application, this repository is preselected. In other applications, you can select it from a drop-down list.

Further Usability Enhancements

- The Action icon in the footer of the search result, which offered access to download and Share via e-mail functionality, has been replaced by two separate icons for these features.
- The Sort icon has been replaced by a more obvious one.

Incident Management

Partner Customer Blocking

This only affects customers who own an installation that is supported by an SAP partner that is certified as Partner Center of Expertise (PCOE).

This functionality has been available and used by PCOE partners for many years already, allowing partners to request that their customer installations are blocked, meaning customers cannot create, view and edit incidents for these installations in the SAP ONE Support Launchpad. Users must contact their partner for incident management of blocked installations.
In the SAP ONE Support Launchpad, all aspects of this functionality have now been fully implemented. After the release of this wave:

- Users will not be able to create, display, or edit incidents for the blocked installations.
- Blocked installations will not be included in the selection list when creating a new incident.
- Partners are still able to create incidents on blocked installations.
- Incidents created by partners for blocked installations will not be included in the customer’s Launchpad tile KPI numbers.
- Incidents created by partners for blocked installations will not be visible to customers in their incident lists.

Note that when a partner requests blocking, it is done for all installations supported by the partner. Partner blocking is not done on an installation-by-installation basis.

SAP Notes and Knowledge Base Articles (KBAs)

Comparison with Older Versions

It is now possible to compare the most current version of an SAP Note/KBA with any previous version. By default, the newest version is compared with:

- The latest version that you read before;
- The previous version (if available) of the note if you haven’t read the note before.

You can compare the current note version with any previous version by entering a previous version number. Clicking the Hide Unchanged Content button results in unchanged content getting grayed out, which allows you to identify changes even easier.

Direct Download of TCI Correction Packages

TCI correction packages, a special type of correction instructions, can now be downloaded through a direct link which is offered in the Correction Instructions page of SAP Notes:
Further Enhancements and Corrections

- Note sections written using mono-space fonts are now displayed in this font-family as well. This applies to the note’s web display (in the launchpad), its PDF version and note comparison.
- In the Software Components section of an SAP Note, a flag in a separate “And subsequent” column indicates if the note is valid beyond the listed “To” software component version.
- The list of side-effects caused or solved by an SAP Note is now also listed in the note’s PDF version.
- An issue where a note that was launched from another note’s sub-section was opened in the middle of the note has been corrected: Notes are now always opened scrolled to the top position.
- For customers using Japanese language settings on their PC, an issue where a connection error occurred when trying to download an SAP Note (via transaction SNOTE) has been resolved.
- An issue where the list of side-effects of an SAP Note were not shown in the note’s Japanese version has been fixed.

Attribute Search in the My SAP Notes & KBAs Application

Search Term Input Field

The Attribute Search in the My SAP Notes & KBAs application, which assists you to retrieve notes based on many search criteria, now offers a “Search term” input field. In combination with several “Fuzziness threshold” options – from “Exact” and “close match” to “less close match” or “Rough match” – and the well-known “Save as variant” feature, this allows you to conduct recurrent inquiries periodically. If a search term is specified, all notes are retrieved that contain the term in title, long text, or coding corrections.
Sorting, Multi-Selection, and Further enhancements:

- Search results can be sorted by Released On date, note number and, if a search term has been specified, by relevance.
- Multi-selection is now supported for the following selection criteria:
  - System
  - Support Package
  - Software Component
  - Software Component Version
- If you use the “Support Package” selection criterion, notes are retrieved that match the specified support package or later.
- An online help page is referenced from the application’s header.

Installation Management

The following enhancements and corrections have been implemented in this wave:

- In the list of installations, the column Contract Holder can be added by using the Columns Setting feature.
- In edit mode for an installation, the Country field, previously a text input field, now lists all options in a drop-down. The field is not mandatory.
System Data Management

Enhancements

- By default, systems of active installations are displayed. By clicking the gear icon, the user can choose to have all systems for all installations listed.

- An alert informs the user if a system is linked to an installation without maintenance.

- For the Extended Download option (to a local CSV file), streaming is used to avoid timeout errors when downloading details for large system landscapes.
Release Notes Wave 7/2016 – SAP ONE Support Launchpad and SAP ONE Support Applications

Corrections

- In edit mode, the length of the Service Pack input field has been restricted to 10 characters.
- The delimiter in the downloaded CSV file has been corrected.
- Authorization checks to edit, delete, reassign systems have been amended.
- Systems grouped by status are now properly labeled “Active” and “Inactive”, respectively.

License Key Management

Enhancements

- The option License Keys has been added as a repository to the central search in the SAP ONE Support Launchpad. In the License Keys application, this repository is preselected.

For example, customers can search by:

  - Installation Number
  - System Number
  - SAP BusinessObjects License Key

- Alignment and presentation of header data such as Installation and System Details has been improved.
- An improved error message is shown if license keys are not available for Sybase SQL.
- The wording of the error message that is displayed if an S-user lacks the authorization to request license keys has been phrased more clearly.

Corrections

- Changes to material code names were not displayed in the application. The correct new license names are now displayed.
- Keys cannot be requested for SAP BusinessObjects version numbers which are no longer delivered.
- An issue where an initial search for a system using the application’s search function worked correctly, but subsequent searches in the same session did not work has been resolved.
- When editing SAP HANA systems the quantity is now shown in edit mode so the GB main memory can be changed.
- An issue with the Filter List option under History of Key Requests and My Company’s Key Requests has been corrected.

SAP Software Change Request (SSCR) Key Application

- For value contract customers in a Customer Center of Expertise (CCoE), the SSCR Key application now supports an enhanced authorization concept: Users can see all keys of the CCoE, but can only delete the ones they have authorization for.
- In the registration form, the previously selected installations are preselected.
- Confirmation and error messages have been enhanced. For instance, if for a particular installation a key already existed, the user will be informed about the requestor, the request date etc.
The download (to a local CSV file) function for developer and object keys now incorporates filter settings, i.e. only those keys are listed in the offline file that are currently being displayed in the table.

- In the filter dialog, installation number and name are now combined as one filter criterion.
- If an installation is in the process of being deleted, it cannot be selected anymore on the SSCR key request forms.
- If you change the columns that are displayed in a list of keys or their sorting order, these settings are saved for future visits.

**HANA Enterprise Cloud (HEC)**

Changes have been implemented to allow better usage of HEC-specific applications on mobile devices. For the applications, the following features went live in this release:

**Security Patches Application**

Missing patches that do not require a downtime are now also listed. This is to inform you about patches, which get implemented automatically. A dedicated Requires Downtime column highlights these patches. No customer interaction is required; you only need to align with SAP to schedule the service for patches that require a downtime.

**Service Requests Application**

**Cancel Service Requests**

The Service Requests application now offers cancellation. For current services templates, which will create an incident, you will simply be directed to the Report an Incident application. Upcoming automated services will be cancelled instantly once you confirm the cancellation in the popup.
Copy Service Requests

It is now possible to copy an existing service request. Apart from system ID and downtime/scheduling Information, all attributes will be taken over to the new service request. This will save you time if you want to request a service for multiple systems.

User Statistics Application

Grouping of the x-axes has been changed for all charts, making it easier to see trends per system.