Release Notes Wave 8 / 2016
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

New Color Scheme

In a first step towards adopting the modern Fiori 2.0 layout, the new color scheme uses calm tones that help you stay focused on tasks and content. It offers a clean and consistent layout across the entire UI, and conveys the content with greater clarity.

Visitors with low vision will benefit from a high-contrast accessibility feature that can be activated in the user profile.

Harmonized Navigation

Throughout the SAP ONE Support Launchpad and its embedded applications, the Back button is consistently positioned in the launchpad's header.

Notifications

NOTE: This feature is available for pilot customers only. Currently only a limited amount of applications support notifications. The number of notifications sent will be increased. Notifications will only be sent to the SAP ONE Support Launchpad. E-mail, SMS and device push notifications will be added in future releases.

The SAP ONE Support Launchpad notification area is the place where you can get an overview of all notifications stemming from various sources, such as your incidents or important SAP Notes, and take immediate action. It offers you access to system-driven information that helps you become aware of critical real-time information.
The notification area is accessible by clicking on the notification icon in the upper-right corner of the screen. In the notification area you are able to view all notifications, order them in various ways, take action, and navigate to the source of a specific notification.

### Changed Authorization Concept for Service Messages Tile

The tile *Service Messages* now requires S-users to have the authorization *Service Reports and Feedback* (SC_CCCREAD). This authorization has always been necessary to use the application itself. Hence this change prevents customers without the authorization from accidentally – and unnecessarily – adding the tile to their launchpad homepage.
New Applications

Guided Worklists

*NOTE: This feature is available for pilot customers only. Currently only a limited number of templates to work with is offered, and none can be modified. New templates will be added over time. The Guided Worklists application will be made available to pilot customers shortly after the release announcement.*

With *Guided Worklists* we provide an interactive, easy to use and personalized view of your SAP support processes. Instead of having to understand the support process end-to-end, you will be guided through your worklist step-by-step. Processing each step is as easy as the click of a button, which will lead not only to the application you will have to perform the next step in, but which will also carry over all the information already gathered in the process. Assign tasks to colleagues in your organization and work on larger projects collaboratively. The *Guided Worklists* application offers a great overview of your open tasks, and in a future release will allow you to add planned and recurring tasks.

Smart Business Application for System Data

*NOTE: This application is available for pilot customers only.*

This application will replace the current *System Data Overview Report* and *System Data Hierarchy* applications. To get early feedback, a first version will be provided to the participants of the SAP ONE Support Launchpad Piloting Program. More information, including some documentation, will be shared with the participants in the upcoming rollout and feedback sessions.
Incident Management

New Rich-text Editor

The editor tool report incidents now offers advanced editing capabilities for structuring and formatting text through bullet or numbered lists, bold typefaces etc.

PDF Version of Incidents

You can now export an incident to a PDF file making it easy to print the Communication section, the list of contacts, action log etc.
System List Shows Product Version Information

The list that (on-premise) customers select the affected system from now contains information about the product versions installed on the systems making it easier to select the correct one.
“Select all” Option in Incident List Filters

In incident lists you now have a comfortable option to select all values of a particular filter criterion by checking the All option.

Expert Chat

By using the Expert Chat functionality, you will be able to reach our experts directly when you need to contact SAP support. All the information provided in the Expert Chat interaction will be gathered in an incident for your records. There is no extra effort from your side, the SAP expert will create the incident for you if needed.

Here are the highlights to remember about Expert Chat:

- Reduce time to solve
- Reach the expert in a direct way
- Avoid unnecessary steps to gather all the information to resolve issues

Search

Settings for Search Result Page

It is now possible to select the number of search results per page.

By clicking on the gear icon, you can select between 30 hits per page, 50 hits per page and Smart Adapted. Smart Adapted adjusts the number of results depending on the screen resolution of the device or size of the browser window and varies between 3 and 10 hits per page.
Current limitation: The number of results per page can only be specified for the SAP Notes & KBAs repository and is valid for the current session.

SAP Notes and Knowledge Base Articles (KBAs)

New Attributes Section

If applicable, a new section Attributes lists components other than the primary component that an SAP Note/KBA is assigned to.

Smaller Enhancements and Corrections

- The display of wide tables, coding snippets, long URLs has been optimized.
- An issue where in the SAP Note version comparison mode the previously entered version number was still shown as the default has been corrected.

My SAP Notes & KBAs Application

The Attribute Search in the My SAP Notes & KBAs application has been renamed to Expert Search.

The Expert Search now features a Clear and a Restore button:

- Clear resets all search and filter fields to the system default (i.e. fuzziness threshold is set to “0.9 – Close Match”, no other criterion is specified).
When working with a variant, i.e. with saved search criteria, Restore resets all fields to the variant’s search and filter settings.

SAP Security Notes

In addition to today’s filters:

- SAP Component
- System
- Category
- Priority
- Released On

the SAP Security Notes application now offers the new Patch Day filter with options “Patch Day Security Notes” and “Support Package Security Notes”.

- Patch Day Security Notes are notes that fix vulnerabilities reported by external sources and SAP-internal findings with very high priority.
- Support Package Security Notes are notes that get delivered through support packages. They fix lower-priority vulnerabilities identified by SAP.

Support Packages Display

The header of the overview page for a particular support package now shows the Registered On date.

Side Effects Report in the Support Packages Display Application

In the overview page for a particular support package, under the Side Effects tab, you are now able to select a source support package. With this the side effect calculation is not only done for the displayed support package, but for the implementation of the displayed support package as target, based on the selected source package.
User Management

The new “Copy Levels” feature makes it easy to harmonize the levels (e.g. customer number or installation number) that authorizations have been granted for.
For instance, if a particular authorization (e.g. Report an Incident) was already granted for selected customer or installation numbers, you can copy these numbers to other permissions like Send Incidents to SAP or Display Incidents by clicking the “Copy Levels” button, then selecting the permissions that shall be amended, and confirming.

The feature supports copying CCoE, customer, and installation numbers; it does not work for clusters.

**System Data Management**

**Enhancements**

*System Data and Installation Management* applications are now closely cross-referenced: From each system, you can easily enter the *Installation Details* summary of the associated installation by following the link in the system data header.

If you configure the overview of system so that it only lists systems for active installations, systems assigned to inactive installations will be excluded from the *Extended Download CSV* file.

A column “Active system” has been added to the *Extended Download CSV* file to indicate if the system is active.

**Corrections**

- If the user lacks the necessary authorization, the *Reassign System* function is disabled.
- If no main router is maintained, the feature to add additional ones is disabled.

**License Key Management**

**Enhancements**

- The *Contractual Information* page now displays all main licenses and their bundle components so customers can easily identify the components of every license.
The license key Edit function has been further improved with additional messages so the process steps become clearer.

Corrections

- A corrected and clearer error message is displayed if a non-authorized user attempts to launch the License Key Request application.
- For S-users who have access to multiple account numbers the dropdown list of customer numbers is now sorted by account number in numerical order.
- SAP BusinessObjects multiple license keys can now be requested on one system.

SAP Software Change Request (SSCR) Key Application

- It is now possible to register multiple object keys at the same time.
- On the developer and object key registration forms, the list of installations to select from has been reduced to those the user has got authorization for.

Support Report

The following enhancements have been implemented:

- The application remembers the customer selection from your last visit: This feature is particularly useful for PSLE and SAP Enterprise Support customers with a larger number of entities. It enables them to reuse the customer number selected in the previous visit.
- Links to the System Data application have been added to the Production Systems – Expired table view.
In the **Overview – Expired** and **Production Systems – Expired** views, you are now able to select and display the number of affected systems for SAP S/4HANA On Premise and for SAP S/4HANA Finance.
SAP SuccessFactors Cloud Availability Center (Beta)

Beta only application for select SAP SuccessFactors customers; as this is a controlled beta program* please send an email to supportusability@sap.com to gain access.

The Cloud Availability Center offers a personalized dashboard view of current status on SAP SuccessFactors HCM products.

*DISCLAIMER: This is a beta version of the Cloud Availability Center for SAP SuccessFactors, in the process of being tested before its official release. The site and all content found on it are provided on an “as is” and “as available” basis. This being so, SAP SuccessFactors does not give any warranties, whether express or implied, as to the accuracy or usability of the site and content. The current Cloud Status Dashboard remains available in Launchpad and should remain your primary source of information on outages. SAP SuccessFactors will not be liable for any loss, whether such loss is direct, indirect, special or consequential, suffered by any party as a result of their use of the site or any of its content.
Appendix

2017 Release Dates

The 2017 release dates for the SAP support applications are:

- Wave 1: Thursday 12.01.2017
- Wave 2: Saturday 18.02.2017
- Wave 3: Thursday 06.04.2017
- Wave 4: Saturday 27.05.2017
- Wave 5: Thursday 06.07.2017
- Wave 6: Saturday 19.08.2017
- Wave 7: Thursday 28.09.2017
- Wave 8: Saturday 18.11.2017

Piloting Program for the SAP ONE Support Launchpad

We invite interested customers and partners to a special piloting program for the SAP ONE Support Launchpad. In this program, we offer roll-out and feedback sessions where we present new functionality that has become available since the previous release, give an outlook and insight on what we are currently working on, and collect and discuss feedback and ideas with participants. Sessions are held every 6-8 weeks. All interested parties can participate without obligations. The only prerequisite is a valid Feedback Agreement with SAP.

In case you would like to be involved and invited to future sessions, simply send an email to saponesupportlaunchpad@sap.com containing your name, S-user ID, e-mail address, and name of your company.