Release Notes Wave 1 / 2017
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.

New Applications

SAP EarlyWatch Alert - Analytical Dashboard

NOTES: To see your company’s systems, the authorization Service Reports and Feedback is required. To request it, contact one of your company’s user administrators.

Only productive systems running on SAP HANA are included in this application.

This application, launched through the tile SAP EarlyWatch Alert – Analytical Dashboard, provides a quick and comprehensive overview on central information and KPIs about systems covered by continuous SAP EarlyWatch Alert (EWA) checking. This comprises software status, latest EWA rating, performance and memory KPIs, user statistics, stability plus SAP HANA-specific KPIs. It allows quick insight and overall understanding of a system’s health condition and point of issues.

The first version of this dashboard delivers 13 tiles, grouped into the three sections:

- Overview
- Hardware & Performance
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- Users & Stability

Clicking one of the tiles

- System
- CPU Rating for DB Server(s)
- Memory Rating
- DB Size & Growth
- Memory Usage
- System Performance
- Top 5 Transactions

provides even more insight into this particular topic.

**SAP Support Report Document**

You are now able to request and download SAP support reports directly via the SAP ONE Support Launchpad. Add the new tile Support Report Document to your launchpad homepage and start the application. The rest is self-explanatory: Once you have triggered the report generation, the document will be subsequently available. A notification email will be sent out to you.

The report provides you with an overview on your mission-critical operations. It is free of charge for SAP Enterprise Support and SAP PSLE customers.

**IMPORTANT:** To generate the report, the authorization My Support Program Report is required either on customer level or, for value contract customers, on CCC level. To request it, contact one of your company’s user administrators.

**SAP Passport**

The SAP Passport application allows you to install a browser certificate on your local PC, giving you single sign-on access to the SAP ONE Support Launchpad without entering your S-user ID and passport. Other websites like SAP.com, SAP Support Portal, SAP Community, and SAP Store also support this browser certificate.
Search

New Layout of SAP Notes & KBAs Result List

The result page that lists SAP Notes and Knowledge Base Articles (KBAs) features a streamlined layout: Additional information that used to be displayed in a separate column – component, last release date, note type – is now shown under the description (“snippet”) of the result.

New Setting “Show/Hide Snippets”

In the search settings you now have the opportunity to specify if you prefer results being listed with or without “snippet”, i.e. a short summary. Hiding snippets shortens the list and makes it easy for you to capture all results at a glance, potentially even without scrolling.
Incident Management

Side Content Information

NOTE: This feature will become available shortly after the Wave 1/2017 release date for pilot customers. Currently, only components XX and BI are supported.

During creation of an incident, based on information provided by you, helpful SAP Notes and KBAs are displayed as side content.

Chat

In an effort to harmonize the tools regardless of your SAP product (“one size fits all”), SAP SuccessFactors customers will use Citrix Expert Chat as a replacement of the current SnapEngage chat solution.

After a chat session the customer is able to go back and launch the chat client a second time.

A chat availability check will be performed every time the customer changes one of the mandatory input fields.

SAP Component Suggestion

SAP’s component suggestions are more prominently positioned next to the recently used components.
SAP’s component suggestions are also presented for SAP SuccessFactors-related components.

**Incident List**

Component name and component description are now shown as two separate columns. This better meets our Cloud and on-premise customers’ requirements for the incident list.

A separate column “Auto confirm date” clearly shows when an incident for which SAP proposed a solution will be automatically closed if you don’t take action (i.e. reopen or confirm the incident).

**Contractual Obligations (Based on Components)**

- Selected components are hidden for specific customers with Application Management Services (AMS) on SAP Solution Manager contracts.
- Selected components are shown to specific customers with SAP CERNER hospital solution contracts.
Other Enhancements and Corrections

- The PCC survey at the end of the incident management process is now also available in Japanese.
- The PCC survey is now opened in a new browser window making it easy for you to refer to the closed incident which is shown in the background.
- Minor bugs in text management (incident draft, editor tool) have been corrected.
- Links to the Secure Area and Remote Connection applications have been added to the incident header.

SAP Notes and Knowledge Base Articles (KBAs)

Display of SAP Knowledge Base Articles (KBAs)

The feature to rate or comment on the KBA’s content has been moved to the content section.

My SAP Notes & KBAs Application

New Filters

The Expert Search in the My SAP Notes & KBAs application now features even more filter options:

- Document Type with the options SAP Notes, SAP Knowledge Base Articles, SAP Security Notes, and SAP Partner Notes;
- Country;

Using these filters (in combination with others like Priority), you can easily identify SAP HotNews, SAP Security Notes, SAP Legal Change Notes and more and save these queries (as so-called “variants”) for future reuse.

Notifications

NOTE: Currently, this feature is only available for pilot customers.

For favorite notes and saved Expert Search queries (“variants”), launchpad-internal notification has been activated: If one of your favorite notes is changed, or a new note matches your saved search criteria, you will be informed through the icon in the launchpad header.
SAP HotNews Application

- A new filter “Released On” is offered.
- The comma-separated value (CSV) file that you can download to your local computer now includes the URLs to the notes in the list.

SAP Security Notes Application

- The status handling for work lists has been improved: It is possible to move for example an Security Note from status ‘Confirmed’ back to status ‘To Be Reviewed’
- The comma-separated value (CSV) file that you can download to your local computer now includes the URLs to the notes in the list.

SAP Legal Change Notes Application

The comma-separated value (CSV) file that you can download to your local computer now includes the URLs to the notes in the list.

Display of Support Packages

- The comma-separated value (CSV) file that you can download to your local computer, and which contains all SAP Notes contained in the support package, now includes the URLs to these notes.
- A new tab “Object List” is offered.
- The list of SAP Notes contained in a support package are now grouped and sorted by component.
- The filter options for the list of SAP Notes contained in a support package have been improved.
- It is now possible to select multiple notes in the list of SAP Notes contained in a support package and export them with a single mouse click to individual PDF files on your local computer.
System Data Management

In the System Data application, the following enhancements have been implemented:

- You can now choose to have all deleted systems listed:
For SAP BusinessObjects systems, an alert informs you that the product version can only be changed using the License Keys application.

The product version can only be changed via the Request License Key Application. A new key will then be generated and added to your system.

Download to your local computer: If you set a filter to have only selected systems listed in the application, the downloaded file will also reflect this. File format is now Microsoft Excel instead of comma-separated values (CSV).

In the Edit mode for a particular system, you can add component version and support package information manually.

Smart Business Application for System Data

NOTE: This application is available for pilot customers only. It only supports end-customer view; partner logic will follow in one of the next releases.

This application will replace the current System Data Overview Report and System Data Hierarchy applications.

The entry page provides an overview about the number of

- customers (for value-contract customers);
- installations;
- installations without active systems;
- systems;
- systems without activities in the past 18 months.
From here, you can drill down into more detailed views, for instance to system lists or installations that then can be downloaded to your local computer. The Installation Management and System Data applications are seamlessly integrated.

From the “Customer by Region” view, selectable from the drop-down on the entry page, you can navigate to a hierarchical view of customers, installations, and systems.

This list can be filtered by customer and sorted by number or name. Again it is possible to maintain installation or system data from here.

Enhancements for the EU Access Service from SAP Application

On the entry page of the EU Access Service from SAP application, a download feature is offered: It enables you to download all systems with their respective EUDP information to a local Microsoft Excel file.

License Key Management

Separate Search Retired

The search option in the License Keys application has been removed, replaced by the central search in the SAP ONE Support Launchpad’s header.
This search can be used from anywhere within the launchpad, not only the License Keys application, to retrieve information related to license keys.

When you enter the License Keys application, this option is preselected from the drop-down.

**SAP Sybase: Improved License Key Records**

Installations now only display valid SAP Sybase keys while cancelled or expired keys are no longer listed.

**SAP Business One: Improved Contractual Information view**

Information has been added alerting you if license keys for the same agreement had been requested on a different installation number.

**SAP Software Change Request (SSCR) Key Application**

Some filter criteria (like Registration Key) are not offered anymore.

When filtering a list of object or developer keys by Registration Date, you can now choose from date ranges instead of days. Multi-selection is supported.
In long lists of SSCR keys paging mode is used: When you scroll down towards the end of the list, fifty more keys are incrementally loaded at a time to prevent time-out errors.

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.