Release Notes Wave 2 / 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

Support Report Document

*NOTE: To use this application, the authorization My Support Program Report is required. To request it, contact one of your company’s user administrators.*

The application, launched through the *Support Report Document* tile on the launchpad’s homepage, allows customers to generate reports not only for their on-premise landscape but also for the following cloud solutions:

- SAP SuccessFactors,
- SAP Business ByDesign,
- SAP Hybris Cloud for Customer
- SAP S/4 HANA Cloud.

The SAP Enterprise Support Report Cloud Edition provides a simple, integrated and comprehensive overview of support statistics for each individual customer, their incidents, contracts, license compliance, systems and availability, usage, performed maintenance and more.
Search

New Repository SAP Answers

The transition from the SAP Community Network (SCN) to the SAP Community is now reflected in the search repositories of the SAP ONE Support Launchpad: SAP Answers replaces SCN Forums.

The new repository contains

- questions and answers from answers.sap.com,
- blogs (from blogs.sap.com) and
- archived SCN discussions (from archive.sap.com)

Authorization Check Suppresses Inaccessible Search Repositories

An authorization check makes sure that launchpad visitors who do not have the Request License Keys permission will no longer unnecessarily be offered the option “License Keys” from the search repository drop-down.
Incident Management

Improved Handling of Draft Texts

The handling of Draft texts has been improved. When sending an incident back to SAP, the draft text(s) are recreated as new texts. This corrects the problem of text timestamps being out of sync with any Info(s) from SAP.

This correction applies to the texts Info for SAP, Business Impact, and Steps to Reproduce.

Incident Dashboard

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

The Incident Dashboard application is your central monitor providing an at a glance overview of all your problem tickets, regardless which type of product they were reported for:

- SAP on-premise products
- SAP SuccessFactors
- SAP Ariba
- Concur
- SAP Fieldglass

And regardless of their status. Doughnut charts and lists allow you to drill down into more detailed views or a particular incident. You can customize which of the “cards”

- Overview Per Area
- My Open Incidents
- Priority 1 Incidents by Area
- Open Priority 1 Incidents
- Portal Links
- On Premise Incidents by Status
- SuccessFactors Incidents by Status
- Ariba Incidents by Status
- Concur Incidents by Status
Fieldglass Incidents by Status shall be displayed, and drag them into a position that suits you best.

Support Packages Display

In the overview page for a particular support package, under the SAP Notes tab, two new columns have been added to the list of SAP Notes that are contained in the support package:

- **Version** – the current version of the note
- **Delivered Version** – the note version contained in the support package
System Data Management

In the Application Server section of a particular system’s data, a new field SNC Name has been added.
SAP Passport

The SAP Passport application, which gives you single sign-on access to the SAP ONE Support Launchpad and other SAP websites, now stores the date when you last requested a browser certificate. As a result, the SAP Passport tile on the launchpad informs you when this particular certificate (i.e. your most recent one) will expire.

Support Dashboard

The Support Dashboard application has been consolidated and slightly tweaked based on customer feedback, e.g. from user groups or SAP Enterprise Support and PSLE customers.

- In the Maintenance Phases section, the maintenance status of installed SAP add-ons and EHPs has been added (for SAP S/4HANA On-Premise and SAP S/4HANA Finance)
- In the Incident Analytics section, under Open Incidents, a doughnut chart provides an at-a-glance overview of all incidents with their respective priority. It replaces the Open Incidents with Priority Very High bar chart.

Data now reflect on-premise incidents; incidents reported for Cloud solutions are excluded and no longer displayed in the dashboard.
### HANA Enterprise Cloud (HEC)

- All HEC applications now show systems based on their number as key. Therefore, it may happen that for certain system IDs you will see an additional line, e.g. for your Hana DB system, which has its own license and system number.

<table>
<thead>
<tr>
<th>System ID</th>
<th>Number</th>
<th>Type</th>
<th>Role</th>
<th>Description</th>
<th>Storage Reserved (GB)</th>
<th>RAM (GB)</th>
<th>CPUs</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSA</td>
<td>0080000000000000001</td>
<td>Application Server</td>
<td>ASAP</td>
<td></td>
<td>1597</td>
<td>532</td>
<td>50</td>
</tr>
<tr>
<td>TSG</td>
<td>0080000000000000004</td>
<td>HANA System</td>
<td>Prod System</td>
<td></td>
<td>1409</td>
<td>1000</td>
<td>84</td>
</tr>
<tr>
<td>TSH</td>
<td>0080000000000000003</td>
<td>HANA System</td>
<td>Test System</td>
<td></td>
<td>1409</td>
<td>500</td>
<td>42</td>
</tr>
<tr>
<td>TSJ</td>
<td>0080000000000000002</td>
<td>JAVA System</td>
<td>Prod System</td>
<td></td>
<td>82</td>
<td>16</td>
<td>4</td>
</tr>
</tbody>
</table>

- The *Landscape* application has been extended with a *Details* view, which shows server information; clicking a row for a particular system ID opens a server list for that system. Using the “Show all details” button, you will navigate to all instances of your landscape.
The Security Patches application now provides all missing patches in one full screen View per system and host. Thus it is no longer necessary to navigate through system and patch type.
The Backup Status application has been extended with a Missing Backup indicator, both for file system and database.

SAP Quick Sizer

Note: The SAP Quick Sizer, a tool designed to make the sizing of SAP Business Suite easier and faster, has not yet been integrated into the SAP ONE Support Launchpad. You can access it at service.sap.com/quicksizer.

General

- Update of data aging in SAP HANA Quick Sizer and introduction of “What-if analysis for the retention times (disk/memory)“.
- Minor bug fixes. Handling and documentation improved

New/Updated Sizing Guidelines

- Master Data Governance sizing was introduced
- Link to sizing guideline Embedded Analytics was added in HANA Quick Sizer

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
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.