Release Notes Wave 3 / 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.

Launchpad and General Functionality

Notifications

Notifications offer you access to system-driven information that helps you become aware of critical real-time information. After a successful pilot phase, the SAP ONE Support Launchpad notification area has now become available to all visitors. It is the place where you can get an overview of notifications from various sources, such as your incidents or important SAP Notes, and take immediate action. Notifications can be sorted and grouped by date, priority, or application.

If activated, notifications can call your attention to

- Incident status changes;
- Changed SAP Notes or Knowledge Base Articles that you had marked as favorites;
- New matches for one of your saved Expert Search queries.

More applications and use cases will be added in future releases.

You can manage your notifications and select the applications you are interested in. Furthermore, for favorite notes and Expert Search results, you can opt in to receive e-mail notifications. Please make sure to maintain your user profile and specify an e-mail address.

In the next releases, more applications and use cases will be added to the notification area, and in addition to “Launchpad push” (alert icon in the header) and e-mail, SMS text messages will be offered as a third communication channel.
New Applications

My SAP EarlyWatch Alert Reports

_NOTE: To use this application, the authorization Service Reports and Feedback is required. To request it, contact one of your company's user administrators._

The application _My SAP EarlyWatch Alert Reports_, which went live for pilot customers in January, has now become generally available. It provides the complete SAP EarlyWatch Alert report for ABAP on SAP HANA systems (and systems having an additional database connection to a separate SAP HANA database). You can easily monitor the alerts and find out how to improve the system stability, performance or security.

- Check the ratings for those systems for which an SAP EarlyWatch Alert service is active.
- Check the SAP EarlyWatch Alert report for a system and the ratings of its topic or subtopic.
- In a topic or subtopic, view detailed information.
- Use favorites to keep track of the systems you want to monitor frequently, or of the topics and subtopics you visit often.
- Customize your views through a variety of sorting, grouping and filter criteria, e.g. the rating or the reports’ generation date.

Search

New Repository _Help Portal_

SAP recently released the newly designed SAP Help Portal, the library for SAP online product documentation, to customers. The site has undergone a complete redesign, the underlying infrastructure has been completely rebuilt, and all SAP product documentation has been migrated to the new platform.

Pages and assets stored in the redesigned SAP Help Portal can now also be found through the SAP ONE Support Launchpad search.

SAP Notes and Knowledge Base Articles (KBAs)

Stand-alone User Interface for SAP Notes and SAP Knowledge Base Articles

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

When opening a result of the _Expert Search_ application in a separate browser window or tab, SAP Notes and KBAs are displayed in a different layout. This layout does not feature the launchpad’s header and is generally “lighter”. This reduces loading times, simplifies the interface by concealing details that are visible in the main browser window, but are not relevant in the current context (notifications etc.), and lets you use standard browser features e.g. for printing.
Current limitations:

- The alternate layout is only shown if a note is opened from the Expert Search result list in a new browser window/tab.
- The alternate layout does not offer a PDF version of the note. To use this feature, open the note in the same browser window.
- Correction instructions and note comparison still use the familiar interface, which features the launchpad layout.

Expert Search in the My SAP Notes & KBAs Application

The Sort feature, previously visualized through an icon and dialog, is now easily accessible through a drop-down box.
Your selection is saved for re-use in future search queries.

User Management

Authorization Reports

NOTE: Currently, this feature is only available for pilot customers. Therefore, the button “Run Authorization Reports” in the application’s footer bar still points to the legacy reporting tool on the service.sap.com platform.

With the Reports function, user administrators can check the authorizations of users in the area of their responsibility, and can adjust authorizations of an individual user in the result list.
Using a variety of filter criteria, you can retrieve those user IDs you are interested in, e.g.

- All users in a particular department;
- All users that have a particular authorization on customer or installation level.

The result list can be sorted and downloaded to a local file. You can also customize the table columns. If you run a particular report on a regular basis, save your selection criteria as a so-called “variant” for future re-use.

Outlook: It is planned to integrate a “Mass Authorization Updates” function to allow user administrators to change authorization profiles for multiple users simultaneously.

System Data Management

Harmonized Interface

In an effort to harmonize the application interface, the left pane that lists your systems has been cleaned up. Icons that used to clutter the interface have been removed. The information whether a particular system is active or inactive, if it is a favorite system, gets updated automatically, is maintained by a partner has been moved to the header of the system detail page.
Clicking the “i” icon will reveal further information, e.g. why the system is considered active or inactive, recent activities and warnings, if applicable.

It is still possible to easily identify specific groups of systems, e.g. all inactive systems, by using the filter in the left pane:

Open Incidents Check in Delete Confirmation Dialog

A check for open incidents has been implemented to prevent systems from being deleted without closing all incidents for the system first, which would result in data inconsistencies.
EU Access Application

Since mid-2016, SAP on-premise customers have had the possibility to activate “EU Access Service from SAP”: With the help of the application you can flag systems as EU data protection relevant.

This application used to be a separate tool. It has now been fully integrated into the launchpad and will be opened in the same browser window.

License Key Management

The following enhancements have been implemented:

- Editing license keys on an expired or cancelled agreement is not possible.
- License key requests for legacy SAP Hybris releases now follow a standardized key request process.
- An improved pop-up message informs customers who are unable to request a key for certain version numbers as their license agreement must be converted.

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
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.