Release Notes Wave 5 / 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

System Overview

After a successful pilot phase, the System Overview application (previously named Smart Business System Data) has now become available to all visitors. It replaces the legacy System Data Overview Report and System Data Hierarchy applications¹ and supports customers as well as partners.

Using a drop-down in the upper-right corner, partners can comfortably switch between an overview about their own and their customers’ landscapes.

The entry page provides an overview about:

- **My Customers** (for value-contract customers or partners): number of customers by region;
- **My Installations**: Number of installations by customer;
- **Empty Installations**: Number of installations without active systems by customer;
- **My Systems**: Number of systems by customer;

¹ Until the next release transport on August 19th, the legacy applications System Data Overview Report and System Data Hierarchy are still offered.
Inactive Systems: Number of systems without activities in the past 18 months by customer.

From here, you can click any column and drill down into more detailed views for this particular customer, for instance system lists or installations. Alternatively, click the Hierarchy View icon in the toolbar to see these lists for all customers. These lists can comfortably be sorted, filtered or downloaded to your local computer.

The Installation Management and System Data applications are seamlessly integrated: By clicking an item in the list, it is possible to maintain installation or system data from here.

Enter the tile catalog to add the System Overview tile to your launchpad homepage.

SAProuter Certificate

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

The SAProuter Certificate application in the SAP ONE Support Launchpad allows you to request a new certificate for your SAProuter before the current one expires. When accessing the application, you will see a list containing all the SAProuters which SAP knows for your companies. You have then two options request the new certificate:

1. Submit a CSR:
   
   You generate a Certificate Signing Request (CSR) from your existing SAProuter PSE using sapgenpse tool and submit it in the application;
   
   - We sign your request and provide you the certificate response;
   - You save the certificate response and import it into your SAProuter PSE using sapgenpse tool.

2. Generate PSE:
You must provide a password to be used when creating your SAProuter PSE;
We generate a new SAProuter PSE with a valid signed certificate;
You download the new SAProuter PSE and replace the existing one.

Note: You will receive a notification if any of your SAProuter’s certificate is about to expire. This notification will be sent 30 days before the expiration date.

Service Messages

NOTE: This tool will go live for pilot customers shortly after July 22nd. Participants in the pilot program will be informed separately in the upcoming rollout and feedback sessions.

The Service Messages application allows you to search for messages related to SAP onsite and remote services.

The Service Messages contain updates regarding the scheduling of the services.

After a service session has been delivered, the Service Report will be available for download from the message, and you have the possibility of providing feedback on the service.
You can mark individual Service Messages as favorites and receive notification when they are updated.

Service Messages can be forwarded to other users within your company.

You can start the application through the Service Messages tile, which you can add to your launchpad homepage in the tile catalog.

**Remote Connectivity Logbook**

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

The Remote Connectivity Logbook application supplements the Remote Connection application, which went live for pilot customers in the previous release. It allows you to get an overview about recent remote connections for selected systems in a chosen time period, including details like the service type, taken actions, reasons and much more. These details can be downloaded to a local CSV file.
Enter the tile catalog to add the Remote Connections Logbook tile to your launchpad homepage.

Launchpad and General Functionality

Status Page

A Status page informs all SAP ONE Support Launchpad users about the service availability of the launchpad and some of its most important applications:

- Search
- Incident management
- Software download
- License key requests

Regardless of which application you are currently using, the page can always be opened through the Status link in the launchpad footer. You can also subscribe to notifications through e-mails or SMS text messages.
Notifications

- Notifications about changed incidents now contain more information, for instance the system or product they are related to. This applies to launchpad alert as well as email notifications.
A bug where the subject line of notification emails about changed incidents was truncated has been corrected.

Search

Improved Navigation from Suggestions to SAP Notes/KBAs

When entering a number into the input field, the central search in the SAP ONE Support Launchpad suggest, if an SAP Note/KBA with a matching number exists, this as the top result. Through layout and text changes, this option has now become more obvious. More importantly, no search is conducted to retrieve this note: it is launched directly from the search field, which results in improved performance. Finally, contrary to the previous suggestion mechanism, standard and pilot notes will also be proposed, so authorized customers can access them.
New Search Interface

**NOTE:** Currently, this feature is only available for **pilot customers**. It is expected to go live for all launchpad users on August 19th.

Based on pilot customer feedback, the new search interface, which went live for participants in our pilot program in the launchpad May 22nd release, got enhanced even more.

### Differences between the new search and the one in the launchpad:

- The search result list is no longer filtered by release date (previously: last 5 years).
- For SAP SuccessFactors and SAP Hybris customers, search results are clearly filtered by those components that are most relevant to them. This restriction can easily be lifted by deactivating the filter; it is no longer necessary to amend the role assignment in the user profile.
- Switching between languages is not necessary anymore as all results are displayed at a glance: The list shows all search results in your preferred language (as specified in your user profile) or, if a translation is unavailable, in English.
- The “search snippets” in the result list, high-level overviews of the notes’ contents, have been replaced by the notes’ **Symptom** descriptions. This makes it much clearer in which cases a particular result should be applied.

### Differences between the new and the previous version of the new search interface:

- The result list offers “endless scrolling”: There is no need to click a **More** button to load more hits; this happens automatically once you scroll down to the end of the list.
- The number of results that are shown as a default has been dramatically increased (e.g. from previously 10 to 75 on large monitors).
- If the search term is amended, previously selected filters continue to apply. This supports you if you add, delete or replace only a few words of a search string. However, it could mean that no results were found because of these filters. The fact that the filters remain active is now clearly emphasized through a prominent alert bar.

- A restriction where the width of the result list did not span the available browser window has been lifted. This results in more hits being displayed, especially once the filter bar is collapsed.
- The multiple Clear buttons to reset filters have been replaced by a single one.
- In the result list, the search terms are highlighted in the notes’ titles.
- A Type filter has been added giving you the opportunity to search only for SAP Notes, SAP Security Notes, or KBAs, respectively.
- The result list not only features the component name (e.g. HAN-STD-DEV-MOD), but also its description (like “SAP HANA Analytical Modeling”).
- “Boost by age”: More recent search hits are ranked higher in the result list than older notes.

**Incident Management**

The following enhancements have been implemented:

- The Contact SAP button has moved from the bottom of the search results list to the top right corner where it is more prominent.
- A phone number for the 24x7 contact is now mandatory.
- For SAP SuccessFactors, component name and description have been switched, with description at the top and bigger font.
- Notifications about changed incidents now contain more information, for instance the system or product they are related to.
- A bug where the subject line of notification emails about changed incidents was truncated has been corrected.

For on-premise customers:

- A Pencil icon next to the system makes it more obvious it is editable.
• A message is provided when there is no open connection maintained for the system.
• The System Selection list is now ordered by system type, i.e. PROD, TEST, DEVELOP, etc.

SAP Notes and Knowledge Base Articles (KBAs)

Video Playback Using HTML5

Playback of videos embedded in SAP Knowledge Base Articles (KBAs) has been changed to HTML5. This means that no separate player is required; instead, playback is handled natively in the browser and will work on all devices. The video will automatically be resized to the browser resolution which ensures a much better user experience, in particular on smartphones and tablet computers.

More Meaningful Error Messages

The error messages that are shown as a result of technical issues, a lack of authorizations, or simply because an SAP Note/KBA with the respective number does not exist, have been revised. They now clearly state the reason for the problem and provide advice on how to resolve it.

Installation and System Data Management

Read about the new System Overview application in the New Applications section of this document.

License Key Management

New License Overview for SAP Business One

The new display shows the allocation of licenses per system on an installation. It also includes the details of licenses allocated on another installation number for the same contract.

Downloading Contractual Overview

Under the Display Contract Information tab, the list of licenses for which keys can be requested can now be downloaded to a local PDF file.

SAP EarlyWatch Alert Reports and SAP EarlyWatch Alert Dashboard

In the SAP EarlyWatch Alert Reports application, accesses through the My SAP EarlyWatch Alert tile, once you have selected a specific report for any system, you can enter the KPI overview. The new version of the dashboard now offers these additional features:

• Alert history, the number of alerts (by color) during the last 5 weeks
• Top transactions by total load and response time
• Drill-down into time series graphics for: SAP HANA Database growth, CPU utilization, memory utilization, response time and activity by task type.
SAP Download Manager

As advised in the Wave 4 Release Notes, a new version of the SAP Download Manager (DLM) has become available. The tool allows you to earmark multiple software files for downloads, or schedule downloads to run at a later point in time.

Major differences between the previous version (2.1.143) and the new one (3.0.1) are:

- Notification about new DLM version – An icon informs you if a new version of the tool becomes available.
Future platform compatibility – The content management system (CMS), which houses software files, is currently getting replaced by a more modern one. The new SAP Download Manager is a prerequisite to connect to that system and download software.

Note: Although the new CMS has not gone live yet, the new SAP Download Manager can already be used. SAP recommends to install the new version as soon as possible.

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.