Release Notes Wave 6 / 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

Remote Connections and Remote Connection Logbook

After being available exclusively for participants of the SAP ONE Support Launchpad piloting program, the applications Remote Connections and Remote Connection Logbook are now available to all users.

Enter the tile catalog to add the Remote Connections and Remote Connection Logbook tiles to your launchpad homepage. SAP Note 2516963 gives an overview on how to use the new tools.

Remote Connections

The Remote Connections application has been migrated from the legacy support systems to the SAP ONE Support Launchpad. With the strict mindset to simplify the very technical configuration of the remote connectivity, the new launchpad application declutters the tab-based view of the legacy tool and combines service booking and service opening in one single overview list.

All remote services feature direct links to their corresponding SAP Notes, and a new sort method called “recommendation” shows a ranking of all remote services based on what others booked for the same product.
The timeframe selector for opening a remote service lets you choose an end date/time rather than its opening length – in order to adapt to the customer logon data. The full audit logbook is now a separate application that lets you filter and choose multiple systems by any given filter criteria (e.g. all productive systems inside a dedicated installation number).

Remote Connection Logbook

The *Remote Connection Logbook* application supplements the *Remote Connections* application: 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.

Service Messages

After a successful piloting phase, the new *Service Messages* application has gone live. It allows you to search for messages related to SAP onsite and remote services. Using an intuitive interface, you can specify selection criteria and save these filters for future re-use ("variants"). If a new Service Message matches one of your variants, you will get notified.
Service Messages contain updates regarding the scheduling of the services. You can mark individual messages as favorites and receive a notification when they are updated. Service Messages can also be forwarded to other users within your company.

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

Notes:
If you have already used the Service Messages legacy tool, and the corresponding tile is assigned to your launchpad, no action is required: The new application will be started through this tile.

For a limited time, the legacy application will still be available through the Legacy Service Messages tile, which can be found in the tile catalog. It gives you access to Service Messages prior to July 2017.

**SAP EarlyWatch Alert Workspace**

*NOTE: This application will become available on September 2nd, 2017. To use it, the authorization Service Reports and Feedback is required. To request it, contact one of your company's user administrators.*

The new SAP EarlyWatch Alert Workspace application is the central landing page for all SAP EarlyWatch Alert applications. It shows the most important results from the latest service reports across all systems. In this application, you see all your on-premise and private cloud ABAP-based SAP HANA systems if you send the EWA download data to SAP on a regular basis.

All cards on the page let you navigate to more detailed information in the respective applications:

- **Alerts**: Find the most serious issues in the landscape. Clicking on the card will open SAP EarlyWatch Alert Solution Finder. This is a global text search tool on all results of the latest service reports. It lists all systems affected by specific alerts, as well as all recommendations and description texts. It provides a worklist, advises on which actions should be taken and offers links to the detailed report chapters.
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▪ Overall Rating: A donut chart shows the overall rating of all systems and the number of systems with incomplete and outdated data. The sections of the donut are clickable and lead to the respective service reports in the My SAP EarlyWatch Alert Reports application.

▪ Top Systems: Gain an overview on the largest systems in your landscape. The system health is indicated by the color and size of the bubble. Clicking the bubble leads to the KPI overview per system with more details on stability, performance and hardware capacity KPIs.

▪ Top Deviation in Response Time: Which systems are much slower or faster than the long-term average? This can easily be seen by the color of the bars in the chart. By clicking the bars, you navigate to a detail page with a time series of the response times for the last year.

Activate the documentation via the question mark button on the top right side.

For detailed KPI definition, see the SAP KPI catalog filtered for the KPI consumer SAP EarlyWatch Alert.

My Worklists / Guided Activities

After being available exclusively for participants of the SAP ONE Support Launchpad piloting program, the application Guided Worklists is now available to all users.
To launch the application, the *My Worklists* tile needs to be added from the tile catalog to the homepage of the SAP ONE Support Launchpad.

Main features of the application are:

- Create a worklist by clicking on the button *Create Worklist*.
- Via the tab *My Worklists* tab, get an overview of the worklists you have created and manage them from here.
- Via the tab *My Tasks*, get an overview of the tasks assigned to you, process and complete your tasks.
- Via the tab *Finished Worklists*, get an overview of the worklists created by you that have been completed.

When creating a worklist, you are guided through the following steps:

1. Selecting a template
2. Configuring the parameters of the template, such as selecting an installation and a product version
3. Editing the tasks, e.g. assigning users to tasks.

The My Worklists application uses the *Notification* framework of the SAP ONE Support Launchpad:

- Once a worklist has been created, users who have been assigned a task receive a notification.
- A user can reject the assignment of a task. In this case, the creator of the worklist receives a notification.
- In addition, the creator of a worklist receives a notification once a task has been completed.
- The creator of a worklist can reset the status of a task, e.g. to *Open*. In this case, the assignee of a task will receive a notification.
- In addition, the creator can delete a worklist. Deletion of a worklist will result in notifications to all assignees of tasks.
Current limitations:

- Only one template is available, System Setup. More to follow.
- While it is possible to remove tasks, it is not possible to add or edit tasks to an existing worklist.

**My Learning Plan**

In order to simplify the learning-related information for SAP Enterprise Support in the SAP ONE Support Launchpad, a new tile My Learning Plan has been introduced. This tile displays the number of items assigned to your “My active courses” section in the SAP Learning Hub. You can navigate from the tile to the SAP Learning Hub, which lists all items that have been bookmarked for later consumption, all items that have been started but not yet completed, as well as all registrations for instructor-led sessions.

Note that in order to activate the tile, you must be registered for the SAP Learning Hub, edition for SAP Enterprise Support (register at http://support.sap.com/esacademy).

As the registration information is already included in the new My Learning tile, the former My Registrations tile has been removed.

**SAProuter Certificate**

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. It replaces the old applications Request Certificate for SAProuter and See my company’s certificates.

When accessing the application, you will see a list of your company’s SAProuters which SAP knows about. You then have two options request the new certificate:

1. Submit a Certificate Signing Request (CSR):
   - You generate a CSR from your existing SAProuter PSE using the 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 the sapgenpse tool.

2. Generate PSE:
   - You provide a password that is 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 Partner User Authorization (aka Guest User)**

**NOTE:** This application is currently disabled due to some unforeseeable impact on the Incident Management application. Work is in progress to make it available again as soon as possible.

Two applications for service partner user authorizations have gone live. They allow SAP SuccessFactors customers to invite existing S-users from partners and enable them to report incidents for the customer’s installations. Benefits:
Customers no longer have to create S-user IDs for partners who are delivering services for them.

Partners no longer need separate S-user IDs for their customers; they can simply use their own partner S-user ID.

The application Manage Service Partner User allows a customer’s cloud administrators to assign incident management authorizations to S-users of SAP partners, i.e. outside the administrator’s company. In a first stage, this is rolled out to SAP SuccessFactors customers and limited to incident management-related authorizations as well as the authorization Display Cloud Data.

Cloud administrators can only grant authorizations that they have themselves to other users.

The application Service Partner User Cockpit supplements the application Manage Service Partner User. It allows the partner’s S-users to accept the invitation. By doing so, they grant SAP the permission to share their contact details with the customer. Once the partner has confirmed the customer’s invitation, the customer’s cloud administrator can assign the user authorization with specific validity.

More information can be found in the following SAP Notes:

- 2518600 – How to grant support authorization to a partner S-user using the Service Partner User Management application
- 2518736 – Service Partners: How to get authorizations for your S-user to create support incidents for customers’ systems

Customer Measurement & System Relevancy

**NOTE:** Currently, this application is only available for pilot customers. To use it, the authorization Edit System Data is required. To request it, contact one of your company’s user administrators.

The Customer Measurement & System Relevancy application allows you to set the systems status based on the audit relevancy. The maintained status will be the base for the future measurement plan that will be created by SAP Global License Auditing Services.

All documents relevant for license auditing, e.g. measurement plan, self-declaration form (if applicable) and more, can also be downloaded from the application directly.

Search

New User Interface for Central Launchpad Search

After a successful pilot phase, the new SAP ONE Support Launchpad search has now become available to all visitors. Most noticeable is the new filter pane in the result list, which replaces the filter bar above the search results. Most values are visible at a glance and don’t have to be selected from drop-downs. Furthermore, the lean layout improves performance, especially when switching between search repositories.
Note number, title, and URL of selected results can be downloaded to a local CSV file or shared with others via e-mail.

For SAP Notes and Knowledge Base Articles (KBAs), other major differences between the old search and the new one are:

- The search result list is no longer filtered by release date (previously: last 5 years).
- 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.
- 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.
- The “search snippets” in the result list, high-level overviews of the notes’ contents, have been replaced by the notes’ Symptom descriptions. At one glance, you can identify which result should be applied to address the issue you are facing.
- 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).
- The result list not only features the component name (e.g. HAN-STD-DEV-MOD), but also its description (like “SAP HANA Analytical Modeling”).

“Result Boost”

The algorithm to rank search results has been fine-tuned. Details like the age of a note, the number of views, its rating (in case of SAP Knowledge Base Articles), the number of references from other
notes, and the fact that it has successfully helped to resolve incidents play a bigger role in determining the sorting order of SAP Notes and Knowledge Base Articles in the result list.

**Incident Management**

**Incident Reporting Form**

The side content with suggested SAP Notes and Knowledge Base Articles has been redesigned; it is now displayed on the left and provides more details: A note’s Component, category, symptom and rating fields have been added to the list item itself and note type, component description, *Released On* date have been added to the tooltip.

**Schedule an Expert**

New product areas for *Schedule an Expert* have been launched. This includes BW, EIM, EPM, GRC, HANA Platform, NW Core, NW DBOS, NW Java, SF, SOLMAN, Sports & Entertainment.

**Expert Chat Tile in SAP ONE Support Launchpad**

A new Expert Chat tile is now available, providing an alternative entry point for engaging with SAP Support via Expert Chat. The new interface provides a streamlined method of chatting with the required Expert within SAP support. Customers can add the tile to their homepage as required.

**User Management**

The following enhancements have been implemented:

- In the *User Request* form, choosing a customer number has been simplified through a new selection and search interface (“F4 Help”).

![User Request Form](image-url)
For all lists, you can select the columns you are interested in and now also specify their order.

The overview of important contacts now lists users in your company that hold the *Technical Contact* function.

### Installation Management

The following enhancements have been implemented:

In the list of all systems for an installation, a button has been added that allows you to request a new system (via the *License Key* application).

![Installation Management](image)

The error message handling has been improved: Users who enter the application for instance from the *System Data* application, but lack the necessary authorization, are informed about how to proceed.

### License Key Management

The following enhancements have been implemented:

- New license overview for SAP Business One: The new interface shows the allocation of licenses per system for an installation. It also includes the details of licenses allocated to another installation number under the same contract.
- For SAP Business One, partners and customers can download a system overview:
  - All systems with allocated licenses
  - Including partner add-ons
  - All installation numbers (linked to the same contract) are covered
For the SAP Business One, a new mobile application user type is available, *Mobile Service User*. This takes effect as of SAP Business One 9.3, and only for licensed customers.

**Namespaces**

The *Namespaces* application offers a new filter to identify namespace that have been assigned to customer numbers that do not belong to your group.

![Namespaces Filter](image)

**HANA Enterprise Cloud (HEC)**

- In the *Capacity Management* application, it is now possible to sort, both in table and chart view, by month or instance. Furthermore, for every system type OS-related KPIs are provided for your information.
- The *Details* page in the *Security Patches* application highlights those patches that require a downtime for implementation. Furthermore, the database type is shown.
- The “Multi-customer scenario” for all HEC-related applications allows S-users who are assigned to multiple valid HEC customer numbers to select the number they want to see data for.
- The *Storage* application, which was rolled out to pilot customers only, has been retired.

**Appendix**

**2017 Release Dates**

The 2017 release dates for the SAP support applications are:
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- 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.