Release Notes Wave 7 / 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

Cloud Availability Center

For SAP SuccessFactors customers, the new Cloud Availability Center has been launched. It replaces the applications Cloud Status Dashboard and Maintenance Schedule. The Cloud Availability Center is a personalized cloud dashboard, which provides consolidated views for service availability, performance, and service level uptime reporting. Benefits are:

- An intuitive design gives accurate, up-to-date information
- At-a-glance view of product status, critical information, maintenance updates and notifications – all in one place
- Personalization – you will only see the products that are relevant to you.

The Cloud Availability Center tile replaces the Cloud Status Dashboard tile. In most cases, no action is required from your side:

- If the Cloud Status Dashboard tile is already used, it will automatically be replaced by the Cloud Availability Center tile.
- If you have removed the Cloud Status Dashboard tile from your homepage, but are interested in its replacement, enter the tile catalog to add the Cloud Availability Center tile to your homepage.
- Pilot customers who have been using the new application and added its tile to a particular homepage group may have to move the tile to that group again.

Service Partner User Authorization (aka Guest User)

After some corrections, the two applications Manage Service Partner User and Service Partner User Cockpit, which went live in wave 6/2017, but had to be disabled shortly afterwards, will become available again. They allow SAP SuccessFactors customers to invite existing S-users from partners and enable them to report incidents for the customer’s installations. Apart from performance-related corrections, many enhancements will be released:

- It is possible for the Cloud Administrator to invite several service partners at the same time.
- Invitations that are not answered within 30 days are automatically deactivated.
- The service partner can disengage from their side.

Launchpad and General Functionality

Enhanced Contact Us Options

The Contact Us menu in the launchpad’s footer bar now offers even more options than before to get in contact with SAP Support. For product-related, technical enquiries, you can choose between reporting an incident, chatting with an expert (“Expert Chat”), or scheduling a meeting (“Schedule an
Expert”). For non-technical questions, you can contact your SAP Local Support Center through telephone, chat, or an e-mail online form.

Search

Result List: Table View for Notes/KBA Results

You can now switch between a Google-like result list and a classical table view. The selected view is remembered for your next search sessions.

Rating Information

For SAP Knowledge Base Articles (KBAs), rating information has been included into the Google-like result list helping you to identify highly rated documents at a glance.

Filter Enhancements and Usability Improvements

- A note’s priority is now offered as a filter enabling you to restrict the result list accordingly.
- With the new “Show More” button you are able to see all possible values for a particular filter. Additionally, for the Component filter the component description is displayed in the list and as a tooltip.
- Sub-components the search results are assigned to are automatically merged into the parent component. This is visualized by an asterisk * behind the component name, e.g. CRM*. As a result, it is much easier to narrow down the result list to a whole component including its sub-components: For instance, when you select “HAN**” as a filter, the second-level components get expanded. If wanted, you can then pick one of them, for instance “HANA DB**”, and narrow down the result list to all those hits that are assigned to the HANA Database component or any of its sub-components.

More Options to Contact SAP Support

If the search does not retrieve the answer for a technical problem, the search result list now offers two new channels to contact SAP Support: In addition to the well-known incident reporting channel, the two buttons “Chat” and “Schedule an Expert” let you start a chat or schedule an appointment with a technical expert.
Renamed Search Repositories

The search repositories that results are retrieved from have been renamed. They are now labelled: **SAP Community** (formerly: SAP Answers), **SAP Community Wiki** (formerly: SAP Wiki), **SAP Support Portal** (formerly: Support Portal), **SAP Help Portal** (formerly: Help Portal), and **SuccessFactors Community** (formerly: SF Community).

Sharing Filtered Search Results

Up to now, the URL in your browser’s address bar did not reflect the filters that you had applied to narrow the result list. This has now been corrected; you can simply share or bookmark the URL to return to the exact same result.

Suggested Content (“Best Bets”)

*NOTE: The following feature is only available for pilot customers.*

For selected search queries, Best Bets are suggested in the right panel to make you aware of important content. The panel is hidden if no Best Bets matches the search term.

“Did You Mean?”

*NOTE: The following feature is only available for pilot customers.*

If a term is misspelled, the search suggests a similar, corrected term. You can perform a new search (with the corrected term) by clicking this suggestion.
Incident Management

More Options to Contact SAP Support

In the Find a Solution application, two alternative options to contact SAP Support are offered: Instead of conducting a search and reporting an incident afterwards, you can immediately start a chat or schedule an appointment with a technical expert through the Expert Chat and Schedule an Expert channels.

If you use these channels frequently, we recommend that you enter the tile catalog to add the two corresponding tiles to your homepage. This allows you to engage with SAP Support directly from your launchpad.

Adding/Editing Non-S-Users when Updating Incidents

Adding and editing of contacts for existing incidents has been enabled. This includes user defined contacts where the details are all free form. Previously this was only possible when creating an incident. Pressing the “+” sign at the bottom of the Contacts list allows free form contact details to be entered.

Download of Incident Lists Corrected

An incident list export to a local CSV file now takes regional settings into account to avoid issues with “,” being used as a decimal separator in a number of European countries.

Incident List Reflects User’s Time Zone

In the “Last Update” filter in the incident list, the options Today, Within Last 7 Days, Not in Last 7 Days now considers the user’s time zone when determining what constitutes a “day”. For instance, a day for a customer in the EST time zone will start at UTC 04:00:00 and end the next day at UTC 03:59:59. This will assure you that when you ask for incidents from today, you get your day, not the day in the UTC time zone.

SAP Notes and Knowledge Base Articles (KBAs)

Support Package Display: Merge Multiple SAP Notes into one HTML Page

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

In the detail view for an SAP support package, you can mark multiple SAP Notes and display them in one page. It is possible to print or export this information for further analysis. This functionality is especially useful in the HR-related support package implementation process.

Machine Translation for SAP Notes & KBAs

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

Starting with Japanese and selected pilot customers, SAP offers real-time, high-quality machine translation for SAP Notes & KBAs. It is planned to make this enhancement available for all Japanese customers with the Q4 release on November 18th, 2017.
Announcement of Legal Change

The following enhancements have been implemented for the Announcements of Legal Change application:

- On the selection screen, new filters Components (Start with), Excluded Components (Start with), Excluded Components (Exact), Published Date From, and Published Date To have been added as selection criteria.
- A new column Published Date has been added to the result list. You can use this attribute to sort the list.

- On the details page for a particular announcement, the new Prerequisite Notes tab shows the first level prerequisite notes. By clicking the Expand icon, the next level prerequisites are shown (if available). Navigate to the SAP Note by clicking its title.
System Data Management

**System Data Application**

The following enhancements have been implemented for the System Data application:

- For cloud tenants, a cloud icon and a description “Managed by SAP” has been added to the header section of the detail page.
- If you enter the detail page for an SAP Business One system, information and a link are shown to guide you to the correct **SAP Business One System Data** application.
- The Favorite button has been harmonized: Like in other applications, the Favorite button (star icon) now is filled when a system is a favorite and an empty when it is not.

**System Overview Application**

Based on your feedback, the hierarchy of customer numbers, installations, and systems has become more transparent and intuitive:

- Font size and color make it easier to distinguish between customer, product, installation, system.
- Use of Expand/Collapse icons indicates which installations have systems assigned to them, and which ones are empty.
- In the tree view of all customer numbers, products, installations, and systems, the “Expand to ...” button allows you to open the whole hierarchy directly to one of these sub-levels.
The following enhancements have been implemented for the Service Messages application:

- On the selection screen, “Select All” options have been added to the Customer Number and Installation Number drop-downs.
- A new selection criterion “Service Order” has been added to the selection screen. It is also shown in the result list.
- The result of your selection can be downloaded to a local Microsoft Excel XLSX file.
- On the details page for a service message, the service order ID is displayed.
- Service messages that you have marked as favorites are listed in your user profile from where they can be directly accessed.

SAP Enterprise Support Report

The Support Report application, which is launched through the Support Report Document tile, allows you to generate SAP Enterprise Support Reports (ESR) for your on-premise landscape but also selected cloud solutions. An option for SAP Integrated Business Planning (IBP) has now been added. As a result, reports for the following cloud solutions can be generated:

- SAP SuccessFactors
- SAP Business ByDesign
- SAP Hybris Cloud for Customer
- SAP S/4HANA Cloud
- SAP Integrated Business Planning (IBP)
License Key Management

New text for license key request for software that does not require a key provides you with relevant information you require immediately.

SAP Software Change Request (SSCR) Key Application

Two corrections have been implemented for the SAP Software Change Request application:

- Cloud installations are no longer listed and selectable if keys shall be registered or reassigned.
- When downloading a list that matches certain filter criteria to a local file on your computer, all list items are included, not only the ones that are displayed on the current page.

SAProuter Certificate Application

The SAProuter Certificate application offers two new features:

- You can view an old SAProuter certificate detail by clicking the “View SAProuter Certificates” button, then “Certificate Details”.
- You can delete an active SAProuter certificate by clicking the “View SAProuter Certificates” button, then “Delete Certificate”.

HANA Enterprise Cloud (HEC)

All HEC applications now support multi-customer assignment: If an S-user is assigned to multiple customers, they are now able to pick one from the list. The click on icon next to customer name.

All HEC applications now offer a quick filter for productive systems; productive systems are selected by default.
Backup Application

A new version of the Backup application is available. It is enabled for SAP HANA Multitenant Database Container (Hana 2.0). The application system will show DB-Backup for its SAP HANA tenant that is assigned to it. Stand-alone tenants are included when viewing the SAP HANA system. The detailed view is now split into DB and FS backup so database backup information is not mixed with FS anymore. Only relevant dates are shown.

Landscape Application

A new version of the Landscape application has been released. The detail view now contains information about application instances, database instances and computer systems. For SAP HANA 2.0 (Hana MDC), also database tenants are shown.

The header displays information about HA and DR setup.

The Download in the master view contains the list of the previous application version. It includes system and host information.

Navigate to the System Data application by clicking the system number.

Service Request Application

In the Service Request application, the selected query in the list of existing service requests is now highlighted.

System Role and Type are displayed for selected system when creating new service requests.

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.