Release Notes Wave 1 / 2018
SAP ONE Support Launchpad and SAP ONE Support Applications
Content

Disclaimer ................................................................................................................................. 4
Introduction ............................................................................................................................ 5
New Applications .................................................................................................................... 5
    Product Pages ................................................................................................................... 5
    IT Planning Calendar ....................................................................................................... 6
Launchpad and General Functionality ................................................................................ 7
    New Roles ....................................................................................................................... 7
    New Tile Group Cloud Administration ...................................................................... 8
    Renamed Tiles .............................................................................................................. 8
    Adaption of Miscellaneous Tile Group ...................................................................... 8
    Restructured Tile Catalog ............................................................................................ 8
    Changed Behavior of What’s New? Overlay ............................................................... 9
    Preview of New Terms of Use .................................................................................... 10
Search .................................................................................................................................. 10
    Gigya Knowledge Integration ..................................................................................... 10
    Filter Improvements .................................................................................................... 10
    “Product” Filter for SAP Notes Results ................................................................... 10
    New Online Help ......................................................................................................... 10
    Expert Search Notifications ....................................................................................... 11
Incident Management ......................................................................................................... 11
    Enhancements for Gigya Customers ........................................................................ 12
    Restructured Incident-Related Tile Groups and Tiles .............................................. 12
SAP Notes and Knowledge Base Articles (KBAs) ............................................................ 12
    Availability Information for Currently Unavailable Notes ....................................... 12
    Support Packages Display: Merge Multiple SAP Notes into One Page ............... 12
    Digitally Signed SAP Notes ....................................................................................... 13
User Management ................................................................................................................ 14
    New Authorization Packages Offer More Flexibility ............................................. 14
Installation Management .................................................................................................... 15
System Data Management ................................................................................................... 15
    Extended Download for System Overview Application ......................................... 15
    Enhancements for the System Data Application .................................................... 15
    New Filter for Cloud Products .................................................................................. 15
    New Detail Page for Cloud Products ....................................................................... 16
    Harmonized Page Header ......................................................................................... 16
# Release Notes Wave 1/2018 – SAP ONE Support Launchpad and SAP ONE Support Applications

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Messages</td>
<td>16</td>
</tr>
<tr>
<td>SAP EarlyWatch Alert Workspace</td>
<td>17</td>
</tr>
<tr>
<td>License Key Management</td>
<td>17</td>
</tr>
<tr>
<td>HANA Enterprise Cloud (HEC)</td>
<td>18</td>
</tr>
<tr>
<td>HEC Service Requests</td>
<td>18</td>
</tr>
<tr>
<td>HEC Landscape</td>
<td>18</td>
</tr>
<tr>
<td>Appendix</td>
<td>19</td>
</tr>
<tr>
<td>2018 Release Dates</td>
<td>19</td>
</tr>
<tr>
<td>Piloting Program for the SAP ONE Support Launchpad</td>
<td>19</td>
</tr>
</tbody>
</table>
Disclaimer

The information in this document is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This document is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligations to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP’s strategy and possible future developments, products and/or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP intentionally or grossly negligent.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.
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

Product Pages

Personalized Support by Product pages give you easy access to relevant content about SAP product versions. If you are looking for support-related content for SAP products, it is no longer necessary to visit multiple SAP websites and applications to locate that information. SAP Knowledge Base Articles, product documentation hosted in the SAP Help Portal, SAP Community blogs and questions about the product, Guided Answers and more are accessible from that central page.

If the product version is installed on one of your systems, direct links to the System Data application are offered.

Pages can be added to a list of favorites that is accessed through the new My Products launchpad tile. Based on product versions that are installed on systems that you have recently worked with, we have pre-populated that list for you.

Enter the tile catalog to add the My Products tile to your launchpad homepage.
You can also retrieve product information through the central SAP ONE Support Launchpad search where *Products* has been added as a separate repository.

On the SAP Support Portal, similar pages are offered for a subset of SAP product versions. They feature public content. Editorial content shown on these pages is also included in their launchpad counterparts.

**IT Planning Calendar**

*NOTE: Currently, this application is only available for interested customers. No tile is available. Contact the development team if you are interested in the URL.*

The *IT Planning Calendar* application consolidates and presents insightful information about planned downtimes of a hybrid landscape.

**Prerequisite:** Customers must have an SAP Solution Manager system on release 7.2 SP06 or apply SAP Note 2539290 on 7.2 SP05.

In Wave 1/2018 we support launching the IT Planning Calendar by passing URL parameters. This helps in calling the calendar from the Maintenance Planner.
Launchpad and General Functionality

New Roles

In addition to the well-established roles On Premise, SuccessFactors, HANA Enterprise Cloud, and Support Partner, users who log on to the SAP ONE Support Launchpad for the first time can now select the roles SAP Cloud Platform, Hybris, and S/4HANA Cloud Edition from a pop-up.

Within this pop-up, all cloud-related roles are available in a dedicated section. It can be expanded or collapsed by clicking the links Show SAP Cloud Solutions or Hide SAP Cloud Solutions, respectively:

By default, new users who select these new roles get the following tile groups added to their launchpad homepage:

- SAP Cloud Platform
  - Solutions / Incidents
  - Miscellaneous
- Hybris
  - Solutions / Incidents
  - Cloud Administration
  - Miscellaneous
- S/4HANA Cloud Edition
  - Solutions / Incidents
  - Miscellaneous

As before, you can also assign or unassign roles by changing your user profile.

NOTE: Participants of the SAP ONE Support Launchpad Piloting Program can in addition select the role Customer Center of Expertise (CCoE).
New Tile Group *Cloud Administration*

The group *Cloud Administration* has been introduced for the new role *Hybris*. By default, it contains the tiles *Cloud Availability Center* and *Support User Management*.

**Renamed Tiles**

The *User Management* tile has been renamed to *Support User Management* to clearly distinguish between managing S-users and managing users within Hybris.

**Adaption of Miscellaneous Tile Group**

By default, the tile group *Miscellaneous* now contains only the tiles *My Learning Plan* and *SAP Passport*. If required, additional tiles can be assigned manually via the tile catalog.

**Restructured Tile Catalog**

In order to make it easier for you to select tiles that you are interested in, the tile catalog has been restructured.
A new tile group *Newly Released* has been introduced. It allows you to quickly identify new tiles and applications that have been released within the previous two releases.

- In addition, the group *Incident Management* has been introduced. This group bundles all incident management-related tiles.
- The group *Cloud* has been renamed to *Cloud - Administration*. The group *On Premise* has been renamed to *On Premise - Administration*.

**Changed Behavior of What’s New? Overlay**

The *What’s New?* overlay informs you about new and updated features of the SAP ONE Support Launchpad. By clicking the *Close* button, you can hide it. It was then displayed again on your next visit to the launchpad.
This has been changed: Unless you deselect the new checkbox “Do not show again until the next SAP ONE Support Launchpad release”, the overlay will not be shown until the next launchpad release.

Preview of New Terms of Use

On May 25, 2018, the General Data Protection Regulation (GDPR) 2016/679 will become effective. It introduces new directives regulating the processing of personal data by private companies and public authorities throughout the European Union. This makes it necessary to adjust those sections of the terms of use for the SAP ONE Support Launchpad, which cover topics about user information, privacy, and data protection.

To give you enough lead time to familiarize yourself with the new terms and conditions, starting January 15, 2018, a pop-up in the launchpad will periodically alert you. You then have two options:

- You can immediately accept the new conditions. The pop-up will then no longer be displayed.
- You can request to be reminded again two weeks later. In this case, if you have accepted the current version of the terms of use, you can simply continue to work as usual. Acceptance of the new terms and conditions will become mandatory only as of May 25, 2018.

Newly generated S-users who enter the launchpad for the very first time after January 15, 2018, will be prompted to accept the new terms of use.

Search

Gigya Knowledge Integration

As part of the Gigya support integration, Gigya knowledge documents are now available in the SAP ONE Support Launchpad. To retrieve them through the launchpad search, you need to assign the role “Hybris” to your user profile.

Filter Improvements

You can now select multiple filter values Filter to narrow down the result list to those that are relevant to you.

“Product” Filter for SAP Notes Results

*NOTE: This feature will become available shortly after the release transport in calendar week 3.*

In Wave 8/2017, we introduced a new Product filter to easily filter an SAP Notes & KBAs result list. In the first phase, this filter only affected KBAs in the result list. It has now become available for SAP Notes.

New Online Help

An integrated, context-sensitive online help explains the advanced options for the Knowledge Base search.
Expert Search Notifications

A bug where customers were not informed about new search results matching a saved query in the **Expert Search** tool (in the *My SAP Notes & KBAs* application) has been corrected.

Incident Management

- Customers can now mark an incident as a favorite by clicking the star icon in the top-right corner of the *Incident Display* view. Favorite incidents can be accessed via the new tile *Favorite Incidents*, which contains additional KPIs about the current processor (SAP or customer). Enter the tile catalog to add this tile to your launchpad homepage.
- Customers can individually set an EUDP flag for incident attachments, depending on whether there is personal information contained in the attachment and the selected system is flagged as EUDP-relevant.
- For SAP SuccessFactors, data center information is displayed separately, to make the system selection easier for customers when creating an incident.
- End customers supported through a VAR, where the VAR has blocked direct access to SAP Support, are now able to view incidents related to them. However, they will still not be able to create or edit those incidents, nor will they receive email or in-app notifications of changes to those incidents.
- If an S-user is not authorized for an installation during the incident creation process, an error message is now displayed advising them to contact one of their user or super administrators to get the required authorizations assigned.
Enhancements for Gigya Customers

- Gigya customers can enter a mandatory API key for Gigya systems, when creating incidents. The API Key is visible from the Incident Display view.
- Gigya customers will only see relevant Gigya components during incident creation.

Restructured Incident-Related Tile Groups and Tiles

For greater transparency and simplicity, the incident management-related tiles and tile groups on the launchpad homepage have been restructured.

Depending on your role assignment, there are now two tile groups

- Solutions / Incidents
- SuccessFactors Solutions / Incidents

Furthermore, for all incident tiles that are relevant for SAP SuccessFactors or Multiposting, the subtitle has been changed from Cloud to SuccessFactors.

For all other tiles, those that are not related to SAP SuccessFactors or Multiposting incidents, the subtitle On Premise has been removed (except for partner tiles).

In the tile catalog, a new tile group Incident Management has been introduced, which contains all incident-related tiles (except those for partners) including the Incident Dashboard and Incident Quality Report tiles.

To minimize the number of tiles in this new tile group, all incident-related tiles for SAP partners remain in the tile group Partner.

SAP Notes and Knowledge Base Articles (KBAs)

Availability Information for Currently Unavailable Notes

If an SAP Note or KBA that you were trying to access while it was being updated becomes available again, you will automatically be notified. Available notification channels are the launchpad alert (through the icon in the launchpad’s upper-right corner) or email. You can specify your preferences through the sliders for My SAP Notes & KBAs in the launchpad’s Notification Center.

Support Packages Display: Merge Multiple SAP Notes into One Page

Within the Support Package display, the new Merge into one document feature allows you to mark multiple SAP Notes and display them on one page. You can then print or export this information for further analysis. This functionality has been frequently requested by our customers and is critical for their HR-related support package implementation process.
Digitally Signed SAP Notes

SAP is making SAP Notes more secure by ensuring all SAP Notes are digitally signed. Theoretically, up to now SAP Notes files could get maliciously modified, and you would unknowingly upload these modified SAP Notes files into your ABAP system.
You can now download all SAP Notes files with digital signature for increased authenticity and improved security.

SAP strongly recommends to upload only digitally signed SAP Note files into your systems. The digitally signed SAP Note files are available as SAR files. To enable the SAP Note Assistant to upload digitally signed SAP Note files (through transaction SNOTE), you have to implement SAP Security Note 2408073 after implementing SAP Note 2518518 first. Otherwise, it will not be possible to upload a digitally signed SAP Note file.

User Management

New Authorization Packages Offer More Flexibility

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

Using the new Authorization Packages feature, you can define your own bundles of authorizations that can then be granted to users in your company. This is extremely helpful if multiple users need the same authorization profile, for instance because they work in a department on the same tasks.

Maintaining an authorization package is as easy as managing a user’s authorization: Specify a name for the package, select the authorizations that shall be contained and the level (e.g. your whole company or only selected installations) they shall apply for.

After saving, you can then use this package just as you would use stand-alone authorizations, and in a single step grant a whole set of authorizations to one or several users.

For a particular authorization package, you can run reports that list all users it has been assigned to. If at some stage, you decide to amend the authorization package (i.e. add, remove or change the authorizations it is made up of), this will affect all users it had previously been assigned to.
Installation Management

The attribute *Created by*, which indicates who had requested an installation, can now be used to filter or sort lists of installations.

System Data Management

Extended Download for *System Overview* Application

The *System Overview* application now offers an extended download feature. Similar to its counterpart in the *System Data* application, where a similar feature was released in August 2016, it is used to download the *My systems* or *Inactive systems* lists to a local CSV file. In addition to the details contained in the previously offered simple download file, this CSV lists more details, for instance:

- Upgrade plans (change date, planned product version, planned go-live date)
- Add-on product versions
- Usage types
- Kernel information
- Database information (release, type, ...)
- License information
- Contact information (software recipient, technical contact)
- Incident information (number of open and closed incidents)

This results in a CSV file which, compared to the one generated through simple download, contains more columns, but usually also several rows per system.

Enhancements for the *System Data* Application

New Filter for Cloud Products

The new filter criteria *Cloud* lets you easily filter cloud tenants in system lists.
New Detail Page for Cloud Products

The details page for cloud tenants features a different layout than the one for on-premise systems. Tabs, which contain attributes that are only meaningful for on-premise systems, are not shown. Instead, the new Details tab lists the Leading Product and Data Center attributes.

For cloud tenants, the length of the system ID (SID) has been extended to eight characters in both the master list of all systems and the details page. Thus, potentially longer cloud SID are supported, which in return helps to distinguish tenants where the SID starts with the same three characters.

Harmonized Page Header

The header layout of the details page has been harmonized: The first column shows system attributes, while the second column lists customer and installation attributes. Finally, the third column displays administrative information.

Service Messages

On the application’s selection screen, as you type in a customer name, an installation number, a service type, or a status, the new auto-complete feature textbox will automatically narrow the list of options down to those matching your input.
SAP EarlyWatch Alert Workspace

If you specify filters by customer cumber or system ID, you can now save these selection criteria for future reuse:

License Key Management

The following enhancements have been implemented:
Release Notes Wave 1/2018 – SAP ONE Support Launchpad and SAP ONE Support Applications

- For SAP BusinessObjects license keys, customers now have the option to select an expiry date for the key.
- When the License Key Information overview is downloaded, it now includes additional information about the license information. In addition, it provides a link to a new FAQ page at https://support.sap.com/en/my-support/help-support-applications/license-key-help.html.

HANA Enterprise Cloud (HEC)

HEC Service Requests

It is now possible to report on all service requests without restrictions to time or other predefined filters. More useful filter options have been added.

HEC Landscape

The new tab Software contains information like software components and product instances. Through the Product Instance section, you can then navigate to product version information in the Product Availability Matrix (PAM).
Appendix

2018 Release Dates

The 2018 release dates for the SAP support applications are:

- **Wave 1:** Thursday, 11.01.2018
- **Wave 2:** Saturday 03.03.2018
- **Wave 3:** Monday, 09.04.2018
- **Wave 4:** Saturday 26.05.2018
- **Wave 5:** Thursday, 05.07.2018
- **Wave 6:** Saturday 18.08.2018
- **Wave 7:** Thursday, 27.09.2018
- **Wave 8:** Saturday 17.11.2018

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.