Release Notes Wave 2 / 2018
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

KPI Catalog

The KPI Catalog helps you find and use the business-relevant key figures for your analytic tasks. It contains the definitions, technical documentation and comprehensive descriptions of KPIs and associated metrics that are available to you in SAP applications. This consists of both technical information such as how a KPI is measured, and information on the significance of the KPI for your enterprise. Applications can report the activation of their KPIs in your system landscape, so your systems using these KPIs are displayed in the KPI Catalog, too. For more information, see the SAP Help Portal.

As of Wave 2/2018, the KPI Catalog is integrated in the SAP ONE Support Launchpad. The corresponding tile KPI Catalog – Update Tasks is available in the group Miscellaneous in the launchpad’s tile catalog.

In the tile, the number of KPIs installed on your systems which should be updated are displayed. These include the following KPIs:

- A new KPI patch is available that is not installed yet.
- The KPI is not compatible with the software components of the installed system any more – for example due to an update.

If you click the tile, the KPI Workspace is displayed.
This overview page is the central landing page for the KPI Catalog, related information, and supporting applications. The page displays cards with information that is tailored to your user role and provides access to all relevant tools. For customers, it provides an easy access box with relevant links including the productive KPI catalog, latest news, new content and a list of the incompatible KPIs mentioned before.

**Simplification Item Catalog**

The Simplification Item Catalog provides customers with a description of all relevant changes that might have an impact when converting from SAP ERP to SAP S/4HANA, or from SAP BW to SAP BW/4HANA, which helps them to get better prepared for the transition.

To access the Simplification Item Catalog, enter the tile catalog and add the *My Simplification items* tile (in der Miscellaneous group) to your launchpad, or simply launch https://launchpad.support.sap.com/#/sic/overview directly.

**Launchpad and General Functionality**

**New Role SAP Business ByDesign**

SAP ONE Support Launchpad visitors can now select the new role SAP Business ByDesign.

Selection in Pop-up *Welcome to the SAP ONE Support Launchpad*

First-time users can select this role when logging in to the SAP ONE Support Launchpad for the first time.
NOTE: Participants of the SAP ONE Support Launchpad Piloting Program can in addition select the role ‘Customer Center of Expertise (CCoE)’.

Default Homepage, Tile Groups and Tiles

For the new role SAP Business ByDesign, the (tile) groups Welcome – SAP Business ByDesign and SAP Business ByDesign – Administration have been introduced. By default, they contain these tiles:

- Welcome – SAP Business ByDesign
  - News
  - My Products
- SAP Business ByDesign – Administration
  - Support User Management
  - Announcement of Legal Change
  - SAP Passport

The News tile (carousel) offers links for easy access to key information about SAP Business ByDesign:

- SAP Business ByDesign Roadmap
Role Selection in User Profile

Like all other roles, the newly introduced role *SAP Business ByDesign* can be assigned or unassigned in your user profile.

Tiles *Chat With an Expert* and *Schedule an Expert* Added to All Homepages.

To faster provide solutions to issues with SAP products, the interaction channels *Chat* and *Schedule an Expert Session* were introduced in previous releases of the SAP ONE Support Launchpad. To ensure that all users can benefit from these interaction channels, the tiles *Chat With an Expert* and *Schedule an Expert* have now been added to all homepages: Users who had not yet assigned the tiles to their homepage will now find them in the groups *Solutions / Incidents* and *SuccessFactors Solutions / Incidents*, respectively. Already existing assignments of those tiles remained unchanged.

Notifications via SMS Text Messages

Notifications offer you access to system-driven information that helps you become aware of critical real-time information. In addition to the established notification channels “Launchpad push” (alert icon in the header) and e-mail, we have now added SMS notifications. By default, they are disabled. You can enable them in the *Notification Center*. 
Incident Management

Incident Expert Search

The *Incident Expert Search* tool allows you to find incidents based on selection criteria like installations (including deleted ones and those with expired maintenance and hardware), incident status, reporter, create or change date.

You can enter it from any incident inbox through a link in the upper-right corner.

Please note that incidents closed prior to January 1st, 2014, can only be accessed using the old incident search capabilities.

Other Enhancements and Bug Fixes

- Alerts that used to be displayed in the incident form itself are now shown in the left pane where additional helpful resources (like notes matching your report) are listed.
- The width of the left pane can be adjusted.
- Customers can mark attachments as EUDP-relevant within the *Schedule an Expert* tool.
- For Gigya customers, the API field is now optional within the incident form.
- For customers who have not already added the *Schedule an Expert* and *Expert Chat* tiles to their launchpad, these tiles are pushed to their launchpad homepage.
- In the *Contact Us* online forms (Chat and E-Mail), the “Send Email” and “Launch Chat” buttons are now immediately disabled once the user has clicked them, preventing customers from accidentally sending their inquiry twice.
SAP Notes and Knowledge Base Articles (KBAs)

SAP Security Notes Application

In the SAP Security Notes application, a new column *First Released On* has been added. It indicates when the SAP Security Note was released to customers the very first time. It is also shown when the list is exported to a local CSV file.

To keep the interface as simple as possible, the column *Version* has been removed.

Public/Preview KBAs

Public/preview Knowledge Base Articles (KBAs) are crawled by search engines (like Google) and thus exposed to the whole internet community. In order to offer the best-possible user experience even on mobile devices, the layout of these KBAs has been completely re-designed.

Machine Translation

Machine translation for SAP Notes & KBAs in Portuguese

In addition to Japanese, we now also offer a real-time, high quality machine translation for SAP Notes and KBAs to Portuguese. The translations can be found in the “Languages” section.

Machine translation for SAP Notes & KBAs in German

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

In case there is no German translation for a document, the user has the possibility to get a real-time translation using machine translation to German.
User Management

New Authorization Packages Offer More Flexibility

After being available exclusively for participants of the SAP ONE Support Launchpad piloting program, the new Authorization Packages feature in the User Management application is now available to all users.

Using the 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.

System Data Management

In the System Data application, the following features have been implemented:

- In the details page for cloud tenants, the additional field Tenant URL lets you directly access the cloud tenant itself.
- For compliance reasons, if you attempt to delete a system, you are asked to delete the corresponding license key(s) as well. The pop-up has been enhanced to show the license information that you are about to delete.
As previously announced, the tab *License Key* has been removed. Already in late 2017, a link to the *License Key* application itself had been introduced, which offers a more comprehensive and detailed overview.

**License Key Management**

The following enhancements have been implemented:

- Sybase license keys: Improvements to how existing license keys are listed making it easier for customer to ‘check in’ or return keys.
- Sybase license keys: A check is now in place to prevent invalid keys being generated if a duplicate host ID is entered in error.
- BusinessObjects and Sybase license keys: Improvements in the sorting order of license keys when an existing system has been edited.

**Download Basket and SAP Download Manager**

The *Download Basket* application allows you to add software files that you want to download from the SAP Software Download Center. Until recently, these files (“download objects”) were hosted on the SAP Service Marketplace legacy platform service.sap.com. The migration of download objects to the modern SAP support platforms has now been completed.

The interface of the Download Basket has not changed; the links to the download objects now point to the new file destination.

To download these objects, you need the most recent version 3.1.1 of the SAP Download Manager, which was released in 2017. If you have not already installed it, you can download it from the [SAP Support Portal](https://support.sap.com).
Note:

- In the SAP Download Manager, you have to replace the address https://service.sap.com to connect to by https://tech.support.sap.com.
- Afterwards, you can use your SAP ONE Support Launchpad password in the SAP Download Manager; no separate password is required.

More information can be found in an SAP Community blog.

**HANA Enterprise Cloud (HEC)**

For HANA Enterprise Cloud, a new version of the IT Calendar has gone live:

It shows three types of events: Planned Downtime, Planned Availability, and Contractual Maintenance Period making it much easier to get an overview of items for a particular system.

The new IT Calendar takes into account time zone and preferred time format settings as specified in your user profile. If required, you can easily switch to UTC time zone.

**Other Enhancements**

**SAP Legal Change Announcements**

The Announcement of Legal Change application now offers two additional options in the Product filter: By Design and Business One.

**SAP Readiness Check**

The SAP Readiness Check has supported more than 1,000 customers from 70 countries in the transition to SAP S/4HANA, with more than 3,500 analyses since its go-live in May 2017. Now the SAP Readiness Check for SAP BW/4HANA is live. More detail could be found in the SAP Help Portal.

To access the tool, enter the tile catalog and add the SAP Readiness Check tile to your launchpad, or simply launch https://launchpad.support.sap.com/#/readiness directly.
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.