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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.

Launchpad and General Functionality

New Role SAP Ariba

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

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 Ariba, the tile group SAP Ariba – Administration has been introduced.
By default, it contains the following tiles:

- Service Requests (new tile)
- Release Readiness (new tile)
- Product Information and Documentation (new tile)
- Product Notifications (new tile)
- Customer Influence (new tile)
- Discussion Forums (new tile)
- Incident Dashboard

The new tiles Service Requests, Release Readiness, Product Information and Documentation, Product Notifications, and Discussion Forums provide direct access to the respective applications in the SAP Ariba Connect Portal.

Role Selection in User Profile

Like all other roles, the newly introduced role SAP Ariba can be assigned or unassigned in your user profile.
Tile Catalog: Company Information Added to Authorization Request

When requesting authorization via the tile catalog (by clicking on a tile labeled ‘Not Authorized – click to request’), a popup displays all administrators who are authorized to grant the permission.

Information about the company, such as company name, company number, location, and country code has been added to this popup.

In addition, it is now possible to filter the list using any of the displayed attributes: User names, e-mail addresses as well as the newly available company information.

Incident Management

Report an Incident Form and Incident Expert Search

The following enhancements have been implemented:

- Date format and time zone settings from your user profile are applied to show time-related columns in the Incident Expert Search.
- CCoE customers and partner can select a customer in the Incident Expert Search.
- Customers with an SAP SuccessFactors installation with an AMS contract type can see a list of sub-products under XX-AMS*.
- A bug where one word was broken into two lines in the incident form’s editor has been fixed.
Schedule an Expert

- In the *Expert Area* help dialog, you can perform an expert area search.
- Customers on an SAP SuccessFactors installation cannot book a session unless they have got the *Display Cloud Data* authorization.
- The search for bookings is no longer case-sensitive.
- A bug where one word was broken into two lines in the text area has been fixed.

Expert Chat

- The wording of the Expert Chat Notification has been modified to include guidance KBAs.
- Customers on an SAP SuccessFactors installation cannot start a chat unless they have got the *Display Cloud Data* authorization.
- A bug where one word was broken into two lines in the text area has been fixed.

SAP Notes and Knowledge Base Articles (KBAs)

Additional Languages for Machine translation of SAP Notes & KBAs

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

In case there is no translation available for an SAP Note or KBA, the user has the possibility to get a real-time translation using machine translation to Spanish, Russian, Chinese (simplified), or Korean.

Other Enhancements

- Performance enhancements by reducing the number of requests to other search indexes (e.g. for SAP Community content).
- Enhanced search model for SAP Notes & KBAs where for instance ABAP error messages are detected in title and description ensures higher quality of search results.
- In the Expert Search tool in the *My SAP Notes & KBAs* application, a bug in the *Manage Search Variants* dialog when clicking OK has been fixed.

Installation Management

The long system ID for Cloud systems/tenants is now shown in the *Installation Management* application.

System Data Management

Reactivation of Deleted Systems

With the new *Reactivate* button, a deleted on-premise system as well as its associated license keys can be reactivated.
After reactivation of the system, its license keys will be active and count against your entitlement. Therefore, to use the feature, both authorizations Edit System Data as well as Request License Keys are required.

Hint: You can see a list of all your deleted systems by choosing the list configuration ‘List of deleted systems’ in the application’s left pane.

Disabled Change of Version for some Product Versions

For certain SAP products (e.g. SAP Sybase ASE), different license key technology is required for different versions. In order to keep system data and license data consistent, updating the version for such a product within the System Data application has been disabled: The respective product version values are grayed out in the drop-down list so they cannot be selected. An information pop-over with links to the License Key application, which should be used instead, is shown.
Long System ID for Cloud Tenants in System Overview Application

In Wave 1/2018, for cloud tenants the length of the system ID (SID) was extended to eight characters in the System Data application. This has now also been implemented for the System Overview application: If available, a long SID with eight characters is shown in the My Systems smart table as well as in the hierarchy view. Thus, potentially longer cloud SIDs are supported, which in return helps to distinguish tenants where the SID starts with the same three characters.

SAP Roadmap Viewer

The SAP Roadmap Viewer application is accessible from the SAP ONE Support Launchpad via the Roadmap Viewer tile: https://go.support.sap.com/roadmapviewer/. The following enhancements have been implemented:

- Better separation between the high-level description of the roadmap and the content required for executing the project: If you just want to get an overview of the roadmap, you will find it on the Description tab of the roadmap homepage. It is no longer necessary to browse through the entire roadmap to gain a brief description of the individual phases of the project.
- Filtering: The purpose of this great new feature is to let you concentrate on only those parts of the roadmap that are relevant for your current activities. By selecting filter values in the left-hand pane, the content list will shrink to display only content elements that have been tagged as being relevant for any of the selected phases, work streams, or other filter types.

You can find more information in the SAP Community blog https://blogs.sap.com/2018/03/22/better-access-to-methodologies-new-version-of-roadmap-viewer/.
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.