Release Notes Wave 4 / 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

License Utilization Information (LUI)

NOTE: This feature is planned to go live in early June.

The License Utilization Information application is your new central dashboard that provides a comprehensive overview of SAP license entitlement and SAP software usage for SAP Public Cloud as well as SAP S/4HANA on-premise customers. SAP on-premise customers are guided through a newly created data preparation process; Cloud customers will get the newest information automatically published to the dashboard.

This new scenario is planned to go live at SAPPHIRE (June 5-7, 2018) for four dedicated Cloud content areas (SAP Business ByDesign, SAP SuccessFactors, SAP Analytics Cloud, S/4HANA Public Cloud) and S/4HANA on-premise.

System Measurement Preparation Area

With the System Measurement Preparation Area, individual systems that are relevant according to the measurement plan can be excluded from system measurement. The system status maintained in
this application is the basis for future system measurement plans created and provided by Global License Audit & Compliance.

The application also features the option to download all system relevant documents that are sent along with the system measurement request, for example the measurement plan, individual consolidation rules, SAP Notes and KBAs that are relevant for system measurement.

Enter the tile catalog to add the System Measurement tile to your launchpad homepage.

**SAP Cloud Solution Center**

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

The SAP Cloud Solution Center application combines the most relevant information about your cloud solutions into one single spot. Thanks to this overview, you can manage the onboarding process of a bundled solution such as SAP Marketing Cloud with its additional components much easier because you no longer need to search for the relevant information. In addition, you are provided with self-services that are useful during the onboarding process.

The SAP Cloud Solution Center is accessible through the new Cloud Solution Center tile from the SAP ONE Support Launchpad.
On its homepage, the application lists all solutions and included components that you have purchased. For example, together with SAP Marketing Cloud, you also have access to SAP Cloud Platform Integration, SAP Cloud Platform Identity Authentication, SAP Analytics Cloud, and SAP Jam. The homepage offers a clickable tile for each component enabling you to see all available components at a glance.

When you navigate to one of the components, you are provided with the following information and services (not all items are available for all components):

- System details for every component such as the available systems (test, production), the current release, the access URL, and the hosting data center;
- Tiles with links to general useful information such as guides, product documentation, trainings, trial systems, and videos;
- Self-services, for example to request the resending of initial onboarding emails or to open an incident under the correct component.

Launchpad and General Functionality

New Terms of Use

On May 25, 2018, the General Data Protection Regulation (GDPR) 2016/679 has become effective. It introduces new directives regulating the processing of personal data by private companies and public authorities throughout the European Union. This has made it necessary to adjust the privacy-related sections of the Terms of Use (ToU) for the SAP ONE Support Launchpad.
Since January 2018, a pop-up in the launchpad periodically alerted you about the new ToU, and you had the chance to get reminded again. This gave our visitors enough lead time to familiarize themselves with the new terms and conditions.

Acceptance of the new Terms of Use has now become mandatory.

New Catalog View

Finding a tile in the catalog to add it to your launchpad homepage (or remove it from there) has become easier thanks to the possibility to display:

- Either all tiles
- Or only those tiles that are relevant to you according to your role.

Good to know: You can change your role assignment in your user profile.

Launchpad for “P-Users”

So far, access to the SAP ONE Support Launchpad required logon with a customer S-user ID; self-registered users, obtained through SAP.com or the SAP Community, could not enter the launchpad.

These users, so-called “P-users”, who in contrast to S-users are not linked to a customer number, have now got access to a launchpad with a limited number of tiles.
More tiles and applications will be added in future launchpad releases.

**New Role Customer Center of Expertise**

SAP ONE Support Launchpad visitors can now select the new role *Customer Center of Expertise*.

Newly created users can select it when logging in to the SAP ONE Support Launchpad for the first time.

Afterwards, like all other roles, the new role can be assigned or unassigned in your user profile.
For the *Customer Center of Expertise* role, the (tile) groups *Customer Center of Expertise – Administration* and *Customer Center of Expertise – Analytics* have been introduced.

By default, the group *Customer Center of Expertise – Administration* contains the following tiles:

- System Measurement – Preparation Area (new tile)
- License Utilization Information (LUI) (new tile)
  
  **NOTE:** This tile will be released after SAPPHIRE (June 5-7, 2018).
- License Utilization Preparation Area (new tile)
  
  **NOTE:** This tile will be released after SAPPHIRE (June 5-7, 2018).
- System Data
- Landscape
- My Registrations
- License Keys
- My Learning Plan

By default, the group *Customer Center of Expertise – Analytics* contains the following tiles:

- Support Dashboard
- Incident Quality Report

Status Page

The Status Page now focuses primarily on the availability and performance of the SAP ONE Support Launchpad itself. All information about the technical status of specific applications, including maintenance announcements, will be provided via SAP ONE Support Launchpad notifications of type ‘System News’.

Notifications

A link to the Notification Center where you can update your notification preferences has been added to the launchpad’s user profile.

Incident Management

Redesigned Incident Quality Dashboard

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

The Incident Quality Dashboard provides an at-a-glance overview of key figures for confirmed incidents. You can access these statistics for the installations that you have got the Support Desk Evaluation authorization for. Some important key figures are:

- **Fulfillment Rate** – Shows the support desk evaluation results for all confirmed messages.
- **Error Categorization** – Classifies solved incidents into different categories: SAP Error, Product complexity, Missing functionality, Customer error, 3rd party error, lacking basic knowledge of customer.

The redesigned application offers several filters, and you can save your selection criteria for future re-use. The information is presented in various formats, as charts or in data tables.

By clicking one of the KPIs in a table or bars in a chart, you can open a list of associated incidents that can be examined in more detail from there.
Schedule an Expert for Open Incidents Limited Availability

Starting on May 26th, Schedule an Expert sessions for existing open incidents will be available on a limited basis. They offer an easy way to book a time of your choosing to discuss the technical details of your existing support incident with the assigned support engineer. Schedule an Expert for open incidents will be rolled out in a phased approach: Phase 1 will be available for high priority incidents opened for a select number of products and a select number of support engineers.

For more details please refer to the FAQ.

Incident Authorization for VAR-Delivered Support Partners (VAR-d Partners)

The new authorization Customer Incident Management (Partner) gives VAR-d partners’ user administrators the flexibility to choose which S-users can manage incidents for customer installations managed by the partner in the SAP ONE Support Launchpad. It has been automatically assigned to super administrator S-users at partners, and partner S-users who have created incidents since 2016.

If you are a VAR-d partner, please note that beginning May 28, 2018, there may be S-users in your organization who will not be able to perform incident management in the SAP ONE Support Launchpad. You will need to assess who within your organization requires this new authorization and ensure that it has been assigned to them. To learn more about the process of checking and assigning the authorization, check SAP Knowledge Base Article 2628152.

EUDP Override for Attachments

When a system is flagged as EU data protection relevant, the same applies to incidents for this system – including attachments.

From now on, if the EUDP emergency override is activated, this will remove the EUDP flag from all existing attachments on that incident: When you turn off the “EU access only” flag (in the Activate Remote Access Restrictions application) and enable non-EU SAP support engineers to process an incident, then any previously flagged attachments to the incident will have the flag removed, allowing attachments to be viewed by the engineer.
Add Attachments from the Incident’s Latest Info Section

You can now add attachments to existing incidents directly from the incident’s Latest Info tab (in edit mode).

You no longer have to go to the Attachments section to do this.

SAP Notes and Knowledge Base Articles (KBAs)

Show Changes (Compare Versions) Disabled for SAP Knowledge Base Articles

The Show Changes functionality for SAP Knowledge Base Articles (KBAs) has been disabled while we work to improve the functionality. Our intention is to re-introduce this feature in the future. KBA 263538 will be updated with the timeline as soon as it is known. Show Changes is still available for SAP Notes.

Automatic Translation for SAP Notes and KBAs

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

To help remove language barriers, automatic translation is now available for SAP Notes and SAP Knowledge Base Articles (KBAs) in the SAP ONE Support Launchpad. Japanese and Portuguese are already available to all customers.

In addition, Chinese, English, French, German, Korean, Russian, and Spanish are now available to pilot customers and will be made available to all customers soon.

SAP Notes Dependency Browser

NOTE: Currently, this feature is only available for pilot customers.
The SAP Notes Dependency Browser helps you analyze the prerequisites for a target SAP Note in order to avoid complications and unplanned efforts. It can be opened by clicking “Show in dependency browser” in the note’s Prerequisites section.

Prerequisites are visualized as a graph. The iteration depth is visualized by groups.

Click the Legend button to quickly identify all SAP Notes that require manual action, and display them through the “View selected SAP Notes” button with one click.

**Expert Search in the My SAP Notes & KBAs Application**

**Add Selected Notes to Worklists**

You can now select multiple SAP Notes or KBAs in the *Expert Search* result list and add them to a worklist. This allows you to share tasks with your colleagues, work on projects collaboratively, and track the progress through the *Guided Worklists* application and its notifications.

When adding notes to a worklist, you can create a new one or add them to an existing list.
All worklists can be tracked in the Guided Worklists application entered via the My Worklists tile.

URL Reflects Filter Criteria

All filter criteria are now reflected in the Expert Search’s URL. This gives you the opportunity to bookmark any search query or share it with others.

User Management

Redesigned Run Authorizations Report

In the User Management application, in the Reports and Updates section, user administrators can check the authorizations of users in their responsibility. This tool has been enhanced as follows:

- It is possible to click the Go button without any filters selected. The result will be a complete overview of all users in your company (while previously, the list was empty). From here, you can narrow down the list using filters or download it to a local file.
- In long lists, it is no longer required to click the More button to load more results.
- For each user and authorization, only the highest level this authorization has been granted on is shown. For instance, you can see at a glance if a user has got the authorization for a particular installation because it was granted exactly on that installation level or on the higher customer or CCoE level.
- The Precision filter has been replaced by a Selection filter, which allows you to run selections where either all filter criteria (Boolean AND) are met or at least one of them (Boolean OR).
- The Installations/Users filter has been replaced by two individual filters, Installations and Users. You can, for instance, get a complete overview of a selected user’s authorization profile by filtering the list by user.
Phase-out of Clusters

Clusters, which allowed large companies’ super-administrators to group customer numbers and installation numbers and then assign S-users authorizations on this level, are being phased out. Creating new clusters and changing existing ones has been disabled.

All customers are encouraged to use the new Authorization Packages feature instead, which is more powerful and benefits companies of all sizes.

To avoid data inconsistencies, S-users who in the past got authorizations assigned on cluster level should get these permissions amended. More information can be found in an SAP Community blog.

Welcome Letter Sent as Email

The letter, which used to be delivered to first S-users of a company by mail, is now sent as an attachment to a private email. In addition, it is also sent to new S-users that have been requested by user administrators: It is no longer necessary for the administrator to inform colleagues about their new S-user ID and password. This concept will be enhanced in upcoming releases.

Authorization Packages Enhancements

The recently introduced authorization packages, which enable user administrators to define bundles of authorizations that can then be granted to users in their company, are now more strongly integrated into the overall user administration process:

- In the launchpad’s user profile section, under Authorizations and Functions, authorization packages that are assigned to the user are now shown under a separate tab.
- In the detailed overview of a user’s authorization profile, assigned authorization packages are listed.
  - Click an authorization package to enter the maintenance mode for the package and change it from here.
  - Click the Edit Authorizations button (pencil icon) to add or remove authorization packages from the user’s profile.
- In the Authorization Packages section, for each package in the list, an overview summarizes the authorizations contained in the package and the levels they apply to. Thus, detail pages for authorization packages and for individual users have been harmonized.
Other Enhancements

- In all lists of users where the email address is show, it is now clickable allowing you to start composing an email right from the list.

Installation Management

You can now mark selected installations as favorites. This feature will be used by other applications in future releases.

Good to know: All your favorites, including installations, are listed in your user profile.

System Data Management

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

- The definition of an “active” installation has been harmonized in accordance with the Installation Management application: An installation is regarded as “active” if either hardware key or maintenance agreement or both are valid. As a result, you will possibly see more systems listed in the default view. They are systems under installations with an expired hardware key, but still valid maintenance agreement. In the past, these systems were listed only when you switched your view to “Show systems of all installations”.
- Under certain conditions, downloading system data to a local CSV file on your computer timed out when you used the Extended Download feature in the System Data application. This has been fixed.
- The length of the Secure Network Communications (SNC) field under the Servers & SAProuters tab has been extended from 80 to 255 characters. This was required in the context of SNC-encrypted remote connections for connection type R/3 Support with SSO. So far, application servers with an SNC longer than 80 characters were excluded, which has now been corrected.

In the System Overview application, deleted systems as well as systems from inactive installations will not be shown in the hierarchy view.
In the EU Access Service from SAP application, in accordance with other applications (System Data, System Overview, License Keys), the system ID (SID) field for Cloud tenants now supports eight characters (previously three). For Cloud tenants, the displayed information is read-only.

License Key Management

The following enhancements have been implemented:

- As an alternative to selecting an installation number, you can now directly enter a specific system number for your key request.

- Longer system ID (SID) for Cloud tenants: Standard SID in the License Keys application is three characters. It is now possible to display the complete long SID of a Cloud tenant system, which is also how Cloud tenant SIDs are displayed in other applications.

- Sybase License keys – Manage-by-Host enhancement: There is now a Download button to help you manage and sort your license keys and select the keys to be returned.

- Re-hosting SAP Sybase license keys: Up to ten keys can now be re-hosted at the same time. If the number of keys being re-hosted exceeds ten, background processing is required. You will then receive an email notification that your re-hosting request is in progress.

- Enhancement to SAP BusinessObjects license key records: The date on which a key was generated will also be displayed.

Remote Connections

Based on your feedback, the following enhancements have been implemented:
Redesign of Remote Connections Launchpad

- In the detail view for a selected system, the header can be collapsed. It contains generic system information, e.g. customer and installation it is assigned to.
- In the list of services, you can see the connection status at a glance. Actions buttons provide quick access to common functions.
- The improved SAProuter status bar includes a direct link to the System Data application.

End-2-End Check for Connectivity to Main SAProuter

You can now check if your main SAProuter is reachable from the SAP network for remote support.

Other Enhancements

Connection type R/3 Support with SSO can now be used even if the Secure Network Communications (SNC) field for the application server extends 80 characters. To achieve this, the length of the SNC field under the Servers & SAProuters tab in the System Data application has been extended from 80 to 255 characters.
SAP EarlyWatch Alert Dashboard and Workspace

- Two new sections went live in the SAP EarlyWatch Alert Analytical Dashboard application showing the Business Warehouse KPIs for all customers sharing their EWA data with SAP.
  
  The first one shows information about the last five weeks: Reporting workload and response times, number of reporting users, and upload data volume.
  
  The second new section shows last week’s top list of reporting queries and process chains and source systems, as well as a weekly load profile with upload and reporting activity.

- For SAP PartnerEdge Sell partners providing VAR-delivered (VAR-d) support to customers, SAP has introduced a new authorization: Service Reports (Partner). It allows partners’ S-users to view their end customers’ EarlyWatch Alert (EWA) reports from the SAP EarlyWatch Alert Workspace application in the SAP ONE Support Launchpad.

Support Report Document

The Support Report Document application allows you to generate SAP Enterprise Support reports for your on-premise landscape and several SAP cloud solutions.

The application now features a new “Request Again” button. You can choose up to ten existing requests from the list and at the click of a button create new support report requests by copying the existing ones; you don’t have to specify report type, customer numbers, and report chapters. This saves you work if you regularly request the same report types.
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.