Release Notes Wave 5 / 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 and Tiles

SSL Server Certificate

The SSL Server Certificate application in the SAP ONE Support Launchpad replaces a legacy tool. It allows you to order new SSL server certificates. When accessing the application, you can also see a list of all previously ordered certificates for your company.

The following list contains all the SSL Server Certificates which were ordered by your company:

<table>
<thead>
<tr>
<th>Order Number</th>
<th>Common Name</th>
<th>Order Status</th>
<th>Valid Until</th>
<th>Requestor</th>
</tr>
</thead>
<tbody>
<tr>
<td>0207512520000000272018</td>
<td>a20jqq2m.accounts.ondemand.com</td>
<td>ISP Order created</td>
<td>01.02.2020</td>
<td>0000315119</td>
</tr>
<tr>
<td>0207512520000000282018</td>
<td><a href="http://www.sap.com">www.sap.com</a></td>
<td>ISP Order created</td>
<td>02.03.2020</td>
<td>0000315119</td>
</tr>
<tr>
<td>0207512520000000292018</td>
<td><a href="http://www.sap.com">www.sap.com</a></td>
<td>New</td>
<td>12.03.2020</td>
<td>0000315119</td>
</tr>
<tr>
<td>0207512520000000442018</td>
<td><a href="http://www.sap.com">www.sap.com</a></td>
<td>New</td>
<td>04.05.2020</td>
<td>0000315119</td>
</tr>
<tr>
<td>0207512520000000452018</td>
<td><a href="http://www.sap.com">www.sap.com</a></td>
<td>New</td>
<td>09.05.2020</td>
<td>0000315119</td>
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<tr>
<td>02075125200000000472018</td>
<td><a href="http://www.sap.com">www.sap.com</a></td>
<td>New</td>
<td>25.05.2020</td>
<td>0000315119</td>
</tr>
</tbody>
</table>

When you click an item in the list, all details of the previous order are shown, for instance order number and status, public key and certificate data, requestor and payment information.

Enter the tile catalog to add the SSL Server Certificates tile to your launchpad homepage.

New Tile ‘Ask an Expert Peer’

The tile ‘Ask an Expert Peer’ has been released. It refers to the ‘Ask an Expert Peer’ page in the SAP Support Portal.

New Tile ‘Incident Expert Search’

In addition to the link in the incident list, a tile ‘Incident Expert Search’ is now available, which enables direct access to the Expert Search application for incidents.
Launchpad and General Functionality

Renamed Role

After the announcement of C/4HANA at Sapphire 2018, the role ‘Hybris’ has been renamed to ‘C/4HANA (Hybris)’.

Tile Catalog: Persistence of Selected View

In the tile catalog, your last selection of the view (*Display all available tiles*; *Display tiles for my role(s)*) is now used as default view on your next visit.

Contextual Online Help Reactivated

After some technical issues have been resolved, the SAP Web Assistant, an integrated, context-sensitive online help, has been reactivated for those applications that used to offer it before, e.g. the Knowledge Base search.

Notifications in Chinese

In addition to English, German, and Japanese, email notifications are now also sent in Chinese.

Search

All filters that you apply to the result list of the launchpad’s central Knowledge Base search are transferred to the Expert Search tool if you enter that tool from there:
The Expert Search tool allows you to refine the results even more by adding additional filter criteria; for instance, you can restrict the list of results to those that are relevant for one of your systems. In addition, you can save search queries for later reuse and activate notifications. You will then be informed whenever a new note matches your search criteria. More information can be found in the SAP Community blog “SAP HotNews, Security or Legal Change Notes – Get notified about basically anything”.

Incident Management

The following enhancements have been implemented in incident management applications:

- The Steps to Reproduce field within the Submit an Incident form has been enhanced to capture agreement from you that the provided steps to reproduce can be followed within the customer environment during a remote connection session.
▪ The hit counter in the *Incident Expert Search* application has been moved to a better location right above the result list.
▪ The wording within the *Expert Chat creation screen* has been improved.

**SAP Notes and Knowledge Base Articles (KBAs)**

**Better Readability of PDF Version of SAP Notes & KBAs**

The PDF version for SAP Notes and KBAs has been refined with regards to responsive design, especially for tables and screenshots. This dramatically improves the readability.
New Product Added to Public KBAs

SAP Knowledge Base articles associated with the product SAP Cloud Applications Studio – technical key 67837800100800006741 in the Product Availability Matrix (PAM)– can now be found by public search engines like Google or Bing.

User Management

Phase-out of Clusters: Next Steps

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 was disabled in the previous release, Wave 4 / 2018. Now it is no longer possible to assign users authorizations on cluster level.

To help you in the transition to modern authorization packages, SAP offers services to identify user IDs that have authorizations on cluster level assigned to them. If requested (through an incident), these authorizations can then be removed from the users’ authorization profile.

More information can be found in an SAP Community blog.

More Features for Authorization Packages

- It is now possible to assign an authorization package to several users at the same time: To do so, enter the Authorization Packages section of the User Management application, select the package, then click the Assign User(s) button. Select the users and confirm.
From the list of all users who have got a particular authorization package applied to them (enter the Authorization Packages section of the application, select a package, then click Report), you can directly enter the Details page for a user.

Other Enhancements

If you grant a user an authorization (for instance Report an Incident) for all company installations, you are asked if you prefer having the authorization assigned on customer level instead.
The same logic applies if you maintain authorization packages.

- If you click the e-mail link in the list of newly created user IDs, an e-mail to the user is opened. It contains information about the new S-user ID and password.
- In the list of active users, you can filter by user ID.
- A problem where it was not possible to copy-paste text from clickable rows to your clipboard has been corrected.

**Installation Management**

The following enhancements have been implemented for the Installation Management application:

- The number of installations matching your filter criteria is shown.
- The sorting order of the filter options has been improved.
- Information about the commercial installation for a (technical) installation has been added as a new attribute. It is shown in the detailed view for an installation. Furthermore, you can customize the list of all installations so the attribute is displayed there as well.
System Data Management

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

- In the master list of all systems, in the left pane of the System Data application, the filter feature has been enhanced: It now includes the option to filter by installation status. You can choose to get all systems displayed for active or expired installations (or both), with Active being the default upon entering the application.
Furthermore, the list of all deleted systems can now be accessed through a dedicated tab in the master list, next to Favorites and Live systems.

On the detail page about a selected system, some attributes have been renamed:
- **Recent Activity** with values Yes/No replaces **System Status**;
- **Automated Update** with values Yes/No replaces **Automated Update** with values Active/Inactive.

Service Messages

Auto-forwarding by Hosting Partners

Hosting partners can set up auto-forwarding of SAP EarlyWatch Alert (EWA) messages to their end customers. Once this has been set up, SAP will automatically forward any update of the service message to those users of the customer specified by the partner.

A hosting partner user can use the Service Message application’s filter criteria (**Customer number, Installations**) to find messages for a particular managed customer. In the result list, an icon indicates if auto-forwarding for a service message has been set up. Note: This column is only displayed for hosting partners.

On the detail page for a selected service, the hosting partner can click the button “Set up auto-forwarding” (or “Update auto-forwarding” if auto-forwarding has already been set up) to enter a form that allows him to specify:

- the e-mail recipients the message updates shall be sent to;
- an e-mail subject;
- a default e-mail body text.
By saving, auto-forwarding will be activated. It can then be deactivated by clicking “Delete auto-forwarding”.

**HANA Enterprise Cloud (HEC)**

**Service Request**

**More Comfortable Service Request Creation**

We have redesigned the UI for service request creation. A wizard now helps you to create service requests. In addition, it can show more accurate information about free time-slots. With this, the scheduling information could be extended accordingly for all services.

**Notifications**

You can now subscribe to notifications about service requests in the launchpad’s Notification Center. Depending on your settings, notifications in e-mail or SMS format will then be sent if the status changes to ‘Customer interaction required’ or ‘Service Provided’ for automated service requests, which are not transferred into a customer incident.

**Landscape**

The Landscape application has been extended with all information you would also expect from System Handover Documentation. Therefore, we have introduced additional information for ABAP-systems: *Installed Languages* and *Available Clients*. Furthermore, we now show information about network settings. Finally, the *Computer Systems* section now provides information about configured
IPs. Some of the systems will also show an additional Information tab that allows the engagement lead to add more information.

**New CPU-Capacity Application**

The *Capacity-CPU* application is the second application within the *Capacity Management* application family. It is designed to provide transparency on CPU utilization to identify potential bottlenecks before they become apparent to the end user. It substitutes the previous version *CPU consumption*.

The underlying principle is “Management by Exception”: Only those systems shall be pinpointed, which report to have an issue with high CPU utilization. This is especially helpful for customers running many and/or complex systems within the SAP HANA Enterprise Cloud. All efforts for root cause analysis and action plans can then be focused on the right systems. The application provides historical data for the past three months. The following KPIs are taken into consideration:

- CPU Utilization
- Intensity of CPU Utilization > 70% (statistical)
- Intensity of CPU Utilization between 30% and 70% (statistical)
- Intensity of CPU Utilization > 30% (statistical).

Further information can be found in the *documentation*.

**Cloud Availability Center**

The authorization concept for the Cloud Availability Center has changed: Instead of the authorization *Display Cloud Data* (technical name: CLOUDAUTH), you now need the authorization *Display System Data* (INSTDISP).

**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.