Release Notes Wave 7 / 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

Data Volume Management

NOTE: To use this application, the authorization Service Reports and Feedback is required. To request it, contact one of your company’s user administrators.

The Data Volume Management application provides an overview about the data footprint of customer systems operating on SAP HANA and unveils saving potentials. Recommended measures, like data aging or data archiving or technical HANA optimizations are listed and quantified. Key Features include:

The application provides an overview of the key HANA-specific metrics as well as details on specific measures to tackle HANA memory and disk related challenges. At a glance you can see the memory and disk usage. Color-coded dashboards alert you when the usage levels approach critical values. Instantly see the reduction potential for the memory and disk areas. Get details on the most beneficial objects and measures to reduce the size per area.

For the memory area, you can see the reduction potential of using aging, archiving or deletion. For the disk area you can compare the benefits of archiving or deletion. Using the Technical SAP HANA analysis dashboards, you get deeper insights into a range of SAP HANA-specific metrics that allow you to be pro-active in managing the data footprint. These metrics include the top memory consumers (by memory area column, row, heap, ...), top growing tables, top shrinking tables, largest tables, tables with more than 1 billion records, saving potential of using inverted hash indexes etc.

Enter the tile catalog to add the Data Volume Management tile to your homepage.

Hosted Installations for SAP Focused Run Customers

NOTE: Currently, this feature is only available for pilot customers’ super-administrators.

Two associated applications have been released for SAP Focused Run customers. They allow a customer’s super-administrator to invite the service provider who hosts the company’s installations. The service provider will then be able to receive master data required to deliver service and support with SAP Focused Run.

The partner (service provider) has then got the options to either accept or reject the invitation.

These two applications can be accessed through the tiles Register Hosted Installations by Customer and Confirm Hosted Installations by Partner, respectively, which you can find in the tile catalog and add to your launchpad home screen.

Launchpad and General Functionality

Save as a Tile

NOTE: Currently, this feature is only available for pilot customers.
This new feature allows you to bookmark an application’s state as a tile. In a first phase, the functionality can be used in the My Products application: By clicking the Save as tile button, you can add a tile to your launchpad home screen with a direct shortcut to a product version.

This tile is listed in the tile catalog in the Personalized Tiles group. From there, you can change its name, reassign it to different tiles groups, or delete it.

It is planned to extend this feature to other applications in future releases.
Control Center

After a successful piloting phase, the Control Center has now become available for all launchpad visitors. It allows you to enter commands into the central search field to launch applications or perform predefined actions such as “Create an incident” or “Display a specific support user”.

Compared to the previous version of the feature, the list of options has been extended, and even more objects and applications can be directly accessed.

For many commands you can add parameters to either launch a specific object (e.g. “show incident 12345/2018”) or state of an application (e.g. “show user s00221” resulting in a list of user IDs in the User Management application starting with this number).

See the appendix for the currently available list of intents and keywords.

Search

Amended Default Filter Settings for SAP SuccessFactors Customers

To make it easy to identify the best applicable solutions, by default SAP Notes and KBAs in the Knowledge Base search result are pre-filtered for customers with the role SuccessFactors and Multiposting. So far, only results under component LOD-SF* were shown. Now the result list also features notes under component XX-SER-SAPSMP*.

As before, this filter can easily be deactivated if you are interested in the whole list of results.

Amended Search Logic

- If the search term consists only of phrases, the search is automatically performed as exact search (as opposed to a fuzzy search).
- A new approach to retrieving content from the SAP Help Portal returns more results than before. The change comes with a few limitations: Search is supported in English only, no filters are offered, and the overall number of results cannot be displayed.
SAP Notes and Knowledge Base Articles (KBAs)

KBA User Rating and Comments

The *User Rating* feature for KBAs has been enhanced. You can:

- Set a quality indicator (visualized through the familiar star rating) and enter free text comments. The star rating distribution for the KBA is shown as a popover.

- Rate a document as helpful or not. If the KBA was not helpful, help us improve its quality by answering pre-defined questions simply by ticking check boxes.
The following enhancements have been implemented:

- **Filter by system:** For a particular system, the SAP Notes Dependency Browser helps you analyze the prerequisites for an SAP Note that you are going to implement on that system: Only those SAP Notes are shown that apply for the system.
  
  Auto-completion helps you select the system.

- **Open from Correction Instructions:** In addition to the note’s Prerequisites section, the dependency browser can also be opened from the Correction Instruction screen.
OCR Recognition for Screenshots

A huge number of KBAs include screenshots. Using the SAP Leonardo OCR service, text can be extracted from these screenshots and added to the search model. As a result, text included in screenshots gets searchable. This feature is currently under evaluation only.

Usability Enhancement for Expert Search

In the Expert Search in the My SAP Notes & KBAs application, the filters Components (Start with), Components (Exact) and Excluded Components (Exact) no longer show only the components’ technical key, but also their descriptions. This makes it easier to identify the correct selection criteria.

Announcements of Legal Changes

NOTE: Currently, this feature is only available for pilot customers.
The completely revamped *Announcements of Legal Changes* application visualizes the list of announcements in a hierarchical form rather than a plain list. Displayed columns and sorting order can be customized to meet your needs.

A major enhancement is the possibility to filter the list by system: Once a system is selected, the page shows the implementation status of the notes for this system. Through your SAP Solution Manager, this information can then be replicated back to the support backbone. Technical prerequisite for this data replication are:

- Sending data with at least a ST 720 SP5 (with the new support hub framework)
- RZ70 is configured as described in SAP Note 2188401.
- Having applied SAP Note 2589800 – *Extension of the ABAP Data Supplier (RZ70)*

To check out the redesigned application, enter the tile catalog in the launchpad’s piloting system and add the *Announcement of Legal Change – Pilot Only* tile to your homepage.

**User Management**

**Simplified Management of Authorizations**

If you maintain a user’s authorization (or an authorization package), it is no longer required to save between individual steps. Instead, you can enter the *Edit* mode, make all necessary changes, and save once right at the end to confirm all changes.

**More Information in User Reports**

In the application’s *Report and Updates* section, you can choose to have the users’ e-mail addresses displayed in a table column. By default, this column is hidden. Click the *Settings* button to select the columns that are relevant to you and their sorting order. This choice will be saved for future visits.
View All Users

All user lists support “infinite scrolling”: More list items are loaded continuously as you scroll down the page, eliminating the need for pagination.

As an alternative, a new View all link has been implemented. Instead of scrolling, click it to load the whole list in one stroke. Note that this may take a few seconds for very long lists.

Installation Management

Tree View of Installations

When requesting a new technical installation and therefore selecting an associated commercial installation, the list of options to choose from is now a hierarchical one (used to be a plain list). This reduces the number of options, commercial installations, that you can choose from dramatically and makes the application easier to use.
Technical installations are listed here for your reference: By comparing with other technical installations, this information assists you in picking the correct commercial installation.

If wanted, use the search to find other installations that you can use as a reference.

**Application of Filters More Obvious**

If you apply a filter to narrow the list of installations down to those that are relevant to you, this is clearly indicated by a banner above the list.
Other Enhancements and Corrections

An imperfection in the application, which caused the displayed name of the installation to be truncated (unless the application was used on very large monitors) has been corrected.

Fields that cannot be changed are no longer displayed through (read-only) input fields but as simple text.

A bug where in certain circumstances the installation detail page could not be entered has been fixed.

Secure Area

The Secure Area application where you can store logon data (user name, password, server name etc.) for remote access has been completely overhauled. Through its user interface, the redesigned Secure Area provides improved usability. Extended features reduce potential errors in the remote connection process. Additionally, access to logon data is more precisely defined and, reflecting increased compliance requirements, closely monitored.
As the redesigned Secure Area is based on a completely different data structure, we ask you to check the stored logon data for accuracy after the migration. A special page in the SAP Support Portal summarizes key features and action items.

Product Availability Matrix (PAM)
Link to a Product Version’s Open Source Legal Notice (OSLN) Available

In the Product Availability Matrix (PAM), under the SAP Software Download Center tab, licensed customers will now find a link to the software product version’s Open Source Legal Notice (OSLN) document.

Prerequisites: Your company owns a license for the product (and its versions), and you have the Software Download authorization.

Service Messages
Usability Enhancements for Automatic Message Forwarding

Hosting partners can set up auto-forwarding of one or multiple SAP EarlyWatch Alert (EWA) messages to their end customers.

When the partner sets up auto-forwarding for a single message, the e-mail template will be prefilled with details like the installation and system the message corresponds to, and a direct link to the service message in the SAP ONE Support Launchpad.
This saves the partner time and helps the customer find key information at a glance.

**SAP Software Download Center**

**Enhancements for Open Source Legal Notice (OSLN) Documents**

Through the *Software Downloads* application ("SAP Software Download Center") and the *Product Availability Matrix*, licensed customers can access a software product version’s Open Source Legal Notice (OSLN) document.

The following two improvements have been implemented:

- In addition to the official name (like “SAP Manufacturing Integration and Intelligence 15.1”), the OSLN title now also lists the software product’s short name (in the example “SAP MII 15.1”). This short name is used in many applications. Knowing both the short name and the official name helps you identify which product version the OSLN document belongs to.
- The OSLN document may be updated from time to time. You can easily access the latest OSLN version from your downloaded version via a link that is now offered on the document’s first page.
SAP EarlyWatch Alert Workspace

The SAP EarlyWatch Alert Workspace has been enhanced with hourly response time data from your ABAP on-premise or private cloud systems. It is a new drill-down from the weekly response time data that can be either accessed from the SAP EarlyWatch Alert Dashboard or from the Top Deviation card on SAP EarlyWatch Alert Workspace. It comes along with a comparison function between weeks where deltas in response times are calculated and displayed in an extra chart beneath the two charts for the individual weeks.
HANA Enterprise Cloud (HEC)

Service Request

New Authorizations

Today, the Service Request application for HANA Enterprise Cloud (HEC) customers in the SAP ONE Support Launchpad is linked to the incident process: Users must have the authorization Report an Incident if they want to create or display service requests.

Conversely, every user with this authorization is also allowed to request standard and billable services. To separate incident management-related activities and service request management, we have introduced three new authorizations:

- Display Service Request
- Create Service Request
- Create Billable Service Request

These new authorizations have been automatically assigned to super administrators. They give them the flexibility to choose which HEC users can create or display service requests.

The new authorization concept for the HEC Service Request application will be rolled out in stages: On August 20th, 2018 the new authorizations have become available in the launchpad. SAP encourages user administrators to assign it to their colleagues as soon as possible.

However, for a grace period, service requests can still be created and displayed like today with the authorization Report an Incident.

As of November 17, 2018, access to the Service Request application will only be possible for users with one of the new authorizations. If you are a HEC user administrator, please note that there may be S-users in your organization who will not be able to create or display service requests. You have to identify all colleagues who require these new authorizations, and make sure that their profile has been updated accordingly.
Note: Some items in the service catalog are requested by submitting a ticket. SAP therefore recommends assigning the authorization Report an Incident in addition to the new permissions.

**Layout Changes**

We have replaced the Split Screen layout by a flexible column layout. The new “Master View” on the left-hand side offers sufficient space to see the complete header information of your service requests. The Template Selection screen is shown automatically if none has been selected in a previous activity. Finally, error handling for Downtime Handling has been improved.

![Image of layout changes](image)

**New Ticket Type**

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

Starting with standard services, we will offer a new ticket type that can be used both for automated self-services and for manually delivered services. As soon as first self-services will be rolled out, new tabs will allow you to communicate, attach files, and review the action log. Other self-services can send milestone status information to keep you posted about the service progress. The new service type is already available for pilot customers and is scheduled to become generally available after the November 17th, 2018, release.
## Appendix

### Control Center Intents, Keywords, and Examples

<table>
<thead>
<tr>
<th>The (lower-case) command... with the keyword... and optional parameter...</th>
<th>will open the application...</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>cac</td>
<td>n/a</td>
<td>Cloud Availability Center</td>
</tr>
<tr>
<td>cloud availability center</td>
<td>n/a</td>
<td>Cloud Availability Center</td>
</tr>
<tr>
<td>expert chat</td>
<td>n/a</td>
<td>Expert Chat</td>
</tr>
<tr>
<td>guided worklist</td>
<td>n/a</td>
<td>Guided Worklists</td>
</tr>
<tr>
<td>worklist</td>
<td>n/a</td>
<td>Guided Worklists</td>
</tr>
<tr>
<td>incident</td>
<td>integer</td>
<td>Incident List</td>
</tr>
<tr>
<td>license key</td>
<td>integer, string, or both</td>
<td>License Keys Search</td>
</tr>
<tr>
<td>migration key</td>
<td>n/a</td>
<td>Migration Keys</td>
</tr>
<tr>
<td>my products</td>
<td>n/a</td>
<td>My Products</td>
</tr>
<tr>
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<td>My Products</td>
</tr>
<tr>
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<td>n/a</td>
<td>My SAP Notes &amp; KBAs</td>
</tr>
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<td>earlywatch alert</td>
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<td>SAP EarlyWatch Alert Workspace</td>
</tr>
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</tr>
<tr>
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<td>SAP HotNews</td>
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<td>schedule an expert</td>
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<td>swdc</td>
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<td>Software Downloads</td>
</tr>
<tr>
<td>software download center</td>
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</table>
Release Notes Wave 7/2018 – SAP ONE Support Launchpad and SAP ONE Support Applications

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>system</strong></td>
<td>integer, string, or both</td>
<td>System Data</td>
<td><em>show system bcp</em> (this lists all systems with BCP in their name)</td>
</tr>
<tr>
<td><strong>system overview</strong></td>
<td>n/a</td>
<td>System Overview</td>
<td><em>show system overview</em></td>
</tr>
<tr>
<td><strong>user</strong></td>
<td>integer, string, or both</td>
<td>User Management</td>
<td><em>show user s00221</em> (this lists all S-user IDs starting with 00221)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>show user 221</em> (this lists all users with 221 in their S-user ID or name)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>show user John</em> (this lists all users with name John)</td>
</tr>
<tr>
<td><strong>create OR report incident</strong></td>
<td>n/a</td>
<td>Incident Form</td>
<td><em>report incident</em></td>
</tr>
<tr>
<td><strong>create license key</strong></td>
<td>n/a</td>
<td>License Keys</td>
<td><em>create license key</em></td>
</tr>
<tr>
<td>s OR S</td>
<td>integer</td>
<td>User Management</td>
<td><em>s000221</em> (this lists all S-user IDs starting with 00221)</td>
</tr>
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<td>Incident List</td>
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<tr>
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<td>Incident List</td>
<td><em>0123456/2017</em> (this opens incident 123456 from 2017)</td>
<td></td>
</tr>
</tbody>
</table>

2018/2019 Release Dates

Release dates for the SAP support applications are:

**2018**
- Wave 1: Thursday January 11, 2018
- Wave 2: Saturday March 3, 2018
- Wave 3: Monday April 9, 2018
- Wave 4: Saturday May 26, 2018
- Wave 5: Thursday July 5, 2018
- Wave 6: Saturday August 18, 2018
- **Wave 7: Thursday September 27, 2018**
- Wave 8: Saturday November 17, 2018

**2019**
- Wave 1: Thursday January 17, 2019
- Wave 2: Saturday February 23, 2019
- Wave 3: Thursday April 11, 2019
- Wave 4: Saturday May 25, 2019
- Wave 5: Thursday July 11, 2019
- Wave 6: Saturday August 17, 2019
- Wave 7: Thursday September 19, 2019
- Wave 8: Saturday November 16, 2019

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.