Release Notes Wave 8 / 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

SAP Cloud Solution Center

The SAP Cloud Solution Center application bunches together the most relevant information about your cloud solutions in one single spot. With this overview at hand, you manage the onboarding process of a bundled solution such as SAP Marketing Cloud, coming with several additional components, much easier as you don’t have to search for the corresponding information any longer. In addition, you are provided with self-services useful during the onboarding process.

Starting Point

With the new release, the SAP Cloud Solution Center is accessible for all customers via the tile ‘Cloud Solution Center’ from the SAP ONE Support Launchpad.

You can find the tile in the tile catalog and add it to your launchpad home screen from there.

The user interface of the application has been reworked and is now based on SAP Fiori.

Home Page

On the home page, the app 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. In addition, you are provided with perfectly matching additional cloud solutions.

The home page provides you with a clickable entry for every component. Thus, you can see at a single glance, which components are available.
Details View

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):

- Number of incidents (divided in incidents with proposed solution and incidents that require your action) including a link to the actual incidents in the SAP Support Portal
- System details for every component such as the available systems (test, production), the current release, the access URL, and the hosting datacenter
- Self-services, for example, to request the resending of initial onboarding emails
- A Learn More button with links to general useful information such as guides, product documentation, trainings, trial systems, and videos
Hosted Installations for SAP Focused Run Customers

After a successful piloting phase, 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.

Super-administrators can access these two applications through the tiles Register Hosted Installations by Customer and Confirm Hosted Installations by Partner, respectively. You can find them in the tile catalog and add them to your launchpad home screen from there.
Launchpad and General Functionality

Save as a Tile

This new feature allows you to bookmark an application’s state as a tile. After a successful piloting phase, it now becomes available for all visitors in two scenarios:

- In the *My Products* application click the *Save as tile* button to add a tile to your launchpad home screen with a direct shortcut to a product version.
- In any incident list – even after applying filters to narrow down the list of items to those that you are interested in – click *Save as tile* to add a tile to your launchpad home screen. Clicking that tile will bring you back to the customized list of incidents.

In the tile catalog, these tiles are listed under *Personalized Tiles*.

![Image of tile catalog](image)

From here, you can change the tile labels, reassign it to different tile groups, or delete it.

It is planned to extend this feature to more applications in future releases.

Renaming of tiles

Based on feedback from various Usability Tests, the texts of all tiles related to find a solution and / or report an incident have been adjusted by swapping the texts of the title and the footer: Now the title of these tiles is ‘Report an Incident’ and the footer has been changed to ‘Find a Solution’. The search in the tile catalog is not affected by swapping the texts.

<table>
<thead>
<tr>
<th>Report an Incident</th>
<th>Report an Incident</th>
<th>Report an Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>SuccessFactors</td>
<td>Partner</td>
<td></td>
</tr>
<tr>
<td>Find a Solution</td>
<td>Find a Solution</td>
<td>Find a Solution</td>
</tr>
</tbody>
</table>
Search

External Knowledge Repository Integration

The pop-up that alerts visitors about the fact that they are about to leave the launchpad when they select a separate repository on the Knowledge Base result page is no longer shown for all external sites. It will only be displayed if you enter a website with community-generated content (forums, wikis, blogs). SAP bears no responsibility for the accuracy of content on these external sites.

Incident Management

Save as a Tile

This new feature allows you to bookmark any list of incidents as a tile on your launchpad home screen.

Enter any list of incidents, for instance those requiring your attention, if wanted apply filters to narrow down the list of items to those that you are interested in, then click Save as tile. A new tile will be added to your launchpad home screen. Clicking it will bring you back to the incident inbox in the same state as you had left it.

Find information on administering these tiles in the Launchpad and General Functionality section.

Incident solution matching

The “incident solution matching” service, using Artificial Intelligence technology is now integrated into the incident creation form of the SAP ONE Support Launchpad. This service recommends solutions to you based on the information provided in the incident creation form before you submit the incident. There is no configuration needed to make the feature work.

1. When you describe your issue in Subject and Description, “incident solution matching” is called automatically, and the results are displayed in the left pane.
2. When you select a component from Component field, “incident solution matching” is called again, and the refined results are displayed in the left pane.
Launchpad Incident Management for SAP Business ByDesign and C4C Customers

NOTE: Currently, this change only affects pilot customers. It is planned to make this feature generally available in January 2019.

SAP Cloud for Customer and SAP Business ByDesign customers can now report and manage incidents in the SAP ONE Support Launchpad. Therefore, the tile group Solutions/Incidents has been added to their default homepage configuration. It contains the Report an incident - Find a Solution tile as well as various tiles for different incident inbox configurations: Draft Incidents, High Priority, Solution Proposed etc.

You can enter the tile catalog to customize your home screen. In the tile catalog, you can reset your view to the default view of the selected role by clicking on Reset button in the lower right corner.

A possible configuration of the group My Home remains unchanged by reset the view of the role.

Relocation of Buttons Close and Request to Close

The buttons Close and Request to Close have been moved next to the Edit button in the footer of the application.
SAP Notes and Knowledge Base Articles (KBAs)

Notifications for Very High Priority Notes

SAP HotNews – for KBAs also known as *Proactive Notifications* – are critical SAP Notes with very high priority that you should review at your earliest convenience. They can be accessed centrally from the *SAP HotNews* application where you can review individual items, mark them as confirmed or not relevant.

To alert you about new SAP HotNews, a notification feature has been implemented. In the launchpad’s Notification Center you can choose the channels that shall be used: *Launchpad alert* through the icon in the upper-right corner, *E-Mail*, or *SMS text messages*.

By default, launchpad and e-mail notifications are activated if you have added the *SAP HotNews* tile to your home screen. If no alerts are activated, this is pointed out in the application:
New Common Vulnerability Scoring System (CVSS) section for SAP Security Notes

The Common Vulnerability Scoring System (CVSS) information will be moved from the free text section to a separate CVSS section. Additionally, within the SAP Security Notes app the user has the ability to filter by CVSS information.
New filter attribute **Product** for My SAP Notes & KBAs Expert Search

In addition to the **Product Version** it is now possible to restrict the search by **Product**.

![Image of filter attribute Product](image_url)

**User Management**

**Mass Updates of Authorizations**

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

The **Mass Updates of Authorizations** functionality has been migrated from the SAP Service Marketplace legacy platform to the launchpad’s **User Management** application.

To enable the action buttons "Add Authorizations" and "Delete Authorizations", use filters to identify all users with a particular authorization profile in the **Reports and Updates** section.

![Image of mass updates of authorizations](image_url)

You can then revoke these permissions, extend them to other levels, or grant even more authorizations using the familiar process steps.
NOTE: It is also possible to carry out a deletion independently of the authorizations selected in the filter, that is, you can select authorizations independently of the result list.

In case the authorization is assigned within an authorization package or on highest level like CCoE or customer number, the existing assignment will remain.

Authorization packages are excluded from this functionality.

The Mass Updates of Authorizations takes some time and confirms with the following message:

Once the Mass Updates of Authorizations is complete, a final message will be available under the notification area.
Authorization Packages in Reports

In the *Reports and Updates* section, you can now use *Authorization Packages* as a filter criterion.

Furthermore, for any report that you run to identify all users with a particular authorization, a separate column in the result list indicates if that permission has been granted as part of an authorization package:

If this column is hidden, click the *Settings* icon to customize the list layout.

Download Reflects Current View

If you filter a list of users so only the ones are shown that you are interested in, or if you customize the table layout — add/remove columns, change their order —, and then save this list to a CSV file on your computer, these changes are reflected in the local file.

New column *Phone number* available

The column *Phone number* can now be added to the list of *Users* and *Important Contacts* (inside the User Management Application as well as via the context menu). Configuration can be performed via the *Settings* icon.
System Data Management

System Data Management Application

When adding an additional SAProuter, the previous validation on the field IP Address has been removed, thus making it optional to provide a value.

When adding an Application Server, the SCN name pattern has been changed from ‘p:CN=’ to ‘p:’

The dates of the Recent Activity and the Last Changed On are now in sync.
License Management

License Utilization Information

The License Utilization Information application provides a comprehensive overview of SAP license entitlements and SAP software usage for SAP Public Cloud and SAP S/4HANA On-Premise customers.

The user interface of this dashboard has been redesigned.

The previous master-detail view with a navigation pane on the left has been replaced by a single page for both on-premise and cloud information. You can easily navigate to one of them – or a particular product section – through tabs at the top of the page:

For each product, bar charts provide an at-a-glance summary of licensed metrics, measured metrics, and metrics with potential overuse.

License Key Request Application Enhancements

Customers will now be able to receive a notification from the SAP ONE Support Launchpad if their license key request cannot be processed immediately and goes into pending status. The notification will confirm that SAP has received their license key request and the key will be delivered as soon as possible.

In the launchpad’s Notification Center you can choose the channels that shall be used: Launchpad alert through the icon in the upper-right corner, E-Mail, or SMS text messages.
Data Volume Management

The Data Volume Management Application for S/4HANA in the SAP ONE Support Launchpad provides an overview of the key HANA-specific metrics as well as details on specific measures to tackle HANA memory and disk related challenges. Get details on the most beneficial objects and measures to reduce the size per area.

The Reduction Potential detailed section now got a special simulation mode. So far, the view was listing the most valuable archiving, aging or deletion options in the analyzed system. To calculate the expected saving potential the application is using the best practice residence times for each object. The result is being displayed as part of a bubble chart or in a table view.
Now users can switch to a new simulation mode, which allows to instantly simulate ‘what-if’ situations, e.g. to see the effect on the expected reduction potential when the end user decides to go with a higher or lower residence time compared to the SAP proposal. The effects on the changes are immediately reflected in the main saving applications to visualize the results. At any time, the end user can decide to reset the simulation to the SAP best practice defaults or to save the changed values in order to get all related cards (related to saving potential in the main screen of the DVM application) updated with the new calculated results.

SAP EarlyWatch Alert Workspace

New Card 2 Billion Record Limit

The SAP EarlyWatch Alert Workspace in the SAP ONE Support Launchpad gives you a comprehensive overview on your system landscape regarding stability, configuration, hardware utilization and performance.

A new card 2 Billion Record Limit has been added. It monitors and forecasts the number of entries in SAP HANA tables to make sure that the number of records in a table or partition in SAP HANA will not exceed 2 billion, the maximum number allowed. In case a table is approaching this limit, you have to either partition the table or delete no longer required records.

The 2 Billion Record Limit card provides an overview which tables are approaching the limit, including a prediction when the limit is reached, broken down into a mean, best-case and worst-case scenario. You can specify which previous measurements this forecast shall be based on. Filters allow you to restrict the data displayed to specific customer numbers or systems.
Find more details in an SAP Community blog post.

Service Messages

Unsubscribe from auto-forwarding E-Mail

To unsubscribe from auto-forwarded e-mails for a service message, the recipient can now click on an unsubscribe link in the body of the E-Mail.

Clicking on the link will navigate to a new page with an ‘Unsubscribe Button’ to send the unsubscribe request.

After the request has been completed, the ‘hosting’ partner who created the auto-forwarding for above recipient will receive a notification in the SAP ONE Support Launchpad and the former recipient will disappear in Service Message set up auto-forwarding page.
HANA Enterprise Cloud (HEC)

New Authorization for Service Request

The new Authorization Objects

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

for Service Requests (see Release Notes for Wave 7) are now mandatory. As of November 17th, 2018 (Release Wave 8), access to the Service Request application is only 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.

Service Request

Minor changes / corrections have been implemented for scheduling: Time stamps are now formatted based on your settings in user profile. Furthermore, it is not allowed anymore to select a date in past.

HEC overall

All table views are now using a fixed column header to highly improve usability.
## Appendix

### 2018/2019 Release Dates

The 2018/2019 release dates for the SAP support applications are:

<table>
<thead>
<tr>
<th>Wave</th>
<th>Date</th>
<th>Wave</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wave 1</td>
<td>Thursday January 11, 2018</td>
<td>Wave 1</td>
<td>Thursday January 17, 2019</td>
</tr>
<tr>
<td>Wave 2</td>
<td>Saturday March 3, 2018</td>
<td>Wave 2</td>
<td>Saturday February 23, 2019</td>
</tr>
<tr>
<td>Wave 3</td>
<td>Monday April 9, 2018</td>
<td>Wave 3</td>
<td>Thursday April 11, 2019</td>
</tr>
<tr>
<td>Wave 4</td>
<td>Saturday May 26, 2018</td>
<td>Wave 4</td>
<td>Saturday May 25, 2019</td>
</tr>
<tr>
<td>Wave 5</td>
<td>Thursday July 5, 2018</td>
<td>Wave 5</td>
<td>Thursday July 11, 2019</td>
</tr>
<tr>
<td>Wave 6</td>
<td>Saturday August 18, 2018</td>
<td>Wave 6</td>
<td>Saturday August 17, 2019</td>
</tr>
<tr>
<td>Wave 7</td>
<td>Thursday September 27, 2018</td>
<td>Wave 7</td>
<td>Thursday September 19, 2019</td>
</tr>
<tr>
<td>Wave 8</td>
<td>Saturday November 17, 2018</td>
<td>Wave 8</td>
<td>Saturday November 16, 2019</td>
</tr>
</tbody>
</table>

### 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.