Release Notes Wave 2 / 2019
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

Custom Code Analytics

The new Custom Code Analytics application provides an overview about the custom code footprint of customer systems and insights into code quality and usage.

Your benefits are:

- Get an overview about custom code objects (e.g. by type, by usage, quality, etc.);
- Analyze the trend for the number of custom code objects (increase/decrease).
The data about your managed systems is collected and compiled by your SAP Solution Manager and synchronized with the SAP ONE Support Launchpad in a secure format through the SAP Support Hub.

To use the application, the authorization Display System Data is required. Contact one of your company’s user-administrators to request it. Enter the tile catalog to add the Custom Code Analytics tile to your homepage.

Launchpad and General Functionality

New Role SAP Cloud for Customer

SAP ONE Support Launchpad visitors can now select the new role SAP Cloud for Customer. First-time users can choose it when logging in to the SAP ONE Support Launchpad for the first time.

For the new role SAP Cloud for Customer, the tile groups Welcome – SAP Cloud for Customer and SAP Cloud for Customer – Administration have been introduced. These groups are assigned to the new role in addition to the group Solutions / Incidents. By default, the new groups contain the following tiles:

- Welcome – SAP Cloud for Customer
  - News
  - My Products
- SAP Cloud for Customer – Administration
  - Support User Management
  - SAP Passport
The News tile (carousel) offers links for easy access to key information about SAP Cloud for Customer:

- SAP Customer Experience – Enablement Portal
- SAP Help Portal – SAP Cloud for Customer
- Find solutions fast, learn about perfect incident creation and much more
- SAP Cloud for Customer at SAP Community
- Customer Influence for SAP Cloud for Customer

Like all other roles, the newly introduced role SAP Cloud for Customer can be assigned or unassigned in your user profile.

## Download of Legacy Incidents: Notifications

A notification feature has now been implemented for the Download Legacy Incidents application, a tool that provides you with the possibility to request the download of your company’s closed incidents from 2014 and before. Read more in the Incident Management section.

## Minor Enhancements and Corrections

A bug in the Notification Center where only one phone number was shown though two numbers were maintained in your user profile has been corrected.

## Search

### Search KBAs Using a Screenshot

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

In the last release, a new functionality allowing you to search for KBAs that contain a screenshot similar to one that you had uploaded to the launchpad had been released. In the first stage, only KBAs from 2018 and 2019 were retrieved. This limitation has now been lifted so all KBAs, including older ones, are searched.

## Incident Management

### Increased File Size for Attachments

In order to provide increased flexibility for our customers, the incident attachment capacity has been increased to 250 MB per attached file. The size limit could be increased further in future, depending on customer demand.

### Download of Legacy Incidents: Notifications. New Authorization Concept

The Download Legacy Incidents application provides you with the possibility to request the download of your company’s closed incidents from 2014 and before from the service.sap.com legacy platform ("SAP Service Marketplace"), which is earmarked for decommissioning in 2019.

- A notification feature has now been implemented: Once your request has been processed and the file is ready for download, you will be informed through a launchpad alert and an email sent to the address that is specified in your user profile. As with all notifications, you can subscribe to SMS text message notifications or opt-out of this service in the launchpad’s Notification Center.
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- Until now, a prerequisite to enter the application was that users have got the authorization to report incidents. This has now been changed: To request the download of legacy incidents, you need to have the authorization Display all Incidents. i.e. the permission to display all of your company’s incidents.

New Expert Chat Features

During an Expert Chat session with SAP Support the following new features are available:

- The user interface during a chat session has been simplified.
- Bi-directional exchange of file attachments is now supported.
- Read-only screensharing has been simplified

Data Privacy Agreement for Expert Chat

Before any chat communication with SAP Support, the data privacy agreement is displayed. To answer your request and to continuously improve the quality of SAP’s services, SAP will use and store the following data that you enter into the form:

- your name, e-mail address, telephone number
- company name and address, system data
- the chat conversation, including file attachments
- technical details like your IP-address.

Find more details in the Chat Data Privacy Agreement.

User Management

New S-User ID Activation process

NOTE: This feature will go live shortly after the February 23rd, 2019, release date.

The process to inform new users about their ID and password has been completely overhauled: As before, user administrators can request a new S-user ID for a colleague in the User Management application. However, once it has been generated, this ID is sent as an email directly to the user. The email contains an activation link, which allows the user to set the initial password.

User administrators can track the process in the User Management application’s Requested Users section.
Protected Authorization Packages

Super administrators can now protect authorization packages and prevent others from changing them. Note that all user administrators can still assign these packages to users.

To create a new protected package, super administrators tick the respective checkbox in the Create Authorization Package overlay:

To protect (or unprotect) an existing authorization package, select it in the list of all packages and click the Protect (or Unprotect) button.
More Authorizations for Cloud Administrators

This applies to customers who have licensed an SAP cloud product.

Cloud administrators have all authorizations that are required to fulfill all SAP cloud-related tasks in the SAP ONE Support Launchpad at the highest possible level. The authorization Software Download has now been added to that list.

Other Enhancements

Easy Download of Authorization Package Users

A list of all users that got permissions granted through an authorization package can now easily be downloaded to your local computer: In the User Management application’s Authorization Packages section tick the packages you are interested in, then click Report. In the list that will be shown, click the Download icon.
A CSV (comma-separated values) file will be generated that you can save to your hard drive.

**Retrieve Authorizations for Multiple Users**

In the *Reports and Updates* section, you can retrieve authorizations for multiple users in a more comfortable way than before: Click the *User ID* form field to enter the *Select User(s)* search interface. In the past, you had to select individual user IDs one by one from the list. Now you can manually enter a list of user IDs separated by comma or semicolon (for instance using copy-paste from a local file).

Click the *Go* button to search for these users, then confirm with *OK* to return to the report’s filter selection.
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Authorizations Granted Through Packages Reflected in User’s Authorization Profile

In the detail view for an S-user’s existing authorizations, permissions granted to the user by applying an authorization package are now listed. They can be identified at a glance through a new column Authorization Package, which shows the name of the package that contains the authorization.

Corrections

In the Reports and Updates section, two bugs regarding saving search queries for future reuse and sorting of the result list have been fixed.

System Data Management

Local Download of Favorite and Deleted Systems

In the System Data application, under the Favorites and Deleted tabs, the download of all systems in these sections to a local file is now supported. The result is a so-called “simple download”, i.e. the downloaded CSV (comma separated values) file lists:

- Basic information (like system ID, number, name, type, product version)
- Installation information (number, name, location)
- Customer information (number, name, address data like postal code and city)
- Partner information (Partner number)
- Supported By
- History (changed on, changed by, EWA information)
- Activation status (active/inactive)
Extended download, which results in a CSV file with additional attributes (e.g. upgrade plans), is offered only under the Live tab.

**Information About Auto-Deleted Systems**

For deleted systems, the Deleted By and Deleted On fields are now also shown for systems that were deleted automatically, not manually by an authorized S-user (system administrator).
Add Leading Product to Favorites When Marking a System as Favorite

In the System Data application, if you add a system as a favorite, you can now comfortably add the leading product version of the system to the list of your favorites in the My Products application. Once you have clicked the Add Favorite icon on a system detail page, you will be asked if the product version installed on that system shall be bookmarked as well:

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License Key Management

Multiple License Keys for SAP BusinessObjects

You can now request multiple license keys for SAP BusinessObjects on the same system even if the system already has multiple license keys. There was previously a limitation.

HANA Enterprise Cloud (HEC)

Download Feature in the Landscape Application

In the Landscape application, you can now share the most important system information with your colleagues who do not have launchpad access through a new PDF download feature. The file contains all information required to prepare your local environment.

Visualization of System Setup in the Landscape Application

For all systems running on SAP HANA, we have added a graph to provide an overview on your current system setup. It visualizes system, database, instances, and computer systems.
Mark Services as Favorites in the Service Request Application

The template selection in the Service Request application now allows you to mark services as favorites. You can simply add or remove favorites by clicking the “Star” icon in the Favorite column. A new catalog entry will appear that lists only your favorites.
Furthermore, the system selection already provides a quick filter for systems that you have marked as favorites in the System Data application.

New Service Request Ticket in the Service Request Application

In Wave 7/2018 for the SAP ONE Support Launchpad and its applications, we had introduced a new ticket type, which so far has been implemented by 30 HEC services. Based on our customers’ feedback, we have now disabled the Communication feature to minimize the risk of issues caused by misunderstandings.

Hint: If you want to change a service request, in order to avoid confusion, we recommend that you cancel the original request and create a new one. (You can comfortably do this by using the Copy feature.)

Outlook: Service Requests on Behalf

Your SAP contact will be enabled to create service requests on behalf of your S-user. Going along with this change, the template Other will be replaced by a new Assisted service, which ideally shall be used by your technical lead. This amendment will be communicated in due course through separate rollout measures.
Appendix

Release Dates

The 2019 release dates for the SAP support applications are:

- 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 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.

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.