Release Notes Wave 4 / 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.

Incident Management

Incident Form: Adding Attachments When Logging an Incident

Enhancements have been made to the attachment functionality, allowing customers to attach more than one file at a time. Customers also benefit from multiple selection when searching for files to upload and have the added advantage of Drag and Drop functionality.

Each attachment uploaded has its own description and can be marked as containing confidential data or EUDP relevant.
Incident Form: Partner Incident Billing Information Pop-Up Message

Any VAR-delivered (VAR-d) partner creating an incident in the SAP ONE Support Launchpad will receive a reminder of their partner responsibilities. Upon creation of any new incident in the launchpad, VAR-d partners have to confirm that they understand that the incident may be qualified as billable. Should they wish to find out what incident billing means for them, partners will have the option to check for more information and will be redirected to SAP Note 2144008 explaining the partner support obligations.

When the VAR-d support partner duties are fully understood, the Agree button can be selected and the partner can carry on with the incident creation.

Incident Form: Other Enhancements

▪ Action Plan column change

The column Planned Compl. Date within the Action Plan for an existing incident has been replaced with Next Status Update in order to provide a more relevant column description referencing the date and time you can expect an update from SAP Support.

▪ Incident Solution Matching when viewing or editing an existing incident

You can now benefit from proposed solutions using the same logic that is used when proposing solutions while logging an incident. The proposed solutions are dynamically changed depending on what you type when replying to SAP.

▪ A bug where an error message “Resource not found...” was displayed when input fields were validated has been corrected.

Schedule an Expert (SaE): Enhancements

▪ Customers who are not incident creators can book an SaE appointment

A customer contact is able to book an SaE appointment for an existing open incident, even though they did not create the incident.

- **Time zone verification**

  A time zone verification is presented to you when booking an SaE appointment, prior to the booking calendar being displayed, making it easier for you to book an appointment at a time that suits you, which may be during a different time zone to that stored in your S-user profile.

- **Book appointments for medium and low priority incidents**

  You now have the opportunity to book SaE appointments for medium and low priority incidents.

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**My Landscape Workspace**

*NOTE: This application is currently released for pilot customers only.*

The *My Landscape Workspace* application covers SAP Cloud and SAP on-premise landscapes (“hybrid landscapes”). The application integrates landscape-related applications like *System Overview*, *System Data* and the *System Hierarchy* legacy application.

For Wave 4 some new features have been added:

In the filter bar, you can now search by leading products. Furthermore, you can select or exclude deleted systems with the *System Types* filter.
VAR customers and CCoE scenarios are supported.

A new card has been added to display the number of systems by installation.
In the system overview list, two new fields (columns) *Contract Holder Name* and *Contract Holder Number* are available to be added to the list view by clicking the *Column Settings* icon.

**License Key Management**

**Notifications About Expiring License Keys**

Notification will be issued when active license keys on a customer account are scheduled to expire in the next 28 days, and the notifications will continue on a countdown basis (21, 14, 7, 3 and 1 day to expiry) until the key is updated or deleted.

Customers have the option to opt out of receiving such notifications in the launchpad’s Notification Center where you can also choose from a variety of notification channels: Launchpad alert; email; SMS text message.
Other Enhancements

- The SAP Sybase entitlement overview in the License Key Request application now includes SQL Anywhere. This will make it easier for customers to find the SQL Anywhere key they require.
- The license key requests to upgrade SAP ERP/SAP NetWeaver/SAP HANA in an existing system now allows the product of that system to be changed to the new software name and version. As a result, the product of a system correctly reflects the software deployment to which the license key now applies.
- New filters have been added to the License Key Request application, which will help customers search for a specific system in their license key records.

Cloud Availability Center

NOTE: The following new features for CAC will go live shortly after the May 25th release transport.

- Notification List:
  - You can now also filter by tenants and data centers, as well as by the notification type Customer Communication.
  - When you click on a notification on a higher-level page, the corresponding detail page will show information that is pre-filtered accordingly.
  - Unnecessary pop-ups have been eliminated.
- Gantt Chart:
  - Cancelled maintenance dates will be shown as grayed-out events.
  - The overall usability of the chart has been improved, e.g. by setting the default time intervals to 1 week and removing leading zeroes from system numbers.
- Overview Page:
  - Products cards on the overview page are sorted alphabetically.
  - The overall usability of the page has been improved.
- Communicated Availability
  - Enhanced information such as time of download, month, tenant name, etc. has been added to the communicated availability results for a certain tenant that you can download.

SAP Enterprise Support Reporting Cockpit

NOTE: This application is currently released for pilot customers only.

The new SAP Enterprise Support reporting cockpit application went live for participants in the launchpad’s piloting program with the Wave 3 release. With Wave 4, two new data sections have been added to the cockpit content:

- Overview on purchased products and orders including renewal dates
Overview of license utilization for SAP SuccessFactors solutions

Please note:
- You only can see the new data sections for those lines of business / installations that you are authorized for according to the authorization Display SAP Enterprise Support reporting cockpit.
- To view licenses, you additionally need the authorization Access License Utilization for Cloud.

Please refer to the SAP Community blog blogs.sap.com/?p=818228 for more details on required authorizations and access.

DVM Data Reduction Potential Application

The DVM Data Reduction Potential application has been enhanced to include the following new features:
- “Click to filter” functionality – click on one of the charts on the main dashboard to see the data behind it.

- Level 2 distribution of records – click on an application component to see the level 2 breakdown.
New look & feel of the simulation function (integrated into the table):

- Optimize screens now have application component.
- Filtering/sorting/export is possible on Optimize screens.

User Management

New Authorizations

For the recently launched SAP for Me website, new authorizations were defined and distributed to super or cloud administrators, respectively, who can start sharing them with others:
Display Order Information in SAP for Me
Controls access to (cloud) orders in the SAP for Me website.

Display Software Agreement Information in SAP for Me
Controls access to (on-premise) software agreements in the SAP for Me website.

Display Company-Wide Learning Status in SAP for Me
Controls visibility of aggregated learning fulfilment information in the SAP for Me website.

HANA Enterprise Cloud (HEC)
Customer Satisfaction Survey in Service Request Application

Through a new customer satisfaction survey in the Service Request application, we collect your feedback about the customer experience regarding creating, updating (i.e. adding communication items) or confirming a service request. In addition, you can proactively provide feedback via a button in the application’s top-right corner: Give a star-rating or use the free-text box. Your feedback can be anonymized, and you can unsubscribe from the feedback process.

Landscape Groups
The Landscape application now allows you to create customer-specific groups: Related systems can be grouped into a landscape. As a result, you have faster access to details of system lists. Landscapes will also be used in upcoming versions of other applications, e.g. instead of using complex filters get the patching status for systems of a selected landscape with ease.
To start the application with your most frequently used landscape/systems selected, you can save your screen settings. To create, change or delete a landscape, you need the authorization *Manage Installations*.

### Other Enhancements

#### New Columns in Announcement of Legal Change Application

In the *Announcement of Legal Change* application, two new columns have been added to the list on the main screen: *Last Changed (SAP Note)*, *Last Changed (Planned Delivery Date)*.
Corrections and Enhancements in the System Data Application

- For cloud systems, the leading product and leading product versions are shown.
- The label Tenant URL has been changed to URL.
- A bug where all installations were expanded if only one was clicked to be expanded has been fixed.
- A bug where occasionally duplicated systems were shown in the master list of systems has been corrected.

Export of individual KPIs in the KPI Catalog

Many companies restrict the number of S-user IDs, so often not all employees collaborating on KPIs have full access to the catalog. Frequently only a few select KPIs are of interest.

To address this issue and allow you to share individual KPIs, an export feature has been implemented:

In the detail view of a KPI in the catalog, you can click the Export KPI as PDF icon to download a PDF version to your local computer. It contains the complete KPI definition except the following sections:

- The description of the applications where the KPI is used (tab Usage). These descriptions are sometimes quite long, without adding much value on KPI level.
- All customer-specific information of the KPI definition. In detail, this is your rating of the KPI and the tab Where used that contains information on whether the KPI is configured for usage in your system landscape. This ensures that no internal system landscape information is shared in case the PDF file gets distributed outside your company.

Migration and Simplification of the SAP BusinessObjects USPS Unlock Utility

The SAP BusinessObjects USPS Unlock Utility (for Firstlogic customers) has been migrated from the service.sap.com legacy platform to the new SAP Support backbone systems. In parallel, the process of requesting an unlock key has been simplified. For instance, you no longer have to specify an installation or system number. Notification emails make the process more transparent for customers as well as the U.S. Postal Service.
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.