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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

New Application Sub-Processor Insight for Advanced Secure Support Customers

The new application Sub-Processor Insight gives Advanced Secure Support customers an overview of the legal entities accessing their systems and the related remote connection logons for a selected timeframe.

To access the application, enter the tile catalog and add the tile Sub-Processor Insight to your launchpad home screen.

If you are not an Advanced Secure Support customer, with a basic or advanced level package, you will encounter a pop-up denying you access to the application.

Launchpad and General Functionality

Launchpad Logon with SAP Universal ID

NOTE: This feature will go live shortly after the September 19th, 2019, release date.

In a beta trial, SAP Universal ID (UID) is rolled out to the SAP for Me website. If you are an SAP for Me visitor, have requested a UID and linked it to your S-user ID(s), you can also log on to the SAP ONE Support Launchpad with UID. UID will be fully rolled out to the launchpad – including the option to create your UID – in the near future, so please stay tuned.

To learn more about SAP Universal ID, visit www.sap.com/universalid. To learn more about SAP for Me, visit me.sap.com.

Changes to the Launchpad Logon Screen

Following the introduction of SAP Universal ID (UID; see above), the SAP ONE Support Launchpad logon screen has been slightly changed: Visitors are asked to enter their user ID on the first screen and the password on a separate, second screen.

After you have signed in with a UID, you will be prompted to select one of the S-user IDs that you have linked to your UID to further proceed to the launchpad.

Launchpad visitors who use a single sign-on browser certificate will find their logon process unaffected.

This May Interest You

Action required - Stay Connected to the SAP Support Backbone (OSS) after January 1, 2020

support.sap.com/backbone-update

Post January 1, 2020, the SAP Notes download and upload process will stop working unless Note Assistant is enabled in ABAP systems to work with digitally signed SAP Notes.

youtube.com/watch?v=4WQ5qeV5Z6s

Video: Introduction to the Cloud Availability Center

sap.com/assetdetail/2019/09/fa75eeae-657d-0010-87a3-c30de2f9d8ff.html
Updated Popup to Request Authorization in Tile Catalog

If you want to add a tile to your launchpad home screen but lack the authorization required for the associated application, clicking the tile lets you select one of your important contacts and send an e-mail to them to get your authorization profile amended.

This list of important contacts also contained contacts who were not in a position to grant authorizations. This has now been corrected, and only super and cloud administrators are listed.

Incident Management

Incident Form: Support Assistant

The Support Assistant provides customers the opportunity to be guided towards a resolution of their issue, via a conversational UI, during the incident logging process.

Currently the Support Assistant is available only in English language, for the following products:

- SAP BusinessObjects Business Intelligence Platform
- SAP Crystal Reports
- SAP Lumira
- SAP Analytics Cloud
- SAP HANA Platform Edition
- SAP Landscape Transformation Replication Server
- SAP SuccessFactors Onboarding

Customers can engage with the Support Assistant by selecting from the Product drop-down list box in the System Information section.

We recommend that customers check their systems to ensure the maintained products are up to date.
More products will be added on a regular basis, and the most current list of supported products can be found in SAP Knowledge Base Article 2836020 – Which products are supported for the Support Assistant within the SAP ONE Support Launchpad - Incident Form?

The Support Assistant allows customers to better classify their issues and find solutions during the incident logging process, which could result in no incident being submitted to SAP. However, if the Support Assistant is not able to provide a solution, customers can continue to submit an incident, and all the conversational data captured during the Support Assistant session is captured and stored within the incident to help SAP Support find a solution faster.

Incident Form: Support Log Analyzer

The auto-generated analysis report (PDF) file is now automatically attached to the incident, once the file analysis has been completed.

The Log Analyzer has added many new components that will now suggest support-related files that a customer can attach during the incident creation process.

- For more information on this feature, see the Wave 5 /2019 release notes at support.sap.com/about.
- For an updated list of supported components, please see SAP Knowledge Base Article 2805235 – Suggested files to attach during the Incident Creation process - List of available components.

More than 300 new alerts have been added to the Log Analyzer that can be detected automatically. To benefit from these new alerts, customers can click the new Analyze Files option within the Attachments section of the incident form.

More information on the Analyze Files feature can be found in the Wave 6 / 2019 release notes at support.sap.com/about.

The Log Analyzer is also available as a self-service tool, outside of the incident form. The tool, referred to as the Support Log Assistant, allows customers to add any support-related text files they want (log, traces, configuration files, etc.) and scan them against our growing database of known
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For more information on the self-service tool, see the Support Log Assistant wiki.

Other Changes

1. Released in Wave 6 / 2019, but not documented – The SAP Support social media icons are now displayed during the incident logging process.
2. The system ID is now displayed for recently used and favorite systems in the System Selection window.

New Installation Filter in the Incident Quality Dashboard

The Incident Quality Dashboard application provides an at-a-glance overview of quality-related key figures for confirmed incidents. The new global Installations filter makes it easy to analyze incidents for systems under selected installations.

User Management

New and Amended Authorizations

- A new authorization Display Security Alerts in SAP EarlyWatch Alert Workspace has been introduced to allow customers to further restrict access to security-related content in the SAP EarlyWatch Alert Workspace. It enables visitors of the application to access the new card Security Status, and to display alerts of the category Security in the SAP EarlyWatch Alert Solution Finder application, which is accessible through the cards Security Status and Alerts.

Note that this authorization is required in addition to the authorization Service Reports and Feedback, which controls access to the SAP EarlyWatch Workspace itself.

- For the recently launched SAP for Me website, two new global authorizations have been defined and distributed to super and cloud administrators, who can start sharing them with others:
  - Edit Contact-Role Assignment in SAP for Me
    Enables visitors of the SAP for Me website to change the names of the following contact persons that are listed in orders: Primary business owner, process owner, process
administrator, project manager, enablement contact, communication contact, executive
sponsor, security contact, governance contact.

- **Edit Main, Technical or Financial Contact Person in SAP for Me**
  Enables visitors of the SAP for Me website to change all contact persons that are listed in
  orders, including the more sensitive information about main, technical and financial contacts.

- The recently introduced authorization **Display Order Information in SAP for Me**, which controls
  access to (cloud) orders in the SAP for Me website, has been amended: It is now granted on
  global, not on installation level. All existing assignments have been updated accordingly.

Which authorizations are required to fully leverage SAP for Me is explained in an SAP Community
blog (blogs.sap.com/?p=837199).

**Universal ID Information in User Lists**

*NOTE: This feature is only visible if one of the S-users that you are entitled to administer has linked their S-user ID to an SAP Universal ID.*

Following the introduction of SAP Universal ID (UID), additional details are displayed in the *User Management* application’s *Users* list: For each S-user ID in the list, it is indicated if this ID has been
linked to a UID and which name was used in the UID request.

Note that these columns remain hidden unless you customize the list layout using the *Settings*
feature in the upper-right corner.

All three attributes, *Universal ID Status*, *Universal ID First Name*, and *Universal ID Last Name* can also
be used to filter the list and, for instance, restrict it to show only those S-user IDs that are linked to a
UID.

**Notification E-mail About Linked Universal IDs**

*NOTE: This feature is only visible if one of the S-users that you are entitled to administer has linked their S-user ID to an SAP Universal ID.*

If applicable, all user administrators will receive a fortnightly e-mail about those users that have
recently been linked their S-user ID to an SAP Universal ID.
Harmonization of Interface and Features

Endless scrolling has been implemented in the Deleted Users section, eliminating the need to repeatedly click the More button at the end of the list to load further entries. If you prefer to load the whole list at once, click the new Show All button.

When maintaining a user’s phone number, an inconsistency where the country was pre-selected, however no associated country code was auto-populated, has been fixed.

An inconsistency where filtering by important functions offered fewer options in the Users list than in the Important Contacts list has been corrected.

Some occurrences of incorrect wording in tooltips and warnings have been fixed.

Installation and System Data Management

Enhancements in the My Landscape Application

In the My Landscape – Workspace application the following enhancements have been implemented:

- The new card Favorite and Recent Systems gives you fast access to frequently used systems.
- Icons mark installations and product versions that you have marked as favorites (in the Installation Management and My Products applications).
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- Systems can be marked as favorites directly from any *My Landscape* system list.

- The overall performance has been improved.

**Enhancements in the System Overview and System Data Applications**

In the *System Overview* application, adjustments of the table columns’ width and helpful hints make it easier to filter system lists.

In the *System Data* application, when maintaining application server information for a database server, the position of *Instance Number* has been moved closer to *Message Server Port (ASCS)* making it easier to locate this field when an error message during saving alerts the user about inconsistencies or missing values.
Customer Remote Logon Depot (Formerly Known as Secure Area)

- An improved feature is the ability to change SAProuter passwords for multiple assigned systems. The application now offers a variety of filter options, and certain systems can be excluded from the change.
- The new duplicate check ensures that no duplicates of a credential set are created.

SAP EarlyWatch Alert Workspace

New Authorization

A new authorization Display Security Alerts in SAP EarlyWatch Alert Workspace has been introduced to allow customers to further restrict access to security-related content in the SAP EarlyWatch Alert Workspace. Read more in this document’s User Management section.

New Card Security Status

**NOTE:** This feature will go live shortly after Wave 7 on October 1st, 2019.

A new card Security Status has been added to the SAP EarlyWatch Alert Workspace. It lets you easily identify areas to improve security within your system landscape. To use the functionality, the new authorization Display Security Alerts in SAP EarlyWatch Alert Workspace is required. At the time of the go-live of this new feature on October 1st, 2019, more information will be shared in an SAP Community blog ([https://blogs.sap.com/tag/sap-earlywatch-alert/](https://blogs.sap.com/tag/sap-earlywatch-alert/)).

New Card SAP HANA Memory Forecast

A new card SAP HANA Memory has been added to the SAP EarlyWatch Alert Workspace. It gives you an overview on how many systems are already affected by a memory bottleneck or may be so in the near future if memory consumption grows further. Based on historic memory consumption data, a growth prediction is made, and the date is estimated when the index server memory consumption...
will reach the allocation limit. This prediction is visualized in a chart that is included in the application behind the card. Further information will be released in an SAP Community blog (https://blogs.sap.com/tag/sap-earlywatch-alert/).

New Functionality SAP HANA Data Footprint Forecast

The SAP HANA data footprint is calculated from the memory size of column store and row store area. As the underlying tables grow, its size will grow over time. To estimate the growth rate and alert you about archiving data or upgrading hardware, we built this forecast feature inside the SAP EarlyWatch Alert Workspace. In the chart for the various SAP HANA memory areas use the slider to switch to Data Footprint Forecast mode. By default, growth for the next 12 months is predicted; this range can be extended to 48 months.

Further information will be released in an SAP Community blog (https://blogs.sap.com/tag/sap-earlywatch-alert/).

HANA Enterprise Cloud (HEC)

On-Behalf Service Requests

In Wave 2/2019, the “on-behalf” scenario was introduced: It enables SAP employees to create service requests on behalf of an S-user. This scenario has now been expanded by a review step and opened to S-users who can act on behalf of others. The feature allows service request being created in stages and enables users without sufficient authorization to prepare a service request for review.

- In case an SAP Employee creates a new service request, the status will be “To be reviewed”. Hence, it is no longer possible to submit the request to the delivery team without involving the customer. This is necessary to fulfill compliance requirements.
- An S-user is now also able to prepare a service request by appointing an “on-behalf user”. Once you click the “New on behalf” button, you will be asked to specify an “on-behalf user” instead of directly navigating to the template selection. System and template selection take into account the authorization of the selected on-behalf user ID.
The on-behalf user will get a notification about new service request, which needs to be reviewed and sent to SAP. He can also edit the request parameters and schedule. Furthermore, he can submit the service request to SAP.

Service Request System Selection

Since multiple application systems can share one database system (HANA MDC or MCOD), systems running on the same database system are now grouped together. The grouping can be adapted. In addition, all changes on the system selection screen can be saved as personal variant for future reuse. A warning is displayed if a selected system is running on SAP HANA together with other systems as in many cases this will impact the system availability.
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.