Release Notes Wave 1 / 2020
SAP ONE Support Launchpad, SAP Support Portal, 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

Reconfigured Video Tile for SAP Support Portal

The YouTube playlist ‘SAP Support Portal’ has recently been retired, and its content has been migrated to the playlists ‘SAP ONE Support Launchpad’ and ‘Next Generation Support’.

Therefore, the video tile that previously pointed to the ‘SAP Support Portal’ YouTube playlist has been reconfigured so that it now points to the YouTube channel ‘SAP Digital Business Services’, and its name has been updated accordingly.

In addition to portal-related content, the YouTube channel ‘SAP Digital Business Services’ contains all SAP Digital Business Services-related playlists.
If your homepage already contained the tile ‘SAP Support Portal – Watch the videos’, there is nothing to do: The tile will automatically be adapted, and all you will notice is its new title.

If the tile has not featured on your homepage yet, but you would like to add it, enter the tile catalog where you can find it in the group ‘Newly Released’ right at the top.

**Reconfigured SAP Enterprise Support Reporting Cockpit Tile**

The tile ‘Enterprise Support Reporting Cockpit – Cloud’ now shows the number of days that have passed since your previous visit to the application.

This helps you to monitor your reporting tasks, especially if you would like to look up relevant statistics on a regular basis.

For more information on the SAP Enterprise Support reporting cockpit refer to [sap.com/esrc](http://sap.com/esrc).

**Retirement of Legacy Tiles**

For system-related tasks, the modern applications *System Overview* and *My Landscape* have replaced the legacy tools *System Data Overview Report* and *Landscape*. In mid-2017, a new *Service Messages* application replaced the previous one that was hosted on the service.sap.com legacy platform.

In Wave 8/2019 the link to these legacy applications was removed from interim pages that had informed visitors about the move. And since the applications have now been retired and are no longer available at all, the following tiles themselves have been removed from the tile catalog:

- Landscape – On Premise
- System Data Overview Report – On Premise
- Legacy Service Messages – On Premise

**Launchpad and General Functionality**

**Enhancement for Control Center**

The Control Center lets you enter commands into the launchpad’s central search field to launch applications or perform predefined actions. For instance, “show user s00221” results in a list of user IDs in the *User Management* application starting with this number.

In the past, the outcome of the command “show user S0123456789” (with a unique and well-defined S-user ID) would have been a list with a single item. Instead, you will now directly enter the user details page for that ID.
See the appendix for the currently available list of intents and keywords.

Advance Notice: TLS 1.0 and 1.1 No Longer Supported by Launchpad

TLS (Transport Layer Security) is a protocol that encrypts communication between your web browser and a website. Its earliest specification, TLS 1.0, dates back more than 20 years.

In favor of more secure and optimized TLS 1.2 and 1.3 specifications, the platform for the SAP ONE Support Launchpad and its applications will soon discontinue support for TLS 1.0 and its TLS 1.1 successor. The newer specifications not only include enhanced security, but also support new protocols such as the HTTP/2 network protocol, which can increase the speed of browsing web sites.

This decision correlates with earlier announcements by Microsoft, Google, Mozilla, and Apple to stop supporting TLS 1.0 and 1.1 in their newest browser versions.

If you still use TLS 1.0 or 1.1, we recommend that you update your browser to a more recent version or adjust your browser settings at your earliest convenience.

New in the SAP Support Portal

The customizable Top Tasks area on the portal homepage support.sap.com allows logged-in users to choose from an expanded list of tasks for display on the homepage, therefore making it easier for you to get to your top tasks efficiently from the SAP Support Portal.
Incident Management

Amendment of Authorization Concept

The authorization concept for incident management has become more transparent: S-users who would like to confirm the solution to an incident explicitly require the authorization Close Incidents. The authorizations Report an Incident or Send Incidents to SAP are no longer sufficient, not even to confirm own incidents.

Incident Form: Layout Changes to Contact Details Section

As a precursor to future enhancements to the maintaining contact details functionality, initial changes to the layout of the Contact Details view and edit are now available.
The *Add Additional Contacts* form has also been improved.

Other Changes

- The Support Log Analyzer notification message when no alerts are found during analysis has been improved. In addition, all alerts will now appear at the top of the *Analyzing Files* pop-up:

- In the *Systems* section, the *Product* field behavior has been enhanced to show relevant info text when you click on the information icon next to the field, depending on the system / product selected.
The checkbox wording has been improved for where customers provide steps to reproduce in the details text, so it is clearer to customers if they would like to confirm in advance that the steps provided can be followed by SAP Support, during a remote connection session.

In the System section, clicking on “Open the system data” goes directly to the selected system in the System Data application rather than the list of all systems.

SAP Notes and Knowledge Base Articles (KBAs)
Automatic Translation Feature Now Live for Eight Languages
The automatic translation feature for SAP Notes and SAP Knowledge Base Articles (KBAs) is now offered for the following languages:

- Chinese (Simplified)
- French
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- Italian
- Japanese
- Korean
- Portuguese (Brazil)
- Russian
- Spanish

To access the feature, simply open an SAP Note or KBA, go to the Languages tab and choose the language for translation.

As part of the piloting program for the SAP ONE Support Launchpad, German-speaking customers now also have the option to test the automatic translation feature for SAP Notes and KBAs into German.

User Management

Advance Notice: Amended Lifecycle for S-User IDs

Starting in mid-2020, S-user IDs will come with an expiry date.

Today, S-user IDs are valid for an unlimited period of time; they have to be deleted manually. In principle, this can give people continued access to internal information after leaving a company.

To assist our customers' user administrators and minimize this risk, SAP is adapting the user process: In the future, S-user IDs will have an expiry date that administrators can easily extend. More information can be found in an SAP Community blog.

Small Changes and Corrections

- A bug in the Technical Communication Users section where the list of columns in the Define Column Properties dialog suggested a different sorting order than the actual one has been corrected.
- The SAP Universal ID (UID)-related columns *UID Status*, *UID First Name* and *UID Last Name* have been removed from the *User Management* application’s *Users* list. Note that they were only visible if one of the S-users that you are entitled to administer had linked their S-user ID to an SAP Universal ID.

**System Data Management**

**More Information in Extended Download**

An additional column has been added to the XLS file that you can download to your computer from the *System Overview* application.
In the past, there used to be one column License Key / Cer., which for SAP BusinessObjects products displayed a download link, while for other products a link to the License Key application was shown.

Now for all products two columns are displayed, License Key App Link and Lic. Key/Cert. Link.

Small Name Changes

In the System Overview application, the column Product Version has been renamed to Leading Product Ver., to make its purpose clearer. Product versions listed are shown in their official name (like SAP enhancement package 8 for SAP ERP 6.0) not the technical name (EHP8 FOR SAP ERP 6.0).

HANA Enterprise Cloud (HEC)

New Diagnostic Agents View in Landscape Application

In the HEC Landscape application, the Application Instances view now provides an additional table with diagnostic agents (customer specific agents) status information.
With a single mouse click, you can request a restart of an agent: In the corresponding table row, a link to the Service Requests tool opens the respective service template with prepopulated system information. If an open request already exists, the request ID is shown instead.

For systems with a customer diagnostic agent, the status information is also available in the master list on the left-hand side of the screen. The monitoring status is updated hourly.

Cloud Availability Center

Coming Soon: Simplified Subscription Process for Cloud System Availability Notifications

Note: The following feature will go live after the January 16th release transport and will initially be available exclusively for pilot customers.

The new Cloud System Notification Subscriptions (CSNS) tool allows to manage subscriptions for all notifications that are displayed in the Cloud Availability Center (CAC). Subscribers will have the option to specify which notification types (e.g. disruptions/degradations, maintenance, customer communication) they are interested in.

A close integration into the launchpad’s central Notification Center is planned for a future release.
## Appendix

### Control Center Intents, Keywords, and Examples

<table>
<thead>
<tr>
<th>The (lower-case) command...</th>
<th>with the keyword...</th>
<th>and optional parameter...</th>
<th>will open the application...</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>cac</code></td>
<td>n/a</td>
<td>Cloud Availability Center</td>
<td><code>display cloud availability center</code></td>
<td></td>
</tr>
<tr>
<td><code>cloud availability center</code></td>
<td>n/a</td>
<td>Cloud Availability Center</td>
<td><code>open cac</code></td>
<td></td>
</tr>
<tr>
<td><code>expert chat</code></td>
<td>n/a</td>
<td>Expert Chat</td>
<td><code>display expert chat</code></td>
<td></td>
</tr>
<tr>
<td><code>guided worklist</code></td>
<td>n/a</td>
<td>Guided Worklists</td>
<td><code>open guided worklist</code></td>
<td></td>
</tr>
<tr>
<td><code>worklist</code></td>
<td>n/a</td>
<td>Guided Worklists</td>
<td><code>open worklist</code></td>
<td></td>
</tr>
<tr>
<td><code>incident</code></td>
<td>integer</td>
<td>Incident List</td>
<td><code>open incident 1234</code> (this lists all incidents containing 1234 in their number)</td>
<td></td>
</tr>
<tr>
<td><code>license key</code></td>
<td><code>integer, string, or both</code></td>
<td>License Keys Search</td>
<td><code>display license key 12234</code> (this lists all installations or systems with 12234 in its key)</td>
<td></td>
</tr>
<tr>
<td><code>migration key</code></td>
<td>n/a</td>
<td>Migration Keys</td>
<td><code>show migration key</code></td>
<td></td>
</tr>
<tr>
<td><code>my products</code></td>
<td>n/a</td>
<td>My Products</td>
<td><code>show my products</code></td>
<td></td>
</tr>
<tr>
<td><code>products</code></td>
<td>n/a</td>
<td>My Products</td>
<td><code>open products</code></td>
<td></td>
</tr>
<tr>
<td><code>my notes</code></td>
<td>n/a</td>
<td>My SAP Notes &amp; KBAs</td>
<td><code>display my notes</code></td>
<td></td>
</tr>
<tr>
<td><code>earlywatch alert</code></td>
<td>n/a</td>
<td>SAP EarlyWatch Alert Workspace</td>
<td><code>display earlywatch alert</code></td>
<td></td>
</tr>
<tr>
<td><code>ewa</code></td>
<td>n/a</td>
<td>SAP EarlyWatch Alert Workspace</td>
<td><code>open ewa</code></td>
<td></td>
</tr>
<tr>
<td><code>hot news</code></td>
<td>n/a</td>
<td>SAP HotNews</td>
<td><code>open hot news</code></td>
<td></td>
</tr>
<tr>
<td><code>security notes</code></td>
<td>n/a</td>
<td>SAP Security Notes</td>
<td><code>show security notes</code></td>
<td></td>
</tr>
<tr>
<td><code>schedule an expert</code></td>
<td>n/a</td>
<td>Schedule an Expert</td>
<td><code>open schedule an expert</code></td>
<td></td>
</tr>
<tr>
<td><code>swdc</code></td>
<td>n/a</td>
<td>Software Downloads</td>
<td><code>open software center download</code></td>
<td></td>
</tr>
<tr>
<td><code>software download center</code></td>
<td>n/a</td>
<td>Software Downloads</td>
<td><code>open swdc</code></td>
<td></td>
</tr>
</tbody>
</table>
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<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>show system bcp  (this lists all systems with BCP in their name)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>display system 1094  (this lists all systems with 1094 in their technical key)</td>
</tr>
<tr>
<td><strong>system overview</strong></td>
<td>n/a</td>
<td>System Overview</td>
<td>show system overview</td>
</tr>
<tr>
<td><strong>user</strong></td>
<td>integer, string, or both</td>
<td>User Management</td>
<td>show user s0123456789  (this launches the user details page for S0123456789)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>show user s00221  (this lists all S-user IDs starting with 00221)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>show user John  (this lists all users with 221 in their S-user ID or name)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>show user John  (this lists all users with name John)</td>
</tr>
<tr>
<td><strong>create OR report</strong></td>
<td><strong>incident</strong></td>
<td>n/a</td>
<td>Incident Form</td>
</tr>
<tr>
<td><strong>create OR report</strong></td>
<td><strong>license key</strong></td>
<td>n/a</td>
<td>License Keys</td>
</tr>
<tr>
<td>s OR S</td>
<td>integer</td>
<td>User Management</td>
<td>s000221  (this lists all S-user IDs starting with 00221)</td>
</tr>
<tr>
<td>&lt;incident number&gt;</td>
<td>&lt;year&gt;</td>
<td>Incident List</td>
<td>0123456 2017  (this opens incident 123456 from 2017)</td>
</tr>
<tr>
<td>&lt;incident number&gt;/ &lt;year&gt;</td>
<td>Incident List</td>
<td>0123456/2017  (this opens incident 123456 from 2017)</td>
<td></td>
</tr>
</tbody>
</table>

### Release Dates

The 2020 release dates for the SAP support applications are:

- **Wave 1: Thursday January 16, 2020**
- Wave 2: Saturday February 15, 2020
- Wave 3: Thursday April 2, 2020
- Wave 4: Saturday May 23, 2020
- Wave 5: Thursday July 9, 2020
- Wave 6: Saturday August 22, 2020
- Wave 7: Thursday October 15, 2020
- Wave 8: Saturday November 21, 2020
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.