Release Notes Wave 2 / 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

New Tile Welcome to Support

The new tile Welcome to Support provides fast access to the respective section in the SAP Support Portal. In addition to a welcome message, new users receive in this section all the information required to quickly familiarize themselves with SAP service and support offerings.

To add this tile to your homepage, navigate to the tile catalog via the "Hamburger" icon in the launchpad’s upper-left corner where you can find it in the group Newly Released at the top of the catalog.

New Tile Support Log Assistant

The new tile Support Log Assistant gives you direct access to the Support Log Assistant stand-alone application, a cloud tool that allows users to scan their own support-related files for known issues and recommendations.

This provides the user with a self-service method of analyzing, reviewing and packaging up their log, trace and configuration-related files in an effort to find solutions that can help them maintain a healthy environment.
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The Support Log Assistant leverages a database of known issues, conditions and recommendations that is maintained by SAP Product Support on a regular basis.

The corresponding SAP Support Portal page provides you a variety of information regarding the Support Log Assistant such as FAQs, list of file types that can be analyzed and much more.

To add this tile to your homepage, navigate to the tile catalog via the “Hamburger” icon in the launchpad’s upper-left corner where you can find it in the group Newly Released at the top of the catalog.

Launchpad and General Functionality

Advance Notice: TLS 1.0 and 1.1 No Longer Supported by Launchpad after April 2\textsuperscript{nd}, 2020

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, starting Wave 3 on April 2\textsuperscript{nd}, 2020, the platform for the SAP ONE Support Launchpad and its applications will 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, but not later than April 2\textsuperscript{nd}, 2020.

Link to Chinese Website Removed from Launchpad Footer

In the bottom-right corner of the SAP ONE Support Launchpad, there used to be Chinese text and a link to www.miibeian.gov.cn, which indicated that the SAP ONE Support Launchpad is registered with Chinese telecommunications authorities and the Ministry of Industry and Information Technology.

Due to changes to the launchpad server locations, this link had become obsolete and has been removed.

Incident Management

Improved Incident Status Visibility

The status of the incident is displayed in a larger text size in upper right hand of the screen and each status has a mouse over tool-tip, providing additional information describing the status in more detail.
In addition, the incident status and priority are displayed with the same text color in the Incident Inbox list view.

**Support Assistant Closure Change**

The Support Assistant is provided to help customers find solutions during the incident logging process and may lead to a solution be suggested, without the need to continue logging an incident.

New functionality has been implemented to prevent customers from closing the Support Assistant by mistake. The Support Assistant can only be closed, when available, by either clicking on the “Close” button in the initial Support Assistant window or at any time by clicking on the “X” in the upper-right corner of the Support Assistant window.

**Other Changes**

- Improvements have been made to the Support Log Analyzer analysis reporting window, to better differentiate between analysis results, when multiple ZIP files with the same file name have been analyzed.
Online help is available throughout the incident management process, when reporting incidents or while working with them. It provides useful guidance for customers on how to navigate and use the functionality offered. Online help can be accessed by clicking on the blue question mark icon in the upper-right corner of the Report an Incident form, of any incident inbox, and in the incident itself.

User Management

Self-Service Authorization Request

S-users who lack a particular authorization can now request it through a comfortable self-service. Requests can be made from within the tile catalog as well as from the list of all your authorizations:

![Authorization Request Form]

Once submitted, a workflow is started:

1. The requestor can find this request – and previous ones – under My Authorizations and Functions in the user profile area.
2. For all user administrators, a new action item will be created in the new Action Required section of the User Management application.
3. They will be notified about this task through launchpad alerts and notification e-mails. These alerts can be customized in the launchpad’s Notification Center.

4. Administrators can then comfortably accept or reject the request. Of course, it is also possible to grant authorizations only on a particular level, e.g. a customer number or installation.

5. The requestor is informed about the change through launchpad and e-mail notifications.

**Software Recipient S-User IDs Can be Deleted**

Selected people in your company — not necessarily having an S-user ID — may hold an important function, often serving as point of contact for SAP concerning a particular topic. For some of the functions, at least one contact person needs to be defined. Therefore, you can only delete S-user IDs who have these functions assigned if the function is first assigned to another contact person.
So far, this was also the case for software recipients. This has been changed: S-user IDs that hold this function can now be deleted. Note that the software recipient will still be listed in the list of important contacts, though without S-user ID.

**Change of Authorization Edit All Login Data**

New cloud administrators for hybrid customers do no longer get the authorization object *Edit all Login Data* assigned to their profile. This change does not affect existing cloud administrators nor cloud administrators in cloud-only companies.

**New Logic for Department Lists**

Until now, once the last user was removed from a department, the department disappeared from the list of all departments. Hence, it also could no longer be assigned to any user.

This logic has been changed. From now on, by default “empty” departments will remain in the list for potential future re-use unless you delete them manually.

**Installation Management**

**Persistent Settings**

Until now, the columns that you had selected in lists of installations and their sorting order was lost upon your next visit to the *Installation Management* application. This has now been changed, and the table layout will be the same when you enter the application again.

**System Data Management**

**Add-on Product Versions no Longer Shown as Leading Product Version**

Focused Run for SAP Solution Manager 2.0 is an add-on product version. Still, after Wave 6 / 2019, it could be shown as leading product version, as occasionally the request had been made to filter system lists by this product version. However, this caused problems in the *License Key* function. Hence this change had to be rolled back.

This affects systems where an update was triggered after January 16, 2020.

**License Key Management**

**New Link to License Key Help Pages**

A new link beside the installation number in the *License Key Request* application opens the License Key help page in the SAP Support Portal with the list of guides to requesting license keys:
SAP EarlyWatch Alert Workspace

Filter Settings Determine Alert Number on Tile

SAP EarlyWatch Alert is an automatic diagnostic service that monitors the essential administrative areas of an SAP system. Being a weekly service, SAP recommends that you consume the corresponding reports in the cloud-based SAP EarlyWatch Alert Workspace application in the SAP ONE Support Launchpad once per week.

In keeping with this, the application displays new decisive red alerts first.
By default, you will see alerts from all systems and customers you are entitled to. However, you can also restrict the data to specific customer numbers or systems that are relevant to you (see also a corresponding video).

You can save these filter settings for future re-use and set them as default, so the filter is again applied when you enter the application the next time (see also this cookbook).

This default view now determines the KPI shown on the corresponding tile SAP EarlyWatch Alert Workspace on the launchpad homepage: only new decisive red alerts that meet the default filter’s settings are counted.

As a result, even without launching the SAP EarlyWatch Alert Workspace, you can see on the launchpad homepage the number of new decisive red alerts for systems you are interested in, potentially – if this number is zero – saving you from entering the application itself.

Cloud Availability Center

Simplified Subscription Process for Cloud Availability Center Notifications

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.

Super and cloud administrators can assign a new subscription to a contact person within their organization, see and edit the notification recipients for each cloud service individually.

You can enter CSNS via the SAP Support Portal page support.sap.com/csns or through the Settings icon, then Manage Notifications link in the upper-right corner of CAC. A close integration into the launchpad’s central Notification Center is planned for a future release.

Note that in order to enter CSNS, the same authorizations (Display System Data or Edit System Data) are required as for CAC access.
Improved Readability of Notifications

The layout of notifications has been changed to make them easier to read: All structured data, like the event type, start and end time, duration, affected data centers and impacted systems, have been bundled in the notification header, while the Details section contains a description of the issue.

Furthermore, the layout of the list of all notifications has been harmonized: For instance, the sorting order of filter options corresponds to the displayed table columns.
Appendix

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.