Release Notes Wave 4 / 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

Corrected Tile Authorizations

A number SAP ONE Support Launchpad applications require special authorization, however the tiles launching them could be added to home screens even by users lacking these permissions, which resulted in poor user experience when they tried to enter these tools.

In order to eliminate this inconsistency, this has now been corrected and authorization checks have been added to the following tiles:

- **License Utilization Information (LUI)**
  Access to this tile was restricted to users with either *Display System Data* or *Edit System Data* authorization. This restriction has been lifted; instead, users now require either *Access License Utilization for Cloud* or *Access License Utilization for OnPrem*.

- **System Measurement**
  Instead of *Edit System Data*, users now require the authorization *Access License Utilization for OnPrem* to add the tile *License Utilization Preparation Area* to their launchpad home screen.

- **Service Requests**
  This tile in the group *Cloud Customer Engagement*, which is part of the launchpad configuration for SAP HANA Enterprise Cloud (HEC) customers, has now the S-user authorizations
    - *Display Service Requests*
    - *Create Service Requests*
    - *Create Billable Service Requests*
  assigned to it. To access the application, you need to have at least one of these authorizations granted. The authorizations can be found in the *User Management* application under the heading *Service Request*.

Amended Default Configuration of Tile Group *Customer Center of Expertise - Analytics*

The configuration of the tile group *Customer Center of Expertise – Analytics*, which is part of the default homepage for users with the *Customer Center of Expertise* role, has been extended by adding the tile *Enterprise Support Reporting Cockpit*.

In addition, the order of the tiles has been changed: Incident-related tiles have been moved to the first positions.
All new users will see this group in its new configuration. All others, users with the role Customer Center of Expertise previously assigned to their user profile, can click the Reset button in the tile catalog to reset their homepage tile groups to their default configuration.

Note that the personalized group My Home as well as personalized tiles remain unchanged by clicking the Reset button.

Search

New Search Repository for S/4HANA Cloud Customers

With this release, there is an additional set of resources available for S/4HANA Cloud Edition customers as part of the result set from a knowledge base search. In the search results, under the repository listings, a new section called SAP S/4HANA Cloud Support Assets is now available.

These assets include search results from the S/4HANA Cloud Customer Community, What’s New (PDF), Feature Scope Description, SAP Fiori apps reference library, SAP S/4HANA Cloud APIs, SAP S/4HANA Cloud product page from the SAP Help Portal, and the SAP Extensibility Explorer.
Incident Management

New Edit & View Incident User Interface

The Edit and View Incident user interface has been redesigned to provide an improved user experience. The new interface puts the user into edit mode, based on their permissions, making editing incidents more logical, and enhances the previous tab functionality by providing relevant information that is easy to consume in each tab.

- **Details** – Provides an overview on the incident details; latest communication; system information and further support channels that are available.
- **Communication** – Provides the incidents communication history.
- **Attachments** – Shows attachments that have been added to the incident and provides access to the Support Log Analyzer functionality – currently suggested files only.
- **Contact Details** – Provide the current contact details for the incident, which can be edited if required.
- **Solutions** – Attached solutions provided by the SAP support engineer and also suggested solutions provided the same incident solution matching that is available during incident creation.
- **Action Log** – Provides details of the incidents action log history.
- **Action Plan** – Not shown in the above screenshot. The action plan provides the current Action Plan status for the incident, where relevant.

On the right-hand pane, space is available to provide responses to SAP and additional information depending on the incident priority – e.g. business impact. Attachments can also be added if needed.

At the top of the page is a refined header, providing additional information and further functionality, including support channels, Save to PDF and Favorites.

When updates have been made by the customer, the incident can be submitted to SAP for further processing or saved as draft for further editing before sending to SAP.

Further enhancements are planned to be released in the next delivery wave, including:

- Analyze attachments, using the same Support Log Analyzer functionality that is available in the create incident form.
- Action log improvements.
Support Assistant Enhancements

The following enhancements have been released for the Support Assistant, a tool integrated into the incident reporting form, which guides you towards a resolution of your issue via a conversational UI:

- The start dialog now includes the product and the topic area that are selected.
- A new SAP Knowledge Base Article (2911451) is referenced, which supplies more information about the Support Assistant features and benefits.
- The start dialog has been re-formatted to align it with the incident form application design.
- Start and Cancel buttons are now right aligned.
- The “None of these” option within the Support Assistant process is now a different color to the other options, to further help guide the customer through the Support Assistant questions.

Other Changes

- Improvements to the Recently Used functionality within the Component Selection dialog.
- Backend enhancements to the Product and Topic selection. For the next future release, Product and Topic will be renamed to Product Area and Product Function.
- Amended text editor behavior, improving the text editor’s data loading performance.

Customer COE Incident Quality Dashboard

New Incident Peer Benchmark

The Customer COE Incident Quality Dashboard provides an at-a-glance overview of quality-related key figures for confirmed incidents. The redesigned application offers peer benchmark information on SAP incident processing efficiency and quality.

The Customer COE Incident Quality peer benchmark information is offered for the tiles

- Fulfillment Rate
- Process Quality
- Error Categorization
In these sections, peer benchmark information will be displayed via the button *Show Peer Benchmark*.

In each tile, drop-downs allow you to narrow down the peer benchmark information to what you are interested in:

- **For Fulfillment Rate**: Total Fulfillment Rate Trend Analysis
- **For Process Quality**:
  - **Duration**: Time at SAP; Time at Customer
  - **Documented**: Known Bug; Unknown Bug
  - **Confirmation Status**: Confirmed manually, confirmed automatically
- **Error Categorization**: How-to Request
- **Priority Distribution**: Very high, high, medium, low

By clicking on the bars in the benchmark chart, the figures/KPIs are shown.

For more information about related criteria and Primary CCOE Certification steps, visit the CCOE page in the SAP Support Portal.
SAP Notes and Knowledge Base Articles (KBAs)

Automatic Translation of SAP Notes & KBAs

Automatic translation into English is now available for all German SAP Notes and Knowledge Base Articles (KBAs).

This is the latest addition to our automatic translation offering for SAP Notes and KBAs, which is already available for English SAP Notes and KBAs into German, Japanese, Portuguese, Chinese, Russian, Italian, Korean, French and Spanish.

No More Outdated Translations

As of this release, outdated translations will no longer be displayed in SAP ONE Support Launchpad. To ensure you always have the correct, current information available in your preferred language, only current, up-to-date translations will be displayed. In cases where human translation is pending, automatic translation will be available until the human translation is available.

Announcement of Legal Change

After a successful ramp-up phase with our pilot customers, the following features have now become available for all SAP ONE Support Launchpad visitors:

Change of Completion Status is Auto-Saved

Usability of the Announcement of Legal Change application has been improved by auto-saving your changes: Once you change the completion status of implementing an SAP Legal Change Note to Implemented, this is automatically saved.

This applies to all screens of the application so far it was required to click the Save button and manually save this change.
Embedded Qualtrics Survey

Changing the completion status to *Implemented* triggers a survey with questions about overall satisfaction, quality, scope, communication, and timing.

Your feedback will help SAP understand your experience with regards to delivery of legal changes and, identify potential improvement areas towards your end-to-end experience, and act accordingly.

User Management

S-User Lifetime

*NOTE: This process change and all associated features in the User Management and User Profile applications will become effective on June 2\(^{nd}\), 2020. The earliest expiry date for any existing S-user is October 20\(^{th}\), 2020.*

To help protect your sensitive company information and ensure GDPR compliance, SAP is assisting customers and partners in their responsibility of user administration by assigning an expiry date to all S-user IDs, starting June 2\(^{nd}\), 2020.

When requesting a new S-user ID, there is a new mandatory field to enter an expiry date between 1 day and 24 months, with 24 months being the default:

The lifetime of an existing S-user ID can be reduced (to a minimum of 1 day) or extended (to a maximum of 60 months) at any time. If multiple users are in status *Expiring* or *Expired*, their expiry dates can be extended (to up to 24 months) at the same time.

For administrators, the statuses and expiry dates of their company’s S-user IDs are shown in the *User Management* application, in user lists as well as on *User Details* pages. In the *Users* list, click the *Settings* icon to add the new columns *Status* and *Expiry Date* to the user list.
A dedicated Manage Expiry Date icon in the Actions column lets you extend a user ID’s lifetime.

Users themselves can check the status and expiry date of their ID in their user profile. From here, they can demand an extension of their ID’s lifetime through a comfortable self-service. Administrators will find these requests under the Action Required tab in the User Management application.

Three months before the expiration of an S-user ID, the user’s status changes from Active to Expiring. All user administrators who are entitled to maintain the expiry date will be notified. There is no impact to the S-user at the time of these notifications.

S-users will be notified via e-mail three times at 30 days, 14 days, and 2 days before their S-user ID expires.

For 90 days after the expiry date passes, the S-user ID will be disabled; its status now reads Expired. The S-user will be unable to authenticate into SAP platforms and systems. Administrators can reactivate the S-user ID up until it is deleted, which happens 90 days after the ID has expired.
As with all other deleted S-user IDs, administrators can view automatically deleted IDs for 12 months in the application’s Deleted Users list; however, the S-user ID cannot be reactivated, neither by an administrator nor by SAP.

Note that super administrators, cloud administrators, user administrators, technical communication users, and partners’ Security Managers are not affected by the new process.

More information can be found in the SAP Support Portal and in an SAP Community blog post.

Last Login Date Reflects Sign-In to Any SAP Website

Up to now, the Last Login column in the User Management application’s lists of users reflected the last time an S-user signed into the SAP ONE Support Launchpad. This has been enhanced: The attribute now indicates when the user last logged on to any SAP website that supports authentication with an S-user ID (like SAP Community, SAP Store and others).

Link Between S-User ID and SAP Universal ID

Following the introduction of SAP Universal ID (UID) early this year, additional details are displayed on the User Management application’s User Details page as well as in the User Profile: It is indicated if the S-user ID has been linked to a UID, and which name was used in the UID request.

To learn more about SAP Universal ID, visit www.sap.com/universalid.
New and Amended Authorizations

New Authorization Manage Shared Hardware & Cloud Measurements

A new system management-related authorization is available: Manage Shared Hardware & Cloud Measurements. Users with this (global) authorization can access measurements that have been performed with the SAP HANA hardware and cloud management tools and shared by other users of their company. For more information, see the SAP HANA Hardware and Cloud Management Tools guide on the SAP Help Portal.

Correction of SAP for Me License Consumption Authorization

For cloud software classes, the Access License Utilization for Cloud authorization had been added to all cloud administrators’ authorization profiles on installation level.

However, this resulted in a mismatch as the protected content, i.e. aggregated entitlement and consumption information in the SAP for Me website, is associated with customer numbers.

To correct this, the authorization can now also be granted on customer or CCoE level. Permissions that you had granted in the past have been adjusted automatically: Users who had the authorization assigned to them on an installation number now have got it on the customer number associated with that installation.

Global SAP for Me Authorizations Now Offer More Granularity

To offer user administrators more flexibility, the authorizations

- Display Company-Wide Learning Status in SAP for Me
- Edit Contact-Role Assignment in SAP for Me
- Edit Main, Technical or Financial Contact Person in SAP for Me
- Display Order Information in SAP for Me

which used to be global permissions (i.e. they acted like an on/off switch) can now be granted on more granular levels: installation, customer, or CCoE level.

The authorization profiles of users who had these permissions granted in the past have been updated automatically.

Department Members Counter

A counter has been added to the Manage Departments popover that lets you select an existing department from a list, add a new or delete an existing one. It indicates the number of users that are already assigned to that department:
Other Fixes and Improvements

Harmonized Headers in User Profile and User Management Applications

The display of central S-user information on the User Profile and the User Detail pages has been harmonized: The content is arranged in a similar manner, and the same terminology is used on both pages.

Additional Information in Technical Communication User Section

New columns Requested On, Requested By, and Status have been added to the User Management application’s Technical Communication Users section. Click the Settings icon above the list to add them to your default view.

Performance Improvements

Even for large numbers of S-user IDs, performance improvements minimize loading times for reports in the User Management application.

SAP EarlyWatch Alert Workspace

Card Top Systems Adapted

The Top Systems card in the SAP EarlyWatch Workspace has been enhanced. Up to 30 systems can now be visualized in the bubble chart.
- Toggle the view using the **Top 10** and **Top 30** buttons.
- Click the “Open Full Screen” icon to display the bubble chart in a full screen mode. This offers an improved overview, especially if system bubbles overlap.
New Section *User Experience* (Fiori Statistics) in SAP EarlyWatch Dashboard

The section *User Experience* has been added to the SAP EarlyWatch Dashboard. It provides details on a selected system. Access the SAP EarlyWatch Dashboard via the **Top Systems** card.

The section offers insights into SAP Fiori activities. It contains details on Fiori adoption, performance and gateway errors. In detail, the section consists of the following cards:

- **Usable SAPUI5 Applications**
- **Application Components**
- **Top OData Service Calls**
- **Top Gateway Errors**
- **ICF Security**
- **OData Requests**
- **Gateway Errors**
Over the course of the next weeks, more information will be shared in an SAP Community blog at https://blogs.sap.com/tag/sap-earlywatch-alert/.

**SAP Enterprise Support Reporting Cockpit**

SAP Enterprise Support reporting cockpit is an interactive online dashboard analyzing the status of your SAP solution, support services and achievements hereunder based on solution monitoring capabilities, usage KPIs, availability, consumption of SAP Enterprise Support offerings, support cases status and other support relevant metrics. It will gradually replace the existing PDF-based SAP Enterprise Support report.

After successfully releasing the application in the SAP ONE Support Launchpad in December 2019, we continue to improve it by adding new content and features.

**New Cloud Solutions Added**

Three more cloud solutions have been added to the cockpit,

- SAP ByDesign
- SAP Cloud Platform
- SAP Integrated Business Planning (as part of Digital Supply Chain)

hence from now data about contracts, licenses, usage, systems, and incidents are shown for these solutions.

Note that you can only see data about a particular solution if you have got the required authorization. **Display SAP Enterprise Support Reporting Cockpit** for installations associated with this solution.
New Data Section Availability

A new Cloud System Availability data section has been added to the cockpit. It provides an overview about system availability across all production cloud systems for six implemented cloud solutions.

Key features at a glance:

- Monthly availability (in per cent) of the whole product group or single tenant are shown in an intuitive way.
- You can choose whether you prefer an overview based on the communicated availability ratio or on duration of unplanned outages.
- You can expand the product structure to see more details and show the overall unplanned downtime (in hours).
- You can display the availability history of a tenant by clicking the respective availability number.
- If you have one of the authorizations Edit System Data or Display System Data, you can navigate to further availability and planned maintenance details shown in the Cloud Availability Center.
- Click a tenant number to access more details about unplanned downtime events in the Cloud Availability Center.


Data Volume Management Application

The Data Volume Management (DVM) cloud solution has been enhanced with new features and dashboards, highlights being:

- Service Requests exclusive to Premium Engagement customers
Service Request

The DVM cloud solution offers Premium Engagement customers the opportunity to directly request a DVM Expert service to support them with optimizing the data volume on their system.

Using the Request Expert button on the landing page, the user can open the Request Expert service application. The application is data-driven and will propose specific services based on the content of the data found in the DVM cloud solution with the aim of addressing existing issues or preventing future issues by tackling the existing volumes or underlying growth trend. The services are:

- Universal Journal – Detailed Analysis
- DVM Scoping Service

You can select a preferred delivery date and, by providing a contact email address, will receive a follow-up call by an SAP employee to confirm the details and scope of the service.

Performance Improvement

The analysis program (which runs on the customer’s system) has been optimized for performance for the following objects:

- CO_ORDER
- FI_DOCUMNT
- LE_HU – Handling Units
- CO_ML_DAT – Material ledger records (CKMLPP, CKMLCR)
- RV_LIKP – Deliveries

Reduction Potential – Expanded Scope of Analysis

The dynamically generated archiving objects for FPSL (Financial Product Subledger) have been included in the scope of the analysis program, and the results are displayed in the cloud dashboards.

Sorting Features - Growth Statistics Dashboards

The sort feature allows you to view the data from two perspectives, “Growing” or “Shrinking”.

- Improved performance of analysis program in customer system
- Reduction potential analysis expanded scope
- Sorting features
Within those perspectives, you can sort based on four criteria:

- Current Memory (GB)
- Disk Size (GB)
- Maximum Estimated Memory (GB)
- Record Count

Cloud Availability Center

Improved Notifications Download

The improved notifications download on the *Notifications* page now facilitates the selection of notifications data to be downloaded. You can apply various selection criteria on the notifications in advance before downloading the result list to a local CSV file on your computer.
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.