Release Notes Wave 5 / 2020
SAP ONE Support Launchpad, SAP Support Portal, and SAP ONE Support Applications

Content

Disclaimer ........................................................................................................................................ 3
Introduction .................................................................................................................................. 4
This May Interest You ..................................................................................................................... 4
New Applications and Tiles ........................................................................................................... 4
  Technical Downtime Optimization .............................................................................................. 4
Launchpad and General Functionality .......................................................................................... 5
  Tile Overview ................................................................................................................................ 5
Adapted Default Configuration of Tile Group Customer Center of Expertise - Analytics .......... 5
SAP Support Portal ........................................................................................................................ 6
  New Page Launchpad Tile Overview ........................................................................................... 6
  Page Rating Feature ..................................................................................................................... 6
Search .............................................................................................................................................. 7
  Link Between Knowledge Base and Expert Search ....................................................................... 7
Incident Management .................................................................................................................... 8
  Integrated Outage Check ............................................................................................................. 8
  Other Enhancements .................................................................................................................. 9
SAP Notes and Knowledge Base Articles (KBAs) ....................................................................... 10
  Corrected behavior: No More Outdated Translations ................................................................ 10
User Management ........................................................................................................................ 10
  Lifetime: First Notifications to be Sent Soon ............................................................................... 10
System Data Management ........................................................................................................... 10
License Utilization Information .................................................................................................... 12
  Comfortably Switch Between Customer Numbers ...................................................................... 12
SAP EarlyWatch Alert Workspace ............................................................................................... 13
  Additional Global Filters ............................................................................................................. 13
  Improved Visualization of the SAP EarlyWatch Alert Report ...................................................... 14
SAP Enterprise Support Reporting Cockpit .................................................................................. 18
  New Data Section for Services ..................................................................................................... 18
  New Feedback Channel ............................................................................................................... 18
Appendix ......................................................................................................................................... 20
  Release Dates .............................................................................................................................. 20
  Piloting Program for the SAP ONE Support Launchpad .............................................................. 20
Disclaimer

The information in this document is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This document is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligations to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP’s strategy and possible future developments, products and/or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP intentionally or grossly negligent.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.
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

Technical Downtime Optimization

The new Technical Downtime Optimization application helps upgrade and conversion project members to meet tight downtime requirements by providing the following:

- Easy to consume analytics
- Tailored downtime minimization advice
- A simulation from continuously updated knowledge base curated by upgrade/conversion experts.

The application is available for customers free of charge in the SAP ONE Support Launchpad via the tile Technical Downtime Optimization. Enter the tile catalog to add it to your home screen. To use the application, you need the authorization Service Reports and Feedback that one of the administrators in your company can grant you.

The new service is based on statistics that are written by the system maintenance tool SAP Software Upgrade Manager (SUM). They can be sent to SAP for analysis once the system maintenance procedure is completed.

The Technical Downtime Optimization application provides an overview of your maintenance events, from which you can select a relevant one:

blogs.sap.com/?p=1116085
Regarding the maintenance events, the following features are currently supported:

- Display of general procedure information in the header part
- Division of duration information into sections that can be opened separately
- Provision of additional details and first optimization recommendations

More optimization proposals and additional features are added over time. For detailed information about the new Technical Downtime Optimization, see SAP Note 2881515.

Launchpad and General Functionality

Tile Overview

A new page in the SAP Support Portal describes all tiles that are available in the SAP ONE Support Launchpad. Learn more in this document’s SAP Support Portal section.

Adapted Default Configuration of Tile Group Customer Center of Expertise - Analytics

The default configuration of the tile group Customer Center of Expertise – Analytics, which is part of the Customer Center of Expertise role, has been extended by the tile KPI Catalog.

All new users will see the group in its new configuration. Users with the role Customer Center of Expertise already assigned to their user profile can click the Reset button in the tile catalog to reset the groups on their homepage to their default configuration.

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

SAP Support Portal

New Page Launchpad Tile Overview

A new page in the SAP Support Portal describes all tiles that are available in the SAP ONE Support Launchpad, the task they are associated with, the user roles they are assigned to by default, and the tile group they can be found in. Furthermore, information about required authorization is outlined.

A filter feature allows you to easily find information about a particular tile that you are interested in. By entering the name of an authorization, it also lets you identify all tiles that require the same permission. This helps user administrators to better assess the risk associated with granting a particular authorization.

The new page can be found at support.sap.com/tile-overview. It is also referenced on the portal’s Help for SAP Support Applications page at support.sap.com/help.

Page Rating Feature

In the SAP Support Portal, we have released the Rate a Page feature to all pages. This rating is driven by Qualtrics and aimed at further gathering visitor feedback. Sharing feedback is as easy as clicking one of the two icons.

If you click the thumb-down option, a popup lets you specify the reason why you are not happy with the page.
Your feedback will help SAP improve portal pages.

**Search**

**Link Between Knowledge Base and Expert Search**

The new button *More Filter Options* allows you to jump from the result screen of the launchpad’s central *Knowledge Base* search directly into the *Expert Search* tool of the *My SAP Notes & KBAs* application. There, a search for the same keywords is conducted, but the number of filter criteria gives you the opportunity to narrow the list down to even more relevant results. Furthermore, you can save the query for future re-use and opt into a notification service that alerts you about new results.

Note that the search in the *My Notes & KBAs* application will be launched with those filters shown that you saved as your default search configuration. Hence, you may have to add missing filter criteria by clicking the *Filters* button and making them visible.
Incident Management

Integrated Outage Check

SAP outage communication has been integrated into the incident creation process: When creating a support incident in the SAP ONE Support Launchpad, an automated workflow checks for planned and unplanned downtimes that might affect the selected cloud system/tenant. If an outage is detected, information about it is displayed in the incident creation form, including the outage type, start time and a link to the Cloud Availability Center. This way you can get the latest updates on the outage and its resolution, without the need to create a support incident for the same purpose.
Other Enhancements

- **The Report an Incident** interface’s right-hand panel, which features suggested content, has undergone the following improvements:
  - Incident Solution Matching during incident creation has been improved to provide more space for content.
  - Formatting has been harmonized with the Support Assistant to provide a consistent look and feel, allowing easier navigation of suggested solutions and content.

- Information to help you provide structured information to SAP Support is available from the **Description** toolbar.

- Support Log Analyzer functionality is now available on existing incidents, providing the ability to analyze log files and submit analysis results to SAP Support.
Dialog popup improvements, providing a familiar look and feel and simplifying navigation:

- Search functionality has been improved for incident categorization, allowing you to search on abbreviations and component names.
- Favorite customers can be set and selected.
- Tab ordering has been made consistent.
- Where there is no data available within a tab, explanatory text is provided.

- There have been two enhancements to the System selection:
  - System IDs for cloud installations now show the full 8 characters instead of the first three characters.
  - A new filter has been added to the All Systems selection, allowing customers to filter on restricted systems.

- When editing an existing incident, you are prompted to save the incident as a draft if you leave whilst editing content, allowing you to go back and complete your edits.

- Schedule an Expert and Schedule a Manager functionality on existing incidents has been improved to show why functionality is not available, and when it is available, clearer information is provided.

- Remote connectivity reminder will appear only when relevant to do so.

SAP Notes and Knowledge Base Articles (KBAs)

Corrected behavior: No More Outdated Translations

Last release, we announced that outdated translations of SAP Notes and KBAs will no longer be displayed in the SAP ONE Support Launchpad. Due to a technical issue, and depending on your preferred language settings, outdated translations were still displayed in some instances.

This issue has now been fixed so only current, up-to-date translations are displayed to ensure you always have the latest information available.

User Management

Lifetime: First Notifications to be Sent Soon

As mentioned in the Wave 4/2020 release notes, to help protect your sensitive company information and ensure GDPR compliance, SAP is assisting user administrators by assigning an expiry date to all S-users. Unless they get extended, S-user IDs (with the exception of administrators, Security Managers and technical communication users) will be deactivated and eventually deleted.

This also affects already existing S-user IDs; an initial expiry date was defined based on the last login date. For S-user IDs that haven’t been used to log on to any SAP website for about two years, very soon the first reminders will be sent to their owners and administrators. The earliest possible expiry date is October 20, 2020.


System Data Management

- In the System Data application, a new field Deployment Type has been added to the detail view for on-premise systems. It lets you see and change this detail if you didn’t specify it during
system creation in the License Key application. A system’s deployment type may be used in several reports.

- Also in the System Data application, if you use the Simple Download feature that allows you to download select system details to a local file on your computer, you will find two new columns Managed by SAP Cloud and Inactive Installation.
- In the extended download, which is offered in the System Data and System Overview applications, information about inactive installations had already been included before. With this release, Managed by SAP Cloud has been added.
- In the Data Protection & Security application, which you can enter through the tile Activate Remote Access Restrictions, many details have been changed to simplify use of the tool:
  - Information about the customer number has been added both to the installation and system page.
  - On the installation page, the EU Access Limitation flag will only be set/cleared for all productive systems under the installation, while the flag for test systems can be set on the system page.
    - In the past, when you clicked All or None, the EU Access Limitation flag was set/cleared for all productive and test systems under the installation.
    - You are also advised about this change through the introduction text at the top of the interface.
  - SAP HANA Enterprise Cloud (HEC) systems are now shown on the application’s system page. However, you cannot change the EUDP flag for these systems: Like for cloud systems, the information is read-only.
  - A new column System Role indicates whether the system is a productive or test system.
License Utilization Information

Comfortably Switch Between Customer Numbers

A new Switch Customer feature has been added to the License Utilization Information application:

- When your S-user ID has access on CCoE level, all the customers in that corporate group are shown.
- When your S-user ID has access to more than one customer, the respective customer numbers are listed.
When your S-user ID is authorized for one customer only, the Switch Customer button remains hidden.

**SAP EarlyWatch Alert Workspace**

The *SAP EarlyWatch Alert Workspace* application provides additional global filters and an enhanced visualization of the report content.

**Additional Global Filters**

The global filter sections is enhanced by additional criteria:

- **Region** – Large regions such as
  - EMEA without Middle East and Eastern Europe
  - Middle East and Eastern Europe
  - Latin America
  - North America
  - Asia-Pacific and Japan (APJ) without Greater China
  - Greater China

- **Country/Area**

- **Contract Type** – Specific contract types
  - SAP Standard Support
  - SAP Enterprise Support
  - SAP Product Support for Large Enterprises

- **HEC Only** – Systems managed by SAP HANA Enterprise Cloud.

You can choose which filters shall be displayed by clicking the *Adapt Filters* link and save your selection for future re-use as a view.
Improved Visualization of the SAP EarlyWatch Alert Report

Note: This feature will go live shortly after the release, on or before July 13, 2020.

The content of the SAP EarlyWatch Alert Report is now displayed as SAPUI5 instead of HTML. This improves visualization and accessibility of graphics and allows easier navigation through report chapters.

Access the reports via
- the card Overall Rating in the SAP EarlyWatch Alert Workspace application or

Changes in detail:

A prominent alert bar with icons and text, which explain the severity of the outcome, represents the overall rating and the rating of the main sections and replaces the traffic light that was used in previous versions.

All graphics are now accessible and offer enhanced features, such as zoom in or zoom out, open in full screen, export of chart data, display the chart data as a table.
The following diagram shows how each application module contributes to the total system workload. Two workload aspects are shown:
- CPU time: total CPU load on all servers in the system landscape
- Database time: total database load generated by the application

All programs that are not classified in the SAP Application Hierarchy (transaction SE81) are summarized in the "Un-Assigned" category. Customer programs, industry solutions, and third-party add-on developments fall into this category.
Area chart:

The following graph shows the response time distribution of the SAP HANA system. The data is collected from the history data of the SQL Plan Cache.
Line chart:

The following graph shows the delta merge volume from all merge types and the average delta merge time per record in the monitored timeframe:

Via menu entries, you can navigate directly to sections within the report chapters:
SAP Enterprise Support Reporting Cockpit

*Note: The following changes will go live on July 14, 2020.*

**New Data Section for Services**

With this release, an additional data section for services has been added to the cockpit. It provides you with an overview on delivered and planned services for your cloud solutions.

- The Summary Indicator displays the upcoming planned services
- In the section overview you can find all planned and delivered services and navigate to the service report by clicking on the service order number.

Note that you can only see services for those solutions that you are authorized for.

**New Feedback Channel**

Following the SAP Experience Management approach “Listen – Understand – Act” we have improved the way how you can share your feedback with us.

Please tell us what you like and what needs to be improved. Based on your feedback we will include missing topics and improve statistics or reporting features. A summary of the feedback we received will be displayed in the SAP Support Portal at [support.sap.com/esrc](http://support.sap.com/esrc), and so will be plans for changes and new development initiated by your feedback.

**How to use the new feedback option:**

In the cockpit’s upper-right corner you will find the new icon to provide overall feedback about the SAP Enterprise Support reporting cockpit.

You can also provide feedback for individual sections and subsections of the cockpit:
All feedback provided on section/subsection level will be collected and the average score displayed in the **Summary** indicator of the respective section.

This gives you the opportunity to see how many other users responded and find out about the overall feedback score.

It is easy to provide feedback:

1. Click on the icon to enter the feedback screen.
2. Depending on your satisfaction with the cockpit – or with the (sub)section of the cockpit –, you select the number of stars (1=not satisfied at all, 5=very satisfied).
3. You can enter text to share an idea, request a particular improvement, or to tell us what we should do better. You can also refer to an interface by attaching a screenshot to your feedback.

We look forward to receiving your feedback. Please help us to help you and make our tool better and more useful for your work.
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.