Release Notes Wave 6 / 2020
SAP ONE Support Launchpad, SAP Support Portal, and SAP ONE Support Applications

SAP ONE Support Launchpad
Your Personalized Digital Support Experience

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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

SAP EarlyWatch Alert Workspace: New Application to Access the Dashboard

The new Dashboard tile gives direct access to analytical insights for a single system. Enter the tile catalog to add it to your launchpad home screen.

When launching the application, you will enter the Select: System dialog. Choose from a variety of selection criteria to pick a system and display the dashboard for it.

On the dashboard, choose Change System to return to the system selection.

This May Interest You

S-user IDs that have been inactive for about two years will soon expire

support.sap.com/en/my-support/users/s-user-lifetime.html

Learn how to select Product Area and Product Function when reporting an incident

sapvideoa35699dc5.hana.ondemand.com/?entry_id=0_2ixcviqz

How SAP for Me and SAP Universal ID aspire to improve your SAP experience

blogs.sap.com/?p=1141272
SAP Cloud ALM – Access Management

SAP Cloud ALM is a brand-new, cloud-based application lifecycle management offering. It is perfectly tailored for cloud customers and manages hybrid-cloud solutions. This newly designed offering is built on modern cloud technology and is cost-efficient for customers. For more information, see support.sap.com/en/alm/sap-cloud-alm.html.

By clicking the SAP Cloud ALM – Access Management tile, you can request your SAP Cloud ALM account in 3 steps:

1. Click the tile and enter the application. Please note that you are only able to see the entitlement for your customer if you have the Edit Authorizations permission for your customer in SAP ONE Support Launchpad.

   In the Action column, click Request.
2. In the following window, click **Accept** to agree to the terms and conditions:

3. On the following screen, either select the region, and enter a subdomain, or you can accept the pre-filled proposals and then click **OK**.
SAP Cloud ALM provisioning will then be triggered, and you will get an e-mail notification once provisioning is done. Your welcome e-mail contains the URL that you need to access your SAP Cloud ALM account and the SAP Cloud Platform Cockpit.

License Administration Workbench (LAW) Result File

Each customer needs to perform a license audit on a yearly base. After the audit is completed, the measurement results are sent to SAP. The result file can be either transferred online via SDCCN or downloaded and sent as an e-mail attachment. Because XML has established itself as a standard for electronically readable files, the result file shall be encoded in this format.

The new application LAW Result File displays and explains the structure and content of the XML result file in detail to ensure a broad understanding of what is transferred to SAP.

After uploading your LAW file, its main structure (XML nodes) is shown. You can navigate along this file structure, typically by drilling down the system list, selecting a system and one of its clients to view results. For each selected element, the corresponding XML will be shown:
Alternatively, you can also scroll by block, typically starting with the first block which is the `<header>` node. The sizes of the shown XML blocks are determined by the XML nodes/elements.

There is also the option to display the entire XML file in a separate tab/window to view it in parallel to the explanations within the application. The line numbers in the tab/window will help you identify the corresponding XML blocks.

Financial Data Quality

Financial Data Quality (FDQ) is a tool designed to provide a detailed overview of the overall financial data consistency and to highlight important issues, which might seriously endanger SAP S/4HANA transformation and other digital projects, as well as have a negative impact on daily business operations.

With help of the application, SAP customers, service consultants and front-office representatives will be able to:

- Have a full overview of the system’s infrastructure, in terms of financial data volume, its setup and customizing options;
- Mitigate project risks related to financial data inconsistencies, by providing an overview of early financial data inconsistency indicators;
- Schedule timelines to perform data cleansing activities within project plans;
- Request financial data quality expert resources on time, if needed.

The application is available for customers free of charge in the SAP ONE Support Launchpad via the tile Financial Data Quality. 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 collected using the infrastructure of the SAP EarlyWatch Alert service.
In detail, the Financial Data Quality application focuses on the areas of FI-GL, FI-AA and ML. The main source of data is the so-called reconciliation analysis, which provides an overview of financial data inconsistencies in the area of FI-GL. To learn more about the reconciliation analysis, refer to SAP Note 2755360.

The following features are currently supported:

- The cards and tiles display essential information about financial data inconsistencies and financial document volume and settings, no drilldowns are available;
- For convenience purposes, all detected issues are divided into categories, which are displayed in the top right corner of the application.

The following features are in the development phase at the moment:

- Tiles in the lower part of the application will be clickable. The drilldowns will display further information about financial data inconsistencies and provide recommendations;
- Expert resources can be requested via a Request an expert button;
- Final report, generated as the result of a Financial Data Quality Check service, will be accessible via the dashboard.

To learn more about the importance of financial data consistency, as well as about typical issues you might stumble upon, refer to SAP Note 2714344.
Launchpad and General Functionality

SSL Server Certificate Application will be Retired

As of September 1, 2020, you will no longer be able to order new SSL server certificates through the SSL Server Certificates application in the SAP ONE Support Launchpad. Please choose a different Certificate Authority of your choice. In the application, you will still be able to review the list of certificates issued before September 1, 2020.

Search

Integration of Favorite Products in Result List

On the result list of the launchpad’s central knowledge base search, filters allow you to narrow down the list to the items that are most relevant to you. One of them is the Product filter.

Starting with this release, it will list those products that you have marked as favorites in the My Products application most prominently. An icon indicates which products in the list are favorites.

The sorting order of products in this filter is: First by favorite products, then by number of hits in the result list that are related to the product.

The same applies to the Expert Search in the My Notes & KBAs application: When entering a product name in the Product filter using your keyboard, auto-completion will suggest a list of matching product names, again with your favorite products at the top.
Please note that marking a product as a favorite is only possible in the *My Products* application, not in either of the search tools.

**Incident Management**

**Product Function**

The Product Function is an alternative method of categorizing the incident, instead of using the component or sub-product.

You can either choose to categorize your incident using the new *Product Function or Component / Sub-Product*. 
There is a close relationship between the product function and component / sub-product, so when a product function is selected, a matching component is also pre-selected for selection if desired.

Check out the video *Simplified incident categorization by Product Functions*.

Integrated Outage Communication

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, you are provided with real-time information and offered a one-click subscription. This way you will receive all relevant updates about that particular outage, instead of creating a support incident for the same purpose. Regular updates about the outage and its resolution will be sent to your email address until the outage has been resolved. Afterwards, the subscription ends automatically.

In addition to the subscription option, a direct link to the Cloud Availability Center (CAC) is offered. This way you can get the current status and all relevant information about the cloud outage at a glance.

Any subscription created via this new feature can be edited or deleted via the *Cloud System Notification Subscriptions* (CSNS) application in the SAP ONE Support Launchpad at any time.

Improved Support Channel Integration

Expert Chat and Schedule an Expert have been integrated further as alternative support channels.

Submitting incidents remains available for all scenarios when reporting an incident. However, starting an Expert Chat or booking a *Schedule an Expert* session are now always visible as alternative support channels and are enabled for selection, based on the information provided.

You can save your progress as a draft incident, and the alternative support channels are available to you when editing the draft.
The available support channels are displayed in the lower right corner of the Create Incident form. Their availability is determined by the chosen product area and product function or component.

Other Enhancements and Corrections

- In the Support Assistant, the top-3 suggested content is presented at the end of the conversational UI.
- In the Support Assistant, the Show More Info has been added as a mouse-over event for each of the conversational UI responses and can still be triggered by clicking the Show More Info button.
- The Review button in the incident form has been renamed to Review & Submit Incident.
- A bug where contacts were rejected if their e-mail address was associated with a more recent top-level domain (like .city or .energy) has been corrected.
- An issue where the local search in an incident list did not incorporate all shown columns has been fixed.

User Management

Lifetime: First S-User IDs Expiring Soon

As mentioned in previous 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. S-user IDs that haven’t been used to log on to any SAP website for about two years will potentially expire on October 20, 2020, or shortly after. By now, administrators will have received first notifications so they can react – and extend the S-user ID if required – accordingly.

Company-Wide Settings

Super administrators now have the option to disable authorization self-services or customize them to meet their company’s needs. In the User Management application, click the button Manage Services in the footer action bar. You can then choose between the following options:

- **Self-service authorization request activated (default)**
  The new authorization self-service, established earlier this year, is activated. Users can comfortably request missing authorizations, their administrators get alerted through notifications, and requests are centrally processed in the application’s Action Required “inbox”.  
- **Display your company’s user administrator list**
  The previously used request process, based on selecting a user administrator from a list and sending an e-mail, is used.  
- **Alternative text**
  This enables super administrators to specify text for a pop-up that is shown to the requester and explains the user authorizations process in your company.

Authorization History

On the user details page, user administrators can now click the new History button in the footer action bar to review all changes of the user’s authorization profile made within the previous 24 months.

You can filter and sort the list and download it to a local file on your computer.

**New Column Processed By in Action Required Section**

In the Action Required section of the User Management application, the new column Processed By outlines which user administrator approved a particular request for authorizations or extension of the S-user ID’s lifetime.
New Authorization

NOTE: This feature will go live shortly after the August 22, 2020, release transport.

The new authorization Edit Cloud Data will allow select users to trigger cloud provisioning requests for call-off tenants in the SAP for Me website. It can be granted on installation, customer, or CCoE levels.

The associated application in SAP for Me will go live later this year.

System Data Management

The field Deployment Type in the System Data application, introduced in Wave 5/2020, has been renamed to Infrastructure. It is shown for on-premise systems and lets you see and change this detail if you didn’t specify it during system creation in the License Key application. Information about a system’s infrastructure may be used in several reports.

License Key Management

Several fields in the License Keys application feature references to additional information that will make it easier for you to fill out request forms or work with the tool in general.

• When you create a new system, there is a new information link for the product being selected for the key request. Once you have selected a product from the list and clicked the Product link, relevant KBAs about key requests for the main SAP product ranges will be listed. For other products the link will direct you to the License Keys Help page in the SAP Support Portal.
Also on the Add New System form, there is a new link Details in KBA next to the mandatory System ID field. Clicking it shows a link to a KBA explaining what is required in the System ID field.

When you create a new system for SAP Business Suite products (SAP ERP/SAP NetWeaver/SAP HANA) or SAP Sybase, a new field Infrastructure is shown. It reflects where the software is deployed and also features in the System Data application. From a dropdown list, select a value such as On-Premise, Amazon Web Services (AWS), Huawei Cloud, and others. The link Details in KBA provides more information on how this field is to be used.

When requesting keys for SAP BusinessObjects, the Material field has a new link to a KBA explaining what material codes to select.

When selecting the license material for the key request, there is a Valid Until field with a default setting of 31-12-9999 for permanent license keys. This also applies to SAP keys.
- If this date is changed (so the key now has an expiry date, i.e. for a temporary key), a new link \textit{Details in KBA} appears, which points to a KBA explaining license key expiry dates.

- When requesting SAP keys (SAP ERP/SAP NetWeaver/SAP HANA), there is a new link next to the \textit{License Type} field referring to further details about this field.

- When requesting license keys for SAP, a license quantity must be specified. Again links refer to KBAs with helpful information.
SAP Enterprise Support Reporting Cockpit

New Summary Indicator in the Cloud System Availability Section

The new summary indicator provides you at a glance with the overall availability status of your production systems.

If you want to see more details, or check which systems are below 100% availability, or review the availability history, click the indicator and navigate to the Cloud System Availability section.
You can add this indicator to your variant by clicking on the customization (cogwheel) icon in the upper right corner of the Summary section and save the view using the variant manager in the upper left corner (down-arrow).

If you are already using your own default view and you cannot see the new summary indicator, enter the variant manager, select SAP Default View as the default, make your changes, and finally save your own new variant again.

To stay informed, please refer to the SAP Enterprise Support reporting cockpit page in the SAP Support Portal support.sap.com/esrc.

SAP EarlyWatch Alert Workspace

New SAP Fiori Statistics Card

The section User Experience in the system-specific SAP EarlyWatch Alert Dashboard displays important metrics regarding performance, usage, and errors of UIS applications like SAP Fiori. The new SAP Fiori Statistics card gives you a cross-system overview by displaying these metrics for systems where the values are maximal.

For the top-10 services and systems, you can display usage, workload, and performance as well as gateway errors. Click on any of the values to start the dashboard for the corresponding system.

Using the System/Service toggle, you can choose from two settings:

- **Top 10 Systems** – Ten systems with the maximum values per system of OData load or gateway errors are displayed.
- **Top 10 Services** – Ten services with the maximum values per OData service of OData load or gateway errors are displayed.
You can choose which metrics are displayed in the adjacent dropdown.

Using the *Workload/Error* toggle, you can choose from two settings:

- **By OData Workload** – Average time (including trend), total number, and the total workload of OData calls. These metrics are derived from the web server statistics of the ABAP Workload Monitor (transaction ST03) and are filtered by *opu/odata/*.
- **By Gateway Error Trend** – Number of gateway errors (including the trend compared to last week) that have occurred and led to a termination of an OData request or notification processing.

You can choose if the displayed metrics are grouped by systems or for individual OData services in the adjacent dropdown.

Tool tips provide detailed information.

**Enhancement in User Experience Section: Details for Top OData Service Calls**

The recently introduced section *User Experience (Fiori Statistics)* in the SAP EarlyWatch Dashboard got further enhanced.

The card **Top OData Service Calls** offers a detailed view on OData calls.
The details page contains information on service name, entity set or function, operation, total calls, average duration, average payload.

Choose the services to display a chart that shows the average duration for the selected time frame.
New Naming Convention for Report Files

The SAP EarlyWatch Alert report files (in Microsoft Word DOC format) now have got unique names when you download them to your local computer.

Previously service_report.doc was used as the standard file name.

The new file name follows the pattern

\[
<\text{LongSID}>_<\text{InstNumber}>_<\text{SystemNumber}>_<\text{Date}>_<\text{Rating}>_EWA.doc
\]

with

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;LongSID&gt;</td>
<td>Long system ID</td>
<td>PRD</td>
</tr>
<tr>
<td>&lt;InstNumber&gt;</td>
<td>Installation number without leading zeros</td>
<td>20282907</td>
</tr>
<tr>
<td>&lt;SystemNumber&gt;</td>
<td>System number without leading zeros</td>
<td>860302201</td>
</tr>
<tr>
<td>&lt;Date&gt;</td>
<td>Planned session date in YYYY-MM-DD date format</td>
<td>2020-08-03</td>
</tr>
</tbody>
</table>

| <Rating>         | EWA report rating: G = Green, Y = Yellow, R = Red, N = Neutral, not rated, not complete | Y        |

EWA Abbreviation for SAP EarlyWatch Alert in the file name

An example of a file name would therefore be

\[
\text{PRD}_20282907_860302201_2020-08-03\_Y\_EWA.doc
\]

Data Volume Management

The \textit{Data Reduction Potential} application, which is launched using the \textit{Data Volume Management} (DVM) tile, has been enhanced with new features and dashboards allowing you to set the scope of your DVM project and monitor progress.

New Features

A News tile has been added to the dashboards allowing you to request services or set the scope of your DVM project.
There are two new tiles available to support the Roadmap functionality.

- Roadmap Potential
- Roadmap Achievements
Separately, the functionality to set the scope of your DVM project has been added to both the Optimize Memory Usage and Optimize Disk Usage dashboards. A new “Roadmap View” icon has been added.

Roadmap Potential

The Roadmap Potential dashboard summarizes the potential to reduce the usage of both memory and disk space over three separate timelines (short, medium, long term), based on the objects you have selected to include in your DVM roadmap. It also displays the percentage of (objects/space) that have not been executed (delayed) per the timeline you set in your roadmap definition.

Where a “delayed” object is detected, the associated time horizon bar changes color to orange.

Roadmap Achievements

The Roadmap Achievements dashboard summarizes the reduction you have achieved in memory usage, with the objects chosen in your roadmap definition, over three separate timelines (short, medium, long term). Separately, it shows the percentage of selected objects that were used during those time periods. If you used objects that were not in scope they are reflected separately in the “Out-Of-Scope” result.

Roadmap View – Setting the Scope

The Roadmap view allows you to define the scope of your DVM Roadmap by including or excluding objects from the roadmap. You can set an individual timeline for when you expect to execute an object and can add comments on the roadmap decision per object.

Settings made on the roadmap definition are reflected in the charts on the landing page of the DVM dashboards under the relevant chart (Memory or Disk).

Within the roadmap there are two separate views:

- List view, used primarily for scoping the roadmap
- Graphical view, used to monitor the lifecycle of the objects, the achievements by timeline per object and the predicted system growth based on three separate trends i.e. business growth, current behavior, roadmap planning.
Cloud Availability Center

Enabling of Non-productive Landscape in Cloud Availability Center (CAC)

Starting with this release, for a restricted set of cloud products CAC includes non-productive systems in its scope. This set of cloud products will be progressively extended in the future.

Cloud System Notification Subscription (CSNS) Supports CCoE Concept

NOTE: This feature will go live shortly after the August 22, 2020, release transport.

With the new release, S-users can subscribe to system notifications for all companies of a CCoE that they are associated with through their CAC authorizations: If a user is permitted to see system availability information in CAC for a range of customer numbers (under a CCoE), they can also opt-in to receive notifications for these systems.

Your existing subscriptions are associated with the customer number that your S-user ID is assigned to. If needed, you can extend your current subscription to other companies under the CCoE via the self-service offered in CSNS.
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.