Release Notes Wave 7 / 2020
SAP ONE Support Launchpad, SAP Support Portal, and SAP ONE Support Applications
2020-10-15
Content

Disclaimer ................................................................................................................................. 3
This May Interest You ........................................................................................................... 4
Introduction ............................................................................................................................ 4
New Applications and Tiles ................................................................................................. 4
  HEC Contacts .................................................................................................................... 4
  Amended Default Configuration of Tile Groups ................................................................. 5
  System Analysis .................................................................................................................. 5
  Customer Center of Expertise – Administration and Customer Center of Expertise – Analytics .... 5
Incident Management ........................................................................................................... 6
  Machine Translation of Most Recent Incident Communication ........................................ 6
  Machine Translation for Expert Chat ................................................................................ 7
  Incident Solution Matching ............................................................................................... 8
  Other Features .................................................................................................................... 9
User Management ................................................................................................................ 10
  New Column Processed By in the User Profile Requests Section .................................... 10
  Adaption of UI for List of Technical Communication Users ............................................. 10
  Adapted Footer Toolbar for Authorization Packages ....................................................... 10
  Deactivation of Authorization Request Self-Service for CCoE ........................................... 11
  SAP Solution Manager S-User Lifetime ........................................................................... 11
System Data Management ................................................................................................... 12
  New Text in Tooltip for Automated Update .................................................................... 12
Activate Remote Access Restriction for EU Access ............................................................. 12
  Grouping of Systems ......................................................................................................... 12
Software Downloads .......................................................................................................... 13
  Favorite Products in Software Downloads Application .................................................... 13
Announcement of Legal Changes ....................................................................................... 14
  Renaming of Labels and Adaption of Values for Company Status .................................. 14
SAP EarlyWatch Alert Workspace ....................................................................................... 14
  Notifications Available for 2 Billion Record Limit and Decisive Red Alerts ................... 14
HANA Enterprise Cloud (HEC) ............................................................................................ 17
  New Tab Certificates in HEC Landscape Application ...................................................... 17
Appendix ................................................................................................................................. 18
Release Dates ....................................................................................................................... 18
Piloting Program for the SAP ONE Support Launchpad ...................................................... 18
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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

HEC Contacts

After a successful ramp-up phase with our pilot customers, the SAP HANA Enterprise Cloud (HEC) self-service Contacts application has now become available for all SAP ONE Support Launchpad visitors.

The HEC self-service Contacts application provides users an entry point to maintain their contact information themselves.

The initial data reflect the latest information given to a HEC Engagement Lead.

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

Within the application, the user has the flexibility to maintain the customer contact details as a self-service:
Latest customer contact information is reflected with no delay, which makes the incident creation process more efficient – as you can now provide the respective S-user information for your Project or Implementation or Operation Team (MTC).

You can enter the application through the Contacts tile. This tile is part of the default configuration of the tile group Cloud Customer Engagement. In addition, you can find it in the launchpad’s tile catalog, from where you can add it to your homepage.

Amended Default Configuration of Tile Groups

System Analysis

The configuration of the tile group System Analysis, which is part of the default homepage for users with the On Premise role, has been extended by adding the tile Dashboard – SAP EarlyWatch Alert. All SAP EarlyWatch Alert-related applications are now accessible via this group.

Customer Center of Expertise – Administration and Customer Center of Expertise – Analytics

The configuration of the tile groups Customer Center of Expertise – Administration and Customer Center of Expertise – Analytics, which are part of the default homepage for users with the Customer Center of Expertise role, have been extended by

- Inserting the tile LAW Result File into the tile group Customer Center of Expertise – Administration;
- Inserting the tile Workspace – SAP EarlyWatch Alert into the tile group Customer Center of Expertise – Analytics.
All new users will see the adapted groups in their new configuration. All others, i.e. users who had the role Customer Center of Expertise and / or On Premise assigned to their user profile before, can click the Reset button in the tile catalog to revert their homepage tile groups to the new default configuration.

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

Incident Management

Machine Translation of Most Recent Incident Communication

Note: The following feature will initially be available exclusively for pilot customers.

You can now translate the Last Communication within the incident into several languages. The machine translation functionality will automatically detect the original language and translate the text into one of the supported languages Chinese, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, or Spanish.
Machine Translation for Expert Chat

When a chat session is started from the *Report an Incident* application, machine translation has been introduced for Chinese and Portuguese language translation for the *Expert Chat* application. When starting a chat session, customers are asked if they would like to use machine translation during their chat session. If a translation language is selected, each communication within the transcript is automatically translated. The machine translation functionality can be disabled during the chat session if you type “translation off” in the chat window. More translation languages will be introduced in future releases.
Incident Solution Matching

To help you refine the recommended solutions and resolve your issue quickly, it is now possible to search within the incident solution matching recommendations. The search functionality is available during creation and editing of an incident.
In addition, enhanced recommended content is now provided after system and product area selection. It includes recommendations based on incident solving trend analysis.

Other Features

- A reminder for on-premise customers to use the semi-automatic line opener, where appropriate, is now available.
- All dates and times throughout the incident management applications reflect your date, time and time zone preferences from your user settings.
- The Support Assistant history has been reformatted within the incident, providing a clearer view of information captured during a Support Assistant session.
- Improved display of Support Log Assistant analysis progress, where an analysis is stopped and then continued. The analysis progress bar percentage stops and starts accordingly, based on user actions.
- Incidents created by SAP are highlighted in red, within the View/Edit Incident application.
- A warning message added to the Attachment section of the Report an Incident form advises you that attachments which have already been added, cannot be automatically added to a chat session, if started. Instead, they will need to be provided again during the chat session.

- When customers initiate an Expert Chat or Schedule an Expert session from the respective launchpad tiles, a pop-up message will advise them that the same functionality is available via the Report an Incident form. It will provide the option to either continue or use the Report an Incident form to start an Expert Chat session or book a Schedule an Expert appointment.
When downloading a list of incidents, the Excel file now has two separate columns for *Reporter* and *S-User ID*.

**User Management**

**New Column Processed By in the User Profile Requests Section**

In the *My Authorizations and Functions* section of your user profile, the new column *Processed By* under the *Requests* tab outlines which user administrator processed your request for additional authorizations or extension of your S-user ID’s lifetime.

**Adaption of UI for List of Technical Communication Users**

To better utilize the available screen space and improve readability, the list of Technical Communication Users now uses the full screen width.

**Adapted Footer Toolbar for Authorization Packages**

The button labels in the footer toolbar of the *Authorization Packages* section have been adapted as follows:

<table>
<thead>
<tr>
<th>Old Label</th>
<th>New Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protect</td>
<td>Write-Protection</td>
</tr>
<tr>
<td>Unprotect</td>
<td>Disable Write-Protection</td>
</tr>
</tbody>
</table>
In addition, the function *Copy* is now available as a button. It allows you to create a copy of an existing authorization package, which can then be renamed and modified accordingly.

New footer toolbar:

Previous footer toolbar:

Create a copy:

Deactivation of Authorization Request Self-Service for CCoE

Deactivating the authorization request self-service is now supported for a Customer Center of Expertise (CCoE).

**SAP Solution Manager S-User Lifetime**

If an S-user ID is used in the SAP Solution Manager for the following activities:

- use corresponding Business Partners to create/update an ITSM incident,
- use corresponding System User (SU01 user) to log into SAP Solution Manager,

the date and time when the above activities were performed are reflected by the *Last Login* column for this S-user ID in the *User Management* application of the SAP ONE Support Launchpad.

Note that in case an S-user ID is used in SAP Solution Manager for data exchange between that system and SAP (for example ITSM or License Management), this might be impacted by the new *S-user lifetime process*: If the S-user ID is expired, inactive or deleted, the data exchange will no longer work.

For more information refer to [SAP Notes 2961836](https://support.sap.com) and [2945427](https://support.sap.com).
System Data Management

New Text in Tooltip for Automated Update

In the System Data application, the Automated Update tooltip text and the references to SAP Notes inside the tooltip have been adjusted.

Activate Remote Access Restriction for EU Access

Grouping of Systems

Within the list of all systems for an installation, the systems are now grouped by the categories On-premise System(s) and Cloud / HEC System(s).
Software Downloads

Favorite Products in Software Downloads Application

A new top-level section *My Favorite Products* has been added to the *Software Downloads* application.

It can be found under *Installations & Upgrades* (per the above image) and under *Support Packages & Patches* (per the below image):

It lists those product versions that you have marked as a favorite in the *My Products* application, and which are available to you for download (so, for instance, cloud products are not shown).

This new feature gives you much faster access to downloadable files for those product versions that you are most interested in.

Please note that if you enter the *Software Downloads* application through one of the previous channels, e.g. *By Alphabetical Index*, your favorite products are not flagged as such. This feature will be added in a future iteration. Furthermore, a future release will let you add favorite products to the *My Products* list directly from the download tool.
Announcement of Legal Changes

Renaming of Labels and Adaption of Values for Company Status

The label Completion Status has been changed to Company Status, in the filter area as well as for the table column. The column label SAP Note has been changed to SAP Solution Status.

The filter value Open for the filter Company Status has been renamed to New. The value Relevant has been added to the list of values.

SAP EarlyWatch Alert Workspace

Notifications Available for 2 Billion Record Limit and Decisive Red Alerts

SAP ONE Support Launchpad notifications are now enabled for the SAP EarlyWatch Alert Workspace. You can automatically receive notifications on critical issues identified in systems of your interest.

To configure the notifications, access the Manage Notifications application via the context menu under your User ID.
In the application, select your preferred channels (Launchpad, E-Mail, SMS) to get notified.

Click the Customize in-app settings icon \(\text{_customize}\) to enter the in-app settings on the next screen.

You can activate notifications for Views and Cards to receive precisely the notifications that are relevant to you:

- The listed views are taken from the SAP EarlyWatch Alert Workspace. A view is a set of filter settings to confine the shown data to the areas of your interest or responsibility, e.g. by restricting the displayed alerts to select customers, systems or database types. You can choose the default view Standard, which includes all systems that you are authorized for.

  In addition, you can create your own view in the SAP EarlyWatch Alert Workspace. To do so, create filter settings so that the displayed data reflects your interests or responsibility. To save these settings as a view, open the My Views window by selecting the active view in the filter bar (by default, this is Standard), select Save As, and choose a name for the view.

  By connecting notifications to the views you created, you can be sure to receive only alerts you are interested in.

  In case you are not familiar using views, refer to the following blogs where the concept is introduced: Filter settings determine the alert number in the launchpad tile SAP EarlyWatch Alert Workspace.
Cards represent different topics covered by SAP EarlyWatch Alert. Currently, the following cards can trigger notifications:

- **Alerts**
  If a new decisive red alert in the SAP EarlyWatch Alert reports within the filter settings of the corresponding view occurs, a notification is triggered.

- **2 Billion Record Limit – Critical Tables**
  The 2 Billion Record Limit monitors and forecasts the number of entries in SAP HANA tables – if a table or a partition, which is in the top 40 by number of entries, approaches this limit, the table is considered critical, and a worst-case date is predicted. This is the result of an unfavorable, yet possible forecast – with a probability of 80% the limit is reached later.
  
The priority depends on the time period until the worst-case date is reached – from priority 3 (less than 90 days) to priority 1 (less than 30 days). If an issue with a higher priority or with priority 1 occurs in an SAP HANA table within the filter settings of the corresponding view, then a notification is triggered.

- **2 Billion Record Limit – Solved Tables**
  If a new SAP HANA table is solved in a database within the filter settings of the corresponding view, then a notification is triggered.
  
  A table or a partition is regarded as solved if it previously met the conditions mentioned above for any priority. However, the table is no longer in the top 40 list or does not reach the record limit in the next 30 weeks anymore.

Once you have activated notifications for SAP EarlyWatch Alert, you will be informed whenever a new issue relevant for you is detected. See an example below:

For detailed information, please refer to the SAP Community blog
HANA Enterprise Cloud (HEC)

New Tab Certificates in HEC Landscape Application

In the HEC Landscape application, a new tab Certificates has been added to the details view for HEC systems.

The list of certificates in the details view on the right side contains the end of validity and provides a link to the respective service templates to quickly request a renewal.

In the master column on the left side – displaying the list of systems –, a warning is displayed in case certificates reach the end of their validity within the next 30 days. An error is displayed in case the validity ends within the next 7 days.

This enables you to easily monitor your system certificates and avoid issues caused by outdated certificates.
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.