SAP Enable Now What's New

WHAT'S NEW | PUBLIC
Version 1.0, Feature Pack 2105 | 21.05.2021

SAP Enable Now What's New
Introduction

This document gives you an overview of the changes in the latest version of SAP Enable Now 2105 compared to version SAP Enable Now 2011.

The changes are indicated in the following areas:
- New Feature: Describes a new functionality that is not based on existing functions.
- Enhancement: Describes an extension added to an existing function.
- Optimization: Describes improvements to an existing function.

Note for SAP Enable Now On Premise
Before installing the new release, make sure that you have made all preparation steps for the product update and content migration. You can find detailed information in the SAP Enable Now Upgrade Guide.

Further Information

- Info Center
  Product training, content and templates, additional information...
  Go to Info Center

- SAP Help Portal
  Product manuals, installation guides, upgrade and security information...
  Go to SAP Help Portal

- SAP Enable Now Community
  Register for up-to-date news from the SAP Enable Now team. Stay informed about all improvements and changes.
  Go to SAP Community

- Product Availability Matrix
  Technical release information for the current version, such as browser- and application support, as well as Web Assistant availability.
  To the Product Availability Matrix

- Release Cycle and Maintenance Plan
  Get an overview about the SAP Enable Now release cycle as well as the supported releases and used release numbers.
  Go to Info Center
Tip

Use the button to gain access to the interactive training materials, and further information about news and changes, in the SAP Enable Now Info Center (registration required).

Suggestions for Improvements

Do you have suggestions on how we can improve SAP Enable Now? Please share them with us on the SAP Customer Influence page. Your input is important to us, and helps us to evaluate your inquiries, give feedback, and take them into consideration when planning our next releases, based on their priority. On the page for SAP Enable Now, you can find more information about the process and how to participate:

Go to SAP Customer Influence
General Changes

Optimized Header Bar and Menus in Manager

The header bar of Manager has been modified and merged with the menu bar. This results in more room for the content of the Manager pages.

The home launchpad can now be reached via the logo instead of via a dedicated button. The User Settings and the function Logout can be accessed via the user menu. The Learner View is centrally available as a tile on the home launchpad for the learners.

All editing and learner reports have been merged in the menu Reporting, and sorted into groups. This means that all reports can be accessed centrally.

Optimization, Manager (HANA/Cloud)

Filtering Tiles on the Home Launchpad of the Manager

To quickly get to the required tile on the home launchpad of Manager, you can now search for it by using a filter. In the menu bar, you can enter a search term to only show the tiles with a matching title or description.

Enhancement, Manager (HANA/Cloud)
Display of trainer in High Contrast Style

When you use the high contrast theme of Microsoft Windows, the library and the trainer will now be displayed automatically with a high contrast theme in Microsoft Internet Explorer and in Microsoft Edge. There are two new trainer styles in the workarea for displaying the high-contrast white or black user interface if the corresponding design is set by Microsoft Windows.

New Feature, Producer, Manager

Note on Using Microsoft Internet Explorer 11

SAP Enable Now uses an embedded Microsoft Internet Explorer 11 to render certain content. Since Microsoft restricts the support of Internet Explorer, this will be replaced by Microsoft Edge WebView2 in a future release of SAP Enable Now in all Desktop components. WebView2 is based on Microsoft Edge (Chromium) and makes it possible to embed Web technologies that are necessary for the editing and display of content.

In SAP Enable Now 2105, Microsoft Internet Explorer 11 is still used as the embedded browser.

Producer, Instant Producer, Desktop Assistant

Note on Using Oracle Java Runtime Environment 8

Desktop components of SAP Enable Now, Cloud edition are loaded and executed with the function Java Web Start, which is contained in Oracle Java Runtime Environment 8. Oracle will no longer officially support Java Runtime Environment 8 as of March 2022, so as of the upcoming release SAP Enable Now 2111, Desktop components can only be started with the SAP Enable Now App Launcher.

For more information on the SAP Enable Now App Launcher, see the App Launcher Guide.

In SAP Enable Now 2105, Java Runtime Environment 8 can still be used to start Desktop components. The change has no effect on customers who already use the SAP Enable Now App Launcher.

Producer, Instant Producer, Desktop Assistant
Content Organization and Collaboration

Producer-Manager Communication

There are some optimizations in Producer to optimize client-server communication when working with managed workareas. Authors can now work more easily on content and resources and have less to worry about getting write permissions or defining synchronization behavior.

- **Use Server Root Group**
  When users set the server root group as their local workarea root object after download of the server content in Producer, the old root group is now moved to the second position on the main level and no longer placed in *Unsorted*.

- **Checking Out Assigned Objects**
  When you check out assigned objects, the editing of all objects is no longer started automatically. This enables the author to start the editing only for the objects that should be edited.

- **Publishing New Resources**
  New resources are automatically published with their first version. This prevents the resources from being overlooked for publishing, and generating errors during playback.

- **Locking Resources**
  Resources are no longer automatically locked when they are created. This means that it is no longer necessary to release the resources so that other master authors can edit them.

- **Showing Unknown References**
  The default for the view setting *Show Unknown References* has been changed to *Disabled*, to hide unknown references for standard authors. Objects that were moved to the trash on the server are displayed locally as *Unknown References* with a trash icon, if the parent object has not yet been updated.

- **Importing Objects**
  When content and resources are imported from an archive, the editing is now automatically started for existing objects if the user wants to overwrite them. Alternatively, for content, the user can create a duplicate.

- **Context Menu**
  The context menu has been restructured. Server operations such as *Start editing* or *Finish editing* are now sorted into two subgroups in the upper part of the context menu: *Server Actions* and *Server Bulk Changes*.

Optimization, Producer
Web Assistant

Web Assistant for SAP Business ByDesign

The Web Assistant is now available within SAP Business ByDesign, SAP’s ERP solution for mid-market business. SAP Business ByDesign includes guided tours for key processes, in addition it is planned to provide what’s new content for subsequent releases.

With the right partner or with your own SAP Enable Now licenses, customers are able to adapt and create context sensitive help content to ease the onboarding of new users, or embed their existing legacy content and any business process related asset directly within the flow of work.

New Feature, Web Assistant

Customer-Specific Content for SAP Ariba Product Sourcing

For SAP Ariba Product Sourcing, it is now possible to create custom Web Assistant content, so that Web Assistant can be adjusted to customer-specific needs.

In the Web Assistant configuration view in Manager, it is possible to create a custom configuration, and define it in the settings of the respective SAP Ariba Product Sourcing. You can specify a workarea for the content, as well as the appearance and behavior of Web Assistant.

Create your own context help, guided tours, and embedded learning to help ensure adoption and increase productivity from the very first moment.

New Feature, Web Assistant
SAP Ariba Network for Trading Partner Registration and SAP Ariba Supplier Portal with Web Assistant

Web Assistant has been integrated into SAP Ariba Network for Trading Partner Registration and the new SAP Ariba Supplier Portal interface. The interactive help is activated by default and provides a small selection of premade content to empower your users with the right help when needed.

New Feature, Web Assistant

Icons for the Step List in Guided Tours

During the editing of guided tours, icons that specify the step type are displayed in the step list, for better orientation. These include, for example, Start, Stop, Information, and Important.

Enhancement, Web Assistant
Dropdown Controls with Icons

In all edit dialogs, the icon that has been selected is now also displayed in dropdown controls once the selection has been made.
**Bubble Offset for Guided Tours**

Authors can now use a bubble offset in guided tours. Bubbles in guided tours are always positioned directly next to the element, which sometimes leads to unwanted overlapping.

With the bubble offset, authors now have the option to improve the display by positioning the bubble further away from the element.

Enhancement, Web Assistant

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**Opening the Lightbox in a Separate Window**

If content is displayed in a lightbox, users can now open it in a separate tab or window. The user’s browser settings determine whether the lightbox is opened in a new tab or window.

Enhancement, Web Assistant
**Dotted Focus Rectangle**

The focused UI element is now displayed with a dotted rectangle when keyboard navigation is used. The parameters for custom focus colors `focusFg` and `focusBg` are no longer required and will be ignored.

Enhancement, Web Assistant

**Adjustable Colors for Hotspot Icons**

If you also want to color the hotspot icons for an adjusted Web Assistant layout, you can now specify an individual color. The new parameters `HSIconFg` and `HSIconBg` are now available for this purpose; they can be used to adjust the icon color and background color for all icons.

Enhancement, Web Assistant
**Improved Preview in Edit Mode**

In the preview mode, the gray level only covers the step list and the edges of the screen, not the entire screen. The bubble and the highlight are then similar to the final output.

Optimization, Web Assistant

**Alternative Language for Context Help**

The content for context help tiles is displayed in an alternative language if there is no content available for the current language of the user interface. The alternative language that is displayed can now be configured individually for each language, so that it can be adjusted to the available language variants. The new parameter `globalLanguageFallback` allows you to define a language code for this purpose.

In addition to the global alternative language, an individual alternative language can also be defined for each language of the user interface. The new parameter `languageFallback` allows you to specify the languages for this purpose.

New Feature, Web Assistant
Intranet Delivery of Web Assistant for SAP S/4HANA (On Premise)

It is sometimes necessary to display Web Assistant for SAP S/4HANA (On Premise) in a company-internal environment, instead of accessing central SAP servers. Web Assistant can therefore be integrated for use in an Intranet, and published on an internal SAP Enable Now Manager.

The integration does not use any SAP standard content; it uses only the content that is created on the internal Manager.

Note
The Web Assistant framework can be downloaded in the SAP Note, and then uploaded to the Manager as a resource. Note that a consequence of this is that Web Assistant cannot be automatically updated with the newest version. To do so, it is necessary to download the newest version by using the link from the SAP Note.

New Feature, Web Assistant

Web Assistant Integration Without SAP Web Dispatcher

As an alternative to integrating Web Assistant in SAP S/4HANA (On Premise) with SAP Web Dispatcher, the integration can also be carried out without SAP Web Dispatcher. It is possible to simply configure a Web Assistant plugin for SAP Fiori launchpad with the URLs and parameters that are necessary for Web Assistant.

For more information, see the SAP Note and the Web Assistant integration guide.

Optimization, Web Assistant

SAP Note
Desktop Assistant

Bubble- and Hotspot Size

When using Web Assistant mode for Desktop Assistant, it is possible to define the size of the bubbles and the hotspots. The bubbles and highlights can therefore also be adjusted for Desktop Assistant, in accordance with the elements in Web Assistant.

This is done in the action macros by using the new settings panel Web Assistant Mode with the settings Bubble Size and Hotspot Size. As in Web Assistant, the sizes XS to XL are available here.

In addition, the parameter Title has been moved to this panel; it can be used to define a tile title.

Note

There are some differences between the default Desktop Assistant and the Web Assistant mode for Desktop Assistant. For more information, see this SAP Note.

Enhancement, Desktop Assistant/Web Assistant/Producer

Icons for Help Tiles

When the Web Assistant mode for Desktop Assistant is being used, an icon can be selected for a help tile, and displayed in the help bar. This makes it possible to more exactly define the content of a tile.

This is done by using the setting Tile Icon; it is located in the action macros, in settings panel Web Assistant Mode. The setting displays all icons in the dropdown list that are familiar from Web Assistant.

Enhancement, Desktop Assistant/Web Assistant/Producer
**Support of Multiple Monitors for Web Assistant Mode**

When Desktop Assistant is being used in Web Assistant mode, it can now be displayed on all available monitors. After closing the help panel, the minimized side bar can be moved between the monitors, and the help is displayed according to the focused application.

Enhancement, Desktop Assistant/Web Assistant/Producer

**Automatic Start for Guided Tours in Web Assistant Mode**

When Desktop Assistant is being used in Web Assistant mode, a guided tour can now also be automatically started, like in default mode. For a guided tour, the setting *Start Automatically* can be activated in macro *Guided Tour Style*.

Enhancement, Desktop Assistant/Web Assistant/Producer
Analysis and Reports

Report for Context Help Visits

The new report for context help visits gives an overview of how often the tiles for a specific context were opened, and by how many users. This makes it possible to find out which objects or topics have a high or low support requirement.

The report can be used for Web Assistant, and displays the results in a bar chart and table. Filters can be used to adjust the information displayed by the report. The report can be called via the menu Reporting.

New Feature, Manager (HANA/Cloud)
The new report for the playback of guided tours gives an overview of how often a guided tour was played back, and by how many users. This makes it possible to find out the processes for which guided tours were called up, and which require the most support.

The report can be used for Web Assistant and Desktop Assistant, and displays the results in a bar chart and table. Filters can be used to adjust the information displayed by the report. The report can be called via the menu Reporting.

New Feature, Manager (HANA/Cloud)
Report on Drop-Out Rate of Guided Tours

The new report on the drop-out rate of guided tours gives an overview of how often a guided tour was canceled before the user reached the last step. This makes it possible to determine which guided tours were canceled, and how often (as a percentage), and therefore how helpful they are for the users.

The report can be used for Web Assistant and Desktop Assistant, and displays the results in a bar chart and table. Filters can be used to adjust the information displayed by the report. The report can be called via the menu Reporting.

New Feature, Manager (HANA/Cloud)
**Report on Number of Engaged Unique Users**

The new report on the number of engaged unique users gives an overview of how many users access the content of a specific workarea. This helps determine how many users consume the content over a defined period of time.

The report can be used for Web Assistant, Desktop Assistant, and the trainer, and displays the results in a line chart and table. Filters can be used to adjust the information displayed by the report. The report can be called via the menu *Reporting*.

**New Feature, Manager (HANA/Cloud)**

Watch the video
Report for Objects in Editing

The user interface for the Editing Report has been modified, and adapted to the layout and functions of the newer reports. It makes it possible to determine how many objects of a certain type are currently in editing, and by how many users. When the report is called, Filter can be used to select the required workarea and users. This filter can also be saved. In addition to the previous table view, it is now possible to also display a bar chart.

The report has been moved from the menu Tasks, and can now be called under Reporting > Objects in Editing.

The previous editing report is also available in the menu, as report Editing by Authors.

New Feature, Manager (HANA/Cloud)

Saving Report Filters

You can now save a defined filter for a report, and call it up again at any time. The function Save Filter is available in the toolbar of a report, to create user-specific filters. A saved filter can be selected for the view, via a dropdown list. In addition, filters can be deleted at any time.

New Feature, Manager (HANA/Cloud)
Creation of Reports in External Applications for Data Analysis

For the individual use of report data, the data interfaces of the Manager can be connected to external data analysis applications (for example: Microsoft Power BI). This enables you to create your own reports with the desired overviews and visualizations.

The application that is used needs to be capable of the following:

- Use of a Web application as a data source
- Web authentication (basic authentication or SAML for Cloud/Kerberos for On Premise)
- Conversion of returned JSON objects in tables

In SAP Enable Now Info Center you can find detailed information and learning content about how to set up the connection.

New Feature, Manager (HANA/Cloud)

Templates Provided for Microsoft Power BI Desktop

In SAP Enable Now Info Center, there are report templates for Microsoft Power BI Desktop that you can download, as well as a lesson about setting up and using the reports. The templates can be adjusted individually for the information to be displayed and the structure of the reports, so that all necessary data is available in a clear and comprehensible way.

The templates cover the following reports:

- Administrative Insights
- Workarea Analysis
- Desktop Assistant Usage
- Web Assistant Usage
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