



The data driven collaboration platform

SAP EarlyWatch Alert Workspace

Susanne Glänzer, Dirk Müller
Global CoE Technology, SAP SE

PUBLIC



Your Personalized Digital
Support Experience



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Agenda

- SAP EarlyWatch Alert in SAP HANA Cockpit
- Personalization in SAP EarlyWatch Alert Workspace – Demo
- SAP EarlyWatch Alert Status UI in SAP Focused Run
- SAP EarlyWatch Alert for Java transmitted by Focused Run - Demo
- Service Messages App – Demo
- Notifications in SAP EarlyWatch Alert
- Questions & Answers





SAP EarlyWatch Alert with SAP HANA Cockpit

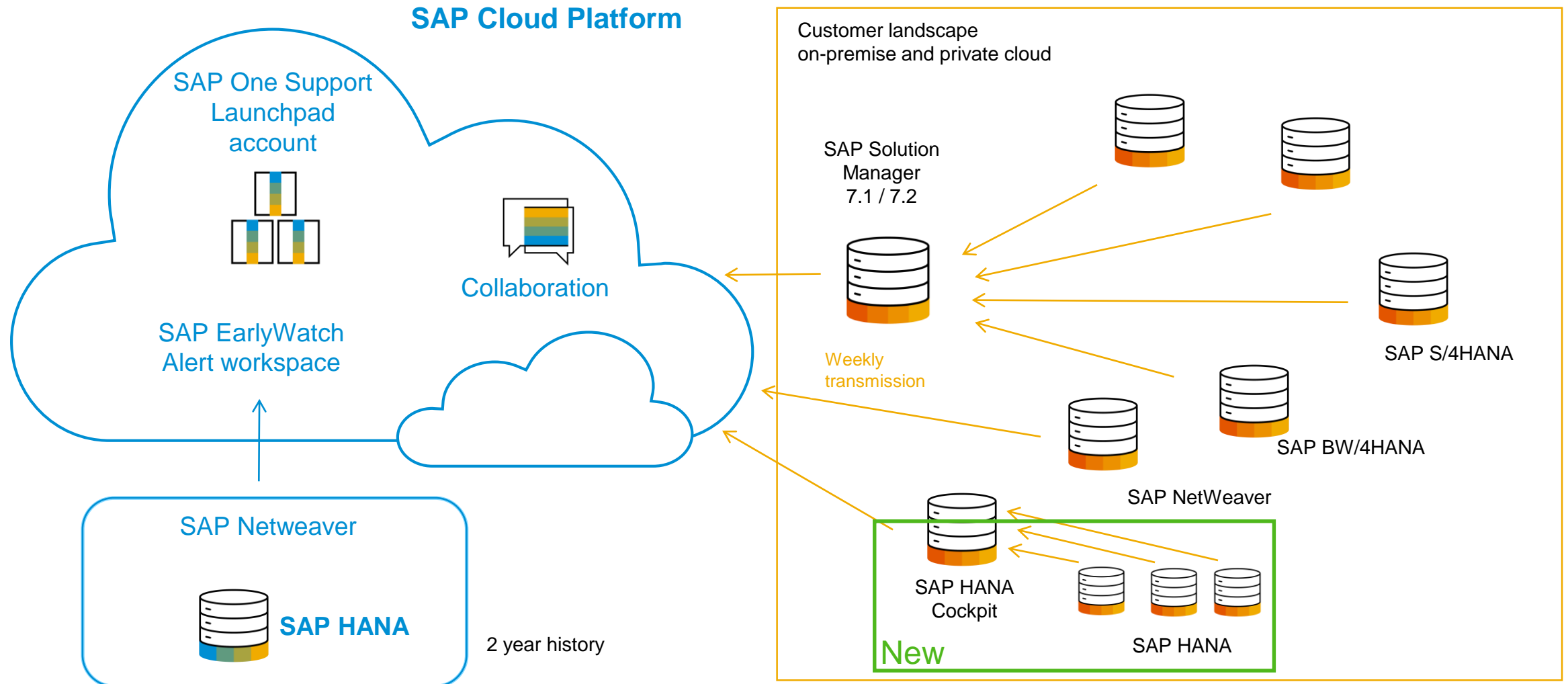
Dirk Müller, SAP SE
CoE Technology
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PUBLIC

Content

- SAP EarlyWatch Alert – New Option via SAP HANA Cockpit
- How does it work: Overview
- Setting up the EarlyWatch Alert in SAP Hana Cockpit
 - Demo
- Working with the SAP EarlyWatch Alert Results
 - Demo
- Further Info
 - Prerequisites
 - Links
- Questions

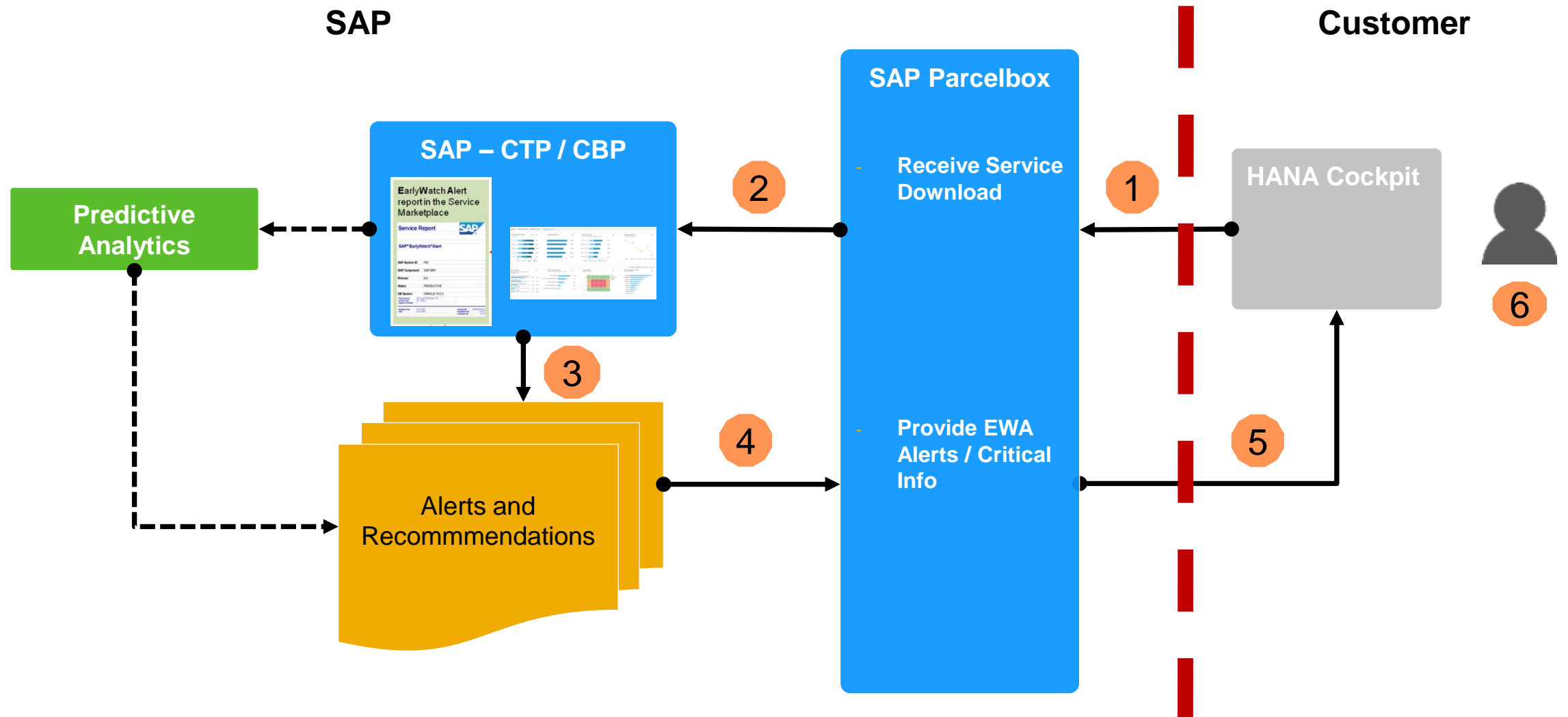
SAP EarlyWatch Alert – New Option via SAP HANA Cockpit

SAP EarlyWatch Alert – New Option via SAP HANA Cockpit



How does it work: Overview

How does it work: Overview



Network View

SAP Network

Public Network

- Internet
- T1 Network (dedicated)
- ...

Customer Network



https

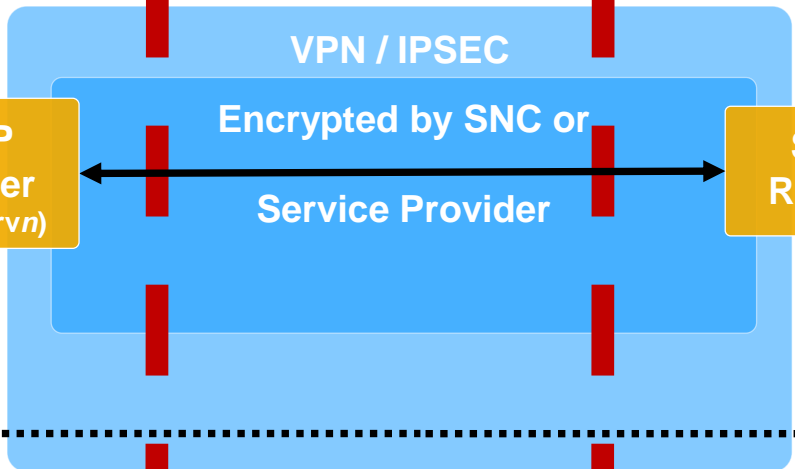
SAP Support Documents

https

SAP Router (sapservn)

https

https



1. TCP connect w/ route info (complete network route)

2. https

HANA Cockpit

https

https

Legend:

- Defined data locality w/ SNC encryption
- Defined data locality w/ altern. encryption
- Undefined data locality w/ SSL

Setting up the EarlyWatch Alert in SAP Hana Cockpit

Setting up the EarlyWatch Alert in SAP Hana Cockpit

The screenshot displays the SAP HANA Cockpit interface. On the left, a sidebar shows a 'Categories' list with 'Cockpit Settings' highlighted. A red arrow points to this item. The main content area is divided into two panels. The left panel, titled 'Settings (4)', lists 'Data Collection', 'Proxy', 'Connections', 'Display', and 'SAP EarlyWatch Alerts'. A second red arrow points to 'SAP EarlyWatch Alerts'. The right panel, titled 'Setting Details', shows the configuration for the 'SAP EarlyWatch Alert' service. It includes a description, a 'Global S-user' section with a required ID, a 'Transmission Schedule' section with checkboxes for receiving alerts and gathering data, and a 'Transmission Location' section with a service URL. At the bottom right, there are 'Edit' and 'Go to SAP HANA Cockpit' buttons.

SAP HANA Cockpit COCKPIT_ADMIN

Categories

Category	Count
Registered Resources	13
Resource Groups	2
Cockpit Users	11
Cockpit Settings	5
Active Sessions	1
XSA Logs	

Settings (4)

- Data Collection
- Proxy
- Connections
- Display
- SAP EarlyWatch Alerts

Setting Details

SAP EarlyWatch Alert

SAP EarlyWatch Alert is an automatic service that can monitor the essential administrative areas of registered HANA resources, indicated critical situations, and suggest solutions. The service requires an S-user account.

Global S-user

A global S-user ID is required for the SAP EarlyWatch Alert service

S-user ID: S999000010

Transmission Schedule

SAP EarlyWatch Alert Service

- ☒ Receive SAP EarlyWatch Alerts and send any gathered data to SAP EarlyWatch Alert service
- Transmit daily: 12:15 PM
- ☒ Gather data to send to SAP EarlyWatch Alert service for analysis
- Gather data weekly: Monday 12:15 AM

Transmission Location

SAP EarlyWatch Alert service and SAP HANA cockpit monitor this location for transmissions of data or alerts.

Service URL: <https://documents.support.sap.com>

SAProuters (Optional)

[Edit](#) [Go to SAP HANA Cockpit](#)

Setting up the EarlyWatch Alert in SAP Hana Cockpit

The screenshot shows the SAP HANA Cockpit interface. At the top, the header bar displays the SAP logo, 'SAP HANA Cockpit', and a user dropdown menu for 'COCKPIT_ADMIN'. Below the header, a left sidebar contains a 'Settings (4)' menu with options: Data Collection, Proxy, Connections, Display, and SAP EarlyWatch Alerts (which is currently selected). The main content area is titled 'Setting Details' and features the 'SAP EarlyWatch Alert' configuration page. This page includes a descriptive paragraph about the service, a 'Global S-user' section with a pre-filled ID, a 'Transmission Schedule' section with two checked options for receiving and gathering data, and a 'Transmission Location' section with a pre-filled service URL. At the bottom of the page, there is an 'Edit' button and a 'Go to SAP HANA Cockpit' link. The 'SAProuters (Optional)' section is visible at the very bottom but is currently empty.

SAP HANA Cockpit COCKPIT_ADMIN

SAP EarlyWatch Alert

SAP EarlyWatch Alert is an automatic service that can monitor the essential administrative areas of registered HANA resources, indicated critical situations, and suggest solutions. The service requires an S-user account.

Global S-user

A global S-user ID is required for the SAP EarlyWatch Alert service

S-user ID: S9990000010

Transmission Schedule

SAP EarlyWatch Alert Service

- ☒ Receive SAP EarlyWatch Alerts and send any gathered data to SAP EarlyWatch Alert service
- Transmit daily: 12:15 PM
- ☒ Gather data to send to SAP EarlyWatch Alert service for analysis
- Gather data weekly: Monday 12:15 AM

Transmission Location

SAP EarlyWatch Alert service and SAP HANA cockpit monitor this location for transmissions of data or alerts.

Service URL: <https://documents.support.sap.com/parcel>

SAProuters (Optional)

Edit Go to SAP HANA Cockpit

Setting up the EarlyWatch Alert in SAP Hana Cockpit

SAP

SAP HANA Cockpit

COCKPIT_ADMIN

Settings (4)

Setting Details

Data Collection

Proxy

Connections

Display

SAP EarlyWatch Alerts

Transmission Schedule

SAP EarlyWatch Alert Service

☒

Receive SAP EarlyWatch Alerts and send any gathered data to SAP EarlyWatch Alert service

Transmit daily: 06:15 AM

☒

Gather data to send to SAP EarlyWatch Alert service for analysis

Gather data weekly: Monday 12:15 AM

Transmission Location

SAP EarlyWatch Alert service and SAP HANA cockpit monitor this location for transmissions of data or alerts.

*Service URL: https://documents.support.sap.com/parcel

SAProuters (Optional)

Hop 0 - SAProuter

Host: ls6282.wdf.sap.corp

Port: 3299

Password:

Confirm Password:

Hop 1 - SAProuter

Host: ls6282.wdf.sap.corp

Port: 3298

Password:

Save

Cancel

Setting up the EarlyWatch Alert in SAP Hana Cockpit

Categories

Registered Resources	13
Resource Groups	2
Cockpit Users	11
Cockpit Settings	5
Active Sessions	1
XSA Logs	

Welcome to the Cockpit

Register a Resource

Create Resource Group

Add a Cockpit User

SAP HANA Cockpit

Registered Resources (13)

Search

CAL - Hana in Sydney

CUSTOM

2.00.034.00.1539746999 (fa/hana2sp03)

CAL via localhost

CUSTOM

2.00.034.00.1539746999 (fa/hana2sp03)

H00@H00

CUSTOM

2.00.042.00.1565269446 (fa/hana2sp04_20...)

H40_Test_Dirk

Iddb1hha

CUSTOM

1.00.122.20.1536720790 (fa/hana1sp12)

HA1@HA2

TEST

2.00.033.00.1535711040 (fa/hana2sp03)

HA2@HA2

Register Resource

SAP HANA Cockpit

Resource Details

Host: Iddb1hha Usage Type: CUSTOM Version: 1.00.122.20.1536720790 (fa/hana1sp12)

Description:

Resource Details Data Collection Settings 0 Groups Associated with this Resource

Status and Alert Counts

Cockpit collects resource status and alert count at a set interval.

Collection Settings: Global Settings

Data Collection: Enabled

Collection Frequency: 1 minute

Resource and Feature Data

Cockpit checks resource and feature data (version, hosts, usage type) at a set interval.

Collection Settings: Global Settings

Data Collection: Enabled

Collection Frequency: 5 minutes

SAP EarlyWatch Alert

SAP EarlyWatch Alert data is gathered, sent and received on a set schedule

Daily Transmit Schedule: 09:40 AM (Resource Override)

Weekly Gather Schedule: Wednesday 09:30 AM (Resource Override)

Edit Unregister Go to SAP HANA Cockpit

Working with the SAP EarlyWatch Alert Results

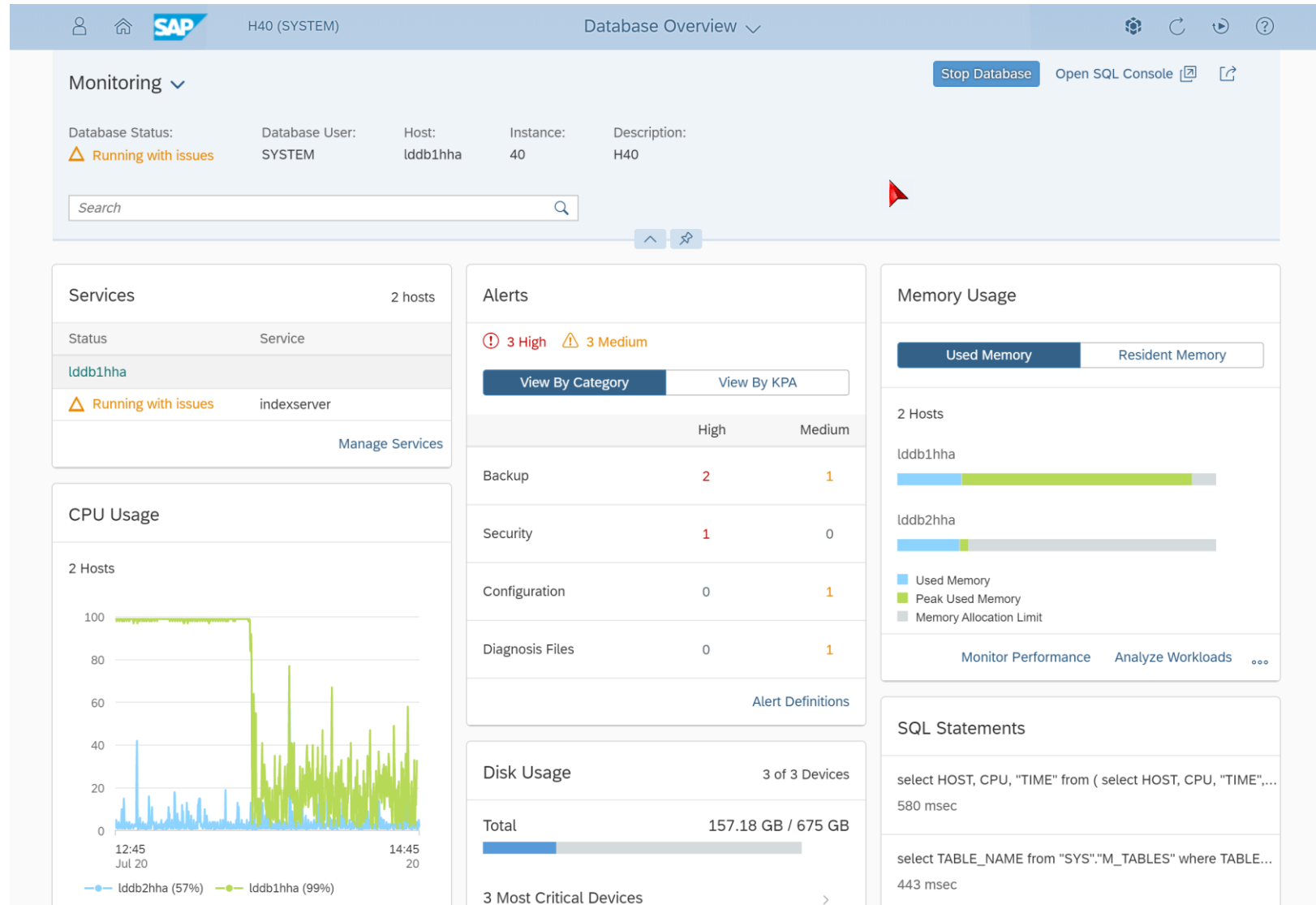
Working with the SAP EarlyWatch Alert Results – Tile Level Integration

The image shows the SAP HANA Cockpit interface. On the left, the 'Monitor Landscape' section displays resource counts for Resource Directory (104), Production (0), and Development (1). Below this is the 'Manage Landscape' section with options like 'Compare Configurations', 'Manage Cockpit', and 'Browse Database Objects'. At the bottom left, a red-bordered box highlights the 'SAP ONE Support' section, which contains an 'SAP EarlyWatch Alert' tile. This tile indicates 'S-User required' and shows a warning icon with the text 'List of Alerts'. An arrow labeled '1' points from this tile to a detailed alert window on the right.

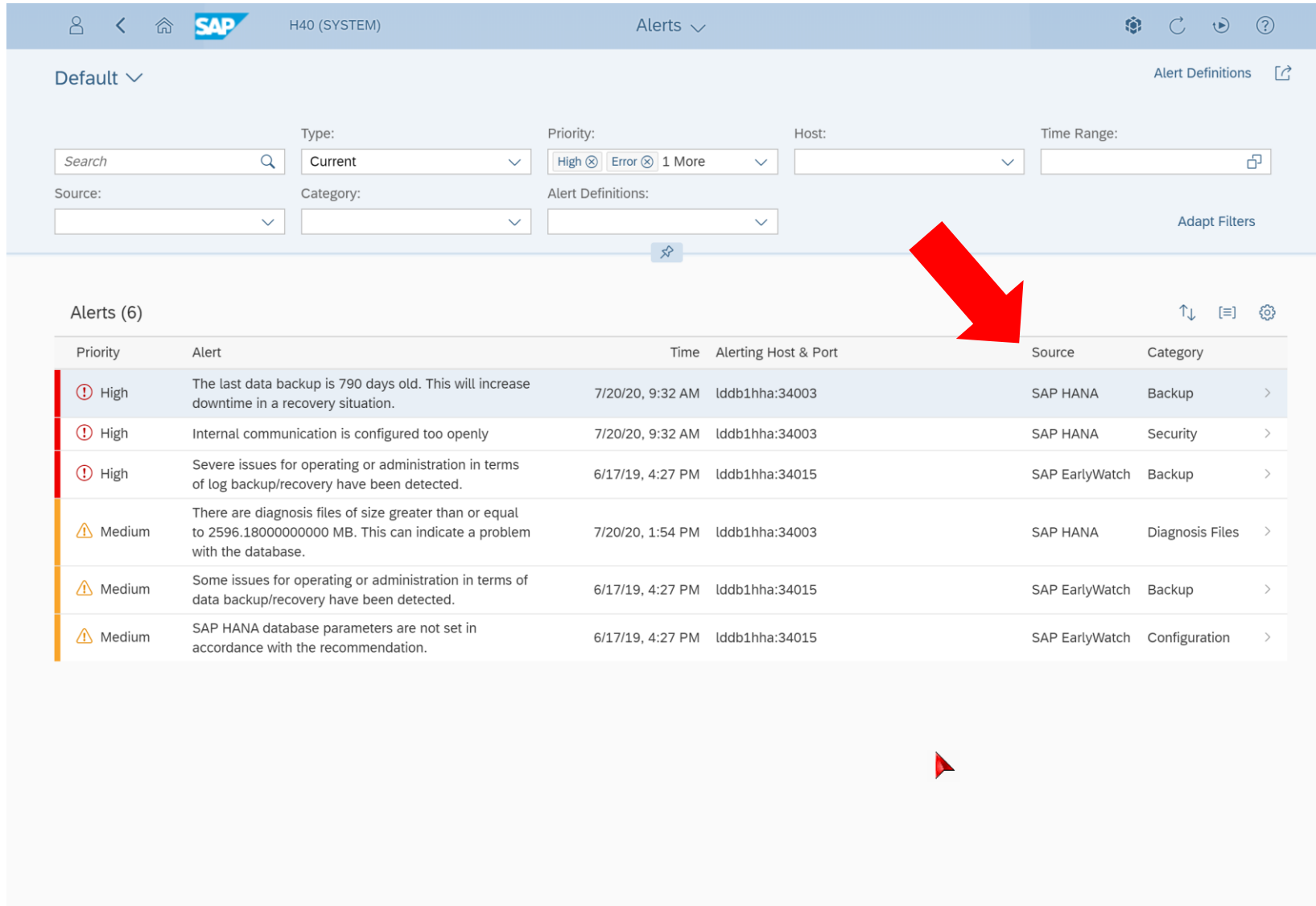
The detailed alert window on the right is titled 'SAP HANA Database SOP' and shows a 'Status: Very Critical' for 'System ID: SOP' on '12.03.2018'. It features a section for 'SAP HANA Critical Revisions' with a warning icon and the text: 'There is important SAP HANA HotNews. SAP HotNews is relevant for your currently used SAP HANA revision. These high-priority SAP Notes explain how to resolve or avoid problems that may cause the SAP system or SAP HANA DB to shut down or lose data.' Below this is a table with two columns: 'SAP HANA HotNews' and 'Description'. The table contains one entry with the HotNews ID '2577798' and the description 'Unexpected Results When Executing Query From XS Classic Engine'. A 'Recommendation' section follows, stating: 'Refer to the related SAP HotNews and follow the instructions given by the HotNews.' An arrow labeled '2' points from the HotNews ID '2577798' in the table to a second, smaller alert window at the bottom right.

This second alert window is titled 'SAP HANA Critical Revisions (SAP HANA Database SOP)' and contains the text: 'SAP HANA database: A critical SAP Note (HotNews) exists for your current HANA revision.' It also lists '1 System: SOP' and provides a link to 'Recommendation (1)'.

Working with the SAP EarlyWatch Alert Results



Working with the SAP EarlyWatch Alert Results



The screenshot displays the SAP EarlyWatch Alerts interface. At the top, there is a navigation bar with the SAP logo, system name 'H40 (SYSTEM)', and an 'Alerts' dropdown menu. Below this, a filter section allows users to refine results by Type (Current), Priority (High, Error, 1 More), Host, Time Range, Source, Category, and Alert Definitions. A red arrow points to the 'Source' column in the alert list table.

Alerts (6)

Priority	Alert	Time	Alerting Host & Port	Source	Category
High	The last data backup is 790 days old. This will increase downtime in a recovery situation.	7/20/20, 9:32 AM	lddb1hha:34003	SAP HANA	Backup
High	Internal communication is configured too openly	7/20/20, 9:32 AM	lddb1hha:34003	SAP HANA	Security
High	Severe issues for operating or administration in terms of log backup/recovery have been detected.	6/17/19, 4:27 PM	lddb1hha:34015	SAP EarlyWatch	Backup
Medium	There are diagnosis files of size greater than or equal to 2596.180000000000 MB. This can indicate a problem with the database.	7/20/20, 1:54 PM	lddb1hha:34003	SAP HANA	Diagnosis Files
Medium	Some issues for operating or administration in terms of data backup/recovery have been detected.	6/17/19, 4:27 PM	lddb1hha:34015	SAP EarlyWatch	Backup
Medium	SAP HANA database parameters are not set in accordance with the recommendation.	6/17/19, 4:27 PM	lddb1hha:34015	SAP EarlyWatch	Configuration

Working with the SAP EarlyWatch Alert Results

The screenshot displays the SAP EarlyWatch Alert Results interface. The top navigation bar includes the SAP logo, system name 'H40 (SYSTEM)', and 'Alerts' dropdown. The left sidebar contains filter options for 'Default', 'Alert Definitions', 'Search', 'Type' (Current), 'Priority' (Medium, High, Error), 'Host', 'Time Range', 'Source', 'Category', and 'Alert Definitions'. The main content area shows an alert titled 'Some issues for operating or administration in terms of data backup/recovery have been detected.' with a 'Medium' priority and 'Backup' category. Below this, the 'Alert Definition Details' section provides further information: 'Alert Definitions: Data Backup (ID 21418)', 'Alert: Unsuccessful data backups or insufficient scheduled data backups have been detected. We have detected erroneous data backups – or data backups that are performed too infrequently. Check your backups or your backup strategy.', 'Next Scheduled Run: 7/24/20, 2:30 PM', and 'Interval: 168 hours'. The 'Proposed Solution' section is also visible. At the bottom, a list of alerts shows a high-priority alert: 'The last data backup is 790 days old. This will increase downtime in a recovery situation.'

Default ▾ Alert Definitions

Search

Type: Current ▾

Priority: Medium High Error ▾

Host: ▾

Time Range: ▾

Source: ▾

Category: ▾

Alert Definitions: ▾

Adapt Filters

Alerts (6) ↑↓ ≡ ⚙

Alert

The last data backup is 790 days old. This will increase downtime in a recovery situation. >

Priority: High

Time:

Some issues for operating or administration in terms of data backup/recovery have been detected. Edit Alert Definition

Priority: Medium

Alerting Host & Port: lddb1hha:34015 Category: Backup

Details Alert Definition Details Proposed Solution Occurrences

Full Alert Text:
Some issues for operating or administration in terms of data backup/recovery have been detected.

Time:
6/17/19, 4:27 PM

Source:
SAP EarlyWatch

Alert Definition Details

Alert Definitions:
Data Backup (ID 21418)
Alert: Unsuccessful data backups or insufficient scheduled data backups have been detected. We have detected erroneous data backups – or data backups that are performed too infrequently. Check your backups or your backup strategy.

Next Scheduled Run:
7/24/20, 2:30 PM

Interval:
168 hours

Proposed Solution

Working with the SAP EarlyWatch Alert Results

The screenshot displays the SAP EarlyWatch Alert Results interface. The top navigation bar includes the SAP logo, system name (H40 (SYSTEM)), and a dropdown menu for Alerts. The left sidebar contains a filter section for Alert Definitions, with fields for Search, Type (Current), Priority (Medium, High, Error), Host, Time Range, Source, Category, and Alert Definitions. Below the filters is a list of Alerts (6), with the first alert highlighted: "The last data backup is 790 days old. This will increase downtime in a recovery situation." The main content area shows the details of the selected alert, including the alert definition, next scheduled run, interval, and proposed solution. A red arrow points to the "Occurrences" tab in the main content area.

Alert Definition Details

Alert Definitions:
Data Backup (ID 21418)
Alert: Unsuccessful data backups or insufficient scheduled data backups have been detected. We have detected erroneous data backups – or data backups that are performed too infrequently. Check your backups or your backup strategy.

Next Scheduled Run:
7/24/20, 2:30 PM

Interval:
168 hours

Proposed Solution

By SAP:
A successful data backup should be performed after each working day. For more information, see SAP Note 1642148 (FAQ: SAP HANA Database Backup & Recovery).

Occurrences

Past Occurrences of Alert

Last 24 hours

Working with the SAP EarlyWatch Alert Results

Default Alert Definitions

Search

Type: **Current**

Priority: **Medium** **High** **Error**

Host:

Time Range:

Source:

- ☐ SAP EarlyWatch
- ☐ SAP HANA

Alert Definitions:

Alerts (6)

Alert
The last data backup is 790 days old. This will increase downtime in a recovery situation.

Alerts Alerts

Some issues for operating or administration in terms of data backup/recovery have been detected.

Priority: **Medium**

Alerting Host & Port: lddb1hha:34015 Category: Backup

Details **Alert Definition Details** **Proposed Solution** **Occurrences**

Full Alert Text:
Some issues for operating or administration in terms of data backup/recovery have been detected.

Time:
6/17/19, 4:27 PM

Source:
SAP EarlyWatch

Alert Definition Details

Alert Definitions:
Data Backup (ID 21418)
Alert: Unsuccessful data backups or insufficient scheduled data backups have been detected. We have detected erroneous data backups – or data backups that are performed too infrequently. Check your backups or your backup strategy.

Next Scheduled Run:
7/24/20, 2:30 PM

Interval:
168 hours

Proposed Solution

Further Info

Further Info

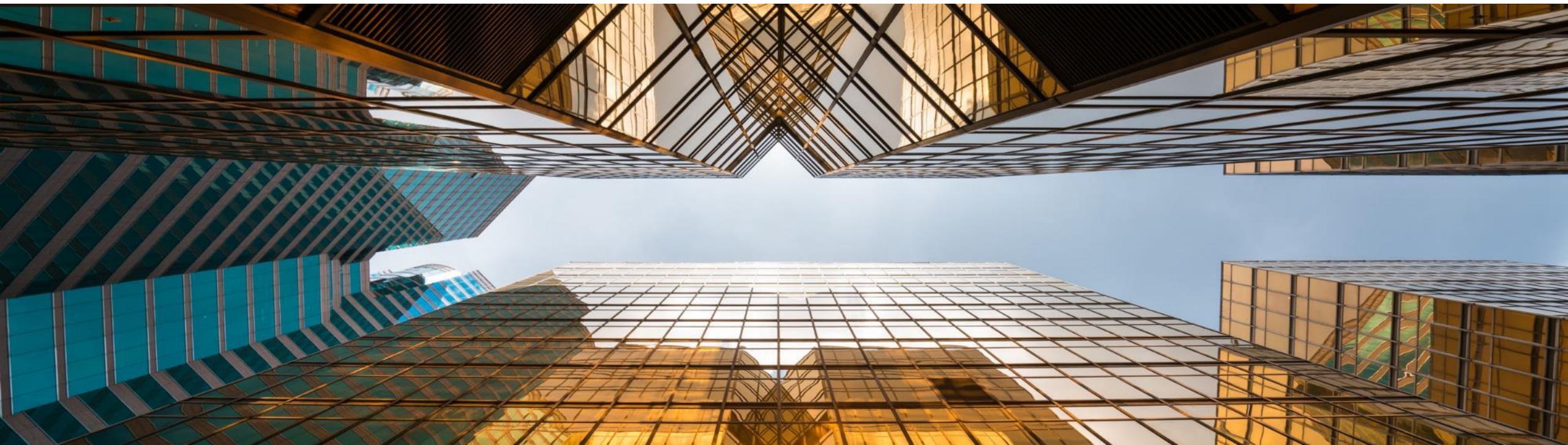
Prerequisites:

- SAP HANA Cockpit 2.0 SP11.
- Monitored system at least SAP HANA 1.0 SPS12

Links:

- SAP Hana Academy – SAP HANA Cockpit 2.0 and EarlyWatch Alert (HANA Cockpit 2.0 SP7): <https://www.youtube.com/watch?v=x-aahVgdVDk>
- What's New in SAP HANA Cockpit 2.0 SP 11: <https://blogs.sap.com/2019/10/21/whats-new-in-sap-hana-cockpit-2.0-sp-11/>
- Docu Pages for SAP HANA Cockpit SP11: <https://help.sap.com/viewer/afa922439b204e9caf22c78b6b69e4f2/2.11.0.0/en-US/7baf3c9648c54191951cfd08692507af.html>
- Technical S-User: How to get one? <https://i7p.wdf.sap.corp/sap/support/notes/2174416>

Personalization in SAP EarlyWatch Alert Workspace Demo



SAP EarlyWatch Alert Status UI in SAP Focused Run



New EWA Status UI in FRUN – how to use

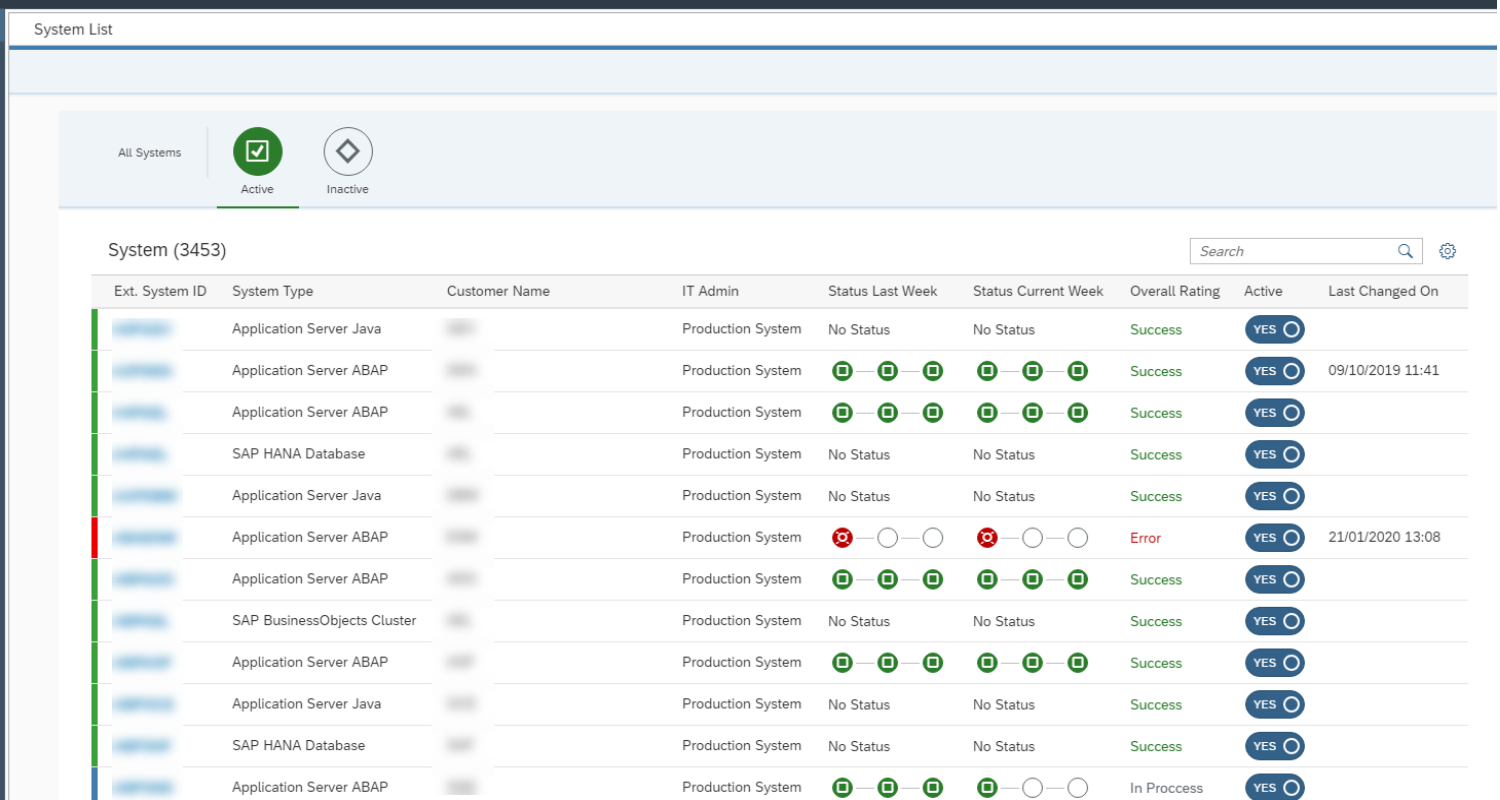
The UI shows per system static information like its status and if the system has been activated for EWA processing.

Using the "Active"/"Inactive" Filter on the top to choose a focus with a single click

It shows the EWA processing information per system on weekly basis. But it does not reflect the EWA report rating.

The overall processing rating per system is indicated via color code on the very left side

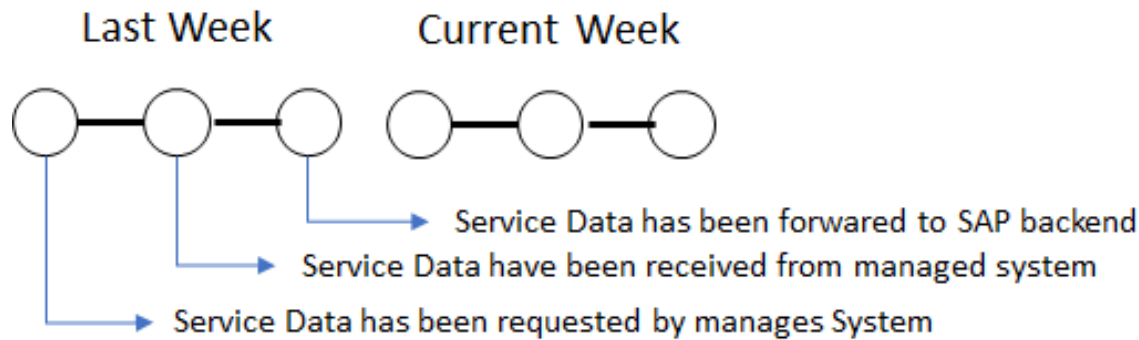
- Blue – in process
- Green OK
- Red – processing affected by issue



Ext. System ID	System Type	Customer Name	IT Admin	Status Last Week	Status Current Week	Overall Rating	Active	Last Changed On
	Application Server Java		Production System	No Status	No Status	Success	YES	
	Application Server ABAP		Production System	■ ■ ■	■ ■ ■	Success	YES	09/10/2019 11:41
	Application Server ABAP		Production System	■ ■ ■	■ ■ ■	Success	YES	
	SAP HANA Database		Production System	No Status	No Status	Success	YES	
	Application Server Java		Production System	No Status	No Status	Success	YES	
	Application Server ABAP		Production System	■ ■ ■	■ ■ ■	Error	YES	21/01/2020 13:08
	Application Server ABAP		Production System	■ ■ ■	■ ■ ■	Success	YES	
	SAP BusinessObjects Cluster		Production System	No Status	No Status	Success	YES	
	Application Server ABAP		Production System	■ ■ ■	■ ■ ■	Success	YES	
	Application Server Java		Production System	No Status	No Status	Success	YES	
	SAP HANA Database		Production System	No Status	No Status	Success	YES	
	Application Server ABAP		Production System	■ ■ ■	■ ■ ■	In Process	YES	

New EWA Status UI in FRUN – Details 1/3

The main source of information is the status indication for 3 steps each week for **ABAP** based systems.



The UI shows the last week and the current week to understand the nature of an issue

Each status can have 1 out of 3 states:

- Neutral (no color indication like above)
- Red (negative status for step)
- Green (positive status step)

After all steps successfully executed (green) turns the overall rating for a system to green



New EWA Status UI in FRUN – Details 3/3

For ABAP systems the UI reflect the past and current processing state
















You can click on the status indicator to see the reason for indication

As FRUN is not storing the original metric data the indication gives an inside in the process status sending data from managed system to FRUN




Finally FRUN is only sending a data container to the SAP backend

IT Admin Role	Status Last Week	Status Current	Overall	Active	Last Changed On
Production System					
Production System	No Status	No Status	In Process	YES	

Status
Service data request is not picked up by A03SDA yet.

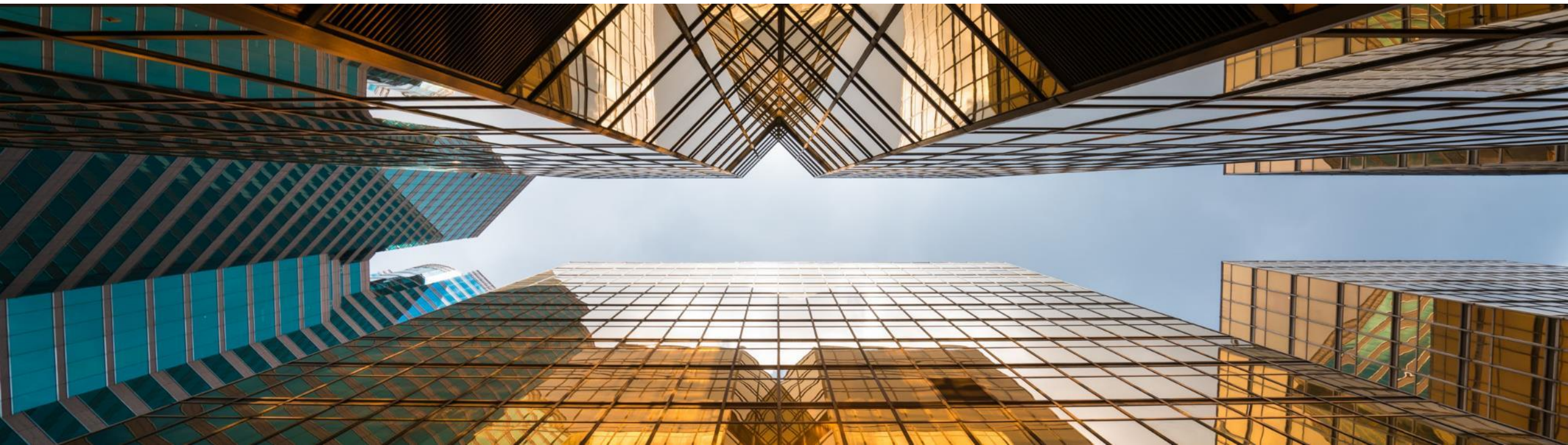
				
				
				

Status
Service data is not received by FRUN yet.

Production System	No Status			
Production System				
Production System	No Status			

Status
Service data is not forwarded yet.




SAP EarlyWatch Alert for Java transmitted by Focused Run Service Messages App Demo





Notifications in SAP EarlyWatch Alert






Manage Notifications


 Manage Notifications

Knowl... 


Enter search term 



 Susanne Glaenzer (S0013968973) 



Notification Settings

Application	Launchpad	E-Mail	SMS
Announcement of Legal Change 	<div>ON <input type="radio"/></div>	<div>ON <input type="radio"/></div>	<div><input type="radio"/> OFF</div>
Confirm Hosted Installations	<div>ON <input type="radio"/></div>	<div>ON <input type="radio"/></div>	<div><input type="radio"/> OFF</div>
Customer Remote Logon Depot	<div>ON <input type="radio"/></div>	<div>ON <input type="radio"/></div>	<div><input type="radio"/> OFF</div>
Guided Worklist	<div>ON <input type="radio"/></div>	<div><input type="radio"/> OFF</div>	<div><input type="radio"/> OFF</div>
> Incidents	<div>ON <input type="radio"/></div>	<div>ON <input type="radio"/></div>	<div><input type="radio"/> OFF</div>
Installation Management	<div>ON <input type="radio"/></div>	<div>ON <input type="radio"/></div>	<div><input type="radio"/> OFF</div>

Notification Maintenance

EarlyWatch Alert Workspace

Knowledge Base

Enter search term

Susanne Glaenger (D020566)

Notification Settings for Views:

MaxAttentionSummit2019	<input checked="" type="checkbox"/> Alerts
SAP EarlyWatch Alert Workspace	<input type="checkbox"/> 2 Billion Record Limit - Critical Tables
MaxAttention	<input type="checkbox"/> 2 Billion Record Limit - Solved Tables
EWA Workspace	Ale...

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EarlyWatch Alert Workspace

Knowledge Base

Enter search term

Susanne Glaenger (D020566)

Notification Settings for Views:

MaxAttentionSummit2019	2 Billion Record Limit - Critical Tabl...	2 Billion Record Limit - Solved Tabl...	Ale...	
SAP EarlyWatch Alert Workspace	2 Billion Record Limit - Critical Tabl...			
MaxAttention	Ale...			
EWA Workspace				

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Notification Example

2 Billion Record Limit Forecast (View SAP IT Business Systems)

Critical object in system I3P detected.

The forecast detected an issue with priority 2: SAPI3P.EDID4 might reach the maximum number of entries. The calculated worst-case date is 24.08.2020. For details, see [App URL](#).

Definition of priority:

The worst-case date is the result of an unfavorable, yet possible forecast - with a probability of 80% the limit is reached later. The priority depends on the period until this worst-case date is reached:

Priority Period

- | | |
|---|--------------------------------------|
| 1 | less than 30 days |
| 2 | for the first time less than 60 days |
| 3 | for the first time less than 90 days |

Thank you!

Susanne Glänzer

Product Management SAP EarlyWatch Alert
SAP SE

Susanne.glaenzer@sap.com

Dirk Müller

Development SAP EarlyWatch Alert
SAP SE

dirk.mueller@sap.com

Blogs:

<https://community.sap.com/search/?ct=blog&q=earlywatch>

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