

Frequently Asked Questions
All SAP Concur products

Plain Text FTP Retirement

Plain text file transfer protocol (FTP) is a common process to import or extract files and exchange data. However, Plain Text FTP is also an outdated technology that increasingly is susceptible to security concerns. In light of this, SAP Concur will no longer accept plain text FTP as a way to transfer data to and from SAP Concur as of September 1, 2018. This FAQ will answer the most common questions regarding this change, and will help minimize the impact to your business as you transition to one of the more secure alternative methods.

SAP Concur will be ending support and fully retire plain text FTP as a means to transfer data to and from SAP Concur as of September 1, 2018. This new date of September 1, 2018 is a final extension from an initial date of May 15, 2018 communicated previously. This could significantly impact usage of SAP Concur products such as Concur Travel and Expense and integration activities to customers' financial systems if data transfer is via Plain Text FTP.

ACTION: Work with your IT Team immediately to avoid potentially significant impact to your business processes.

1. What is plain text FTP?

Plain text FTP is a file transfer protocol that is used by some customers at SAP Concur to transfer data files to and from SAP Concur. These file transmissions include file types such as Extract files, LIST and Employee files and other forms of file transfers between SAP Concur and your own systems. Plain text FTP is an older form of file transfer.

2. Why is SAP Concur ending support for plain text FTP?

Plain text FTP protocol is still enabled for US and EMEA file transfer environments. Due to compliance reasons (primarily PCI) this protocol will no longer be supported. Existing customers still using plain text FTP will need to transition to another method of transferring data, namely FTP/S or SFTP (SSH).

3. Our organization uses plain text FTP. What do you suggest we do?

Your organization is required to make changes as soon as possible. Starting September 1, 2018, these types of transfers **will not be accepted**, risking significant impact to your business processes. We recommend reaching out to your IT department right away. Customers can use [the File Transfer Guide](#) to assist with this changeover. If you have additional questions, please create a Support case. You can also work with Customer Support to verify successful transmissions. Customer Support is working with the File Transfer Team at SAP Concur to assist with complex questions and issues.

For proper case routing, please include the following information:

- **Subject:** Plain FTP retirement assistance required
- **Case topic:** Expense
- **Case type:** Jobs Data Transfer/Transmission
- **Description:** Description of what details you need. Mentioning to send this case to Jobs and Data Transfer Team will also help with the proper routing of the case.

4. Has our data been transmitted insecurely?

No. Data is not transmitted insecurely. Data files are always PGP-encrypted while being transmitted between SAP Concur and the client site. Using a secure form of FTP such as SFTP ensures a much higher level of security when transmitting data.

5. Why would my organization be using plain text FTP?

Some customers are using plain text FTP because the connections were likely set up to transfer files when they began their partnership with SAP Concur. Many sites have always used plain text FTP and have not switched to more secure protocols for file transfer. Plain text FTP is a simpler form of data transfer, making it easier for automated processing and transferring multiple files. However, plain text FTP is increasingly susceptible to security concerns. Some older systems may not accept newer, more secure protocols. You may need to evaluate your systems to ensure no disruption to your business process will occur as you shift away from plain text FTP.

The below are common examples for processes that could be using Plain Text FTP. Note that this list is not exhaustive, but provides a starting point to understand how your organization might be using it:

- Employee import
- Attendee import
- List import
- Travel Allowance import
- Exchange Rate import
- Payment confirmation import
- SAE files
- Cognos files

6. When will SAP Concur no longer accept plain text FTP?

The end of support for plain text FTP is scheduled to be on September 1, 2018. Starting this date, uploads of file types such as Employee, List, Attendee and other Import files as well as downloads of SAE Extract files that use Plain Text FTP will not be accepted via SAP Concur's Filemover system. This will significantly impact client usage of SAP Concur products such as Concur Travel and Expense and integration activities to customers' financial systems. There will be no exceptions beyond September 1, 2018.

7. I completed the conversion. How do I verify that everything is functioning correctly?

The recommended approach is to make a request through the existing Support Case related to the Plain Text FTP retirement. If there isn't already a case open, please open a new one using the instructions above. Our Support team can verify that the changes are being transmitted securely.

8. What products does this impact?

Depending on the data being transferred between your systems and SAP Concur, this change could impact Concur Travel, Concur Expense, Concur Invoice and Analysis or Intelligence from SAP Concur.

9. What alternative to plain text FTP is available to use?

The alternatives to using plain text FTP are FTP/S or SFTP (SSH) or HTTPS as described in [the File Transfer User Guide](#).



10. Does the URL used to connect to SAP Concur change?

No.

11. Do my credentials to login to SAP Concur change?

No.

12. Will our FTP login credentials have to be changed as part of this retirement?

No, the FTP login credentials will not be affected by this retirement at all and they remain the same.

13. Do I need to continue to use PGP Encryption when I make these changes?

Yes, you will need to continue to use PGP encryption.

14. Are there any costs from SAP Concur for this change?

No.

15. Are Test Entities using plain text FTP affected by this change?

Yes, Test Entities are impacted by this change. If you are transmitting to a Test Entity via plain text FTP you will need to convert to FTP/S or SFTP (SSH) or HTTPS as described in [the File Transfer User Guide](#).

16. How are the alternative options different from plain text FTP?

The alternative solutions offer more secure methods to transmit data between the client site and SAP Concur.

17. How long does it take to migrate?

The transition away from plain text FTP varies from a simple fix to a more complex change depending on how your organization has setup your file transmissions. Your organization will need to make changes, test the changes and then possibly use SAP Concur personnel to verify the successful transition off of FTP. Please reach out to the Customer Support for assistance.

18. We already use an alternative accepted method of data transfer. Does anything change?

If your organization already uses one of the accepted secure methods of data transfer, there is no change on your part. However, please confirm that there are not portions of your organization that are still using plain text FTP for file transfer with SAP Concur.

19. How do I know if my company is using plain text FTP?

Your organization might use different forms of file transfer between your site(s) and SAP Concur such as Plain text FTP and FTP/S. Your organization needs to identify these processes. Please reach out to your IT Department to assist with the identification. If additional assistance is needed from SAP Concur with the identification of which processes are using which protocol, please create a Customer Support case and this information can be provided.



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