AWS Transfer for SFTP Migration FAQ

EXTERNAL

FREQUENTLY ASKED QUESTIONS

Overview

What is SFTP File Transfer and what is it used for?

Customers use SFTP endpoints to either upload files to or download files from SAP Concur using a File Transmission Service over the Internet securely (SFTP is an industry standard Secure File Transmission Protocol). SAP Concur SFTP Service is called IFM (Integrated File Management). Some examples of uploads could be lists of employees that need user profiles in SAP Concur to create Expense Reports, book Travel or approve Invoices. Prime example of download (or Extracts as they are typically called in SAP Concur documentation) is the SAE (Standard Accounting Extract) that is used by customers to import into their internal Financial Systems to input into General Ledger and use for Financial Close processes for month, quarter and year.

Why are we moving to AWS Transfer

So far, customers have been using SFTP endpoints in our legacy Datacenter. However, as a result of the recent migration to AWS by SAP Concur that has been previously communicated to all customers, the SFTP endpoints will also have to migrate to Amazon AWS; the specific service of AWS that hosts these SFTP endpoints is called AWS Transfer. General guidance from SAP Concur on the AWS migration is available [here](#).

What are the benefits of this change?

The SFTP endpoint change to AWS Transfer is necessary to allow customers to continue using this File Transmission Service (inbound/outbound). The SFTP endpoints in the current legacy Datacenter will be shut down soon as it is part of an overall initiative to retire the legacy Datacenter. This change will not affect the user experience of using SFTP feature of SAP Concur for either Admins or End-users.

Why is Jan 31st, 2023, the deadline for making this change and what happens if the date is missed?

We are shutting down our legacy datacenter starting Feb 1st, 2023, which will include disabling our legacy SFTP endpoints. We have given advance notice of this change. If you miss the date, the consequences are:

- For downloading, files will be routed to the new AWS Transfer endpoint. After you switch endpoints, you will be able to download the accumulated files from the AWS Transfer endpoint subject to our retention policy. Our usual retention period is 14 days. We will relax that between Feb 1st and Feb 28th 2023, to a retention period of 28 days. On March 1st, 2023, we will revert back to our normal 14-day retention period.
- For uploading, using the old endpoint hosted in the legacy datacenter will not be possible after Jan 31st, 2023. You must switch to our new AWS Transfer endpoint to upload files via SFTP.

- As an interim solution until you switch to our new AWS Transfer endpoint, there are UI tools to upload and download files, but it may require setup. Please contact Support to be routed to the right team that can assist in this regard as those UI options are supported by teams other than the SAP Concur File Transfer team.

<u>Operational Guidance for Executing Required Change</u>

These instructions are for both your Production Entity and any Test Entity you may have with SAP Concur – both Production and Test entity SFTP endpoints must be switched.

Step 1: Open the AWS File Transfer Guide and have it ready for reference
Review the [SAP Concur AWS File Transfer Guide](#)

Step 2: Find out which data center you are implemented on
Sign into SAP Concur solutions and scroll to the bottom of the web page. You will see a link for "Service Status" and then your DC listed between the parentheses. Here are examples for how to know which data center your entity is currently on:

- North America: Current private DC (Legacy)
- EMEA: Current private DC (Legacy)
- US2: New AWS region
- EU2: New AWS region

Once your entity is migrated, the DC listed in this area will switch over to the new one. This terminology also applies to how you would review your data center service status on Concur Open.

Step 3: Make changes (if needed) to the ACL (Access Control List)

- Action needed by SAP Concur: None. SAP Concur AWS Transfer does not utilize an ACL, so there is no need to provide us with your IP's.
- Action needed by your organization: You may need to add our SAP Concur AWS Transfer endpoint URL or IP addresses to your ACL, check with your Networking group.

Step 4: Make changes as needed to abide by our Connection rules

- SFTP with SSH key authentication is mandatory.
- SSH keys must be RSA format, DSS formatted keys are not allowed.
- Use your same User ID and SSH key as you currently use on the legacy data center (DC) (RSA only).
- You may need to add or accept our new SSH Server fingerprint.

- You may need to make changes to custom or third party SFTP Applications you are using currently to connect to SAP Concur SFTP Transmission Service. Refer to the link in Step 7 for more information.
- Any service using your SAP Concur file transfer credentials needs to update to the new endpoints.

Step 5: Make note of the following advice regarding Directories/Files

- Legacy /in, /out, and current root folder data will not be copied to AWS Transfer.
- Files you perform actions on in the legacy DC (e.g. delete, copy, move, rename) will not be reflected in AWS Transfer, and vice versa.
- Ongoing until our legacy environment is retired, you will see the same files in your /out folder for both your legacy and AWS Transfer environments.
- Make note of the files you downloaded from the legacy DC before switching to the new AWS Transfer endpoint, so you don't download the same files from AWS Transfer causing duplicates.
- You may see files that you uploaded to your /in folder on legacy remain in that folder due to your account being migrated to AWS. No need to be concerned, that does not mean the files were not routed and processed.
- You may see files in your /in folder on AWS Transfer that you uploaded to your /in folder on legacy prior to switching to the AWS Transfer endpoint. No need to be concerned, those files would have been processed on legacy and will be removed with our groom scripts when they are 2 weeks old.

Step 6: (Optional) If using Cognos (ReportNet) files

- If you utilize Cognos(ReportNet) files, continue to download them from the legacy DC until further notice.
- We will be notifying customers utilizing Cognos(ReportNet) files via email when their endpoints are ready to update at which point those customers can make the change.

Step 7: Review Additional Information and Resources

- Reference the Amazon AWS public documentation site before you try connecting to our new endpoint. This documentation reviews the process of transferring files using a client for AWS Transfer and related setup information.
- For additional questions, please open a case with SAP Concur Support.