Application Architecture SAP RISE (Rest of the World)

Status	Approved
Owner	MUTHUSAMY-ext, Kunalan
Stakeholders	
LeanIX Link	SAP S/4HANA - [ERP] (Rest of World instance) SAP S/4HANA - [ECP] (China instance)

The purpose of the document is to outline the application architecture of the SAP RISE environment in Europe, which is used to support all businesses not using the China instance (see also KDD057). It will cover the following topics:

- Landscape overview
- Application and components
- Application security and access
- Operational architecture

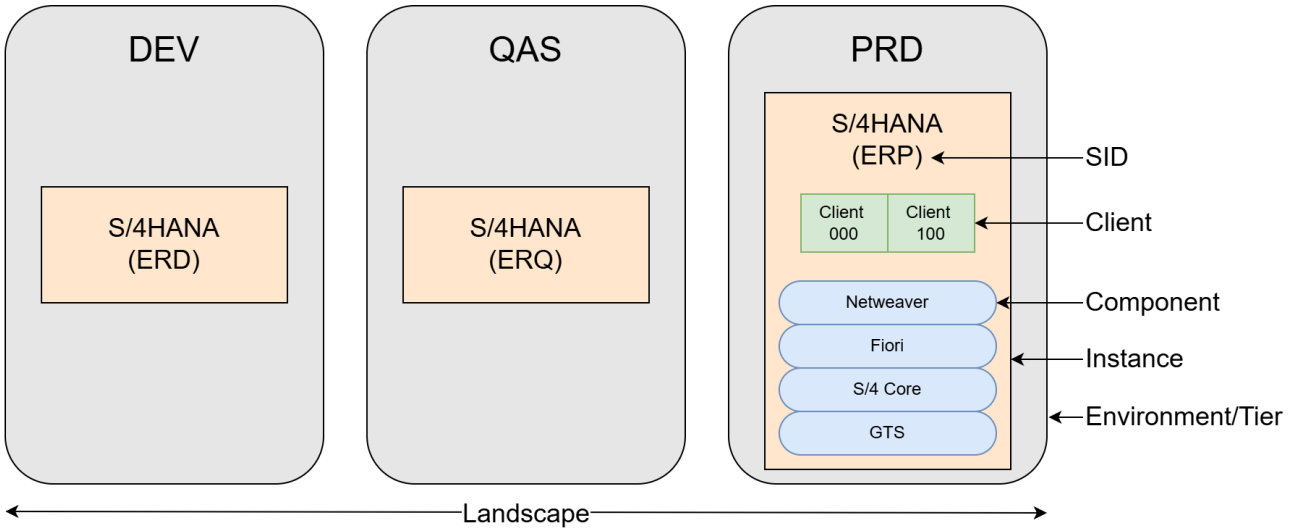
Out of scope:

- Detailed architecture designs that are managed by SAP RISE.
- RISE operating model.
- Information related to product documentation and can be found online will not be documented here.

Key Decisions and Requirements

Description	Rationale
SAP Private Cloud deployment model was selected for S/4HANA deployment	Please refer to KDD026 - SAP S/4HANA Deployment Model.
SAP GTS will be co-deployed with S/4HANA as a separate client.	Please refer to KDD074 - Architecture of SAP GTS
Embedded Fiori deployment model - SAP Fiori front-end server is deployed on S/4HANA	S/4HANA will be the only backend system for Fiori and there is a strict dependency between Fiori and S/4HANA version. Hence an embedded deployment will be preferred and it also optimizes hosting and maintenance costs. Embedded deployment option is also recommended for S/4HANA by SAP.
SSL and SNC will be configured for S/4HANA to encrypt web and RFC traffic	Based on SyWay implementation approach, all data in transit must be encrypted.
Configure SSO for S/4HANA	As part of SyWay project, a common authentication mechanism (e.g., SAML) will be adopted for ease of access and unified user experience.
99.9% SLA and SAP RISE short distance disaster recovery for production systems.	Based on Syensqo existing non-functional requirements.
Setup Best Practices client using alternative 1 method: Best Practices client .	As discussed in KDD071 - Development System Approach, alternative 1 is selected and client 050 will be created and configured as Best Practice client.
Enhanced Operations Service add-on services is included in SAP RISE for Syensqo.	Enhanced Operations Service was purchased for the following reasons: • Customer Delivery Manager (CDM) and Technical Service Manager (TSM) who are dedicated to Syensqo account. • Named engineers and architecture who support Syensqo account. • Higher non-PRD SLA of 98%. • 24x7 Non-PRD service request scheduling & execution.
EU Access services is included in SAP RISE for Syensqo.	To ensure only SAP RISE support team located in Europe has accesses and maintains Syensqo SAP RISE systems.
Common Development Landscape	A common development landscape used to ensure process harmonization across the systems deployed in EU and China regions.

Terminology



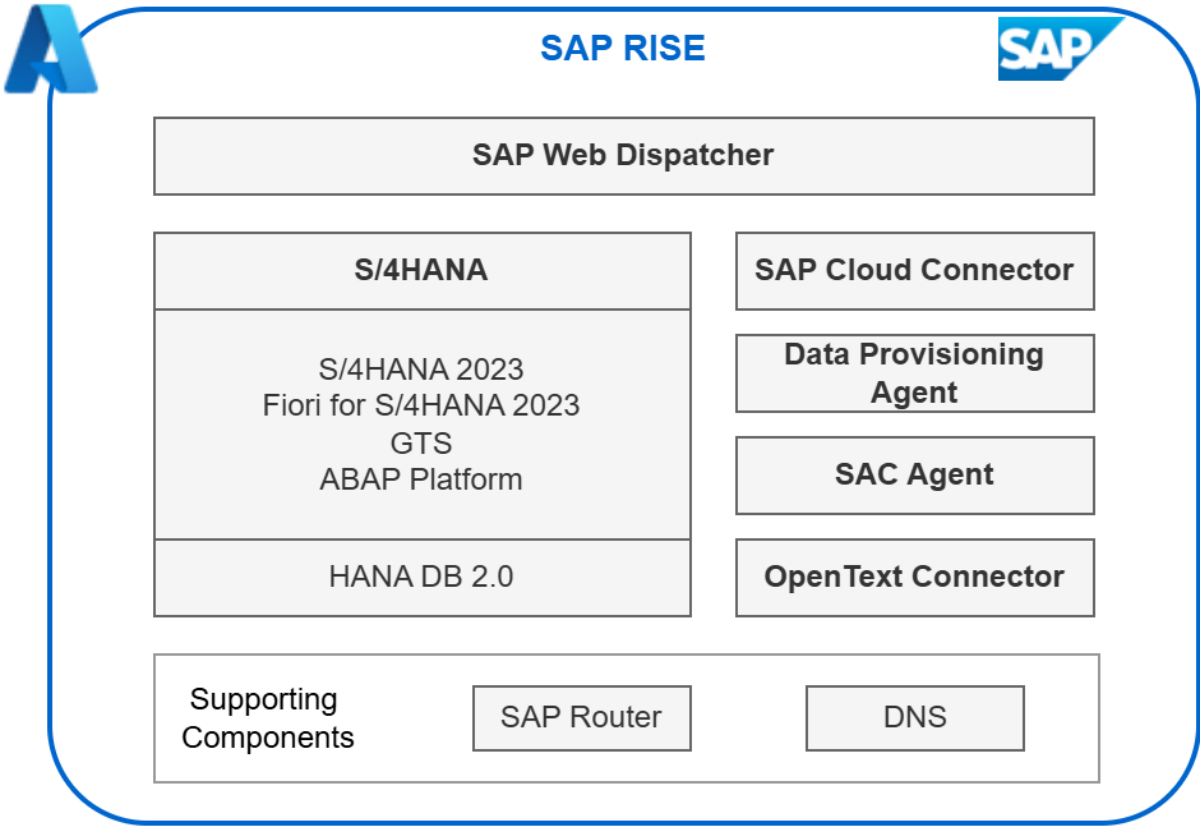
- Client: A self-contained, logically-separated unit in an SAP system (technical instance based on ABAP Application Server) with separate master data, transactional data and configurations that are client specific. E.g., Client 100.

- Component: Software modules or add-on that are installed in the instance and enables a specific function. E.g., Fiori, GTS.
- Instance: An entity refers to the entire system including the software and all technical components (DB, application server etc.). E.g., S /4HANA Production.
- SID: Unique identifier for an SAP instance that consists of three characters.
- Environment/Tier: Refers to systems that are used for the different stages of the project lifecycle. Each environment serves a distinct purpose and has a dedicated instance to ensure stability and integrity. E.g., Development, QAS.
- Landscape: Refers to all the environment for an application or entire project. E.g., S/4HANA landscape, SyWay landscape.

Application Architecture

Overview

SAP RISE application architecture is represented in the diagram below. It will be hosted in Azure and the cloud infrastructure will be managed by SAP.



SAP RISE Details

The table below summaries SAP RISE details.

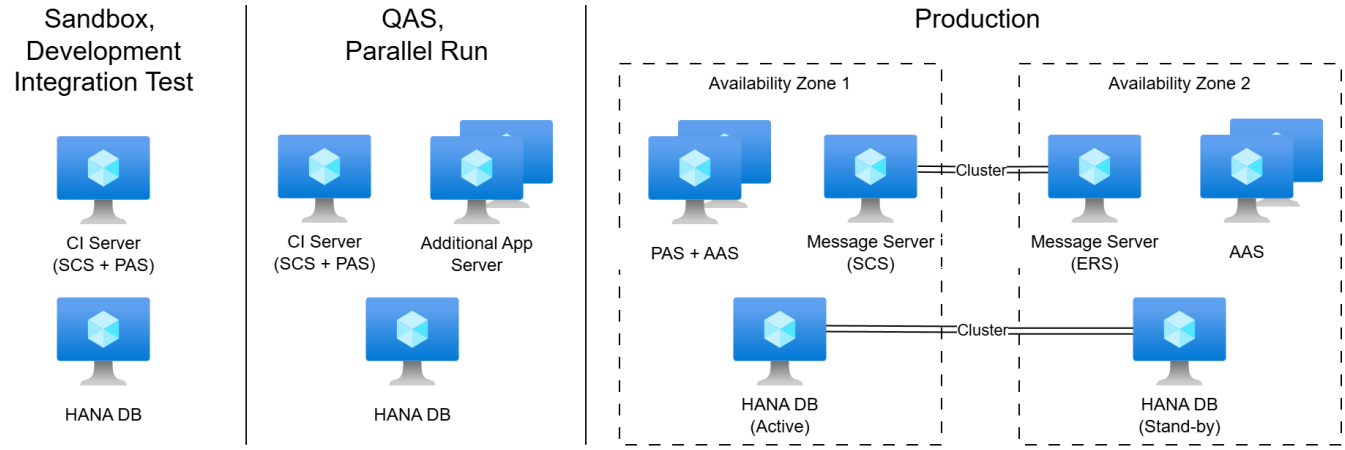
Customer ID	YSQ
Customer Number	3008440
Installation Number	21360356
S-User for PCE	S0026961840
Cloud Provider	Azure
Cloud Region	North Europe (Ireland - Dublin)
RISE Add-ons	• RISE with SAP, private edition (99.9% SLA) • SAP S/4HANA Cloud, disaster recovery, private edition • SAP S/4HANA Cloud, EU access, priv.ed. • Enhanced operations service for large enterprises for RISE with SAP S/4HANA Cloud Private Edition

Application Components

S/4HANA

S/4HANA is an Enterprise Resource Planning solution based on SAP HANA database and SAP ABAP platform. It is a core component in SyWay landscape. SAP Fiori and GTS components will be co-deployed with S/4HANA. A two tier deployment approach will be adopted for S/4HANA systems: Application and DB.

- For Sandbox, Development, Integration testing and Training S/4HANA systems, 1 application and 1 DB server will be deployed.
- For QAS and Parallel Testing S/4HANA systems, multiple application servers will be deployed with 1 DB server.
- For Production, high availability is in scope and S/4HANA components (like message server, app and DB) are deployed across 2 availability zones with pacemaker clusters to ensure no single point of failure.



CI: Central Instance, SCS: SAP Central Services, PAS: Primary Application Server, AAS: Additional Application Server

Add-ons

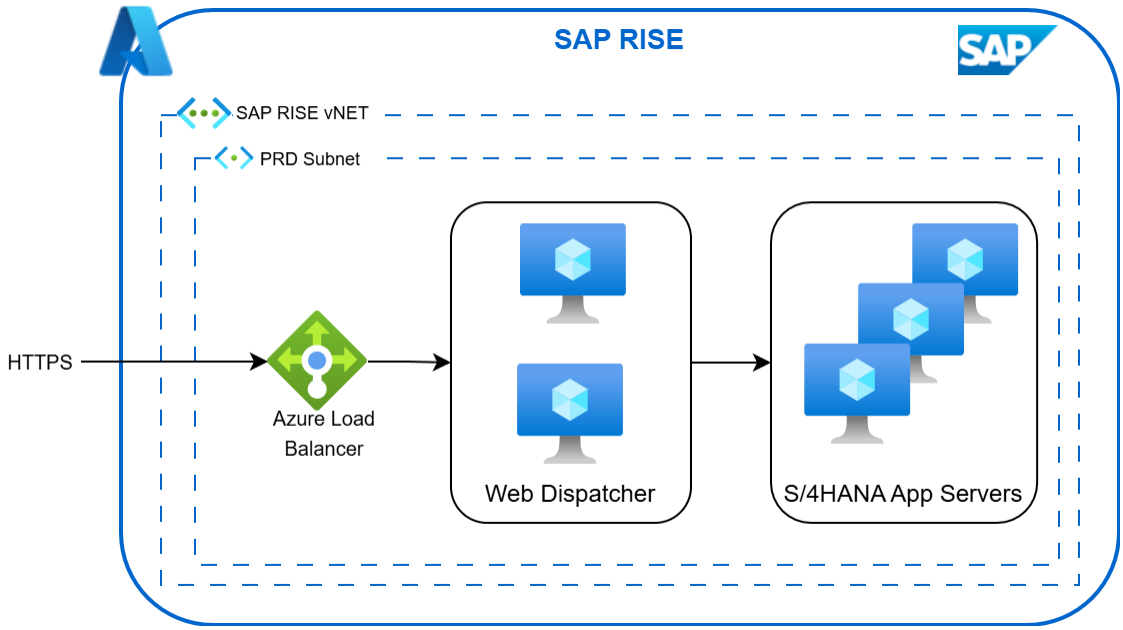
The following SAP add-ons are installed in S/4HANA.

Add-On	Purpose
SUCCESSFACTORS_HCM_INTEGR	Integration with SuccessFactors
ARIBA CLOUD INT S/4 HANA	Integration with Ariba
SAP GTS ED FOR SAP HANA	Co-Deploy GTS with S/4HANA
SAP FIORI FOR SAP GTS	Fiori Apps for GTS
S/4HANA ADA BY OT	OpenText integration for Archiving and Document Access
S/4 INVOICE MGMT BY OT (FND & INV)	OpenText Vendor Invoice Management (VIM)
SAP MRS FOR S4HANA	SAP Multiresource Scheduling
Blackline Core & Connector	Integration with Blackline

SAP Web Dispatcher

SAP Web dispatcher acts as a reverse web proxy for S/4HANA systems. It facilitates and load balances incoming HTTP traffic.

- For all non-PRD environment, one web dispatcher for each tier will be deployed
- For PRD, two Web Dispatchers will be deployed for HA purposes and Azure load balancer will used to load balance HTTP traffic to the 2 PRD Web Dispatchers.

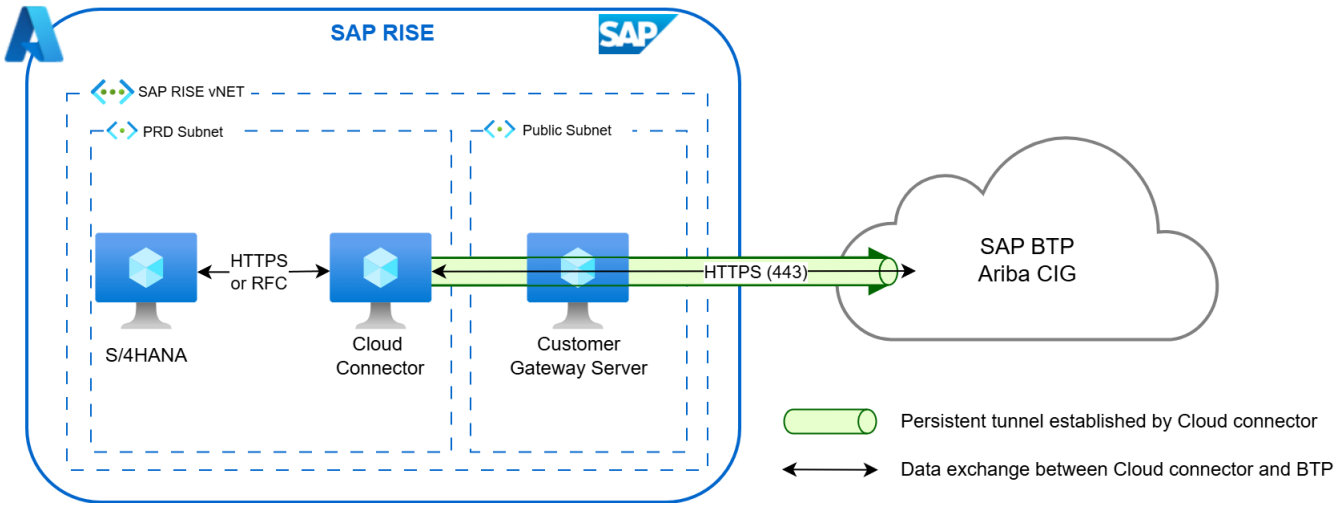


SAP Cloud Connector

The SAP Cloud connector acts as a reverse invocation proxy to establish network connection between SAP RISE systems and SAP BTP services (Integration suite, API management, SAP Analytics Cloud etc.) and Ariba Cloud Integration Gateway (CIG). Due to its reverse invoke capabilities, the network traffic originates from SAP Cloud connector to SAP BTP and once the link as been established, data can be exchanged between SAP RISE systems and BTP. HTTPS or RFC protocols are used between SAP Cloud Connector and S/4HANA, and HTTPS protocol is used between Cloud Connector and SAP BTP.

To enable outbound internet traffic from SAP RISE, SAP has provisioned a customer gateway server (CGS) with a forward internet proxy installed on it. CGS will be configured with a public IP which will be used for SAP Cloud Connector connection to SAP BTP and this public IP will be whitelisted in SAP BTP.

A 2 tier landscape will be adopted for SAP cloud connector: non-PRD and PRD. The non-PRD cloud connector will be shared across all non-PRD landscape.

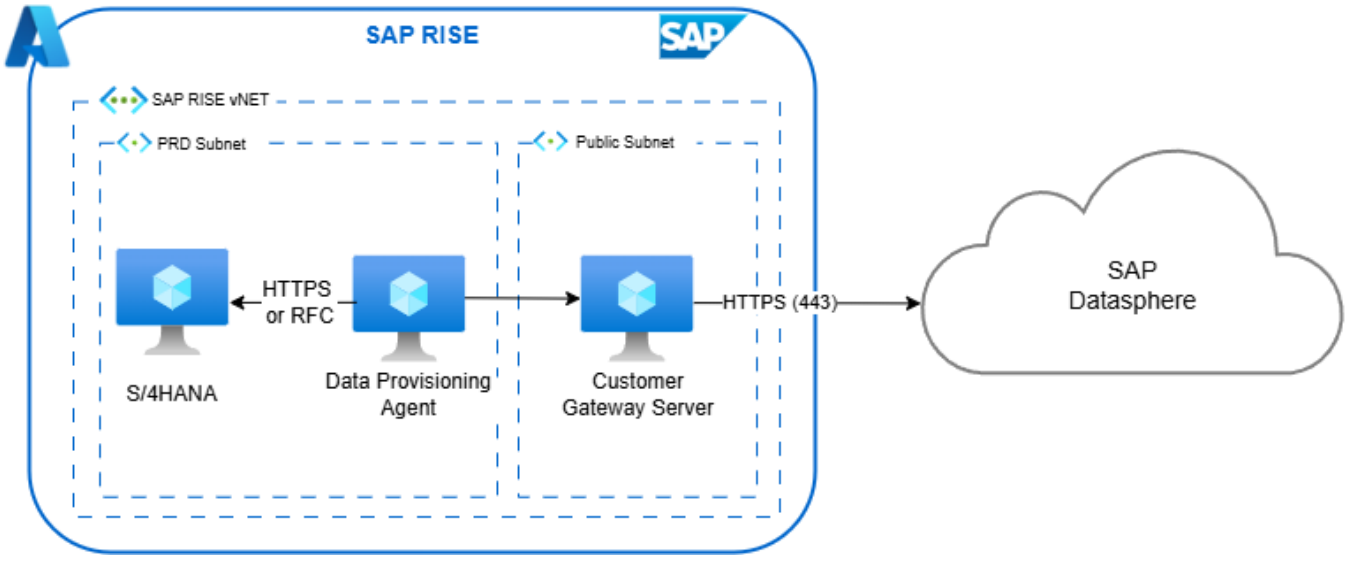


Data Provisioning Agent

Data Provisioning Agent (DPA) is used for real-time and batch data replication from S/4HANA to SAP Datasphere. The network connection to SAP Datasphere is initiated by DPA and CGS is used to facilitate the internet connection to SAP Datasphere.

DPA uses the HTTPS or RFC protocols to communicate with S/4HANA and uses the HTTPS protocol to communicate with SAP Datasphere.

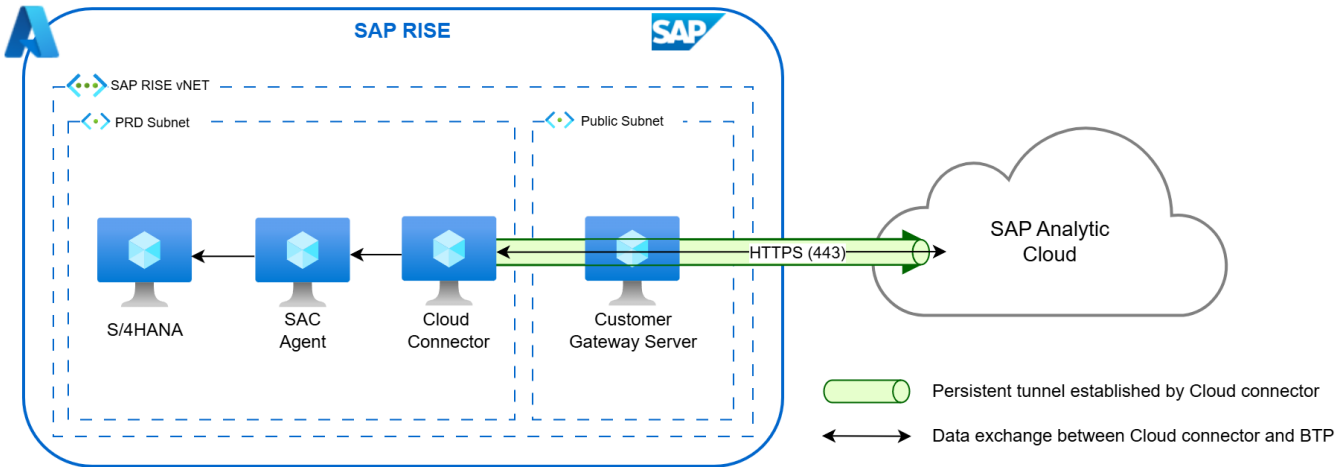
A 2 tier landscape will be adopted for DPA: non-PRD and PRD. The non-PRD instance will be shared across all non-PRD landscape.



SAP Analytics Cloud (SAC) Agent

SAC Agent fa cilitates secure data connectivity and data transfer from S/4HANA to the SAP Analytics Cloud. It leverages SAP Cloud connector connection to BTP to transmit data from S/4HANA to SAC. The HTTPS protocol is used for communication S/4HANA, SAC agent and SAC.

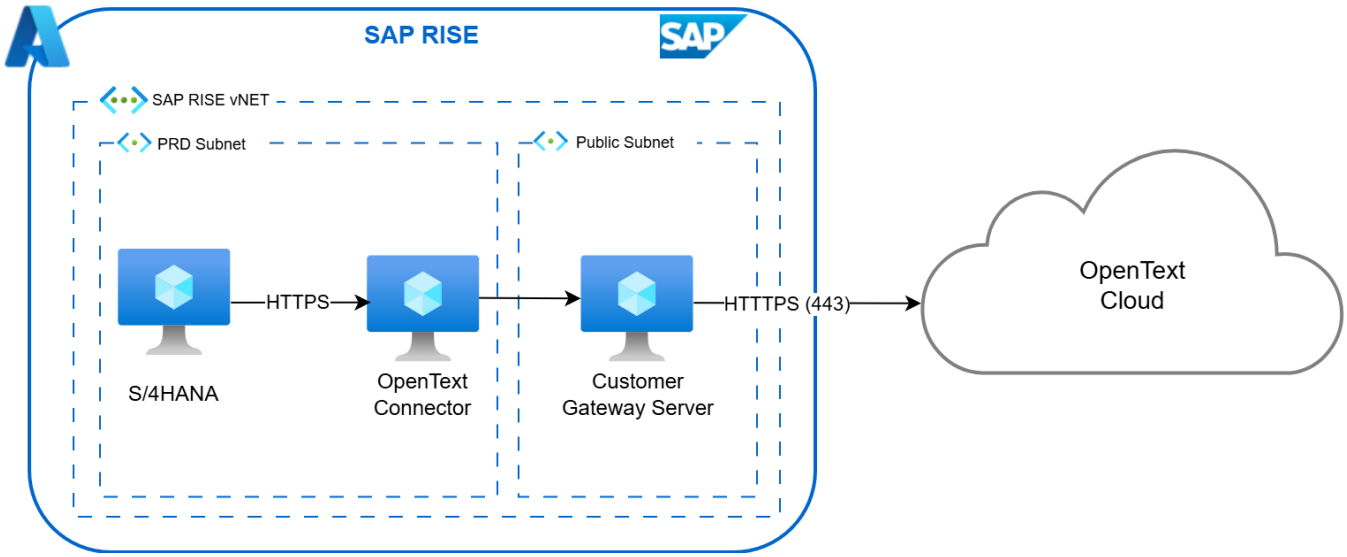
A 2-tier landscape will be adopted for SAC agent: non-PRD and PRD. The non-PRD SAC agent will be shared across all non-PRD landscape.



OpenText Connector

OpenText connector facilitates the connection between S/4HANA and the OpenText cloud. The connection is initiated from S/4HANA to the OpenText connector and to OpenText cloud via CGS. The HTTPS protocol is used for communication between all components.

A 2 tier landscape will be adopted for OpenText Connector: non-PRD and PRD. The non-PRD instance will be shared across all non-PRD landscape.



Supporting Components (SAP Router and DNS)

These are components deployed to SAP RISE landscape and are managed by SAP. Syensqo users will not have access to these applications and can raise requests to SAP to manage any changes.

- SAP Router: Single instance deployed in SAP RISE to manage SAP support's connection to Syensqo RISE systems.
- DNS: Three instances deployed in SAP RISE to manage SAP RISE domain and will be integrated with Syensqo DNS using Conditional DNS Forwarding.
  - DNS–CSN-A-HA IP - 172.16.32.14 (vhysqirlcsna-ha.irl.sap.eu.cloud.syensqo.com)
  - DNS–CSN-B-HA IP - 172.16.32.30 (vhysqirlcsnb-ha.irl.sap.eu.cloud.syensqo.com)
  - DNS–CSN-C-HA IP - 172.16.32.46 (vhysqirlcsnc-ha.irl.sap.eu.cloud.syensqo.com)
- Customer Gateway Server: Proxy for outbound internet connections and based on Squid Proxy application.
  - Connection Details:

Hostname	Port
proxy	3128

Network Architecture

SAP RISE will be connected to Syensqo network via Azure ExpressRoute and DNS Delegation will be configured between Syensqo and SAP RISE DNS.

For more details on the network architecture and the following items, please refer to Network and Infrastructure Architecture DD-TEC-070.

- ExpressRoute design.
- DNS Integration details.
- Inbound & Outbound Internet access
- Network connectivity for S/4HANA integration
- User access from internet using Zscaler

System Landscape

The table below describes the environment and the corresponding application & SID deployed.

		S/4HANA (HANA DB)	Web Dispatcher	SAP Cloud connector	SAP Data Provisioning Agent	SAC Agent	OpenText Connector
Europe	Sandbox	ERS (HRS)	WRS	N/A	N/A	N/A	N/A
	Development	ERD (HRD)	WRD	CRD	DRD	SRD	ORD
	Integration Testing	ERT (HRT)	WRT	N/A	N/A	N/A	N/A
	Training	ER2 (HR2)	N/A	N/A	N/A	N/A	N/A
	QAS	ERQ (HRQ)	WRQ	N/A	N/A	N/A	N/A
	Parallel Testing	ER1 (HR1)	WR1	N/A	N/A	N/A	N/A
	Production	ERP (HRP)	WRP & WRH	CRP	DRP	SRP	ORP

The following sections describes the system details for each tier. Please note the following:

- Each VM as a physical hostname (starting with hec*) and 1 or more virtual hostname (starting with vhysq*).
- The main hostname should be used to connect to the respective systems.

Sandbox

Application	Primary Role	SID	Instance	Hostname	Ports
S/4HANA	Central Instance	ERS	ASCS01 D00	vhysqersci.sap.eu.cloud.syensqo.com (172.16.33.12) hec42v331805 .irl.sap.eu.cloud.syensqo.com (172.16.33.10) vhysqerscs.sap.eu.cloud.syensqo.com (172.16.33.11)	HTTP - 8000 HTTPS - 44300 RFC - 3300 RFC (SNC) - 4800 Dispatcher - 3200 Message server - 3601
	HANA DB	HRS	ERS (tenant DB) HRS (system DB)	vhysqersdb.sap.eu.cloud.syensqo.com (172.16.33.13) hec42v331250.irl.sap.eu.cloud.syensqo.com (172.16.33.5) vhysqhrsdb01.sap.eu.cloud.syensqo.com (172.16.33.8) vhysqhrsdb.sap.eu.cloud.syensqo.com (172.16.33.7)	System DB - 30615 Tenant DB- 30641
Web Dispatcher	Web Dispatcher	WRS	00	vhysqwrswd01.sap.eu.cloud.syensqo.com (172.16.33.9) hec42v331253.irl.sap.eu.cloud.syensqo.com (172.16.33.6)	HTTP - 8080 HTTPS - 44380

Development

Application	Primary Role	SID	Instance	Hostname	Ports
S/4HANA	Central Instance	ERD	ASCS01 D00	vhysqerdci.sap.eu.cloud.syensqo.com (172.16.33.49) hec42v303048.irl.sap.eu.cloud.syensqo.com (172.16.33.48) vhysqerdcs.sap.eu.cloud.syensqo.com (172.16.33.50)	HTTP - 8000 HTTPS - 44300 RFC - 3300 RFC (SNC) - 4800 Dispatcher - 3200 Message server - 3601
	HANA DB	HRD (system DB) ERD (tenant DB)	06	vhysqerddb.sap.eu.cloud.syensqo.com (172.16.33.51) hec42v302672.irl.sap.eu.cloud.syensqo.com (172.16.33.37) vhysqhrddb01.sap.eu.cloud.syensqo.com (172.16.33.42) vhysqhrddb.sap.eu.cloud.syensqo.com (172.16.33.43)	System DB - 30615 Tenant DB- 30641
Web Dispatcher	Web Dispatcher	WRD	W80	vhysqwrdwd01.sap.eu.cloud.syensqo.com (172.16.33.44) hec42v302675.irl.sap.eu.cloud.syensqo.com (172.16.33.40)	HTTP - 8080 HTTPS - 44380
SAP Cloud connector	SAP Cloud connector	CRD	-	vhysqcrdcc01.sap.eu.cloud.syensqo.com (172.16.33.46) hec42v302678.irl.sap.eu.cloud.syensqo.com (172.16.33.45)	HTTPS - 8443
Data Provisioning Agent	Data Provisioning Agent	DRD	-	vhysqdrddpa01.sap.eu.cloud.syensqo.com (172.16.33.47) hec42v302676.irl.sap.eu.cloud.syensqo.com (172.16.33.41)	Agent listener port - TBC Agent admin port - TBC
SAC Agent	SAC Agent	SRD	-	vhysqsrdweb01.sap.eu.cloud.syensqo.com (172.16.33.38) hec42v302674.irl.sap.eu.cloud.syensqo.com (172.16.33.39)	HTTP - 8080 HTTPS - TBC
OpenText Connector	OpenText Connector	ORD	-	vhysqordotc01.sap.eu.cloud.syensqo.com (172.16.33.55) hec42v318041.irl.sap.eu.cloud.syensqo.com (172.16.33.54)	HTTP - 8080 HTTPS - 8443

TM Optimizer	TM Optimizer	TRD	-	vhysqtrdgtw01.sap.eu.cloud.syensqo.com (172.16.33.53) hec42v350658.irl.sap.eu.cloud.syensqo.com (172.16.33.52)	N/A

Integration Testing

Application	Primary Role	SID	Instance	Hostname	Ports
S/4HANA	Central Instance	ERT	ASCS01 D00	vhysqertci.sap.eu.cloud.syensqo.com (172.16.33.76) hec42v350888.irl.sap.eu.cloud.syensqo.com (172.16.33.74) vhysqertcs.sap.eu.cloud.syensqo.com (172.16.33.75)	HTTP - 8000 HTTPS - 44300 RFC - 3300 RFC (SNC) - 4800 Dispatcher - 3200 Message server - 3601
	HANA DB	HRT (system DB) ERT (tenant DB)	06	vhysqertdb.sap.eu.cloud.syensqo.com (172.16.33.77) hec42v350674.irl.sap.eu.cloud.syensqo.com (172.16.33.71) vhysqhrtdb01.sap.eu.cloud.syensqo.com (172.16.33.73) vhysqhrtdb.sap.eu.cloud.syensqo.com (172.16.33.72)	System DB - 30615 Tenant DB- 30641
Web Dispatcher	Web Dispatcher	WRT	W80	vhysqwrtwd01.sap.eu.cloud.syensqo.com (172.16.33.70) hec42v349378.irl.sap.eu.cloud.syensqo.com (172.16.33.69)	HTTP - 8080 HTTPS - 44380

QAS

The environment is planned to be provisioned by SAP on 1 August 2026. This document will be updated after this date.

Training

The environment is planned to be provisioned by SAP on 1 June 2027. This document will be updated after this date.

Parallel Run

The environment is planned to be provisioned by SAP on 1 June 2027. This document will be updated after this date.

Production

The environment is planned to be provisioned by SAP on 1 January 2028. This document will be updated after this date.

S/4HANA Client and Transport Strategy

Please see DD-TEC-170 Transport Management for Release 4 for client details in S/4HANA.

SAP Best Practices

As discussed in KDD071 - Development System Approach, Best Practices client will be setup using alternative 1 method.

Below are the high level steps on how to setup client 050 and 100 in Sandbox and Development S/4HANA.

1. Configure /FTI/T_NOCLN000 with client 050.
2. Copy client 000 to 050 using copy profile SAP_U000.
3. Copy client 050 to 100 using copy profile SAP_ALL.

For more details, please refer to SAP help documentation and BP Activation Questionnaire for the list of business function and BP objects that will be activated.

Post Go-Live Landscape

Post release 4 Group 2 go-live a 4-tier landscape (DEV, QAS, PAR and PRD) will be maintained. SBX, INT and TRG landscapes will be decommissioned.

		S/4HANA (HANA DB)	Web Dispatcher	SAP Cloud connector	SAP Data Provisioning Agent	SAC Agent	OpenText Connector

Europe	Development	ERD (HRD)	WRD	CRD	DRD	SRD	ORD
	QAS	ERQ (HRQ)	WRQ	N/A	N/A	N/A	N/A
	Parallel Testing	ER1 (HR1)	WR1	N/A	N/A	N/A	N/A
	Production	ERP (HRP)	WRP & WRH	CRP	DRP	SRP	ORP

User Access

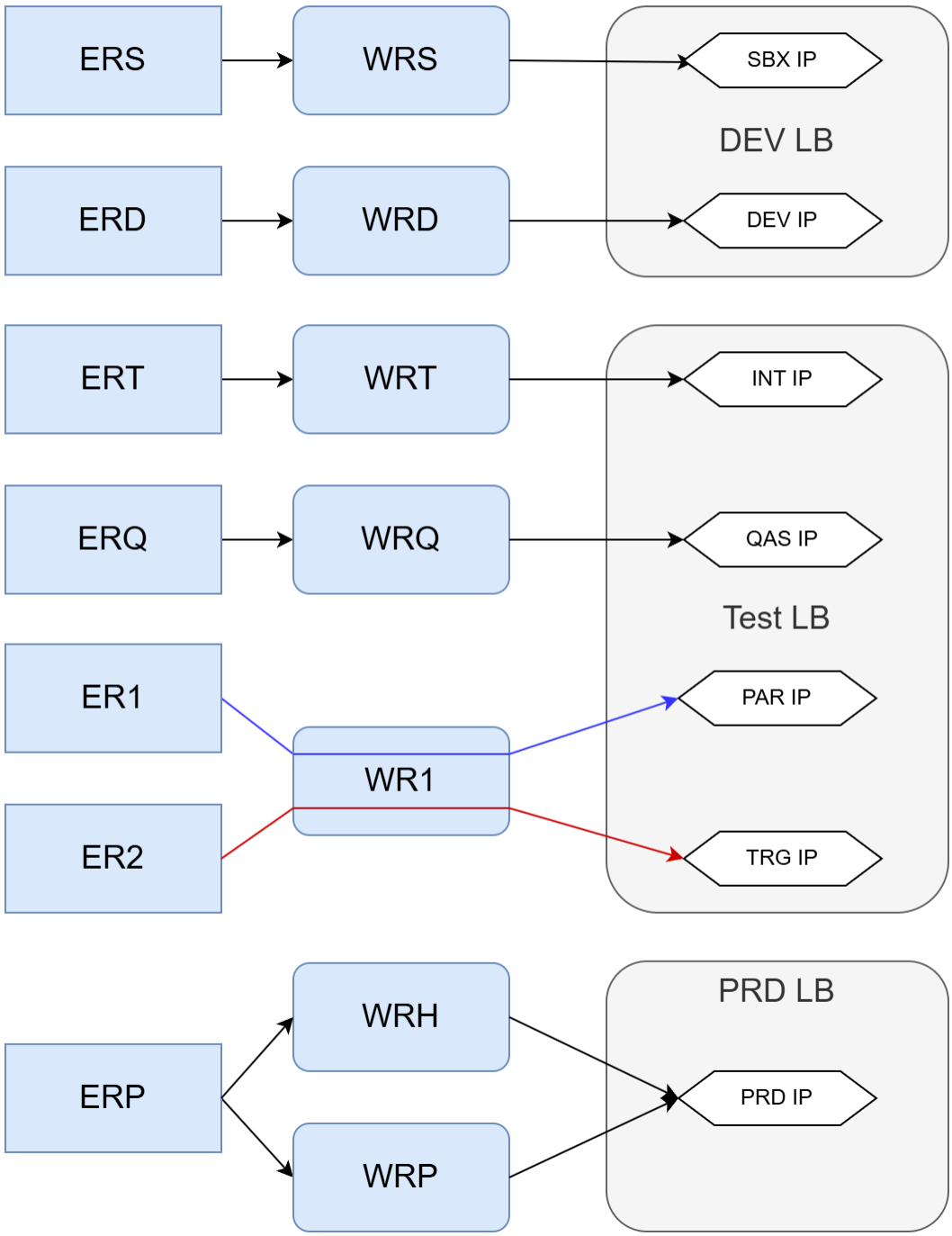
The following table summaries how the different systems in SAP RISE will be accessed.

System	Users	Access Method
S/4HANA	Business users	Web
	Support users	Web and SAPGUI
HANA DB	N/A	Can be requested from SAP if required.
Web dispatcher	Admin	Web
SAP Cloud connector	Admin	Web
Data Provisioning Agent	N/A	Raise request to SAP to perform changes as access is via OS command line
SAC Agent	Admin	Web
OpenText Connector	Admin	Web

Load Balancer Configuration

Azure load balance will be used to allow users to access S/4HANA webpages using a user friendly URL and over standard HTTP port. The following diagram describes how load balances will be deployed.

All load balancer will be configured to listen on port 80 (HTTP) and 443 (HTTPS).



URL Naming Convention

User friendly URLs will be create for S/4HANA web and SAPGUI access. For SyWay the following naming convention will be adopted:

- Web URL **- <App>-<ENV>.<Region>.syensqo.com**
- SAPGUI Hostname **- <SID>.syensqo.com**

Based on the above naming convention, the following URLs will be adopted for the respective S/4HANA instances. CNAMEs will be created in Syensqo DNS to map the following

- Web URL SAP RISE load balancer hostname
- SAPGUI hostname S/4HANA message server hostnames

S/4HANA SID	Web URL CNAME	Load Balancer Hostname	SAPGUI Hostname CNAME	S/4HANA message server hostnames
ERS	s4-sbx.syensqo.com	vhysqwrslb.irl. sap.eu.cloud.syensqo.com	ers.syensqo.com	vhysqerscs.sap.eu.cloud.syensqo.com
ERD	s4-dev.syensqo.com	vhysqwrdlb.irl.sap.eu.cloud.syensqo.com	erd.syensqo.com	vhysqerdcs.sap.eu.cloud.syensqo.com
ERT	s4-int.syensqo.com		ert.syensqo.com	
ERQ	s4-qas.syensqo.com		erq.syensqo.com	
ER2	s4-trg.syensqo.com		er2.syensqo.com	
ER1	s4-par.syensqo.com		er1.syensqo.com	
ERP	s4.syensqo.com		erp.syensqo.com	

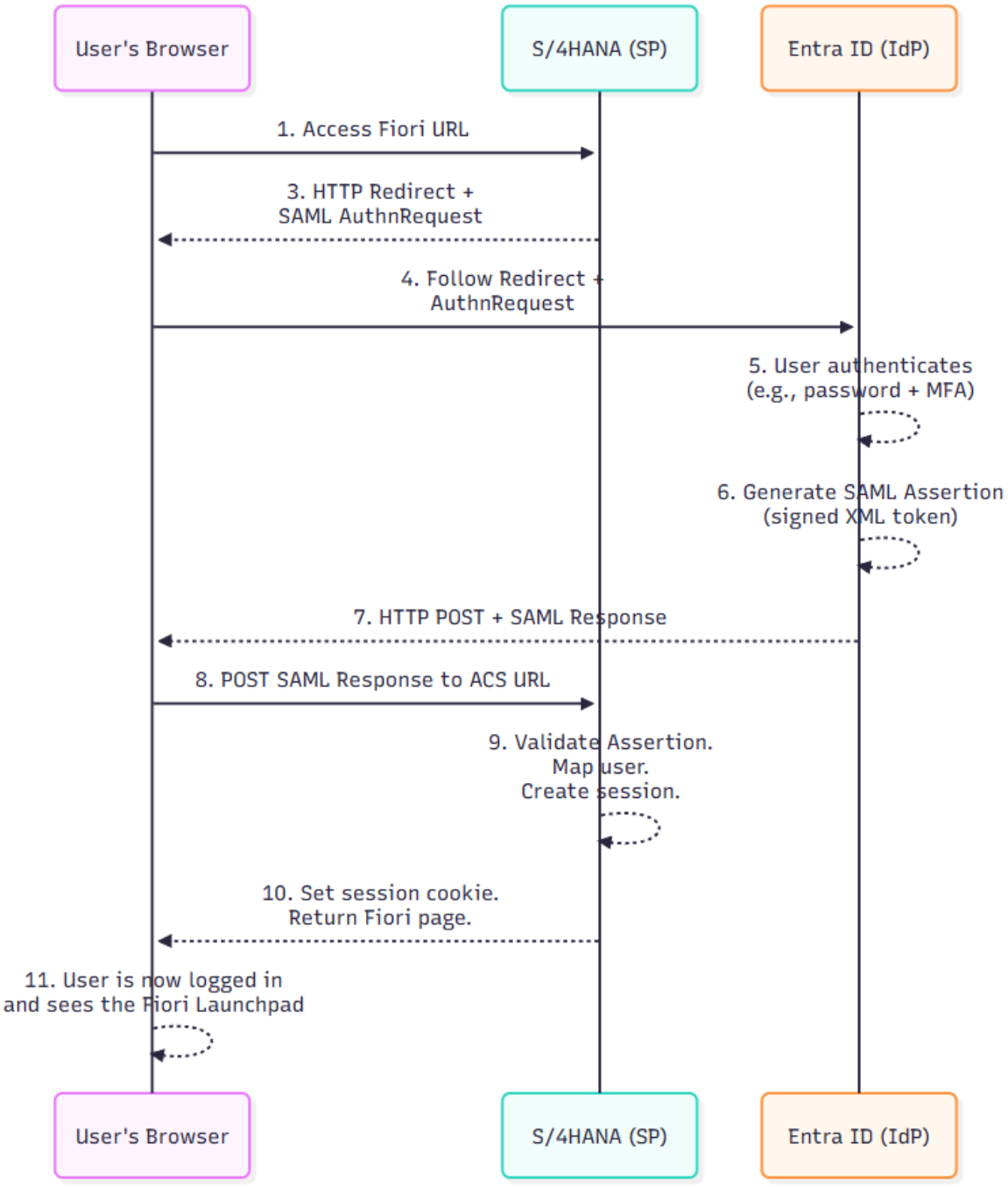
Application Security

Authentication

Single Sign-on (SSO) will be enabled for S/4HANA system. Since other systems in SAP RISE landscape are supporting systems that will not be accessed directly by business users, authentication will be based on user ID and password.

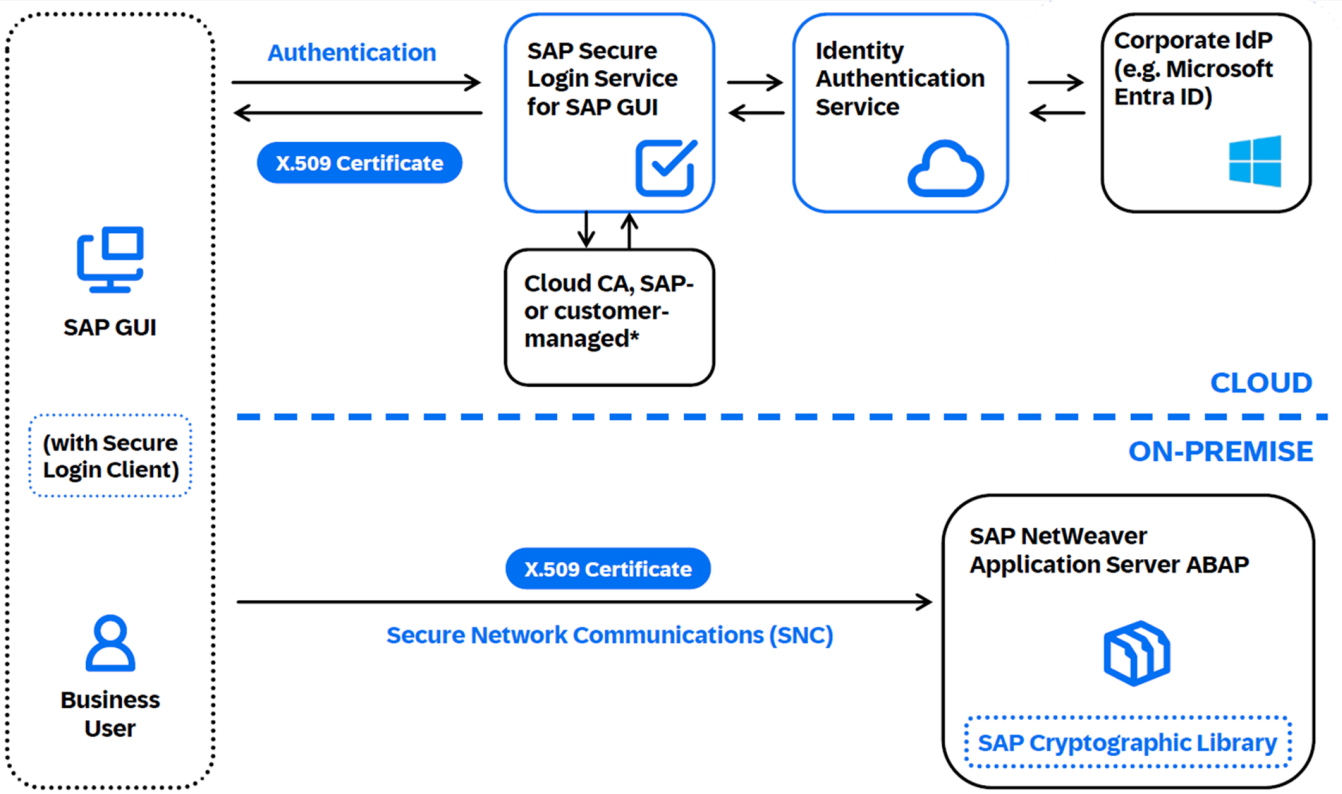
SAML SSO - Fiori

SAML SSO will be configured between Entra ID and S/4HANA.



SAPGUI SSO

Single sign-on based on X.509 certificates SSO method will be leveraged for SAPGUI SSO.



Following describes the authentication flow.

1. User opens an SAP GUI connection.
2. Secure Login Client (SLC) redirects user to the identity provider logon page.
3. Identity Authentication Service delegates authentication to Microsoft Entra ID.
4. Users authenticates to Microsoft Entra ID.
5. After successful authentication, SAP Cloud Certificate Authority issues an X.509 certificate
6. SAP Secure Login Service returns the X.509 certificate, valid for one day, to SLC
7. X.509 certificate token is used for authenticating the SAP GUI user to the ABAP system

Communication Security

All data in transit will be encrypted.

- SSL is used for all web traffic (Systems are configured to reject HTTP access or redirect to HTTPS).
- SNC is used for all RFC and SAPGUI communications.

See Network and Infrastructure Architecture DD-TEC-070 for details on network security and internet connectivity.

Data Security

Data encryption is enable for SAP HANA DB as part of the system provisioning.

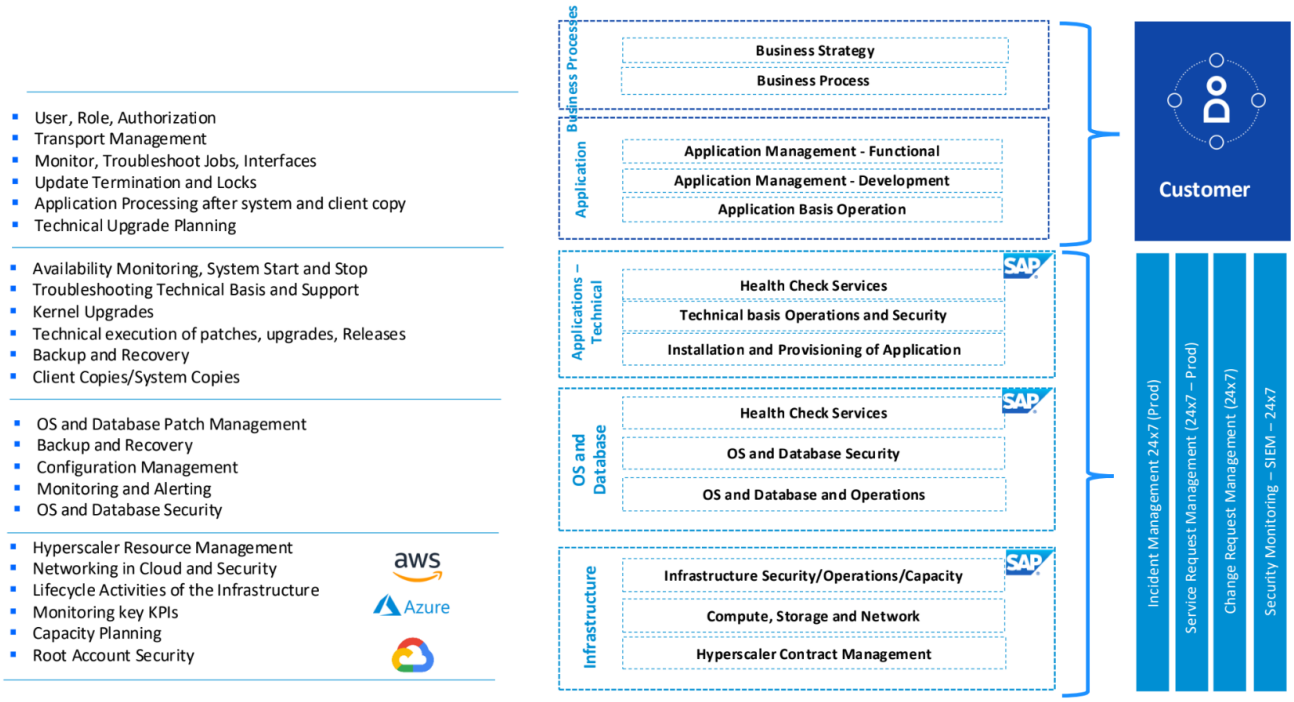
NextLabs Data Access Enforcer (DAE) is used to enable field level encryption in S/4HANA. This will encrypt export control relevant data elements and the encrypted values will be stored in HANA DB. Data will be unencrypted on the fly when it is access by an authorized user. For more details please refer to Application Architecture NextLabs.

Other Controls

SAP provides infrastructure and server logs via its "LOGSERV" service, which can be integrated into Syensqo's SIEM. This is under discussion with Syensqo IT as of July 2025, and the agreed design will be documented in a future revision of this document.

Operation Architecture

Under the shared responsibility model, SAP is responsible for the infrastructure layer to the technical basis layer as shown below. The following section will cover the operational architecture that falls under customer's responsibility.



For the breakdown of detailed tasks and the respective roles and responsibilities, see SAP S/4HANA Cloud, extended edition Roles and Responsibilities for Production.

Change and Configuration Management

Change and configuration management in S/4HANA will be managed through SAP transports. See DD-TEC-170 Transport Management for Release 4.

For non-S/4HANA systems, there will be no transport mechanism and changes will be managed manually.

Monitoring

The following can be obtained from SAP for me portal .

- SAP RISE system availability (https://me.sap.com/systemsprovisioning/availability)
- Early watch reports (https://me.sap.com/ewa/workspace)

SAP will be monitoring from the infrastructure layer to the technical basis layer. In the event of an issue, users under Private Cloud Contacts will be notified.

Sizing

S/4HANA sizing is based on FUE licenses as shown below. For more details, please refer to RISE with SAP S/4HANA Cloud, private edition Service Description Guide in SAP Agreements.

Usage Tier	System Size	Database /Application	PRD System Size	QAS System Size	DEV System Size
Up to 135 FUE*	XXS	HANA DB	1 x 256GiB memory, 256GB usable storage	No QAS system delivered	1 x 256GiB memory, 256GB usable storage
		App Server	1 x 64GiB memory	No QAS system delivered	1 x 32GiB memory
Up to 550 FUE	XS	HANA DB	1 x 256GiB memory, 256GB usable storage	1 x 256GiB memory, 256GB usable storage	1 x 256GiB memory, 256GB usable storage
		App Server	1 x 64GiB memory	1 x 64GiB memory	1 x 32GiB memory
Up to 1000 FUE	S	HANA DB	1 x 512GiB memory, 512GB usable storage	1 x 512GiB memory, 512GB usable storage	1 x 256GiB memory, 256GB usable storage
		App Server	1 x 64GiB memory	1 x 64GiB memory	1 x 32GiB memory
Up to 2000 FUE	M	HANA DB	1 x 960GiB memory, 960GB usable storage	1 x 960GiB memory, 960GB usable storage	1 x 256GiB memory, 256GB usable storage
		App Server	2 x 64GiB memory	2 x 64GiB memory	1 x 32GiB memory
Up to 4000 FUE	L	HANA DB	1 x 1922GiB Memory, 1922GB usable storage	1 x 1922GiB Memory, 1922GB usable storage	1 x 512GiB memory, 512GB usable storage
		App Server	2 x 128GiB memory	2 x 128GiB memory	2 x 64GiB memory
Up to 6000 FUE	XL	HANA DB	1 x 2944GiB memory, 2944GB usable storage	1 x 2944GiB memory, 2944GB usable storage	1 x 512GiB memory, 512GB usable storage
		App Server	4 x 128GiB memory	4 x 128GiB memory	2 x 64 GiB memory
Above 6000 FUE	XXL	HANA DB	1 x 5700GiB memory, 5700GB usable storage	1 x 5700GiB memory, 5700GB usable storage	1 x 512GiB memory, 512GB usable storage
		App Server	4x128 GiB memory	4x128 GiB memory	2 x 64 GiB memory

* For RISE with SAP S/4HANA Cloud, private edition, base option and SAP Cloud ERP Private, base, this is the only available Usage Tier.

During the course of SyWay project, FUE license will be ramped up from 60 to 1,001 and 4,001 when the project goes lives. Additional infrastructure upgrades are provisioned in the BOM to ensure the following sizing and landscape is maintained at Go-Live.

For more details on infrastructure, please refer to Network and Infrastructure Architecture DD-TEC-070.

High Availability & Disaster Recovery

See DD-TEC-140 HA/DR Architecture Design for more details.

Backup/Restore

See DD-TEC-160 Back up and Restore Design for more details.

Maintenance Plan

The following downtime window is planned for SAP to perform maintenance work that require system downtime.

Environment	Planned Downtime Window
Sandbox, Development, Integration Test	First Tuesday each month, 15:00 - 19:00 UTC
QAS, Training, Parallel Run	Second Thursday each month, 15:00 - 19:00 UTC
Production	Third Sunday each month, 03:00 - 07:00 UTC

Exceptions

N/A

Appendix

Customer Gateway Server

Following hostnames have been configured to allow outbound internet connections.

- .python.org
- .ondemand.com
- .cloud.sap
- .alm.cloud.sap
- .applicationstudio.cloud.sap
- .hana.ondemand.com
- .hanatrail.ondemand.com
- .crm.ondemand.com
- .successfactors.com
- .successfactors.eu
- .concur.com.au
- .ariba.com
- .fieldglass.com
- .sap.com
- .sapbusinessobjects.cloud
- .hybris.com
- .abakus.me
- .s4hana.ondemand.com
- .sap-ag.de
- .support.sap.com
- .rapid.sap.com
- .apps.support.sap.com
- .servicepoint.sap.com
- .smpdl.sap-ag.de
- .deploy.static.akamaitechnologies.com
- .sapbydesign.com
- .windows.net
- .microsoft.com
- dc.services.visualstudio.com
- management.azure.com
- .sapanalytics.cloud
- .trendmicro.com
- .opentext.com
- .opentext.eu
- .opentext.cloud
- .mysap.com
- .slanalytics.net.sap
- .sapsf.eu
- .microsoftonline.com
- .amazonaws.com
- licensing.neptune-software.com

See also

- The Lean IX factsheet for SAP S/4HANA - [ERP] (Rest of World instance)
- KDD057 - Business System Location

Change log

Version	Published	Changed By	Comment

CURRENT (v. 72)	**Mar 10, 2026 08:28**	**MUTHUSAMY-ext, Kunalan**
v. 71	Feb 04, 2026 07:54	**MUTHUSAMY-ext, Kunalan**
v. 70	Feb 04, 2026 07:53	**MUTHUSAMY-ext, Kunalan**
v. 69	Jan 15, 2026 14:15	**MUTHUSAMY-ext, Kunalan**
v. 68	Jan 14, 2026 03:41	**MUTHUSAMY-ext, Kunalan**
v. 67	Dec 03, 2025 10:46	**MUTHUSAMY-ext, Kunalan**
v. 66	Dec 03, 2025 10:45	**MUTHUSAMY-ext, Kunalan**
v. 65	Nov 06, 2025 08:31	**MUTHUSAMY-ext, Kunalan**
v. 64	Nov 05, 2025 15:59	**MUTHUSAMY-ext, Kunalan**
v. 63	Nov 05, 2025 12:31	**MUTHUSAMY-ext, Kunalan**

Go to Page History

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

Apr 15, 2026	Actor	Type	Activity	Version
Approved	WENNINGER-ext, Sascha	State	changed state to Approved at 6:53 am	v72
Pending SteerCo Review	WENNINGER-ext, Sascha	State	gave *Final Approval* approval at 6:53 am *Updates to instance planning and technical details were reviewed by DA, but do not require re-approval*	
		State	changed expiry date to '29 Apr, 2026 06:53 am' at 6:53 am	
		State	changed state to Pending SteerCo Review at 6:53 am	v72
Pending Stakeholder Review	WENNINGER-ext, Sascha	State	gave *Stakeholder Review* approval at 6:53 am *Updates to instance planning and technical details were reviewed by DA, but do not require re-approval*	
Mar 19, 2026				
	WENNINGER-ext, Sascha	State	changed expiry date to '26 Mar, 2026 09:04 am' at 9:04 am	
		State	changed state to Pending Stakeholder Review at 9:04 am	v72
Edited following DA Endorsement	WENNINGER-ext, Sascha	State	gave *Minor change* approval at 9:04 am	