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SAP Next-Generation Cloud Delivery for HXM Core – Customer Checklist

This document does not cover EC Payroll functionality

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End-User Access

No	Description	Action	Complete Latest By (Days)
1	<p>If the Corporate IT team finds out there is an IP-based allow listing configured to allow access to the SuccessFactors application, they need to change it to a Domain-based allow listing:</p> <p>If you have allow-listed the public IP of the data center, change it to the domain of your data center (E.g., sapsf.com or successfactors.com)</p>	<p>Refer to the KBA: 2089448 - SuccessFactors Datacenter Name, Location, Production Login URL, Production Domain Name, External mail Server details and External mail Server IPs - SAP ONE Support Launchpad for details on the Preview and Production BizX Domain-based URL for your Data Center.</p> <p>For details of existing public IP addresses of your Data Center, please refer to the KBA: 2432796 - Public outgoing IP for SAP SuccessFactors Datacenters. BizX Platform - SAP ONE Support Launchpad. Any reference of these IPs needs to be changed to domain-based allow listing.</p> <p>While changing to a domain is the recommended approach, in case you are unable to make the change due to restrictions at your network end, you can change the allow-listing to reflect the new Hyperscale Datacenter Public IP addresses (referenced as Outbound IPs in the *KBAs linked to the main checklist KBA as well as at the end of this document. For example 3208143 - SAP SuccessFactors - New Google GCP - Singapore Data Center IP Addresses for DC44 Tenants)</p>	T-10

Integration - SFTP Access

No	Description	Action	Complete Latest By (Days)
1	If you are using an SAP Provided SFTP server, make sure only use the domain/URL of your data center to access your SFTP service instead of IP addresses. E.g., SFTP Connector configuration in LMS admin console.	Refer to the KBA: 2250792 - SFTP Public IP Addresses and URL's for Data Centres - SAP ONE Support Launchpad which has the details of the domain/URL of SFTP of your data center	T-10
2	Check with your corporate IT if your firewall rules are blocking outbound access through port 22 (SFTP)	If yes, you need to ask your Corporate IT team to allow access to port 22 to SAP Provided SFTP server	T-10
3	<p>Check with your corporate IT or 3rd party vendor if the firewalls have allow-listed any existing SAP SuccessFactors Data Centers Public Outbound IPs. If yes, you will need to update the firewall settings with the new Public Outbound IPs for the Hyperscale Data Center.</p> <p><i>A typical scenario is SuccessFactors applications are trying to access customer-owned/3rd party SFTP service for integration purposes, where the firewall at the customer/3rd party vendor side only allows connections from specific IP addresses. In this case, customers/3rd party vendors will need to ensure their firewall allows the outbound IPs from the SF (Success Factors) data center.</i></p> <p>Note: If you are using SAP-hosted Boomi Atom for integration purposes. The outbound connection will carry the same Outbound IPs of the SAP SF data center.</p>	<p>Update the firewall settings with the Outbound IPs of the new Hyperscale Data Center.</p> <p>For details of existing public IPs of your Data Center, please refer to the KBA: 2432796 - Public outgoing IP for SAP SuccessFactors Datacenters. BizX Platform - SAP ONE Support Launchpad.</p> <p>The new Hyperscale Datacenter Outbound IP addresses are available in the *KBAs linked to the main checklist KBA and at the end of this document – For example <3208143 - SAP SuccessFactors - New Google GCP - Singapore Data Center IP Addresses for DC44 Tenants></p>	T-10

SAP Next-Generation Cloud Delivery for HXM

No	Description	Action	Complete Latest By (Days)
4	<p>If you are using an external SFTP server, per our security policy, outbound connections through port 22 or non-standard ports are blocked on Next-Generation Cloud data centers. In order to minimize the impact, as part of the data center transition, we will automatically allow outbound connection to all the pre-existing external SFTP destinations including the non-standard ports</p> <p>However, there are a couple of actions that might still be needed from the customer end to ensure the end-to-end connectivity to your external SFTP destinations.</p>	<ol style="list-style-type: none"> 1. For the pre-existing external SFTP sites, although they have been allowed from SAP's data center, customers will need to check the firewall in front of the external sftp if it filters by incoming IP addresses. If yes, then you will need to allow list the new SF Data center outbound IP addresses. 2. If you need to add a new external SFTP destination post transition, you will need to open a support ticket to get it approved. Refer to the KBA: 3122406 - Allow-listing Outbound communication to Port 22 for Next-Generation Cloud - SuccessFactors - SAP ONE Support Launchpad to request allow listing of your external SFTP destination 	T-10

Integration – Boomi processes

No	Description	Action	Complete Latest By (Days)
1	If you have a Boomi account and have an API user configured with a password policy and IP exception list, you will need to add the new Hyperscaler outbound IP addresses as part of the BizX configuration. This addition will ensure the Boomi server can connect to SFAPI and there is no authentication error.	<p>Refer to the KBA: 2161058 - Error while accessing SuccessFactors Instance through any Integration Tool (via API) - SuccessFactors API - SAP ONE Support Launchpad for details on where to access the BizX configuration.</p> <p>The new Hyperscale Datacenter Outbound IP addresses can be found in the *KBAs linked to the main checklist KBA and at the end of this document - For example 3208143 - SAP SuccessFactors - New Google GCP - Singapore Data Center IP Addresses for DC44 Tenants</p>	T-10
2	If you have purchased a Boomi account via SAP and using SuccessFactors hosted Cloud Atom to execute your Boomi processes, you will need to remove any hardcoded reference of SF mail endpoint in the mail connector configuration	Refer KBA 2960185 - How to configure SuccessFactors SMTP mail connector in DELL Boomi? - SAP ONE Support Launchpad which provides details on where to access the configuration of the mail connector. As per the recommendation in the KBA, leave the host field blank. This is only if you are using the SuccessFactors mail server while configuring the mail connector.	T-10

Mail Services

No	Description	Action	Complete Latest By (Days)
1	If you are using the SAP SuccessFactors email service to send emails using your own domain and publish SPF records in your DNS, you will need to make a change to your DNS to include the DC-specific SPF record.	The SPF record to be added to your DNS is “ include:_spf-dc<DC number>.sapsf.com ” (or successfactors.com, successfactors.eu, sapsf.eu, sapsf.cn depending on the domain of the data center) E.g., for DC19(DC62) the SPF record is include:_spf-dc19.sapsf.com . For details on the DC-specific domain, refer to the KBA and look for your specific DC: 2087468 - Emails Blocked or Not Delivered Due to Spam Filters, Spoofing, Bombing (mass mail), IP Address Allowlists - SAP ONE Support Launchpad	T-10
2	If you have previously included SAP SuccessFactors Mail server IP addresses in your network allow list as referred in the KBA: 2089448 - Successfactors Datacenter Name, Location, Production Login URL, Production Domain Name, External mail Server details and External mail Server IPs - SAP ONE Support Launchpad and KBA: 2087468 - Emails Blocked or Not Delivered Due to Spam Filters, Spoofing, Bombing (mass mail), IP Address Allowlists - SAP ONE Support Launchpad , please make the change in the network allow list to reflect the new Hyperscale Data Center Mail server IP's.	Add the new Hyperscale Datacenter Mail server IPs to the firewall allow list. The IP addresses can be found in the *KBAs linked to the main checklist KBA and at the end of this document – For example 3208143 - SAP SuccessFactors - New Google GCP - Singapore Data Center IP Addresses for DC44 Tenants	T-10
3	If you have a SPAM filter configured for mails coming from the SuccessFactors mail servers, there is a possibility that in certain scenarios, when mail traffic is more, the emails can be blocked due to the SPAM filter policy. In such cases, customers need to include the new Hyperscaler mail server IPs in the allow list at the firewall.	Common spam filtering services are Proof Point, Mimecast, Fortinet, etc. Add the new Hyperscale Datacenter Mail server IPs to your spam filter sender allow list. The IP addresses can be found in the *KBAs linked to the main checklist KBA and at the end of this document– For example 3208143 - SAP SuccessFactors - New Google GCP - Singapore Data Center IP Addresses for DC44 Tenants	T-10

RMK (Recruiting Marketing) Website Configuration

No	Description	Action	Complete Latest By (Days)
1	<p>If you have an RMK website, please confirm you are using a CNAME entry instead of an A Record. No transition preparation is needed if you are already using CNAME.</p> <p>If you are using an A record, you have already been contacted by SAP to change to a CNAME or modify the A Record within 72 hours after the NGCD transition.</p>	<p>If you use a windows machine, please run 'nslookup' in your command line. You can also use a website like www.mxtoolbox.com or https://dnschecker.org/.</p> <p>Look up your RMK website (example: https://jobs.companyname.com).</p> <p>If you are running a CNAME, you will see an entry pointing to ***.jobs2web.com.</p> <p>If you are running an A Record, you will see the address as an IP address (ex. 23.253.31.470).</p> <p>To ensure a smooth transition, you can either transition to a CNAME Entry (see KBA 2563741) or update the current A Record to the new DC IP address post-transition.</p>	T+3 (within 72 hours post transition)

*NOTE: Future Hyperscaler DCs and SAP Converged Cloud DCs IP addresses will be published approximately **60 days** prior to the transition date.

New Data Center IP addresses KBA

[3208143 - SAP SuccessFactors - New Google GCP - Singapore Data Center IP Addresses for DC44 Tenants](#)

[3224821 - SAP SuccessFactors - New MS Azure Sydney Data Center IP Addresses for DC10 Tenants](#)