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## SAP Next Generation Cloud Delivery for HXM – Customer Checklist

**\*This document does not cover EC Payroll functionality\***

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## End-User Access

No	Description	Action	Complete Latest By
1	<p>If the Corporate IT team finds out there is IP-based allow listing configured to allow access to SuccessFactors application, they need to change it to 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: <a href="#">2089448 - Successfactors Datacenter Name, Location, Production Login URL, Production Domain Name, External mail Server details and External mail Server IPs - SAP ONE Support Launchpad</a> for details on the Preview and Production BizX Domain-based URL for your Data Center.</p> <p>For details of existing public IPs of your Data Center, please refer to the KBA: <a href="#">2432796 - Public outgoing IP for SAP SuccessFactors Datacenters. BizX Platform - SAP ONE Support Launchpad</a>. Any reference of these IP's 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's (referenced as Outbound IP's in the KBA – ( <a href="#">3139661 - New MS Azure Brazil South - Sao Paulo DC IP Addresses for DC 19 Tenants</a> )</p>	T-10

## Integration - SFTP Access

No	Description	Action	Complete Latest By
1	If you are using 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: <a href="#">2250792 - SFTP Public IP Addresses and URL's for Data Centres - SAP ONE Support Launchpad</a> 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 <b>outbound</b> 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

No	Description	Action	Complete Latest By
3	<p>Check with your corporate IT or 3<sup>rd</sup> 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/3<sup>rd</sup> party SFTP service for integration purposes, where the firewall at the customer/3<sup>rd</sup> party vendor side only allows connections from specific IP addresses. In this case, customers/3<sup>rd</sup> 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: <a href="#">2432796 - Public outgoing IP for SAP SuccessFactors Datacenters. BizX Platform - SAP ONE Support Launchpad.</a></p> <p>The new Hyperscale Datacenter Outbound IPs are available in the KBA - &lt; <a href="#">3139661 - New MS Azure Brazil South - Sao Paulo DC IP Addresses for DC 19 Tenants</a></p>	T-10
4	<p>If you are using an external SFTP server, per our security policy, outbound connections to port 22 are blocked on Next-Generation Cloud data centers. Therefore, customers using external SFTP accounts will need to have their destination IP / URLs allow-listed on the SuccessFactors end by raising a support ticket.</p>	<p>Refer to the KBA: <a href="#">3122406 - Allow-listing Outbound communication to Port 22 for Next Generation Cloud - SuccessFactors - SAP ONE Support Launchpad</a> to request allow listing of your external SFTP server</p>	T-10

## Integration – Boomi processes

No	Description	Action	Complete Latest By
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 IPs as part of the BizX configuration. This addition will ensure the Boomi server can connect to SF API and there is no authentication error.	<p>Refer to the KBA: <a href="#">2161058 - Error while accessing SuccessFactors Instance through any Integration Tool (via API) - SuccessFactors API - SAP ONE Support Launchpad</a> for details on where to access the BizX configuration.</p> <p>The new Hyperscale Data center Outbound IP's can be found in the KBA - <a href="#">3139661 - New MS Azure Brazil South - Sao Paulo DC IP Addresses for DC 19 Tenants</a></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 <a href="#">2960185 - How to configure SuccessFactors SMTP mail connector in DELL Boomi? - SAP ONE Support Launchpad</a> 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
1	If you are using 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 in your DNS is “ <b>include:_spf-dc&lt;DC number&gt;.sapsf.com</b> ” (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: <a href="#">2087468 - Emails Blocked or Not Delivered Due to Spam Filters, Spoofing, Bombing (mass mail), IP Address Allowlists - SAP ONE Support Launchpad</a>	T-10
2	If you have previously included SAP SuccessFactors Mail server IP addresses in your network allow list as referred in the KBA: <a href="#">2089448 - Successfactors Datacenter Name, Location, Production Login URL, Production Domain Name, External mail Server details and External mail Server IPs - SAP ONE Support Launchpad</a> and KBA: <a href="#">2087468 - Emails Blocked or Not Delivered Due to Spam Filters, Spoofing, Bombing (mass mail), IP Address Allowlists - SAP ONE Support Launchpad</a> , please make the change in the network allow list to reflect the new Hyperscale Data Center Mail server IP's.	Add the new Hyperscale Data center Mail server IPs to the firewall allow list. The IP's can be found in the KBA - <a href="#">3139661 - New MS Azure Brazil South - Sao Paulo DC IP Addresses for DC 19 Tenants</a>	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.	Add the new Hyperscale Data center Mail server IPs to network allow list. The IP's can be found in the KBA - <a href="#">3139661 - New MS Azure Brazil South - Sao Paulo DC IP Addresses for DC 19 Tenants</a>	T-10

## RMK (Recruiting Marketing) Website Configuration

No	Description	Action	Complete Latest By
1	<p>If you have an RMK website, please confirm you are using a CNAME entry instead of an A Record.</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 <a href="http://www.mxtoolbox.com">www.mxtoolbox.com</a> or <a href="https://dnschecker.org/">https://dnschecker.org/</a>.</p> <p>Look up your RMK website (example: <a href="https://jobs.companyname.com">https://jobs.companyname.com</a>).</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 resolve, you can either transition to a CNAME Entry (see KBA <a href="#">2563741</a>) or update the current A Record to our new IP Address post-transition.</p>	T+1 to T+3