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Integration Platform Migration Guide for Freemium Users of SAP Business Network for Logistics

Relevant for the following company roles:

- Carriers of SAP Business Network Freight Collaboration
- Data contributors of SAP Business Network Global Track and Trace

Document Version: 1.4

Date: 2025-04-19

Table of contents

Introduction	3
Data Center-Specific Integration Platform.....	3
How to Identify Your Tenant’s Data Center?	4
Should I Do this Migration?	4
Why Migrate?	4
Configuration Changes for Freemium Users	4
Outbound from SAP Business Networks for Logistics.....	5
Inbound to SAP Business Network for Logistics.....	6
API Connectivity	6
EDI Connectivity.....	8
Monitoring of Integration Logs	9
Support.....	9

Introduction

SAP Business Network for Logistics (SAP BN4L) is run on SAP Business Technology Platform (SAP BTP) leveraging the various services provided by the platform. SAP BTP offers a variety of application environments that customers and internal SAP organizations can choose from, to build SAP applications and business solutions in the cloud. One critical service used by SAP Business Network for Logistics is the SAP Cloud Integration (previously known as SAP CPI) which acts as the single integration platform for all customers and partners for SAP Business Network for Logistics. This platform is owned and managed by the SAP Business Network for Logistics development team. Freemium customers can maintain necessary connectivity configurations using the 'System Connections' app and monitor their integration logs via 'Manage Integration Logs'.

SAP Cloud Integration used by SAP Business Network for Logistics is hosted in Neo environment of SAP BTP. SAP BTP, Neo environment is the oldest of the application environments and is built on a proprietary SAP technology stack. The Neo environment in SAP BTP has been deprecated and will be sunset for internal SaaS applications (see [SAP Note](#)). SAP Cloud Integration is also offered in a multi-cloud foundation in SAP BTP, and this is the new platform that will be used by SAP Business Network for Logistics.

In accordance with SAP BTP's decision to sunset Neo environment, SAP Business Networks for Logistics has decided to stop the support of the existing Neo integration platform on **May 16, 2025**, as part of our May 2025 release. This means that the connectivity to your backend transportation management system (TMS) will stop working if you don't migrate to the new integration platform. This would require some configuration changes in your backend TMS and in your System Connections app in SAP Business Network for Logistics. You can read more about this change in this [announcement](#). This guide provides a comprehensive list of changes that a premium customer must do in order to migrate from the old integration platform to the new one.

We understand the critical role that connectivity plays in SAP Business Network for Logistics. The primary focus is not to disrupt the existing integrations between your backend systems and SAP Business Network for Logistics. So, your existing configurations will stay intact and continue to work until you migrate to the new integration platform or till the end of support of the old integration platform. In the meanwhile, we have made it possible for you to migrate from the old platform to the new one using the configuration apps in SAP Business Network for Logistics. This requires some changes in SAP Business Network for Logistics configuration apps as well as in your backend systems. You might also need to update your firewall/SAP Cloud Connector configurations as the IP range will be different for the new integration platform. We urge you to migrate as soon as possible to leverage the improved log capacity and other new features.

Note: We recommend performing the migration activities in your **test tenants** first and then monitor if all the integration scenarios are working correctly. Proceed with the changes in your productive tenants accordingly.

Data Center-Specific Integration Platform

There will be a separate integration platform for customers onboarded to EU/US data centers. In this migration guide, you'll see a mention of endpoints/IP addresses of these two data centers. Please ensure that you update your configurations by referring to the data center where your tenant is hosted.

How to Identify Your Tenant's Data Center?

If you are unsure about your tenant's datacenter, this can be identified from the 'eu10'/'us20' tag in the host URL of your SAP Business Networks for Logistics tenant.

URL in SAP Business Network for Logistics	Data Center
https://carrier01.lbn.cfapps.eu10.hana.ondemand.com/	EU
https://lbn-carrier01.lbn.cfapps.us20.hana.ondemand.com/	US

Should I Do this Migration?

The steps mentioned in this guide are only targeted for B2B carriers/partners of SAP Business Network for Logistics. If you are only using the UI in the network, you need not do any of the below mentioned changes.

Why Migrate?

Apart from the sunset of the old integration platform, the migration to the new platform has its benefits. Here's why a B2B carrier should do this migration:

- Improved data persistence resources for integration logs: In the current integration platform, resources for database are limited and at the maximum possible limit. Customers rely on integration logs and payload download feature to debug/validate any integration issues. If the DB memory limit is breached, integration scenarios would work fine but there would be discrepancies in the way logs/payloads are stored. Migrating to the new platform will ensure proper log monitoring and payload download.
- Improved security for communication between SAP Business Network for Logistics apps: Better authentication protocols will be deployed for communication between the SAP Business Network for Logistics backend apps and the new integration platform (agnostic to customers)
- New features: Improvements to platform features will be based on the new integration platform. Some of these upcoming features include hourly auto-reprocessing of failed/escalated logs.
- Self-configuration to set up inbound communication for freemium customers: Freemium customers such as 'carriers' used to rely on a ticketing process to set up inbound authentication/communication to SAP Business Network for Logistics. This was true for both API and EDI communications. Part of the reason was a lack of support from the older integration platform. In upcoming releases, we'll make these provisionings available via System Connections apps for freemium customers.

Configuration Changes for Freemium Users

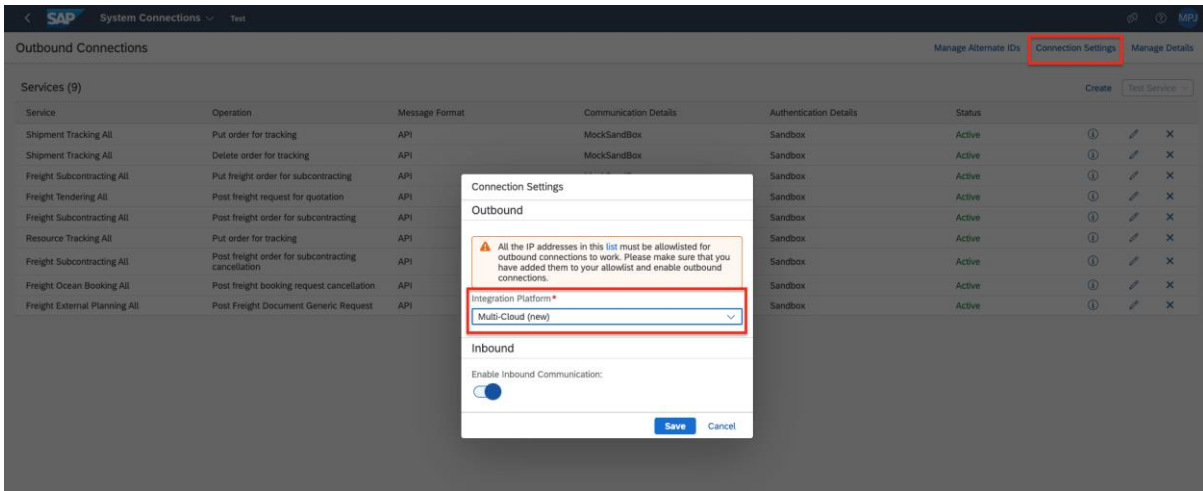
New integration platform means new destination URLs and authentication to connect to SAP Business Network for Logistics. There'll be no changes to our API/EDI message definitions. So, your existing developments/integrations should work out of the box.

Outbound from SAP Business Networks for Logistics

Configurations maintained in your System Connections app are used for the outbound communication from SAP Business Networks for Logistics to your backend system. However, you need to explicitly select the new integration platform for the outbound communication from the network. This is because the new integration platform is hosted in a different cloud infrastructure. Hence, you might need to update your allowlisting rules, if any, at your side to allow communications from the new platform. Please find the IP ranges for the new integration platform below:

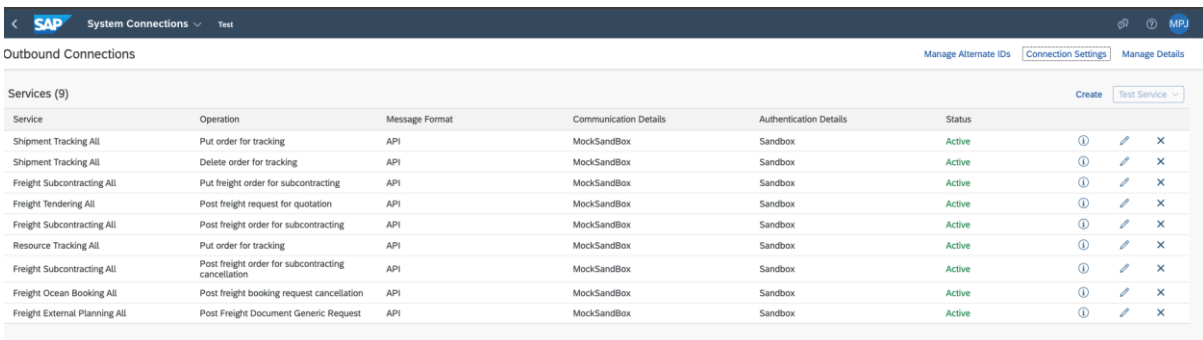
Data Center	NAT IPs (Outbound from Network)	LB IPs (Inbound to Network)
EU	18.198.196.89, 18.193.21.232, 3.65.9.91, 52.29.190.137, 18.197.134.65, 3.67.182.154, 3.67.255.232, 3.66.249.150, 3.68.44.236	3.126.229.22, 18.193.180.19, 3.64.227.236, 18.153.123.11, 3.121.37.195, 3.73.215.90
US	40.90.195.191, 20.57.129.106, 20.57.128.95, 20.57.128.118, 40.90.209.71, 20.72.210.109, 20.72.209.240, 20.72.209.187, 40.90.200.224, 40.90.201.197, 40.90.201.85, 40.90.200.237	40.91.120.100

Once you've updated your firewall configurations (if you have any) to allowlist new IP ranges to enable the communication from the network via the new integration platform, you need to navigate to 'Connection Settings' in your System Connections app and select 'Integration Platform' as 'Multi-Cloud (new)' from the dropdown list.



Click on Save. Confirm the warning pop-up. Now your integration scenarios should be executed via the new 'multi-cloud' platform.

Regarding the Services that you've configured in the main page - *Outbound Connections*, no changes are required as these will be read by the new integration platform as-is.



Inbound to SAP Business Network for Logistics

API Connectivity

To use the integration platform for your inbound communication to SAP Business Network for Logistics, you need to change the destination URLs for all provider APIs. The host URL of integration platform varies based on your data center:

Data Center	Host/Base URL
EU10	https://api.logistics.eu.business-network.cloud.sap/
US20	https://api.logistics.us.business-network.cloud.sap/

The URL path remains the same and can be obtained from [SAP Business Accelerator Hub documentation](#).


You'd need new OAuth 2.0 credentials to authenticate the calls to the new integration platform. With the latest release of SAP Business Network for Logistics, it's now possible to provision OAuth 2.0 credentials from the *System Connections* app directly by selecting the Provider APIs you wish to connect with.

In the *System Connections* app, proceed as follows:

1. Choose *Connection Settings*.
2. Under *Inbound*, activate the *Enable Inbound Connections* toggle.
3. Select *Integration Platform* as *Multi-Cloud*.
4. Select the desired APIs from the *Provider API* dropdown.
5. Save your settings.
6. Wait for some time as the credentials are generated and necessary roles are assigned. You should be able to copy the *Client ID*, *Client Secret*, *Authentication URL* and *Host URL* once created. This would also be available any time in the *Connection Settings* window.

Connection Settings

Outbound

 All the IP addresses in this [list](#) must be allowlisted for outbound connections to work. Make sure that you have added them to your allowlist, and enable outbound connections.

Integration Platform *

Multi-Cloud

Inbound



Enable Inbound Connections

ON

Integration Platform *

Multi-Cloud

Provider APIs *

Invoicing x Order Events x 4 More

 Hide Service Credentials

Service Credentials

Client ID:

[Redacted]



Client Secret:

[Redacted]



 Copy Authentication URL

 Copy Host URL

Save

Cancel

The authentication URL varies based on the data center. You can copy it from the UI or refer to the table below:

Data Center	OAuth 2.0 Token URL
EU	https://bn4integrationsuiteliveeu10-d2q5jmpt.authentication.eu10.hana.ondemand.com/oauth/token?grant_type=client_credentials
US	https://bn4integrationsuiteliveus20-0gohdecj.authentication.us20.hana.ondemand.com/oauth/token?grant_type=client_credentials

EDI Connectivity

If you've already requested an SFTP polling scheduler before, please raise a support incident with SAP asking to migrate to the new platform. You can create an incident in [SAP support portal](#) categorized by component SBN-LBN-INT and title as 'SAP BN4L Integration Platform Migration: Request for transferring SFTP polling schedulers to new integration platform' with the following information:

- EDI message format (ANSI X12 or EDIFACT)
- LBN ID
- Polling schedule: Start and end time on the same date (for example, from 8:00 a.m. to 5:00 p.m.). That is, if the start time is on 22 September, the end time cannot be on 23 September, according to your time zone.
- Polling frequency (for example, every 30 minutes)

Please note that SFTP polling is not yet enabled as a self-service and must be set up by SAP.

Monitoring of Integration Logs

The Manage Integration Logs app in your tenant is updated to support the integration logs from both, the old 'neo' and the new 'multi-cloud' integration platform. We've also added a new column to make this clear to customers. The app also supports the reprocessing of messages failed/escalated in both these platforms.

The screenshot shows the SAP Manage Integration Logs app interface. At the top, there's a header with 'SAP Manage Integration Logs' and a 'Test' button. Below the header, there are search filters for 'Document ID' and 'Received On' (set to '12 Jun 2024, 14:15:11'). The main area displays a table of logs, with a summary of 'Logs (572)' and 'Documents (367)'. The table has columns for Document ID, Type Description, Scenario, Status, Log Details, Payload, Timestamp, Reprocessable, Reprocessed, Correlation ID, Sender ID, Receiver ID, Flow Direction, and a new 'Integration Platform' column. The 'Integration Platform' column is highlighted with a red border and contains values like 'Multi-Cloud (new)', 'Neo (old)', and 'Multi-Cloud (new)'. The table lists various log entries with their respective statuses (Escalated, Completed, Failed) and timestamps.

Document ID	Type Description	Scenario	Status	Log Details	Payload	Timestamp	Reprocessable	Reprocessed	Correlation ID	Sender ID	Receiver ID	Flow Direction	Integration Platform
6100076438	Freight Order Generic Request to Network	Generic Freight Document	Escalated			10 May 2024, 12:46:32	No	No	AGY9ycRg8a7ZgDrc3noQJ0g9nF	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076438	Track Freight Movement Generic Request to Network	Tracking	Completed			10 May 2024, 12:46:32	No	No	AGY9ycOf0o5aH090Y9akZESIs	10020001062	10020001062	SAP S/4HANA to Network	Multi-Cloud (new)
6100076438	TransportationOrderRequest-Settlement	Freight Settlement	Escalated			10 May 2024, 12:46:32	No	No	AGY9yc_U8ihea77S9ubJE1Ozi	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100075803	TransportationOrderRequest-Settlement	Freight Settlement	Completed			9 May 2024, 17:01:18	No	No	AGY8AUAAxQTDdmCM8sGvXU66w	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
4150018585IN6	Carrier Invoice to Shipper System	Freight Settlement	Completed			9 May 2024, 17:01:12	No	No	AGY8_MF7C8LR84ugJAMhm59	10020001062	10020001061	Network to SAP S/4HANA	Neo (old)
6100075803	TransportationOrderRequest-Settlement	Freight Settlement	Completed			9 May 2024, 17:01:10	No	No	AGY8s_y75gA-mY-AVH54TW8b4	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100075803	Freight Order Charges Update Confirmation to Network	Freight Settlement	Completed			9 May 2024, 17:01:06	No	No	AGY8s_esbLNKGN31HuXV_uZg6E	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100075803	Freight Order Charges Update Request to Shipper System	Freight Settlement	Completed			9 May 2024, 17:00:59	No	No	AGY8s_K9QJConZouU-Fcnf966f	10020001062	10020001061	Network to SAP S/4HANA	Neo (old)
6100075912	Freight Order Charges Update Request to Shipper System	Freight Settlement	Failed			9 May 2024, 15:44:39	No	No	AGY8ag_RZNDHA-nTB7uKBg0b_v4U	10020001062	10020001061	Network to SAP S/4HANA	Neo (old)
6100076403	TransportationOrderRequest-Settlement	Freight Settlement	Completed			7 May 2024, 11:30:31	No	No	AGY5w35G1ZzrDB1Hmlidv7lg5WH7	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076403	Freight Order Charges Update Confirmation to Network	Freight Settlement	Completed			7 May 2024, 11:30:30	No	No	AGY5w32c_4BuBQDSXcmEFRKDU3dD	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076403	Freight Order Charges Update Request to Shipper System	Freight Settlement	Completed			7 May 2024, 11:30:25	No	No	AGY5w3m-tqz3Py2yL78XP3KpCP_	10020001062	10020001061	Network to SAP S/4HANA	Multi-Cloud (new)
6100076403	Freight Order Charges Update Request to Shipper System	Freight Settlement	Failed			7 May 2024, 11:19:12	No	No	AGY5w3mNinJaTv_vYtXTOJPRVtYOn	10020001062	10020001061	Network to SAP S/4HANA	Neo (old)
6100076403	TransportationOrderRequest-Settlement	Freight Settlement	Completed			7 May 2024, 11:16:48	No	No	AGY5wEfr5t4pS4ZFRozs3KqWSUl	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076403	Freight Order Generic Request to Network	Generic Freight Document	Escalated			7 May 2024, 11:16:19	No	No	AGY5wCq1wWeMyy-kvS_0d46o7he	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076403	Track Freight Movement Generic Request to Network	Tracking	Escalated			7 May 2024, 11:16:19	No	No	AGY5wCoxGUmFtZ2CWCbR_b_3fG	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076403	TransportationOrderRequest-Settlement	Freight Settlement	Escalated			7 May 2024, 11:16:19	No	No	AGY5wCq1wWeMyy-kvS_0d46o7he	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076402	TransportationOrderRequest-Settlement	Freight Settlement	Completed			7 May 2024, 09:19:52	No	No	AGY5wN9mz2-nd2ZyE1y-0ISvDG	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076402in	Carrier Invoice to Shipper System	Freight Settlement	Completed			7 May 2024, 09:19:34	No	No	AGY5w32c0AqroP5EbnC0ZoTRLE	10020001062	10020001061	Network to SAP S/4HANA	Multi-Cloud (new)
6100076402	TransportationOrderRequest-Settlement	Freight Settlement	Completed			7 May 2024, 09:19:31	No	No	AGY5wM9Yed1Jh7RZ2Xjgyo_of	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076402	Freight Order Charges Update Confirmation to Network	Freight Settlement	Completed			7 May 2024, 09:19:29	No	No	AGY5wM1Rms35RCIAR406980T0RH	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)
6100076402	Freight Order Charges Update Request to Shipper System	Freight Settlement	Completed			7 May 2024, 09:19:21	No	No	AGY5wMFWm275qELxLJ0WZ0kIGR	10020001062	10020001061	Network to SAP S/4HANA	Multi-Cloud (new)
6100076402	Freight Order Generic Request to Network	Generic Freight Document	Escalated			7 May 2024, 09:17:50	No	No	AGY5wGxssSCQWXXsUeqcLvw-3Nu	10020001062	10020001061	SAP S/4HANA to Network	Multi-Cloud (new)

Support

If you encounter any issues during the migration process, refer to the following blog article. This article summarizes frequently asked questions about the migration:

<https://community.sap.com/t5/supply-chain-management-blogs-by-sap/faq-neo-to-multi-cloud-cpi-migration-for-business-network-for-logistics/ba-p/14079631>

For any further queries, open a 'Medium' priority incident in the 'SBN-LBN-INT' component with the title – 'Concerns related to SAP BN4L integration platform migration – <CustomerName>'.