



FEATURE SCOPE DESCRIPTION | PUBLIC  
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# Feature Scope Description for Application Logging

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# 1 About this Document

This document describes the features that are available for the application logging in the Cloud Foundry and Neo environments.

The availability of some of them may depend on your license agreement with SAP. To illustrate integration with other SAP offerings, the product documentation on the SAP Help Portal might include references to features that aren't included with the application logging. Features that are not included in this feature scope description require a separate license.

## 2 Feature Scope Description

Application logging for the Cloud Foundry and Neo environments enables application developers and operators to collect, store, and analyze application-related logs.

### Features

#### Key Features

Feature	Description
Web-based user interface with pre-defined dashboards	You can view, search, filter, and analyze logs in the Cloud Foundry environment.
Logs enriched with metadata	This feature is available for the Cloud Foundry environment.
Container metrics	You get detailed information on CPU, memory, and disk usage of applications in the Cloud Foundry environment.
Logging libraries for Java and Node.js applications	You can use dedicated open source logging libraries to produce logs for Java and Node.js applications in the Cloud Foundry environment.
Retention period	During this period, you can do a post mortem analysis if needed. In the Neo and Cloud Foundry environments, the logs are kept for 7 days.
Loggers for Java applications	You can configure loggers through the cloud cockpit or the console client to produce logs for Java applications in the Neo environment.
Log level	You can configure a log level to specify what types of logs to be displayed in the Neo environment.
Types of logs	You can view default trace, HTTP access, and garbage collection logs in the Neo environment.

## 3 Security

SAP Cloud Platform provides secure cloud-based access to the business processes, applications, and data. It enables you to integrate security features in cloud applications and services running on the cloud platform, including identity management, single sign-on using an SAML 2.0 identity provider, on-premise user store, and self-services such as registration and password reset.

Feature	Description
Corresponding Price List Item	
Analyze access	Access governance for cloud and on premise applications in the Neo environment
<i>SAP Cloud Identity Access Governance</i>	
Authenticate identities	Configuration of identity providers in the Cloud Foundry environment
<i>SAP Cloud Platform Identity Authentication</i>	Creation of an assignment of authorizations for business users in the Cloud Foundry environment ISO-27001 compliant
	Manage identities for cloud applications in the Neo environment comprising user login, registration, authentication, and access to cloud applications using a service provided by SAP, a third-party identity provider (IDP), or a corporate user store (such as Microsoft® Active Directory).  In the Neo environment, an authorization management API is available to manage application security roles and their assignments to users and groups.  ISO-27001, SOC 1, SOC 2 compliant
<a href="#">Provision identities</a>	Centralized and automated setup of user accounts and authorizations across business applications on SAP Cloud Platform, ensuring an up-to-date identity lifecycle management, in the Neo environment:
<i>SAP Cloud Platform Identity Provisioning</i>	<ul style="list-style-type: none"> <li>• Provisioning and de-provisioning for user identities and authorizations across IT landscape</li> <li>• Provisioning schedule frequency based on corporate needs</li> <li>• Policy based authorization management</li> <li>• Integrated with Single sign-on and Governance micro-services</li> </ul>
Store keys	A repository for cryptographic keys and certificates for cloud applications in the Neo environment
Complementary feature that is included in the overall SAP Cloud Platform packages and items	A programmatic API for applications to retrieve keystores and to use them for secure communication and protection of cloud applications  Support for various cryptographic operations, such as signing and verifying of digital signatures, encrypting of and decrypting of messages, and for performing SSL communication

**Feature***Corresponding Price**List Item***Description**

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OAuth 2.0 protocol support	Protection of cloud applications based on the OAuth 2.0 protocol based on the IETF RFC 6749 in the Neo environment
Complementary feature	Enables a user to delegate access to an OAuth resource server without the user having to grant its credentials to the application  Provides an OAuth API and configuration UIs for managing OAuth clients and scopes

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SAP Cloud Platform ensures cloud security at multiple levels:

## Security Compliance

- ISO 27001 compliance
- SSAE16-SOC 1/ISAE3402 and SSAE16-SOC 2 compliance

## Regions

- Physical customer data integrity via secured world-class data centers
- Fenced network protection of cloud communication
- Secure encrypted communication over TLS
- Continuous monitoring and logging
- Virus scanning  
24/7 protection from around the globe

## Data Protection

- User access control with revocable and expiring authorizations
- SAP employee trainings in security and data governance

## Transparency

- Timely communication of penetration attempts and known security vulnerabilities

## Multi-Layer Security

- Data isolation and application sandboxing (secure application runtime containers)
- Manage identities for all SAP applications
- Propagate identities through solutions to identify users and secure access
- Support of identity federation with SAML 2.0 identity providers
- Support of integration with an external user store
- Encryption and key management
- Secure application network communication
- Provide distributed application logging for compliance

### i Note

The responsibility of ensuring proper usage of SAP Cloud Platform application security capabilities or certification by the respective security authorities is to be handled by SAP customers and partners.

# 4 Product Availability

This section describes the product availability aspects and the product restrictions.

Availability Aspect	Description
Platform availability	<ul style="list-style-type: none"><li>• Latency: network latency depends on various factors, no precise information can be provided on a general level</li><li>• Resilience: system can regain stable state after disruption</li><li>• Scalability: system responds to peaks in resource requirements</li><li>• Extensibility: system can integrate other technologies</li></ul> <p>For more information, see <a href="#">Service Level Agreement for SAP Cloud Services</a>.</p>
Regions	The application logging is hosted in different regions (see <a href="#">Availability of SAP Cloud Platform Services</a> and search for "logging").
Infrastructures	SAP Cloud Platform runs on several underlying infrastructure as a service technologies, including SAP data centers and data centers owned by other infrastructure providers, for example Amazon Web Services.
Environments	SAP Cloud Platform offers the Cloud Foundry and the Neo development environments: <ul style="list-style-type: none"><li>• Cloud Foundry is available for 12-factor- and microservice-based applications and services and applications using non-Java runtimes, IoT, and machine learning scenarios, and multiple other runtimes. SAP HANA applications developed for on-premise can run on Cloud Foundry.</li><li>• Neo is available for developing HTML5-based, SAP HANA, and Java applications.</li></ul>
Languages	The central web-based administration user interface for SAP Cloud Platform supports the following languages: <ul style="list-style-type: none"><li>• Chinese</li><li>• English</li><li>• Japanese</li><li>• Korean</li></ul> <p>For language availability of other user interfaces refer to the respective detailed feature scope description.</p> <p>The SAP Cloud Platform documentation on SAP Help Portal supports the following languages:</p> <ul style="list-style-type: none"><li>• Chinese</li><li>• English</li><li>• Japanese</li></ul>



Availability Aspect	Description
Accessibility	<p>SAP Cloud Platform provides accessibility support in its administration and development tools, and the customer documentation. This includes:</p> <ul style="list-style-type: none"> <li>• High-contrast black theme for the administration UI</li> <li>• Texts and information</li> <li>• UI elements via attributes and element IDs</li> <li>• Orientation and navigation throughout the UI</li> <li>• User interaction</li> </ul>
Integration	<ul style="list-style-type: none"> <li>• Integrates with other SAP or third-party cloud products and platforms</li> <li>• Includes a comprehensive set of services for connectivity and integration with your cloud based applications</li> <li>• Facilitates secure integration with on-premise systems running software from SAP and other vendors</li> </ul>
Free trial use	<p>The free trial of SAP Cloud Platform is available for testing and exploring:</p> <ul style="list-style-type: none"> <li>• Productive and beta features and services</li> <li>• Administration and development tools</li> <li>• Application deployment</li> <li>• Databases</li> <li>• Community</li> <li>• Support</li> </ul> <p>You are not allowed to use productively the applications deployed using the free trial access.</p>

## Restrictions

- If your contract allows EU-Access, you are not allowed to use the Cloud Foundry environment. Operations support for applications running in EU regions can also only be performed by operators located in the EU.
- (Neo environment only) Upload limit: an application deployed on SAP Cloud Platform can be up to 1.5 GB. If the application is packaged as a WAR file, the size of the unzipped content is taken into account.
- (Neo) Each row in the log can be up to 4 KB. If the row's size is bigger than 4 KB, it will be truncated.
- Log records are kept on the central log server for only seven days.
- The log files are rotated every day at midnight or when the size exceeds 50 MB.
- Service-specific restrictions are described in the respective capability section in this document or in the linked feature scope descriptions for the separately licensed services.

### i Note

Further restrictions may apply when using the product on an infrastructure hosted by a third-party provider.

## Related Information

<https://www.sap.com/about/cloud-trust-center.html> 

# 5 Browser Support

For UIs of the platform itself, such as the web-based administration interface for SAP Cloud Platform, the following browsers are supported on Microsoft Windows PCs and, where mentioned below, on macOS:

Browser	Versions
Microsoft Internet Explorer	11
Mozilla Firefox	Extended Support Release (ESR) and latest version
Google Chrome	Latest version
Safari	Latest 2 versions (for macOS only)

## 6 Service Level Agreement

This agreement document for cloud service offerings from SAP forms the basis of your contractual relationship with SAP when referenced in specific order forms.

This document contains a specific section about SAP Cloud Platform covering uptime, credits, update windows, and others.



For more information, see [Service Level Agreement for SAP Cloud Services](#) .

# Important Disclaimers and Legal Information

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## Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

## Gender-Related Language

We try not to use gender-specific word forms and formulations. As appropriate for context and readability, SAP may use masculine word forms to refer to all genders.

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