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IT Landscape Requirements for SAP SuccessFactors

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1 SAP SuccessFactors IT Landscape Checks

An SAP SuccessFactors IT landscape check is a set of tasks and checks that Information Technology (IT) professionals use to make sure that SAP SuccessFactors works well in their organization's software landscape.

SAP SuccessFactors is part of your IT landscape: all of the software tools you use, in the cloud and within your organization. As an IT professional, you keep all parts of your IT landscape integrated, secure, and so on. SAP SuccessFactors IT landscape checks are a set of instructions that we want you to be aware of, so you can keep your organization's software landscape healthy.

Note

The leading practice checks from SAP SuccessFactors aren't the **only** checks you run: your IT department likely has its own checks.

2 Client-Side Requirements for SAP SuccessFactors HCM suite

To use SAP SuccessFactors HCM suite, your users need common browsers, mobile devices, and plug-ins.

Most users experience SAP SuccessFactors through their mobile devices or through a web browser on their workstations. In some specific cases, however, we do require additional systems and connectivity. We provide the full list so that you can check user workstations and devices.

[Supported Desktop Browsers for SAP SuccessFactors \[page 5\]](#)

SAP SuccessFactors supports these desktop browsers.

[Supported Mobile Browsers for SAP SuccessFactors \[page 6\]](#)

SAP SuccessFactors supports these mobile browsers.

[Supported Operating Systems for SAP SuccessFactors \[page 7\]](#)

The SAP SuccessFactors web application is supported on the following operating systems.

[Browser Configuration Requirements for SAP SuccessFactors \[page 8\]](#)

SAP SuccessFactors requires browsers to be configured with these attributes.

[Mobile Application Support for SAP SuccessFactors \[page 9\]](#)

The SAP SuccessFactors Mobile app supports these configurations.

[Oracle Java Runtime Environment \(JRE\) for SAP SuccessFactors \[page 11\]](#)

SAP SuccessFactors requires JRE in these cases.

[Adobe Acrobat Reader for SAP SuccessFactors \[page 12\]](#)

SAP SuccessFactors requires Adobe Acrobat Reader in some cases.

[Supported Document Types in SAP SuccessFactors \[page 12\]](#)

SAP SuccessFactors supports these document types.

[Accessibility Support in SAP SuccessFactors \[page 12\]](#)

SAP SuccessFactors creates accessible products by following industry standards.

2.1 Supported Desktop Browsers for SAP SuccessFactors

SAP SuccessFactors supports these desktop browsers.

Supported Versions

We support the following desktop browsers:

- Google Chrome
- Microsoft Edge

- Mozilla Firefox
- Safari by Apple

We support browser versions that are still supported by their respective vendors. If your browser version is no longer supported by the vendor, it may not be supported by SAP SuccessFactors.

📘 Note

Google, Apple, and Mozilla release continuous updates to their Chrome, Safari, and Firefox browsers. We make every effort to fully test and support the latest versions as they're released. However, if defects are introduced in these OEM-specific browsers, we can't guarantee fixes in all cases.

Additional Information

📘 Note

Story Reports work with the latest versions of Google Chrome and Microsoft Edge. For more information, refer to *System Requirements and Technical Prerequisites* information in the *SAP Analytics Cloud Help* guide.

For additional system requirements, see your desktop browser documentation.

Related Information

[System Requirements and Technical Prerequisites for SAP Analytics Cloud](#)

2.2 Supported Mobile Browsers for SAP SuccessFactors

SAP SuccessFactors supports these mobile browsers.

Supported Versions

We support the following mobile browsers:

- Safari by Apple
- Google Chrome for Android
- Google Android default browser
- Microsoft Edge

We support mobile browser versions that are still supported by their respective vendors. If your mobile browser version is no longer supported by the vendor, it may not be supported by SAP SuccessFactors.

📘 Note

Google, Apple, and Mozilla release continuous updates to their Chrome, Safari, and Firefox browsers. We make every effort to fully test and support the latest versions as they're released. However, if defects are introduced in these OEM-specific browsers, we can't guarantee fixes in all cases.

Additional Information

If you want mobile access, please use the SAP SuccessFactors Mobile Application. Not all features and tasks are supported on mobile devices.

When using the Safari browser to access the SAP SuccessFactors HCM suite on an iOS device, the following settings are required. (These settings are not required if you use the SAP SuccessFactors Mobile App.)

- Block Cookies *Always Allow*
You can try the setting *Allow from Websites I Visit*. However, if you encounter issues, use the setting *Always Allow*.
- Block Pop-Ups *Off*

For optimal performance while accessing SAP SuccessFactors Learning on a mobile device, we recommend using the native mobile apps. If you use a mobile browser to access Learning, we recommend using a landscape-oriented tablet for the best experience. We don't support SAP SuccessFactors Learning Administration on mobile browsers.

2.3 Supported Operating Systems for SAP SuccessFactors

The SAP SuccessFactors web application is supported on the following operating systems.

Desktop

We support the following operating systems on desktop or laptop devices:

- Microsoft Windows
- Apple macOS

Mobile

We support the following operating systems on mobile devices:

- Android
- Apple iOS

Supported Versions

We support OS versions that are still supported by their respective vendors. If your device's OS version is no longer supported by the vendor, it may not be supported by SAP SuccessFactors.

→ Tip

For mobile devices, we recommend OS versions that also supported by the SAP SuccessFactors Mobile app. [Mobile Application Support for SAP SuccessFactors \[page 9\]](#)

2.4 Browser Configuration Requirements for SAP SuccessFactors

SAP SuccessFactors requires browsers to be configured with these attributes.

Supported Configuration

Client Configuration	Setting	Additional Information
Network bandwidth	Recommended connection speed 300 - 400 kbit/s	In general, HCM suite requires no more bandwidth than is required to surf the Internet. All application modules are designed for speed and responsiveness with minimal use of large graphic files. Stories in requires a minimum bandwidth of 500-800 kbit/s per user.
Screen resolution	XGA 1024x768 (high color) or higher	For Story Reports, the Widescreen resolution requirement is 1366x766 or higher.
Minimum recommended cache size	250 MB	SAP SuccessFactors is a Web 2.0 application. We recommend allowing browser caching because we use it heavily for static content such as image files, CSS files, and JavaScript files. If you clear your cache, the browser does not perform as well until the deleted files are downloaded again to the browser and cached for use next time. Newer web pages must be enabled.
HTTP 1.1	Enable	
JavaScript	Enable	

Client Configuration	Setting	Additional Information
Cookies	Enable web browser session cookies for authentication purposes	Third-party cookies need to be enabled when using certain modules, such as SAP SuccessFactors Learning, Story Reports, and Workforce Analytics.
Pop-up windows	Allow pop-up windows from SAP SuccessFactors domains	

Additional Information

SAP SuccessFactors Learning can be launched from a third party site but must be launched in its own window. For example, you can launch Learning from your corporate portal, but it must launch into its own window.

For using Story Reports on Microsoft based Operating Systems, the recommended power option is the "High Performance" mode for improved Javascript performance.

2.5 Mobile Application Support for SAP SuccessFactors

The SAP SuccessFactors Mobile app supports these configurations.

Hardware/Software	What's Supported	Additional Information
App Version	16.1.3 and higher	
Operating Systems	- iOS 18.0 and above - Android OS 11.0 and above	Additionally, Android System WebView version 115 or higher is required to ensure proper display and functioning of a few screens, including Talent Intelligence Hub attribute picker and the screens under People Profile > Benefits and People Profile > Compensation > Recurring Deductions. Lack of this app or using a lower version may affect user experience.

Hardware/Software	What's Supported	Additional Information
Devices	iOS: • iPhone 17 • iPhone 17 Pro • iPhone 17 Pro Max • iPad Pro (13-inch, M4 chip) • iPhone SE (2nd generation) and above • iPad mini (6th generation), Air 5, Pro 11-inch, and above Android: See the Additional Information column for important Android notes. • Samsung Galaxy S24 Ultra, S23 Ultra • Samsung Galaxy A55 5G, A54 5G • Samsung Galaxy S25 Ultra • Samsung Galaxy S23 5G • Samsung Galaxy S24 • Google - Pixel 4a 5G • Honor - X9b • Motorola - Edge 50 Fusion, Moto G54 5G, Moto G85 5G • OnePlus - 11R, Nord CE 2 Lite, Nord CE 3 Lite • Samsung Galaxy S Series - S20 FE 5G, S21 5G, S21 Ultra 5G, S21 FE, S22, S22 Ultra, S23, S23 FE, S23 Plus 5G, S24+ • Samsung Galaxy A Series - A05s, A13, A15, A15 5G, A16 5G, A22 5G, A25 5G, A32, A34, A34 5G, A35 5G, A51, A52s, A53, A53, A54, A55 5G, A71, A73 • Xiaomi Redmi Note Series - Note 8 Pro, Note 9 Pro, Note 10 Pro, Note 13 Pro 4G, Note 13 Pro 5G	Android Notes: • Given the wide range of Android devices and variations introduced by carriers and OEMs, SAP SuccessFactors Mobile tests only a selection of the most popular devices. We update the list of supported devices annually. • Devices not listed should be able to run the app, as long as they fulfill the minimum OS requirements. • Some Android tablets meet these requirements and will be able to run the SAP SuccessFactors Mobile app, but they are not officially supported. Note Some Android device manufacturers include software that is typically used to gain root access to the device, as part of their ROM image. If the SAP SuccessFactors Mobile app detects such suspicious software, the user might not be able to activate on that device.
Transport layer security (TLS)	TLS 1.3	

Notes on Mobile Release Cycle

Except in January, April, and October, the SAP SuccessFactors Mobile app is released every month and available through the Apple App Store, the Google Play Store, and the Tencent App Store (for the China market). We cannot distribute iOS .ipa or Android .apk files for customers' internal distribution channels.

To ensure that all SAP SuccessFactors Mobile app users can take advantage of data protection and privacy features, and the latest security updates, features, and bug fixes, customers should ensure that employees' devices are set to automatically upgrade (or have a process to upgrade employees' devices) to the most current release of the mobile app.

SAP SuccessFactors Mobile provides support for only the current version of the app and the two previous versions. Support for older versions may change at SAP's sole discretion at any time.

Related Information

2.6 Oracle Java Runtime Environment (JRE) for SAP SuccessFactors

SAP SuccessFactors requires JRE in these cases.

Required cases for JRE

- 1.6 or higher to use video and audio recording
- 1.8 to use Plateau Report Designer (PRD) 4.4.1
- Customers who host their content outside of the SuccessFactors domain can elect to require JRE for content tracking in a cross-domain solution.

Additional Information

To use general functionality, HCM suite does not require you to install any plug-ins or JRE on end-user systems.

📌 Note

Due to recent changes in Java security policy and Oracle's introduction of the JRE security baseline concept, you may have to upgrade your client JRE to the most recent version so that these JRE-dependent functions work correctly.

2.7 Adobe Acrobat Reader for SAP SuccessFactors

SAP SuccessFactors requires Adobe Acrobat Reader in some cases.

We require Adobe Acrobat Reader 11 or later to open .pdf document.

2.8 Supported Document Types in SAP SuccessFactors

SAP SuccessFactors supports these document types.

Except as indicated below, SAP SuccessFactors supports the following document types: BMP, CSV, DOC, GIF, HTM, HTML, JPEG, JPG, PDF, PNG, PPT, RTF, TXT, XLS, XML. In addition, SAP SuccessFactors Learning supports XLSX and DOCX.

Analytics supports the document types shown in the following table.

Ad Hoc Report Builder	Tiles & Dashboards	Online Report Designer	Ad Hoc Report Builder & Business Intelligence and Reporting Tool (BIRT)	LMS & BIRT	Pixel Perfect Talent Cards
		(Ad Hoc Live Data & Employee Central Advanced Reporting)			
CSV, PDF, PPT, XLS, XLSX	Online only	CSV, DOC, DOCX, PDF, PPT, XLS, XLSX	CSV, PDF, PPT, XLS, XLSX,	CSV, HTML, PDF	PDF, PPT, PPTX, Word

2.9 Accessibility Support in SAP SuccessFactors

SAP SuccessFactors creates accessible products by following industry standards.

Accessibility at SAP refers to the possibility for everyone, including and especially people with disabilities, to access and use technology and information products. SAP builds to an internal product standard for accessibility, which follows international standards such as the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, 2.1, 2.2. For detailed information about the level of product accessibility, request a Voluntary Product Accessibility Template (VPAT) document from your account executive.

You may need to provide client-side, third-party assistive technologies, such as the JAWS® screen reader, to be used in conjunction with SAP SuccessFactors software. We use the screen reader JAWS® to test the interoperability of our software with assistive technologies (AT), according to WCAG guidelines, but software operation isn't restricted to JAWS®. We follow recommendations of W3C and its related WCAG and HTML standards to realize accessibility to the extent stated in VPAT documents.

Related Information

[Accessibility in SAP SuccessFactors](#)

3 Checking Your Network Bandwidth

Determine whether your network supports the optimal application performance by using the SAP SuccessFactors Diagnostics tool.

Context

In general, SAP SuccessFactors HCM suite requires no more bandwidth than is required to surf the Internet. All application modules are designed for speed and responsiveness with minimal use of large graphic files.

Procedure

1. Open the diagnostics tool by the URL: `https://<domain>/diagnostic/main`.
Use the same domain of the URL that you use to access the SAP SuccessFactors solutions.
2. Go to the [Tests](#) section of the tool and run the bandwidth test.

Results

The tool returns your network bandwidth. If it is below 300 Kbits per second, it is highlighted in red. When it is below 300 Kbits per second, the performance of the application is compromised. To optimize the performance, contact your IT support to increase the network bandwidth.

4 Allow Listing

4.1 Verify Akamai Allow Listing with a Browser

Click each of these URLs from within your corporate network to test if your allowlist and blocklist enable SAP SuccessFactors to work with Akamai.

Procedure

1. Open a browser from within your corporate network.
2. Click **all** of the links below.

<https://validate-akamai.successfactors.com/akamai/validateAkamai.html> ➡

<https://validate-akamai.successfactors.eu/akamai/validateAkamai.html> ➡

<https://validate-akamai.sapsf.eu/akamai/validateAkamai.html> ➡

<https://validate-akamai.sapsf.com/akamai/validateAkamai.html> ➡

<https://validate-akamai.sapsf.cn/akamai/validateAkamai.html> ➡

After clicking each of the links, you should see a success message that reads *Akamai validation completed successfully!*

Next Steps

If you do **not** get a message that says *Akamai validation completed successfully!*, then the Akamai connection **wasn't** successful. Check your allow and deny lists to make sure that you can reach the domains below. Work with your IT infrastructure team to add them to your list of domains that employees are allowed to visit (the allowlist).

- successfactors.com
- sapsf.com
- successfactors.eu
- sapsf.eu

4.2 Verify SFAPI/OData Allow Listing with a Browser

Click each of these URLs from within your corporate network to test if your allowlist and blocklist enable SAP SuccessFactors API calls from within your network using your browsers.

Procedure

1. Look up the domain for your data center's API calls.
2. Open a browser from within your corporate network, and in the site address bar of the Browser, paste a URL in the pattern **`https://test.<your Data Center Domain>/domain/validation.html`**.

For example, if you look up your data center domain and your domain is `successfactors.com`, then you paste **`https://test.successfactors.com/domain/validation.html`**.

3. Press **ENTER** to go to the site.

If you're able to reach the domain, you see a success message that reads *Testing is successful*.

Next Steps

If you **don't** get a message that says *Testing is successful*, then the API connection **wasn't** successful. Check your allow and deny lists to make sure that you can reach the API Domain. Work with your IT infrastructure team to add it to your list of domains that employees are allowed to go outbound from your network.

Related Information

[List of SAP SuccessFactors API Servers \[page 20\]](#)

4.3 Verify SFAPI/OData Allow Listing With CURL

If you are triggering API calls to SAP SuccessFactors from a third party, or outside of a browser, you can use CURL to verify that you can connect.

Prerequisites

Download and install CURL, a common utility for making command-line HTTP calls.

Procedure

1. On a terminal to use CURL at the location where your calls originate.
For example, if you are calling from a third party server, open a terminal on the server.
 2. Type **CURL https://test.<your API domain>/domain/validation.html**.
For example, if your domain is successfactors.com, then type **CURL https://test.successfactors.com/domain/validation.html**.
 3. Press .
- CURL returns a response. It is successful if you see *Testing is successful*.

Next Steps

If you **don't** get a message that says *Testing is successful*, then the API connection **wasn't** successful. Check your allow and deny lists to make sure that you can reach the API Domain. Work with your IT infrastructure team to add it to your list of domains that employees are allowed to go outbound from your network.

Related Information

[List of SAP SuccessFactors API Servers \[page 20\]](#)

4.4 Allowlist Methods for Email from SAP SuccessFactors

To prevent email spam, spoofing, social engineering, phishing attacks, and to make sure that your own spam filters don't filter valid messages from SAP SuccessFactors, use an allowlist method for the email senders.

Use one of the following methods so that your email servers can distinguish valid email sent by SAP SuccessFactors from email social engineering attacks like phishing and spoofing. These methods identify the origins of SAP SuccessFactors email so that your system can trust them. If you don't use one of the methods we describe, you might:

- Inadvertently filter out valid SAP SuccessFactors emails. Your spam filters or other security systems won't recognize our email messages as valid. They could be blocked or go to quarantine depending on your configuration.
- Receive email that looks like it's coming from SAP SuccessFactors but is in fact spoofed by a third party engineering an attack.

Restriction

We no longer advocate for **single sender** as a leading practice for resolving spoofing issues. In some cases, if you use single sender, your email can be blocked.

Domain Key Identified Mail (DKIM)

Domain Key Identified Mail (DKIM) allows senders to associate a domain name with an email message to validate its authenticity with a key. SAP SuccessFactors can configure DKIM for your system. We provide you with the public key and manage the key.

Sender Policy Framework (SPF)

Sender Policy Framework (SPF) verifies that the sender IP Address is allowed to send email from a domain against the Domain Name System (DNS). SAP SuccessFactors sends email from a set list of IP addresses. When you add them to your SPF configuration, you verify that the SAP SuccessFactors is the true sender of email from SAP SuccessFactors domains.

4.4.1 Requesting a Key for Domain Key Identified Mail (DKIM)

To use Domain Key Identified Mail (DKIM) with SAP SuccessFactors, you request a key from cloud services.

Prerequisites

Before you request the key, gather this information:

- Your SAP SuccessFactors Company ID
- Your datacenter
- The full list of domains used by your users (for example, @company . com)

Procedure

1. Create a ticket with component **LOD-SF-PLT-SEC** to request a DKIM key.
2. In the ticket, add the information that you gathered, and then submit it.

The SAP SuccessFactors team returns the key to you or seeks additional information or policy clarification.

3. Use the key in your DKIM TXT record.
4. Update the ticket to let SAP SuccessFactors know that you have added the key.

4.4.2 Adding Listings for Sender Policy Framework

If you elect to use Sender Policy Framework (SPF) to prevent spam and spoofing from SAP SuccessFactors, you must add a Domain Name System (DNS) listing that matches your data center.

Prerequisites

Before you can add the DNS listing for SPF, you must know your data center. If you don't know your data center, you can ask support.

Context

Sender Policy Framework (SPF) operates with Domain Name System (DNS). We've registered the IP addresses of our email servers. You include that registry so that your system recognizes the IP addresses as valid senders.

As an alternative, use Domain Key Identified Mail (DKIM). DKIM is independent of data center numbers because it uses a key in the message header. We manage the private key and provide you with the public key. If you move to a new data center, we manage the key so that your service isn't interrupted.

⚠ Restriction

We don't support IP addresses in URLs as part of our reference architecture. Use domain names instead. If you think you have a special case that requires IP addresses instead of domain names, contact Technical Support.

Procedure

In your DNS, add the line `include:_spf-dc<data center number>.sapsf.com` where `<data center number>` is the data center of your SAP SuccessFactors system.

For example, a company in data center 60 adds the following (where `<other includes>` are all the other include statements for all other registered domains):

📄 Sample Code

```
v=spf <other includes> include:_spf-dc60.sapsf.com -all
```

Related Information

[Allowlist Methods for Email from SAP SuccessFactors \[page 17\]](#)

[Requesting a Key for Domain Key Identified Mail \(DKIM\) \[page 18\]](#)

4.5 List of SAP SuccessFactors API Servers

Learn about the API servers of your company instance and how to construct the endpoint URLs.

Endpoint URL Patterns

⚠ Restriction

We don't support IP addresses in URLs as part of our reference architecture. Use domain names instead. If you think you have a special case that requires IP addresses instead of domain names, contact Technical Support.

Protocol	URL Pattern	Endpoint Example
OData v2	/odata/v2/	https://api17.sapsf.com/odata/v2/
OData v4	/odatav4/	https://api17.sapsf.com/odatav4/
REST	/rest/	https://api17.sapsf.com/rest/
SFAPI	/sfapi/v1/soap	https://api17.sapsf.com/sfapi/v1/soap
WSDL	/sfapi/v1/soap?wsdl	https://api17.sapsf.com/sfapi/v1/soap?wsdl

API Servers

Here's a list of API servers and mTLS certificate servers for SAP SuccessFactors data centers. Use search and filter to find the corresponding servers for your company.

→ Tip

SAP SuccessFactors revised its data center numbering as part of its Next Generation Cloud Delivery Platform. While it is leading practice to update a domain name or URL to the latest domain name, the domain names that you migrated **from** continue to work. For example, after migrating DC17 to DC60, the DC17 URL, <https://api17.sapsf.com>, continues to point to the same Toronto data center.

To view the timezone information of an API server, go to your company login page or open your account on the header bar after login, and choose [Show version information](#).

Data Center	Environment	Platform	Location	API Server	mTLS Certificate Server
DC2 (DC57)	Production	Google Cloud Platform	Eemshaven, The Netherlands	https:// api2.successfactors.eu/ https:// api.successfactors.eu	https:// api2.cert. .successf actors.eu
DC2 (DC57)	Sales Demo	Google Cloud Platform	Eemshaven, The Netherlands	https:// apisalesdemo2.successfactor s.eu/	https:// apisalesd emo2.cert .successf actors.eu
DC2 (DC57)	Preview	Google Cloud Platform	Eemshaven, The Netherlands	https:// api2preview.sapsf.eu/	https:// api2previ ew.cert.s apsf.eu
DC4 (DC68)	Production	Azure	Virginia, US	https:// api4.successfactors.com/	https:// api4.cert .successf actors.co m
DC4 (DC68)	Preview	Azure	Virginia, US	https:// api4preview.sapsf.com/	https:// api4previ ew.cert.s apsf.com
DC8 (DC70)	Production	Azure	Ashburn, Virginia, US	https:// api8.successfactors.com/	https:// api8.cert .successf actors.co m
DC8 (DC70)	Sales Demo	Azure	Ashburn, Virginia, US	https:// apisalesdemo8.successfactor s.com/	https:// api8sales .cert.suc cessfacto rs.com
DC8 (DC70)	Preview	Azure	Ashburn, Virginia, US	https:// api8preview.sapsf.com/	https:// api8previ ew.cert.s apsf.com
DC10 (DC66)	Production	Azure	Sydney, Australia	https:// api10.successfactors.com/	https:// api10.cer t.success factors.c om

Data Center	Environment	Platform	Location	API Server	mTLS Certificate Server
DC10 (DC66)	Preview	Azure	Sydney, Australia	https://api10preview.sapsf.com/	https://api10preview.cert.sapsf.com
DC12 (DC33)	Production		Rot, Germany	https://api012.successfactors.eu/	https://api012.cert.successfactors.eu
DC12 (DC33)	Preview		Rot, Germany	https://api12preview.sapsf.eu/	https://api12preview.cert.sapsf.eu
DC15 (DC30)	Production		Shanghai, China	https://api15.sapsf.cn/	https://api15.cert.sapsf.cn
DC15 (DC30)	Preview		Shanghai, China	https://api15preview.sapsf.cn/	https://api15preview.cert.sapsf.cn
DC17 (DC60)	Preview	Azure	Toronto, Canada	https://api17preview.sapsf.com/	https://api17preview.cert.sapsf.com
DC17 (DC60)	Production	Azure	Toronto, Canada	https://api17.sapsf.com/	https://api17.cert.sapsf.com
DC19 (DC62)	Preview	Azure	Sao Paulo, Brazil	https://api19preview.sapsf.com/	https://api19preview.cert.sapsf.com
DC19 (DC62)	Production	Azure	Sao Paulo, Brazil	https://api19.sapsf.com/	https://api19.cert.sapsf.com
DC22	Preview		Dubai, UAE	https://api22preview.sapsf.com/	https://api22preview.cert.sapsf.com

Data Center	Environment	Platform	Location	API Server	mTLS Certificate Server
DC22	Production		Dubai, UAE	https://api22.sapsf.com/	https://api22.cert.sapsf.com
DC23 (DC84)	Preview		Riyadh, Saudi Arabia	https://api23preview.sapsf.com/	https://api23preview.cert.sapsf.com
DC23 (DC84)	Production		Riyadh, Saudi Arabia	https://api23.sapsf.com/	https://api23.cert.sapsf.com
DC40	Sales Demo	Azure		https://api40sales.sapsf.com	https://api40sales.cert.sapsf.com
DC41	Preview	Azure	Virginia, US	https://api41preview.sapsf.com	https://api41preview.cert.sapsf.com
DC41	Production	Azure	Virginia, US	https://api41.sapsf.com	https://api41.cert.sapsf.com
DC44 (DC52)	Preview	Google Cloud Platform	Singapore	https://api44preview.sapsf.com/	https://api44preview.cert.sapsf.com
DC44 (DC52)	Production	Google Cloud Platform	Singapore	https://api44.sapsf.com/	https://api44.cert.sapsf.com
DC47	Preview	Microsoft Azure	Canada Central	https://api47preview.sapsf.com/	https://api47preview.cert.sapsf.com
DC47	Production	Microsoft Azure	Canada Central	https://api47.sapsf.com/	https://api47.cert.sapsf.com

Data Center	Environment	Platform	Location	API Server	mTLS Certificate Server
DC50	Preview	Google Cloud Platform	Tokyo, Japan	https://api50preview.sapsf.com	https://api50preview.cert.sapsf.com
DC50	Production	Google Cloud Platform	Tokyo, Japan	https://api50.sapsf.com	https://api50.cert.sapsf.com
DC55	Preview	Google Cloud Platform	Frankfurt, Germany	https://api55preview.sapsf.eu/	https://api55preview.cert.sapsf.eu
DC55	Production	Google Cloud Platform	Frankfurt, Germany	https://api55.sapsf.eu/	https://api55.cert.sapsf.eu
DC4 (DC68)	Sales Demo	Azure	Virginia, US	https://api68sales.successfactors.com	https://api68sales.cert.successfactors.com/
DC74	Preview	Azure	Zurich, Switzerland	https://api74preview.sapsf.eu	https://api74preview.cert.sapsf.eu
DC74	Production	Azure	Zurich, Switzerland	https://api74.sapsf.eu	https://api74.cert.sapsf.eu
DC80	Production	Google Cloud Platform	Mumbai, India	https://api-in10.hr.cloud.sap	https://api-in10.cert.hr.cloud.sap
DC80	Preview	Google Cloud Platform	Mumbai, India	https://api-in10-preview.hr.cloud.sap	https://api-in10-preview.cert.hr.cloud.sap

Data Center	Environment	Platform	Location	API Server	mTLS Certificate Server
DC82	Production	Google Cloud Platform	Riyadh, Saudi Arabia	https://api-sa20.hr.cloud.sap	https://api-sa20.cert.hr.cloud.sap
DC82	Preview	Google Cloud Platform	Riyadh, Saudi Arabia	https://api-sa20-preview.hr.cloud.sap	https://api-sa20-preview.cert.hr.cloud.sap

5 Integration Center Enterprise Check

Assure that Integration Center URLs follow policy.

When using Integration Center, we have a set of policies that define URL usage - and usage of integration center in general. Integration center is a hub of your enterprise with SAP SuccessFactors.

5.1 Source Settings For Your Inbound Integration

You can enter the *File Server Settings*, *File Name and Folder Settings*, and *Advanced Settings* on the *Source Settings* page for the input source of the integration. These settings are required for your integration to run successfully.

The screenshot shows the 'Integration Center - Create New Scheduled CSV REST Output Integration' page in the Admin Center. The page has a navigation bar with 'Options', 'Configure Fields', 'Source Settings' (active), 'Scheduling', and 'Review and Run'. The 'Source Settings' section is divided into three main areas:

- File Server Settings:** Includes fields for SFTP Server Host Address (sftp25.sapsf.eu), Port (22), Authentication Type (Basic Authentication), SFTP User Name (dc25-qa), and SFTP Password (masked).
- File Name and Folder Settings:** Includes fields for File Name Prefix (actualData), Date Suffix Format (None), File Extension (csv), File Folder (/IntegrationCenter), and Processing Folder (Example: /completed).
- Advanced Settings:** Includes a File Decryption dropdown (No Decryption Key), a link to manage PGP Decryption Keys, a Source Page Size dropdown (1000), and an 'Enable diagnostics' checkbox.

File Server Settings

Field	Description
SFTP Server Host Address	Enter the Domain name/internet address and port of the SFTP server.

Field	Description
Port	For new integrations, you can't edit the SFTP port value. The port value is set to 22 by default. For existing integrations, you can change the existing port value only to 22. This value will be set as default and can't be changed. During an integration definition import, if the existing port value is a different value, then the port value will be changed and defaulted to 22.
SFTP User Name	Enter the User name for the SFTP account.  Note You can use the period '.' character, the underscore '_' character, and the hyphen '-' character to create your SFTP User Name.
SFTP Password	Enter the password for the SFTP account. This field supports alphanumeric characters that are case sensitive. This field does not support special characters (@, #, \$, %, ^, & *).
Authentication Key	From this dropdown you can select any previously generated SSH key or the <i>No key Authentication</i> option. This key is used for authentication while writing to the Destination. If you want to generate a new SSH key, click Generate SSH Key option which navigates you to the page where new SSH keys are generated.

File Name and Folder Settings

Field	Description
File Name Prefix	Enter the name of the template to be used as the file name. This name must be the same as the file in SFTP location. You can process multiple files by adding wild cards (? *) to the file name (s) that need to be processed. For example: If the File Name Prefix is Person_Data_*, it means that all files in the SFTP location, of file name starting with Person_Data_ will be processed sequentially. File names, <i>Person_Data_USA</i>, <i>Person_Data_UK</i> and so on will be processed. If the File Name Prefix is Person_Data_?, it means that all files in the SFTP location, of file name starting with Person_Data_ and ending with only one character will be processed sequentially. File names, <i>Person_Data_1</i>, <i>Person_Data_2</i> and so on will be processed. In this case file name <i>Person_Data_10</i> will not be processed since it ends with two characters. Note - Make sure that the case used in the extension of the SFTP <i>File Name Prefix</i> is consistent with the <i>File Extension</i> field. For example, if you select the <i>File Extension</i> as csv, then the extension in the <i>File Name Prefix</i> should be .csv. In case you type in any other extension, it should match the case of the actual file extension in the SFTP directory. For example, if you enter CSV in the <i>File Extension</i> field, then the extension in the SFTP <i>File Name Prefix</i> should be .CSV. - Integration Center does not support blank space and any other special character other than '_' (underscore) in the file name.
Date Suffix Format	You can add a date/time suffix to the file name to distinguish between different files run at different times. Without the suffix, the same file name will be considered in each integration run. For inbound integrations, it currently always checks the SFTP file in the UTC timezone.

Field	Description
File Extension	Select or enter an extension of the file, excluding the period. This extension must be the same as the extension of the file in SFTP location. Note If the outbound file is encrypted and saved with the extension <code>csv</code>, then in inbound integration, you need to enter <code>csv.pgp</code> in the File Extension field. This will fetch the <code>csv.pgp</code> file from SFTP location. Also, make sure to provide the Decryption key in the Advanced Settings section with the file extension as <code>csv.pgp</code>.
File Folder	Enter the folder name from which the files have to be picked.
Processing Folder	Enter the folder name to which the file is moved to after it is read or processed. Note that write privileges to the folder are required. Note The processing folder is mandatory if the File Name Prefix field contains wildcard characters.
Advanced Settings	
Field	Description
Enable Diagnostics	Select this checkbox to save the source data of your integration in JSON format as a zip file to specified SFTP destination folder, after executing the integration. Note Selecting this option may affect performance.
Authentication Key	Select the authentication key from the dropdown to get authentication so that you can write to the destination and implement single sign-on by the system administrators or power users.
File Decryption	Select the decryption key from the dropdown to decrypt the file when reading from the source.

After entering the valid entries, click [Next](#). You will now be on the [Scheduling](#) page. See [Scheduling your Integration](#) section for more details.

After you schedule the integration, click [Next](#). You will now be on the [Review and Run](#) page. See [About Review and Run](#) section for more details.

6 Time Synchronization Check

The time synchronization check assures that SAP SuccessFactors is synchronizing to a standard service so that all times in your enterprise are aligned.

In modern computer networks time synchronization is critical because every aspect of managing, securing, planning, and debugging a network involves determining when events happen. Time also provides the only frame of reference between all devices on the network. Without synchronized time, accurately correlating log files between these devices is difficult, even impossible.

- It is necessary to consider clock synchronization of the cloud service customer's systems with cloud service provider's systems, which run the cloud services used by the cloud service customer. Without such synchronization, it can be difficult to reconcile events on the cloud service customer's systems with events on the cloud service provider's systems.
- Tracking security breaches, network usage, or problems affecting a large number of components can be nearly impossible if timestamps in logs are inaccurate. Time is often the critical factor that allows an event on one network node to be mapped to a corresponding event on another.
- To reduce confusion in shared filesystems, it is important for the modification times to be consistent, regardless of what machine the filesystems are on.
- Billing services and similar applications must know the time accurately.

Network Time Protocol

Network Time Protocol (NTP) is a protocol used to synchronize computer clock times in a network. It belongs to and is one of the oldest parts of the TCP/IP protocol suite. The term NTP applies to both the protocol and the client-server programs that run on computers.

Stratum Level

Network Time Protocol is a hierarchical protocol and is divided into stratum which define the distance from the reference clock. A reference clock source that relays UTC (Coordinated Universal Time) time and has little or no delay is known as a stratum-0 device.

6.1 NTP Services for Time Synchronization

Depending on where your SAP SuccessFactors system is hosted, it can synchronize time from one of these specific NTP services.

SAP Converged Cloud NTP Service

The SAP Converged Cloud NTP Service gets the time from the regional `ntp.org` pools. For example, for the `ap-au-1` region, `0-3.au.pool.ntp.org` is used, and for the `eu-de-1` region, `0-3.de.pool.ntp.org` is used.

Hyperscaler NTP Service

If your SAP SuccessFactors system is hosted on a hyperscaler platform, you can synchronize the clock of your local IT system to one of the below NTP services, depending on your configuration.

Hyperscaler	Name
Microsoft Azure	<code>time.microsoft.akadns.net</code>
Google Cloud Platform (GCP)	<code>metadata.google.internal</code>

7 Certificate Renewal

If you receive certificate renewal notification and if you're using a SAP SuccessFactors integration with SAP or Non-SAP application through APIs (SFAPI/OData API/Adhoc API), then renew the certificates to assure continued service.

Your internal IT resources conduct certificate renewals. Certificates are used for the SSL/TLS handshake for secure system protocols before allowing connection to or from the system. SAP SuccessFactors requires an SSL handshake for any system to connect.

- Update the SAP SuccessFactors Domain certificate for API endpoint URL.
- Check the list of potential certificate information. [2533915](#) 

Certificate Renewal Timing

Renew your certificate as soon as possible. You can maintain both the old certificate and the new one at the same time on your middleware storage so that you don't have down time at the transition. After the transition, you can remove the old certificate. You can read about both the timing of the certificates and the certificates themselves in [2533915](#) . Take note of the following milestones in the policy:

- When SSL Certificate Renewal Notifications are published before the certificate expiration date.
- When we initiate the deployment process before the certificate expiration date.
- When the certificate is available before expiration.
- When you receive a final notification before the deployment of the certificate.

Who Is Impacted by Certificate Renewal

You're impacted by certificate renewal if the following are true:

- You're using our APIs (SFAPI/Odata API/Adhoc API) and have an integration scenario in your SAP SuccessFactors instance.
- You're using middleware for your integration.
- The SAP SuccessFactors API domain for which the certificate is being renewed (*.successfactors.eu) is same as the domain you're using to access/connect to SAP SuccessFactors API server using API URL as the endpoint URL.

Note

If you use SAP Business Technology Platform, if you already installed the SAP SuccessFactors **root** certificate in your tenant, then you aren't impacted.

Responsibilities for Certificate Uploads

You're responsible for certificate upload, even if you're using middleware supported by SAP.

Single-Sign On

This certificate renewal is for API integrations and doesn't affect Single-Sign On (SSO).

Certificate Renewal and SAP SuccessFactors Learning

If the certificate renewal is for the *.successfactors.com/eu domain, then SAP SuccessFactors Learning **isn't** impacted.

If the certificate renewal is for *.plateau.com then SAP SuccessFactors Learning is impacted.

Related Information

[List of SAP SuccessFactors API Servers \[page 20\]](#)

8 Cookie Handling in SAP SuccessFactors

In SAP SuccessFactors, cookies are created in different modules for different usages and purposes. Find out what cookies are available for each solution in the SAP SuccessFactors HCM suite.

Cookies in SAP SuccessFactors Platform

SAP SuccessFactors Platform cookies are placed for every use of an SAP SuccessFactors Platform module. Additional cookies can be set if a module has features that are built on a different application server environment. In case of integration with other SAP cloud solutions or SAP solution extensions provided by third-party vendors, additional cookies might be required by these solutions. If a third-party cookie is present, it's indicated in the Purpose and Usage column in the cookie list.

For more information about first-party and third-party cookies, see the Related Information section.

Cookies in SAP SuccessFactors Learning

SAP SuccessFactors Learning is a loosely coupled module provided from a different application server environment. Therefore, Learning manages a set of separate cookies.

Cookies in SAP SuccessFactors Recruiting

In SAP SuccessFactors Recruiting, additional cookies are used in career sites built with Career Site Builder.

Cookies in SAP SuccessFactors Onboarding

SAP SuccessFactors Onboarding is provided from a different application server environment. Therefore, Onboarding manages a set of separate cookies.

Cookies in SAP SuccessFactors Workforce Analytics

SAP SuccessFactors Workforce Analytics is provided from a different application server environment. Therefore, Workforce Analytics manages a set of separate cookies.

Cookies in SAP SuccessFactors Employee Central Payroll

SAP SuccessFactors Employee Central Payroll integrates with SAP systems. Additional cookies are placed when a user connects to an SAP ABAP system.

Cookies in SAP SuccessFactors People Analytics

SAP SuccessFactors People Analytics consumes services provided by other applications. Therefore, additional cookies are placed when such services are invoked.

[What Are Cookies? \[page 35\]](#)

Cookies are small files placed on your device (computer, tablet or smartphone). When you access a website, a cookie is placed on your device and it will send information to the party that placed the cookie. This topic explains different types of cookies and the attributes that define them.

[List of Cookies in SAP SuccessFactors \[page 36\]](#)

This table lists all available cookies in SAP SuccessFactors applications.

8.1 What Are Cookies?

Cookies are small files placed on your device (computer, tablet or smartphone). When you access a website, a cookie is placed on your device and it will send information to the party that placed the cookie. This topic explains different types of cookies and the attributes that define them.

Session and persistent cookies

Our websites may place session and persistent cookies on your device. The difference between a session and a persistent cookie relates to the length of time the cookie lasts. Session cookies are cookies that typically last for as long as you are using your browser, or browser session. When you end your browser session, the cookie expires. Persistent cookies, as the name implies, are persistent and will last after you close your browser. This allows for quicker and often more convenient access to our websites.

Cookie security

Our web servers make sure that sensitive cookies are sent securely and free from unintended access and scripts by setting the `HttpOnly` and `Secure` attributes.

- The `HttpOnly` attribute guarantees that cookies can't be accessed from scripts on the client side.
- The `Secure` attribute ensures that cookies can only be sent through secure channels, such as https.

If a cookie contains personal information and needs to be stored at the client side, the information is always encrypted and users are reminded about the data privacy.

Cookie domain

The `SameSite` attribute allows web servers to specify whether a cookie can be used across different domains. The possible values are:

- **None:** The cookie can be sent across domains.
- **Strict:** The cookie can only be sent to the same domain from which it's created.
- **Lax (default):** The cookie can be sent when the user navigates to the cookies origin domain.

First-party and third-party cookies

SAP websites have first-party cookies and SAP sometimes allows third parties to place cookies on your device. The difference between a first-party cookie and a third-party cookie relates to who places the cookie on your device. First-party cookies are cookies that are specific to the website that created them. These cookies enable SAP to operate an efficient service and to track patterns of user behavior to SAP websites.

Third-party cookies are placed on your device by a third party (that is, not by SAP). While SAP might allow third parties to access SAP websites to place a third-party cookie on your device, SAP does not retain control over the information supplied by the cookies, nor does SAP retain access to this information. This information is controlled wholly by that third party according to the respective privacy policy of the third party. These cookies may change as the third parties make changes to their applications without notifying SAP.

Parent topic: [Cookie Handling in SAP SuccessFactors \[page 34\]](#)

Related Information

[List of Cookies in SAP SuccessFactors \[page 36\]](#)

8.2 List of Cookies in SAP SuccessFactors

This table lists all available cookies in SAP SuccessFactors applications.

Some columns are hidden by default. Choose [Show/hide columns](#) to display them.

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
HCM suite	route	Transient	Yes	Yes	None	No	Internal traffic routing.	When a user visits a page.	Browser session
HCM suite	JSESSIONID	Transient	Yes	Yes	None	No	Used to keep the login information.	When a browser session starts.	Browser session
HCM suite	ECJSESSIONID	Transient	Yes	Yes	None	No	Used to keep the login information like JSESSIONID, except this cookie is for Employee Central.	When a user uses an Employee Central functionality.	Browser session
HCM suite	zsessionid	Transient	Yes	Yes	None	No	Cross application session management.	When a browser session starts.	Browser session
HCM suite	BIGipserver	Transient	No	No	None	No	Internal traffic routing.	When a browser session starts.	Browser session
							 Note This cookie is deprecated by route.		
HCM suite	OptierRQUID	Persistent	No	No		No	Troubleshooting and analysis.	Created for every page response.	30 seconds
HCM suite	cookie_clickjack_token	Transient	Yes	Yes		No	Used for clickjacking filter. The cookie keeps a security token for clickjacking prevention.	When a browser session starts.	Browser session

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
HCM suite	loginMethodCookieKey	Configurable	Yes	Yes	None	No	Authentication. The cookie indicates whether the login method is SSO or PWD.	When a user logs in.	PWD: browser session SSO: 2 years
HCM suite	deepLinkCookieKey	Transient	Yes	Yes		No	Deep link redirection.	When a user directly accesses a page through a deep link where authentication is required for the page. The cookie is removed after the redirection for authentication occurs.	Browser session or after the redirection for authentication occurs
HCM suite	assertingPartyCookieKey	Persistent	Yes	Yes	None	No	Authentication. The cookie is used to keep the SAML asserting party name. The value is provided by customer. Normally, it is a domain name used to identify the party.	Created when SAML SSO is used.	2 years

Product/ Module	Cookie	Persis- tence	HttpOnly	Secure	Same- Site	Con- tains Per- sonal Data	Purpose and Usage	When Set	Lifespan
HCM suite	ms_cooke_se t	Transient	No	No		No	Used for Media Service. This cookie is used to de- tect if a browser allows third-party cookies when a widget is rendered in iFrame mode. The value is boolean.	When a Media Service widget is ren- dered.	Browser session
HCM suite	bizxCompan yId	Persis- tent	Yes	Yes		No	To remember the company ID of the current login.	Created when a valid company is pro- vided by the user.	1 year
HCM suite	bizxThemeId	Transient	Yes	Yes		No	To remember the logged- in user's preferred theme ID, whose corresponding theme data contains logo information. When the user logs out or loses the login session in a browser ses- sion (such as a browser window), the server knows what the user's preferred theme is.	Created when a user logs in or changes the theme.	Browser session
HCM suite	<URL path of page>- markFram eServer	Persis- tent	No	No		No	Used for trouble shooting and analysis.	Created for every page re- sponse.	1 minute

Product/ Module	Cookie	Persis- tence	HttpOnly	Secure	Same- Site	Con- tains Per- sonal Data	Purpose and Usage	When Set	Lifespan
HCM suite	perflo g- versio n	Transient	No	No		No	Used for trouble shooting and analysis.	When the user adds the query parame- ter ? perflo g- versio n to the URL.	Browser session
HCM suite	defaultParti tioned	Transient	Yes	Yes	None	No	Partitioned cookie support	When a browser session starts.	Browser session
HCM suite	optInPartiti oned	Transient	Yes	Yes	None	No	Partitioned cookie support	When a browser session starts.	Browser session
HCM suite	cookiePartit ioned	Transient	Yes	Yes	None	No	Partitioned cookie support	When a browser session starts.	Browser session
Learning	BIGipS erverP _<labe l>- <port>	Transient				No	Used for internal traffic routing.	Set by the VIP in the Ops land- scape.	Browser session

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Learning	DEEP_URL	Transient				No	To support deep link to pages with SSO.	When a user directly accesses a page through a deep link where authentication is required for the page. The cookie is only valid for the redirection and expires immediately.	Browser session Expires immediately
Learning	JSESSID ONID	Transient	Yes	Yes		No	Used for session management.	When a user visits the Learning site.	Browser session
Learning	SKIP_LOGIN_MAINT_NOTIFY	Transient				No	Used for maintenance management.	When a user visits the Learning site during the maintenance period.	Browser session

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Learning	SITE_ID	Transient				No	To keep track of the current Learning external site ID.	When user uses the Learning external site functionality.	Browser session
Learning	PSA_CPNT_TYPE_ID PSA_CPNT_ID PSA_CPNT_REV_DATE PSA_CPNT_REV_NUMBER PSA_STUD_CPNT_ID PSA_STUD_CPNT_MODULE_ID	Transient				No	To keep track of current launched course information. These cookies are intended for external content integration. Data provided for external content. Component type ID (PSA_CPNT_TYPE_ID) Component ID (PSA_CPNT_ID) Component revision date (PSA_CPNT_REV_DATE) Component revision number (PSA_CPNT_REV_NUMBER) Content object student component ID (PSA_STUD_CPNT_ID) Content object student component module ID (PSA_STUD_CPNT_MODULE_ID)	When a user launches a content.	Browser session

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Learning	PSA_STUD_ID PSA_CURRENT_STUDENT_ID PSA_CURRENT_STUDENT_NAME PSA_WEBROOT	Transient				Yes	Data provided for external content. The login student ID (PSA_STUD_ID) The current student ID (PSA_CURRENT_STUDENT_ID) The user name who launched the course (PSA_STUD_NAME) The content root directory (PSA_WEBROOT)	Configurable By default, these cookies are not set.	Browser session
Learning	loginModeCookie	Transient				No	To keep track of the current login mode, whether it is native login or integrated login.	When a user logs in.	Browser session
Learning	TENANT_AUTH_COOKIE	Transient				No	Akamai authentication cookie for iContent hosted courses.	When user launches the iContent courses.	Browser session
Learning	LT	Transient				No	To keep track of the login role, whether it's an admin or a user.	When a user logs in.	Browser session
Recruiting	route	Transient				No	A standard cookie used for session stickiness between the organization's public career site generated by Career Site Builder, and pages generated by SAP SuccessFactors Recruiting, such as Candidate Profile. The cookie is required and can't be disabled.	When a user visits the career site.	Browser session

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Recruiting	careerSiteCompanyId	Transient				No	Used by Akamai to send the request to the correct data center. The cookie is required. If disabled, users can no longer access the site.	When a user visits the career site.	Browser session
Recruiting	rmk12	Persistent	No	No		No	Career Site Builder cookie. (Legacy) This cookie is part of the Legacy Site Banner settings, and is used only when you have a legacy site banner enabled. A number that indicates whether the user has acknowledged the cookies policy banner. If the cookie isn't set, then the banner may be presented. If they cookie is set and its value is 1, the banner may be suppressed. This cookie persists across user sessions, no matter which type of cookies are enabled site-wide. Users can disable this cookie through browsers or computer configurations. Once disabled, the cookie banner will always be present.	When a user acknowledges the cookie policy by either viewing the cookie policy or dismissing the banner.	30 years

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Recruiting	JSESS ONID	Transient	Yes	Yes		No	Career Site Builder cookie. Single cookie placed on the users device during their session so the server can identify the user. This cookie replaces the RMK0, RMK1, and RMK4 cookies. This cookie is required for login.	When a user visits a Career Site Builder site.	Browser session

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Recruiting	Load balancer cookies. The load balancer cookie names differ in each data center and are only present in the Preview environment. Here are a few examples: PERSIST (Rack-space) cookie _j2w (DC10, DC12) BIGipServer~partition-saas_prod- <DC number>_staging_lb- <random key> (DC17, DC19,	Transient				No	Career Site Builder cookie. Cookie for session stickiness preventing a user from bouncing from one instance to another. Typically issued by F5.	When a new user visits a Career Site Builder site.	Browser session

Product/ Module	Cookie	Persis- tence	HttpOnly	Secure	Same- Site	Con- tains Per- sonal Data	Purpose and Usage	When Set	Lifespan
	and all new DCs online af- ter DC19)								
Recruit- ing	fbsr_ id] datr locale c_user fr xs csm s lu wd						Third-party cookies set by Facebook in Career Site Builder. Note Present only if the third- party applications are configured. For details, go to Cookies and other storage technolo- gies .	When a user uses the Face- book widget.	
Recruit- ing	_ga	Persis- tent				No	Third-party cookie in Career Site Builder set by Google Universal Analytics to dis- tinguish users. Note Present only if the third- party applications are configured. For details, go to Google Analytics Cookie Usage on Websites .	Created by Goo- gle.	2 years

Product/ Module	Cookie	Persis- tence	HttpOnly	Secure	Same- Site	Con- tains Per- sonal Data	Purpose and Usage	When Set	Lifespan
Recruit- ing	_gat	Transient				No	Third-party cookie in Career Site Builder set by Google Universal Analytics to distinguish users.	Created by Google.	1 minute
 Note Present only if the third-party applications are configured. For details, go to Google Analytics Cookie Usage on Websites .									
Recruit- ing	linked in_oauth_ id	Transient				No	Third-party cookie in Career Site Builder set by LinkedIn as an OAuth token.	Initially created when a new user visits a Career Site Builder career site that uses the LinkedIn JS API. Updated by LinkedIn throughout the user's session.	Browser session
 Note Present only if the third-party applications are configured. For details, go to LinkedIn Cookie Table .									

Product/ Module	Cookie	Persis- tence	HttpOnly	Secure	Same- Site	Con- tains Per- sonal Data	Purpose and Usage	When Set	Lifespan
Recruit- ing	linked in_oauth [id]_crlidc RT lang bcookie li_at mst bscookie IN_HAS H visit UserMa tchHis tory Analyt icsSyn cHisto ry li_sug r	Transient				No	Third-party cookie in Career Site Builder set by LinkedIn as an OAuth token. Note Present only if the third-party applications are configured. For details, go to LinkedIn Cookie Table .	When a user uses the LinkedIn widget.	Browser session
Recruit- ing	NID	Transient	Yes	Yes		No	Third-party cookie set by Google. Used to save user preferences and other information. See Google Analytics Cookie Usage on Websites for more information.	When a user logs in to the External career site.	Browser session 6 months minimum depending on the cookie choice of a user in browser.

Product/ Module	Cookie	Persis- tence	HttpOnly	Secure	Same- Site	Con- tains Per- sonal Data	Purpose and Usage	When Set	Lifespan
Recruit- ing	1P_JAR	Transient	Yes	Yes		No	Third-party cookie set by Google. Used to save user preferences and other information. See Google Analytics Cookie Usage on Web-sites 🖱 for more information.	When a user logs in to the External career site.	Browser session 30 days depending on the cookie choice of a user in browser.
Recruit- ing	DV	Transient	Yes	Yes		No	Third-party cookie set by Google. Used to save user preferences and other information. See Google Analytics Cookie Usage on Web-sites 🖱 for more information.	When a user logs in to the External career site.	Browser session 7 days depending on the cookie choice of a user in browser.
Recruit- ing	CONSENT	Transient	Yes	Yes		No	Third-party cookie set by Google. Used to save user preferences and other information. See Google Analytics Cookie Usage on Web-sites 🖱 for more information.	When a user logs in to the External career site.	Browser session 2 years depending on the cookie choice of a user in browser.
Recruit- ing	csrftoken	Transient	No	No	Lax	No	To store CSRF token to protect web applications from Cross-Site Request Forgery (CSRF) attacks for Recruiting Posting Integration.	When a user visits the Recruiting Posting page	Browser session.

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Recruiting	_bit	Persistent	No	Yes	None	No	Set by third-party partner bit.ly to shorten URLs that can be shared externally, to prevent abuse of the short URL by capturing the request IP address.	When an anonymous user uses a link to open the shortened URL generated by bit.ly.	6 months
Onboarding	SessionId	Transient	Yes	Yes	None	No	Standard ASP.NET cookie for application server session management.	When user logs into the Onboarding site.	Browser session
Onboarding	.ASPXR OLES	Transient	Yes	Yes	None	No	Standard ASP.NET cookie used to cache role names.	When user logs into the Onboarding site.	Browser session
Onboarding	QASF_SF	Transient	Yes	Yes	None	No	Standard form authentication ticket cookie.	When user logs into the Onboarding site.	Browser session
Onboarding	LAST_ACCOUNT_SFQA	Transient	Yes	Yes	None	No	Stores the last logged-in account name.	When user logs into the Onboarding site.	Browser session
Onboarding	_REDIRECTCOOKIE_	Transient	Yes	Yes	None	No	Used to make sure sessionId cookie is always new when user logs in.	When user logs into the Onboarding site.	Browser session
Onboarding	LOGIN_DETAILS	Transient	Yes	Yes	None	Yes	Stores encrypted UserName, ProxyUserName, Locale, and referrer URL information from HCM suite.	When user logs into the Onboarding site.	Browser session

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Onboarding	EP_SignOut	Persistent				No	Stores the logout URL of the Onboarding application. This information is used to propagate logout from application when user logs out from Employee Portal.	When user logs into Employee Portal.	1 day
Onboarding	FedAuth	Persistent	Yes	Yes	None	No	Standard Sharepoint cookie in Employee Portal. It contains a reference to the SAML token that SharePoint stores in its token cache. The SAML token contains the claims issued to the user by any external identity and federation providers, and by the internal SharePoint security token service (STS).	When user logs into Employee Portal.	5 days
Onboarding	WSS_FullScreenMode	Transient				No	Standard Sharepoint cookie in Employee Portal.		Browser session
Onboarding	stsSyncIconPath	Transient				No	Standard Sharepoint cookie in Employee Portal.		Browser session
Onboarding	stsSyncAppName	Transient				No	Standard Sharepoint cookie in Employee Portal.		Browser session
Workforce Analytics	I3LOGIN	Transient				No	Used for Workforce Analytics login.	When a user logs into Workforce Analytics.	Browser session

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Work- force An- alytics	ASP.NET_SessionId	Transient				No	Session context for Workforce Analytics.	When a user opens a Workforce Analytics URL.	Browser session
Work- force An- alytics	BIGIPServerPersist-80	Transient				No	Load balancer node for Workforce Analytics.	When a user opens a Workforce Analytics URL.	Browser session
Work- force An- alytics	__TICKET__	Transient				No	Stop replay attacks for Workforce Analytics.	When a user logs into Workforce Analytics.	Browser session
Em- ployee Central Payroll	SAP_SESSIONID<System_id><system_client>	Transient	Yes	Yes	None	No	Security session logon ticket. See 1899896 for more information.	When a user logs in.	Browser session
Em- ployee Central Payroll	MYSAPS02	Transient	Yes	Yes	None	No	SAP proprietary login ticket for authentication.	When a user logs in.	Browser session
Em- ployee Central Payroll	cookie_payroll	Persistent	Yes	Yes		No	Used for user login session stickiness.	When a user opens the Employee Central Payroll URL.	3 minutes

Product/ Module	Cookie	Persistence	HttpOnly	Secure	Same-Site	Contains Personal Data	Purpose and Usage	When Set	Lifespan
Employee Central Payroll	sap- userco ntext	Transient	Yes		None	No	Persists login language and login client during session.	When a user logs in.	Browser session
People Intelligence	SAC - OEM - AUTHTO KEN	Transient	Yes	Yes		No	For People Analytics inte- gration.	When a user cre- ates, ed- its, or runs a Story re- port in Report Center.	Browser session
People Intelligence	SAC - OEM - CSRFTO KEN	Transient	Yes	Yes		No	For People Analytics inte- gration.	When a user cre- ates, ed- its, or runs a Story re- port in Report Center.	Browser session
People Intelligence	JSESSI ONID (BIRT Server)	Transient	Yes	Yes		No	BIRT server session man- agement.	When a user runs a Table report in Report Center.	Browser session
Mobile	JSESSI ONID	Transient	Yes	Yes	Strict	No	Used for hybrid webview calls.	Created when mobile client first time access the server.	Transi- ent. Ex- pired when the session is invalid. 30 mi- nutes.

Product/ Module	Cookie	Persis- tence	HttpOnly	Secure	Same- Site	Con- tains Per- sonal Data	Purpose and Usage	When Set	Lifespan
Mobile	route	Transient	Yes	Yes	Strict	No	Used to route HCM suite server.	Created when mobile client first time access the server.	Transi- ent.
Mobile	bizxCo mpanyi d	Transient	Yes	Yes	Strict	No	Used for traffic routing.	Created when mobile client first time access the server.	Transi- ent.
Mobile	LMS_ro ute	Transient	Yes	Yes	None	No	Used in the Learning web-view content player.	Created after mo- bile client is acti- vated.	Transi- ent. 30 minutes.
Mobile	LMS_JS SESSION ID	Transient	Yes	Yes	None	No	Used in the Learning web-view content player.	Created after mo- bile client is acti- vated.	Transi- ent. 30 minutes.
Mobile	LMS_AK AMAI_A UTH_CO OKIE	Transient	Yes	Yes	None	No	Used in the Learning web-view content player.	Created after mo- bile client is acti- vated.	Transi- ent. 30 minutes.
Mobile	LMS_TE NANT_A UTH_CO OKIE	Transient	Yes	Yes	None	No	Used in the Learning web-view content player.	Created after mo- bile client is acti- vated.	Transi- ent. 30 minutes.
Mobile	LMS_SK IP_LMS _MAINT _NOTIF Y	Transient	Yes	Yes	None	No	Used in the Learning web-view content player.	Created after mo- bile client is acti- vated.	Transi- ent. 30 minutes.

Product/ Module	Cookie	Persis- tence	HttpOnly	Secure	Same- Site	Con- tains Per- sonal Data	Purpose and Usage	When Set	Lifespan
Mobile	LMS_loginModuleCookie	Transient	Yes	Yes	None	No	Used in the Learning web-view content player.	Created after mobile client is activated.	Transient. 30 minutes.
Mobile	LMS_RUNTIME_REQUIREMENTS_API_TO_LADS	Transient	Yes	Yes	None	No	Used in the Learning web-view content player.	Created after mobile client is activated.	Transient. 30 minutes.

Parent topic: [Cookie Handling in SAP SuccessFactors \[page 34\]](#)

Related Information

[What Are Cookies? \[page 35\]](#)

9 Standards for SAP SuccessFactors Learning Integration

If you use SAP SuccessFactors Learning and you integrate with structured content providers or online meeting software, review our standards for the content and integration.

With SAP SuccessFactors Learning, you can take advantage of structured content (like SCORM) and integrate with online meeting software to hold virtual, in-person training.

- If you work with a third-party vendor for structured content, they should provide the structured content in a recent standard that we support.
- If you plan to integrate with online meeting software and take advantage of the SAP SuccessFactors Learning Virtual Learning System (VLS), select a supported vendor.

9.1 AICC and SCORM Support for SAP SuccessFactors Learning

SAP SuccessFactors Learning supports these versions of structured online learning content.

- AICC
- SCORM 1.2
- SCORM 2004 2nd Edition
- SCORM 2004 4th Edition

9.2 Supported Virtual Meeting Software for SAP SuccessFactors

SAP SuccessFactors supports these virtual meeting rooms for virtual classrooms.

Supported Virtual Meeting Software

For cloud software, we support the most recent software available during our testing cycle. However, cloud vendors ensure that APIs are backwards compatible with earlier versions of their cloud software. This means that Learning and cloud software integration tested with one version shouldn't break when a new version of the cloud software is released.

- Microsoft Teams (cloud, Microsoft Graph REST API v1.0)

- Zoom Meeting 2.0 (cloud only)
- Zoom Webinar 2.0 (cloud only)
- Cisco Webex Meeting Center WBS40 (cloud only)
- Cisco Webex Training Center WBS40 (cloud only)

Note

Support for Webex Training Center is being deprecated. For more information on this change, please see [Deprecation of Support for Webex Training Center](#).

- Adobe Connect Meetings 11 (cloud only)

Note

For Adobe meeting room software, we support Adobe Connect Meetings, not Seminars or Webinars.

For Cisco Webex, we support Cisco Webex Site Administration and Cisco Webex Control Hub.

Microsoft Teams webinars and Zoom scheduled programs aren't supported.

Additional Information

Virtual meeting software provides a space for virtual classrooms in SAP SuccessFactors Learning. Users can join the virtual meeting room to interact with an instructor and classmates. The clients install in a standard way, as if users clicked a meeting invitation link in an email message.

10 Offboarding and Data Extraction

If you plan to transition out of SAP SuccessFactors HCM suite due to subscription expiration or termination, you can request to extract all your data before the subscription ends.

Your data stored in SAP SuccessFactors can be mainly categorized as,

- Core data
- Transactional data
- Configuration data

It's the data that you and your colleagues enter into the system. Your data doesn't include the data generated by the application, like the SAP SuccessFactors notifications.

There are several tools in SAP SuccessFactors that support data extraction use cases.

- Integration Center
- Table reports
- Canvas reports (Advanced reports)
- Print
- Integration Center
- Configuration Center
- Import and Export Data
- Business Rules
- Manage Documents
- Admin Tools (for XML Data Models)
- API - Data exports
- Manage Data Privacy Consent Statements
- Person and Employment Export (P&E Export)
- Bulk data export with SAP Data Services - Learning
- Exporting Data with Standard Reports - Learning
- Export New Hire Candidates - Recruiting
- Data export using Advanced Analytics reporting tool - Recruiting
- Document Center
- Manage Data Privacy Consent Statements
- S2 Jobs

We recommend that you read the documentation of the tools and your SAP SuccessFactors products to plan your data extraction effectively. For further assistance, please work with your implementation partner.

Related Information

[SAP SuccessFactors HCM Suite](#)

SAP SuccessFactors Platform

11 Change History

Learn about changes to the documentation for configuring IT landscapes.

1H 2024

Type of Change	Description	More Info
Changed	We added a new data center DC80 to the list of API servers.	List of SAP SuccessFactors API Servers [page 20]
New	Added a topic that explains how SAP SuccessFactors supports organizational data extraction, if needed.	Offboarding and Data Extraction [page 59]

2H 2023

Type of Change	Description	More Info
Changed	We have moved the Change History to the end of the guide.	SAP SuccessFactors IT Landscape Checks [page 4]

1H 2023

Type of Change	Description	More Info
September 15, 2023		
Changed	We removed the mention of Safari by Apple as a supported browser for Story Reports.	Supported Desktop Browsers for SAP SuccessFactors [page 5]
June 16, 2023		
Changed	We removed a note that says Microsoft Edge isn't tested for Workforce Analytics, Strategic Workforce Planning, and Online Report Designer.	Supported Desktop Browsers for SAP SuccessFactors [page 5]
April 28, 2023		
None	We did not update this document.	

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