

# **Shared: AWS File Transfer for Clients and Vendors**

## **User Guide**

**Updated: February 19, 2024**

Applies to these SAP Concur solutions:

- ☒ Expense
  - ☒ Professional/Premium edition
  - ☒ Standard edition
- ☒ Travel
  - ☒ Professional/Premium edition
  - ☒ Standard edition
- ☒ Invoice
  - ☒ Professional/Premium edition
  - ☒ Standard edition
- ☒ Request
  - ☒ Professional/Premium edition
  - ☒ Standard edition



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## Revision History

Date	Notes / Comments / Changes
February 19, 2024	Updated page 2, AWS File Transfer DNG Endpoints.
February 13, 2024	Added info about the update to the transfer security policy (page 2). Updated number of days to replace PGP key (page 7).
December 13, 2023	Removed references to migration.
January 20, 2023	This is now the client-facing document for File Transfer.
October 14, 2022	Removed Image Deliver File Transfer section. Updated rotating PGP key information.
March 1, 2022	Updated to include North America.
October 27, 2021	New document (internal)

# AWS File Transfer for Clients and Vendors (EU2 and US2)

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**NOTE:** Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

## Section 1: Overview

This user guide has been prepared for SAP Concur clients and vendors that meet the following criteria:

- Participating in data exchange through secure file transfer
- SAP Concur entity is in the EU2 or US2 Datacenter

## Confidentiality

This document contains sensitive information that may be of value to persons wishing to compromise the security of client data. Although multiple protection methods are employed throughout SAP Concur facilities and systems, clients and vendors are instructed to keep this document confidential and to limit distribution to required personnel only.

## Security Recommendations

Clients can take advantage of the security recommendations available at National Institute of Standards and Technology ([NIST](#)) or a similar government agency to guide your choice of the most secure connection for the strongest security posture.

## Section 2: AWS File Transfer Protocol

All accounts must use SFTP (Secure File Transfer Protocol) with SSH (Secure Shell) Key Authentication. Other protocols and SFTP with password authentication are not allowed.

File Transfer Protocol	Port	Considerations
SFTP (Secure File Transfer Protocol)	22	<b>The SAP Concur mandatory protocol (with SSH key authentication)</b> Transmits credentials and data over an encrypted channel. All communication is over a single TCP port, simplifying firewall configuration. Well-suited to automated processing, transferring multiple files.

## Cipher Support

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! **IMPORTANT:** SAP Concur recommends choosing the very strongest cipher supported both by SAP Concur and the client site to maintain a strong security posture.

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You can access information about SSH cryptographic algorithms on the following AWS web page:

<https://docs.aws.amazon.com/transfer/latest/userguide/security-policies.html>

SAP Concur currently uses [TransferSecurityPolicy-2020-06](#). On April 16, 2024, we will update to [TransferSecurityPolicy-2022-03](#).

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! **IMPORTANT:** If you are using client software that does not support [TransferSecurityPolicy-2022-03](#), you must move to supported SFTP client software before April 16, 2024.

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## Section 3: Authentication and File Transfer Details

### AWS File Transfer DNS Endpoints

#### EU2

- Public DNS:  
mft-eu2.concursolutions.com
- SSH Server Fingerprint:  
SHA256:VL9jvUNfc7IDX1pFaEVN2/UC7y/chtLdT63E3qJVbyk

#### US2

- Public DNS:  
mft-us2.concursolutions.com
- SSH Server Fingerprint:  
SHA256:A+6pVvfQpGaSZfwvDenRBatqA9GE5YAbFOiKJASC7wI

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**NOTE:** IP addresses are subject to change. SAP Concur recommends allow-listing the DNS endpoint rather than IP addresses.

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### SFTP with SSH Key Authentication

- SFTP with Username and SSH Key Authentication is required for data exchange with SAP Concur.
- For clients, username is your Concur Entity ID.

- Keys must be RSA format (2048-4096 bit, 2048 recommended).
- Provide your SSH public key file to SAP Concur.
- We allow up to 10 SSH keys per account.

## Directory Structure

Each account is setup with their own directory structure. They do not have the ability to traverse to other directories.

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**NOTE:** All files are deleted from account file transfer directories after 14 days.

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### "/"

- Download the SAP Concur PGP public key, concursolutionsrotate.asc. All files uploaded to SAP Concur for processing must be encrypted with this key.



Refer to the [To use the SAP Concur PGP key](#) section in *Section 4* of this document for more information.

### "/in"

- Upload ONLY properly named encrypted files you want processed.

### "/out"

- Files created by SAP Concur (extracts, etc.) will be encrypted with your PGP key and placed here for you to download.

## Best Practices

### Time Out

After you transfer your files to/from SAP Concur, close your connection. Connections that are idle for an extended period will time out.

### Polling

Do not authenticate repeatedly to SAP Concur as this can trigger a Denial of Service (DOS) and adversely impact file transfer performance. SAP Concur recommends connecting no more than twice per hour.

## Miscellaneous

- Do not rename files. Renaming a file will have unpredictable results.
- Do not upload the same file repeatedly.

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**! IMPORTANT:** An account will be disabled if these best practices are not adhered to and/or the account's behavior jeopardizes overall file transfer activity and performance.

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## Section 4: File Format Specifications

### Text Encoding

Any files uploaded as text must be encoded as ASCII or UTF-8 with a byte order mark (0xef 0xbb 0xbf)

### File Size

Uploaded files cannot exceed the maximum allowed size of 1GB of uncompressed data.

### File Naming – For Clients

- File Type
- Entity ID
- Unique visual identifier

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**NOTE:** The unique visual identifier is not evaluated by the system but can be helpful when identifying files, it is not required.

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- Date and time stamp

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**NOTE:** The preferred format is YYYYMMDDHHMMSS

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- Only alphanumeric characters, minus sign (-), underscore (\_) and dot (.) should be used in file names
- Spaces are not allowed in file names

### ***Import File Naming Samples***

If there is a file type not listed below and you need further help in naming your files, please contact SAP Concur support.

Import Type	Sample Filename
Attendee Import	attendee_t0001234uv1w_sample_20051206095621.txt.pgp
Employee Import	employee_t0001234uv1w_sample_20051206095621.txt.pgp
List Import	list_t0001234uv1w_test_20051206095621.txt.pgp



Import Type	Sample Filename
Travel Allowance Import	perdiem_t0001234uv1w_test_20051206095621.txt.pgp
Exchange Rate Import	currency_t0001234uv1w_sample_20051206095621.txt.pgp

### ***Extract File Naming Samples***

If there is a file type not listed below and you need further help understanding your extract files, please contact SAP Concur support.

Extract Type	Example Filename
AMEX Remittance US	extract_IBCP_t00022598yzv_yyyymmddhhmmss.txt.pgp
AP/GL Extract	extract_CES_SAE_v2_t00022598yzv_yyyymmddhhmmss.txt.pgp
Standard Concur Pay	extract_cp_t00022598yzv_yyyymmddhhmmss.txt.pgp
Standard Travel Request	extract_Travel_Request_Extract_t00022598yzv_yyyymmddhhmmss.txt.pgp

## **File Naming – For Vendors**

Please follow the naming convention that was communicated to you at the time of your initial setup. If you have any issues with the naming of your files, please contact:

[cardfeedscs@concur.com](mailto:cardfeedscs@concur.com)

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**NOTE:** Spaces are not allowed in file names.

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## **PGP Keys**

All files must be PGP encrypted. SAP Concur can only support a single key from a client at a time for test and production accounts.

Any files delivered from SAP Concur to your /out directory will be OpenPGP encrypted with your PGP key.

### ***Creating your PGP Key***

- Use OpenPGP compliant software
- PGP public key must be formatted as OpenPGP (version 4)
- Keys should be RSA (sign and encrypt, 2048 to 4096bit, 2048 recommended). This is the default GnuPG option when generating keys.
- You will need to have a public signing key and an encryption sub-key

## ***Guidelines and Tips When Creating your PGP Key***

You may rotate keys at any time by following these instructions, but you must restrict this action to a single supported key as stated above. Be sure to create your new PGP key in advance of your current key's expiration to ensure your file transfers are not interrupted. Specifying an expiration date supports a best practice policy of regular rotation. However, this is optional and SAP Concur supports keys with no expiration date.

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- ! SAP Concur strongly recommends rotating keys every 2 years at minimum, or at any time you believe the key might be compromised, to maintain a strong security posture.
  - ! If you require a list of the encryption, hashing, and compression algorithms currently supported by SAP Concur, open a case on the SAP Concur Support Portal. You must use preferences found in the SAP Concur PGP key when you encrypt files to be uploaded to SAP Concur.
  - ! SAP Concur recommends choosing the very strongest cipher supported both by SAP Concur and the client site to maintain a strong security posture.
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### ***To provide a new PGP key after initial setup***

- **Clients:** Open a case on the SAP Concur support portal to request PGP key import, attaching your PGP public key file to your case.
- **Vendors:** Email your SAP Concur contact, attaching your PGP public key file to the email.

### ***To use the SAP Concur PGP key***

Files uploaded to SAP Concur must be encrypted with the SAP Concur public PGP key:

- concursolutionsrotate.asc
  - ◆ Key file is available in your root folder
  - ◆ Key ID: 9AFF10B5
  - ◆ RSA 4096-bit signing and encryption subkey
  - ◆ Key expires every two years
  - ◆ You are responsible for replacing the key before it expires
    - Next expiry date: September 4, 2024
    - SAP Concur plans to replace the current rotating public PGP key in your root folder 60 days before the expiration date

## Section 5: Troubleshooting

### Common Mistakes / Errors

The following list provides solutions for the most common errors you may encounter. Be sure to use the resources at NIST or a similar government agency to guide your choice of the most secure connection for the strongest security posture.

Common Mistake	Resolution
Uploading files to a temporary file and then renaming the file	You cannot upload a file with a temporary filename and then change the name. The file you upload must be named correctly when it is uploaded to the /in directory. This could be enabled by default in your client software, please verify your settings.
Invalid public PGP key	We explicitly cannot accept version 3 keys, nor algorithms RSA type 2 (encrypt only) or 3 (sign only)
Files uploaded to SAP Concur encrypted with the account's PGP key.	Files that you upload to SAP Concur for processing must be encrypted with our SAP Concur PGP key. For information, refer to the <i>PGP Keys</i> section of this document.
Attempting to connect to SAP Concur with unsecure SSH protocol algorithms/ciphers.	You will not be allowed to connect if you are attempting to use unsecure algorithms/ciphers that SAP Concur does not allow. We recommend your file transfer software auto selects what is used based on the algorithms/ciphers that we have in common. To have compatible selections, you might have to upgrade your software to the latest version.
Unable to connect.	Refer to <a href="#">Transferring files using a client</a> for supported clients and related setup information.

