Concur Travel & Expense

Supported Configurations

Last Revised: February 27, 2024

Contents

Revision History

Date	Notes / Comments / Changes
February 28, 2024	Fixed the TOC. Cover date not updated.
February 27, 2024	Updated Mobile app versions.
January 29, 2024	Updated Mobile app versions.
December 8, 2023	Updated Mobile app versions.
November 16, 2023	Updated Mobile app versions.
October 12, 2023	Updated Mobile app versions.
September 26, 2023	Updated Mobile app versions.
August 28, 2023	Updated salesforce.com to salesforce-site.com
August 17, 2023	Updated Mobile app versions.
July 5, 2023	Updated Mobile app versions.
June 6, 2023	Updated Mobile app versions.
April 21, 2023	Updated Mobile app versions.
April 5, 2023	Updated Mobile app versions.
March 10, 2023	Updated Mobile app versions.
February 23, 2023	Added new web domain for Salesforce.
February 7, 2023	Updated Mobile app versions.
January 11, 2023	Added new web domains for Concur User Assistance by WalkMe.
December 1, 2022	Updated Mobile app versions.
October 28, 2022	Removed web domains for Google Analytics.
October 27, 2022	Added web domains for Adobe Analytics and WalkMe.
October 5, 2022	Updated Mobile app versions.
August 2, 2022	Updated *Email Notifications List and Descriptions* section.
August 1, 2022	Updated Mobile app versions.
July 11, 2022	Updated Mobile app versions.
June 28, 2022	Added new email addresses for Travel Approvals to the email address table on page 13. Also removed ".cdn" from the walkme.com domain on page 12.
June 8, 2022	Updated Mobile app versions.
May 25, 2022	Updated the *Email Notifications List and Descriptions* section specifically for Cognos 11 notifications on the US2 data center.
May 21, 2022	Updated Mobile app versions.
March 25, 2022	Readded "Security Certificate Renewal" section with some changes.
March 18, 2022	Removed "Security Certificate Renewal" section.

Supported Configurations

Date	Notes / Comments / Changes
March 11, 2022	Updated Mobile app versions.
February 3, 2022	Added a note about multiple concurrent sessions within a browser to the **Section 8: Browser Support** section
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
January 4, 2022	On January 1, 2022, SAP Concur began transitioning away from support for IE. Removed some references to support for IE 11.
December 30, 2021	Added the "Support for Security Ciphers" section.
December 15, 2021	Updated the Security Certificate Renewal section and made some other minor changes.
September 7, 2021	Removed the note about mobile browser support in the **Section 7: Browser Support** section
August 24, 2021	Added a note about mobile browser support in the **Section 7: Browser Support** section
August 23, 2021	Added the following Coveo domains to the Web Domain table: • *.platform.cloud.coveo.com • *.coveo.com • *.docs.coveo.com • *.connect.coveo.com
July 22, 2021	Updated **Section 2: Technology Requirements and Considerations** and **Section 7: Browser Support.** Removed specific browser version information and made a number of other, substantial changes.
July 14, 2021	Combined both *Concur Travel & Expense Supported Configurations* and *Concur Travel & Expense Supported Configurations Client Version* guides.
May 17, 2021	Updated the information in the **Section 16: Email Notifications List and Descriptions** section
May 10, 2021	Added a new note to the **Section 9: Client Browsers** and updated the asterisks in the **Table 1: Supported Browsers**
March 1, 2021	Changed the name for the Hipmunk Activation email to Onboarding and adoption emails in Section 16: Email Notifications List and Descriptions
January 27, 2021	Replaced the term "whitelist" with the term "allowlist"
January 5, 2021	Changed the Google Android minimal supported OS version from 6.0 to 7.0
November 20, 2020	Added *.js-agent.newrelic.com *.bam.nr-data.net, and *.qualtrics.com to the Web Domain table
October 2, 2020	Updated the **Section 15: Web Domain** section
April 24, 2020	Removed version information from the **Section 14: SAP Concur's Mobile App** section
March 30, 2020	Updated the SAP Concur mobile app supported device version information

Date	Notes / Comments / Changes
March 12, 2020	Added a row to the **Table 1: Supported Browsers** table in **Section 9: Client Browsers** section with Edge Chrome browser version information and supported desktop operating system information; updated supported mobile versions
January 9, 2020	Updated the TLS Encryption Protocol note and removed all references to Windows 7 from the Supported Configurations table and moved it to the Desktop Operating System (Retired) table
December 18, 2019	Updated the copyright; updated supported mobile versions
November 1, 2019	Added information about supported mobile versions
October 22, 2019	Updated information in the Web Domain section
October 16, 2019	Added required whitelisted web domains for the Glance screen sharing application used by ASC's when working with SAP Concur support
August 23, 2019	Added Hipmunk Activation email to list of email notifications in Section 11: Email Notifications List and Descriptions
August 8, 2019	Updated the TLS v 1.0 Encryption Protocol note
May 22, 2019	Added @sap.com to Section 16: Email Notifications List and Descriptions
May 1, 2019	Added *.sap.com to the Web Domain table
April 29, 2019	Updated the browser support information for Business Intelligence (IBM Cognos 10.2.1).
March 28, 2019	Removed the ExpenseIt – Device Platforms section, since this application is no longer supported as a stand-alone product and is now available in the SAP Concur mobile app.
March 25, 2019	Added a section, Mileage Calculator Localized in Browser, to the Supported Languages – By Product and Edition chapter.
March 21, 2019	Added the **Revision History** table
March 14, 2019	Updated the browser setting information and copyrights

Supported Configurations

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.

This section describes supported browsers, browser settings, available languages, and settings for Concur Travel & Expense.

Section 1: About Concur Travel & Expense

Concur Travel & Expense and Concur Travel are web browser-based services developed and operated by SAP Concur. No other desktop or server technology is needed to deploy Concur Travel & Expense and Concur Travel; there is no software to install on client PCs. Concur Travel & Expense and Concur Travel are a pooled, multi-tenant server architecture that leverages the processing power of the entire server farm for all customers.

Section 2: Technology Requirements and Considerations

For the most responsive, reliable, and secure user experience with our products, SAP Concur recommends users implement the most recent technology that is compliant with manufacturer's distribution and support policies.

Support for AJAX

Concur Travel & Expense, a Web 2.0 application, was implemented using standard AJAX methods. AJAX (shorthand for asynchronous JavaScript and XML) is utilized heavily on the client side so that the application can communicate with our servers in the background without interfering with the current state of the active page.

The use of asynchronous requests also allows our application's user interface (UI) to be more responsive to various input since only discrete sections of our pages need to be reloaded instead of the entire page. This reduces the number of connections to our servers since scripts and style sheets have to be requested only once.

Desktop browsers, mobile devices, or mobile smart phones that do not support AJAX or JavaScript, or have JavaScript disabled, will not be able to take advantage of this technology.

Proxy Setting

The proxy setting should refer to the closest geographical point to the user.

! **IMPORTANT!** This setting is critical to using SAP Concur solutions.

DNS Resolution

DNS resolution ware should reside within the office or as close as geographically possible.

! **IMPORTANT!** This setting is critical to using SAP Concur solutions.

Site Restrictions and Filtering

To increase speed, SAP Concur uses thousands of servers worldwide as caching agents. For security reasons, the IP addresses for these servers cannot be provided to our clients. For clients that apply site restrictions to their environments, SAP Concur recommends clients use technologies that accommodate hostname-based resolution of site restrictions and filtering and that they include the hostnames SAP Concur uses in their allow lists.

Older Browsers and Operating Systems

In general, SAP Concur does not support browser and operating system versions that are no longer supported by the OEM.

Older browsers and operating systems are known to generate JavaScript errors or affect the application's response rate. They also do not take advantage of the latest technologies used by SAP Concur and the industry. For the most responsive, reliable, and secure user experience with our products, SAP Concur recommends that users implement the most recent technology that is compliant with manufacturer's distribution and support policies.

  For information about supported Microsoft Windows Operating System versions see the *Microsoft LifeCycle FAQ* for the relevant browser or operating system.

  For information about support Apple Operating Systems, see *Apple LifeCycle Management*.

  For more information about browser support, refer to *Section 7: Browser Support* in this document.

Section 3: Ports

The applications use a combination of HTTP (80/tcp) and HTTPS (443/tcp) for communication between client web browsers and SAP Concur servers. These ports *must* be open on the client side. Pages in the application that contain sensitive data communicate through the encrypted protocol.

Section 4: Bandwidth

Companies should carefully evaluate and monitor the performance of their corporate Internet connection. If a user's browser or network infrastructure interferes with any of the connection technology utilized in our applications, the user will notice a marked decrease in overall response and performance. Interference will cause the application to repeatedly download files with every click of the application instead of caching application files, such as style sheets, locally, on the user's machine.

The minimum bandwidth requirement for SAP Concur online applications is 128 Kbps. Expect the application response time to be slow under these conditions.

If you are using a laptop with a wireless device, we highly recommended DSL or cable high-speed internet access if it is available. If you are using a laptop with an embedded wireless module or an inserted device via PCI, ensure your device is capable of achieving download speeds of 1Mbps or better.

A network broadband internet connection (minimum 10Mbps) generates optimal results.

Section 5: Microsoft JavaScript Engine

The Microsoft JavaScript Engine depends on the Jscript.dll file. Older versions of the file can introduce performance issues with AJAX-based applications such as SAP Concur solutions and many other applications. Version 5.7.xxxx or higher must be installed on the client machine to ensure maximum performance. SAP Concur *highly* recommends the client confirm the jscript.dll file version and, if required, update it.

Section 6: Security Certificate Renewal

To ensure the ongoing security of SAP Concur products and services, the concursolutions.com SSL certificate is updated on an annual basis.

In most cases, certificate renewal is invisible to the user. When a new certificate is issued, web browsers automatically accept the new authorized certificate and update the serial number, version, and other data included in the certificate.

A small percentage of clients pin their security certificates. To avoid disruption of SAP Concur products and services, clients who have pinned an expiring certificate must replace it before it expires. ***Clients who have not pinned the certificate do not need to take any action.***

NOTE: Annual certificate renewal is announced in the *Shared Changes Release Notes*.

Section 7: Support for Security Ciphers

Security ciphers help secure connections to *concursolutions.com and *api.concursolutions.com by applying encryption to those connections. To provide ongoing security for SAP Concur products and services overtime, security ciphers are added and removed from SAP Concur solutions.

To ensure that connections to *concursolutions.com and *api.concursolutions.com are not disrupted when specific security ciphers are retired, connections that rely on ciphers that are targeted for retirement must be updated to supported ciphers prior to their removal.

To ensure that clients are informed before changes to support for security ciphers is implemented, these changes are announced in the *SAP Concur Shared Release Notes*. To aid clients who must update their security ciphers, these communications include a list of ciphers to be retired and a list of supported ciphers.

Section 8: Browser Support

For the most responsive, reliable, and secure user experience with our products, SAP Concur recommends that users implement the most recent technology that is compliant with manufacturer's distribution and your company's support and security policies.

! **IMPORTANT:** SAP Concur does not support the use of multiple concurrent sessions within a browser. An individual user on a specific device and browser should log into SAP Concur solutions via one and only one browser session at a time.

NOTE: Older browsers can generate JavaScript errors or affect performance. They also do not take advantage of the latest technologies used by SAP Concur and users with older browsers might experience a loss of functionality.

Supported Browsers

SAP Concur supports the following browsers:

- Google Chrome
- Microsoft Edge
- Microsoft Edge Chromium
- Mozilla Firefox
- Apple Safari

End of Support for Microsoft Internet Explorer

On January 1, 2022, SAP Concur began transitioning away from support for Internet Explorer 11 (IE 11). This change is in line with other SAP solutions, industry best practices, and Microsoft's lifecycle policy for IE 11.

    📖   For more information, refer to the *Internet Explorer 11 Support Policy Change FAQ*.

NOTE: SAP Concur no longer accepts connections to its cloud application using the TLS 1.1 or SSL 3.0 security encryption protocol. Certain browsers may not support the latest TLS protocol and will need to be reconfigured or upgraded to access SAP Concur.

After cutoff in the first quarter of 2020, any customer accessing SAP Concur with a browser using TLS 1.1 will be redirected to a page with a description of the problem and steps to reconfigure their browser.

Further information can be found in the For more information, refer to the Transport Layer Security 1.1 End of Support FAQ.

Concur Business Intelligence product (Analysis and Intelligence)

Concur Business Intelligence product (Analysis and Intelligence) are powered by the IBM Cognos application. The Query Studio feature within Cognos version 10 is only compatible with Microsoft Explorer or Mozilla Firefox ESR. In Cognos version 11, Query Studio will only be compatible with Mozilla Firefox ESR. Complete browser compatibility information is available for both Cognos 10 and Cognos 11 on the IBM support site. Select the **Supported Software** tab, and then click the **Web Browsers** link.

Section 9: Local Cache

Typically, your browser's default settings are sufficient for running our applications. If those defaults have been altered, you should verify that the changed values do not inadvertently disable valuable cache capabilities. Internal tests have indicated that local caching can reduce the overall number of bytes sent and receive by up to 90%.

Third-party "cleaner" or "tuning" applications might remove files in the browser's temporary folder. Corporate-installed applications might automatically remove cached files as well. Refer to the documentation of your cleaning application or your Corporate Help Desk to see if you can exclude the execution of cache-cleaning applications or processes on the SAP Concur domain. This ensures the files are available locally and loading and display are at optimal performance.

Section 10: Disable Popup Blockers

If a user's browser supports popup blocking or if a third-party blocking application is used in conjunction with a browser for this purpose, it is critical that the blocking be disabled whenever working with SAP Concur solutions. Typically a browser or third-party application provides an option that allows the user to permit popup actions when the user navigates to sites the user has specified.

With the number of popup blockers available, it is not possible to document how each may be disabled. The browser toolbar or the Windows Taskbar system tray at the rightmost corner of the screen are the typical locations to find options to work with disabling the popup blocker.

Section 11: Client Resolution

The minimum supported client resolution for Concur Travel & Expense is **1024 x 768**.

Section 12: Adobe Reader

Concur Expense Service supports Adobe Reader versions 9.0 and above (prior versions are no longer supported by Adobe).

Section 13: Network IC Card Reader

The Network IC Card reader enables users to import their IC Card data into Expense via the Internet. The Concur Client Executive should contact an implementation partner directly to purchase a network IC Card reader and run an implementation project.

- **A network IC Card reader –** one per office location

NOTE: USB IC Card readers are no longer supported. On **August 1, 2017**, SAP Concur discontinued support for USB IC Card readers. After **December 31, 2017**, the Concur USB IC Card reader solution will no longer work in SAP Concur.

Section 14: SAP Concur's Mobile App

SAP Concur mobile app supports the following devices under the listed versions:

Device	Operating System
Apple iPhone	Version 15.0 or greater – users will be able to upgrade to the current version
Apple iPad	Version 15.0 or greater – users will be able to upgrade to the current version

Device	Operating System
Google Android	Version 8.0 or greater – users will be able to upgrade to the current version

Supported Mobile Versions

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.8	Tuesday, February 27	Update via App Store
Android	10.8	Tuesday, February 27	Update via Google Play

Concur Mobile Version Status for Android and iOS

Version	Status	Action
10.3	Disabled	Update via App Store or Google Play
10.4	Disabled	Update via App Store or Google Play
10.5	Disabled	Update via App Store or Google Play
10.6	Deprecated	Update via App Store or Google Play
10.7	Supported	
10.8	Supported	

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.

Section 15:   Web Domains

Local and network web access policies can block sites that SAP Concur solutions need and result in non-functioning features.

How It Works

SAP Concur uses third-party mapping solutions from to provide users interactive maps for locating hotels and calculating distances in mileage expenses. If access to these sites is blocked or restricted, then this functionality may not work correctly and the end user may be presented with an error message.

Similarly, additional services – such as TripIt and RideCharge (Taxi Magic) integration – require those domains to also be accessible.

Action

The following sites are SAP Concur's web domains that the application might access depending on your configuration. These and other web domains should be added to the browser's Trusted Sites settings and to proxy and content inspection allowlists for full access to system functionality.

Web Domain Name	Used by Service/ Application	How Domain is Used by SAP Concur
*.concur.com		This domain is owned by SAP Concur and is mandatory for the use of SAP Concur products
*.concursolutions.com		This domain is owned by SAP Concur and is mandatory for the use of SAP Concur products
*.platform.cloud.coveo.com *.coveo.com *.docs.coveo.com *.connect.coveo.com	Coveo	These domains are owned by Coveo, the search engine SAP Concur utilizes to search for information in the SAP Concur support portal
*.112.2o7.net	Adobe Analytics	This domain is used by Adobe Analytics. The Adobe Analytics domain is used to track usage patterns for all SAP Concur products. This data is used to improve SAP Concur products.
assets.adobedtm.com	Adobe Launch	This domain is used by the Adobe Analytics Tag Manager.

Web Domain Name	Used by Service/ Application	How Domain is Used by SAP Concur
*.akamaihd.net *.akamaitechnologies.com *.deploy.akamaitechnologies.com *.deploy.static.akamaitechnologies.com		SAP Concur uses Akamai as a content delivery network to provide better performance to our customers, regardless of where they are located. Akamai provides our WAF Web application firewall (WAF) and holds our certificates for the use of SAP Concur. This domain is mandatory for the use of SAP Concur products. SAP Concur does not have specific references to these domains, but these domains do show up in reverse lookups for Akamai edge servers. For example, If you browse to www.concursolutions.com and get a DNS of 23.218.36.109, the host equates www.concursolutions.com with 23.218.36.109. If you do a reverse DNS for 23.218.36.109, the following is returned: a23-218-36-109.deploy.static.akamaitechnologies.com
*.googleapis.com		Used for calendar integration and Itinerary services.
*.gstatic.com	Google Maps	Used to feed static content to users, such as JavaScript code and images. This domain is required for Google Maps functionality.
*.js-agent.newrelic.com *.bam.nr-data.net	Application Performance Monitoring	SAP Concur uses New Relic to monitor application performance.
*.salesforce-site.com	All products excluding ConcurGov	This domain supports client access to the Support portal.
*.sap.com		This domain is owned by SAP and is mandatory for the use of SAP products
*.trustarc.com *.prefmgr-cookie.truste-svc.net	All products excluding ConcurGov	SAP Concur uses TrustArc to facilitate cookie preference rights for end users to support GDPR (General Data Protection Regulation) and the European Union Cookie Directive.
*.qualtrics.com	Net Promoter® Score (NPS®)	SAP Concur uses Net Promoter® (NPS®) - a Qualtrics service - to gather customer experience metrics.

Web Domain Name	Used by Service/ Application	How Domain is Used by SAP Concur
*.glancecdn.net *.s3.amazonaws.com *.glance.net (wss and https)	Glance screen sharing application	This domain is used by SAP Concur support to allow screen sharing with ASC's.
*.walkme.com	Concur User Assistance by WalkMe	This domain is used by SAP Support to provide page tours and usage tutorials to end users.
cdn.walkme.com eu-cdn.walkme.com	Concur User Assistance by WalkMe	This domain is used by Concur User Assistance by WalkMe to provide page tours and tutorials.
playerserver.walkme.com	Concur User Assistance by WalkMe	This domain is used by Concur User Assistance to host content of on-screen tours and tutorials.
sdk.apps.walkme.com papi.walkme.com eu-sdk.apps.walkme.com	Concur User Assistance by WalkMe	These domains are used by Concur User Assistance to load content of on-screen tours and tutorials.
ec.walkme.com data-apps.walkme.com eu-playerserver.walkme.com eu-ec.walkme.com eu-ec-playback.walkme.com eu-data-apps.walkme.com	Concur User Assistance by WalkMe	These domains are used by Concur User Assistance to load usage details of on-screen tours and tutorials.
s3.walkmeusercontent.com s3-eu.walkmeusercontent.com	Concur User Assistance by WalkMe	This domain supports images in Concur User Assistance.

For customers integrating TripIt services with Concur Solutions, please see TripIt documentation for any specific requirements.

For customers integrating Concur Messaging (Risk Messaging) services with Concur Solutions, the following domain is used:

Web Domain Name
*.concurmessaging.com (as of November of 2014)

For customers integrating RideCharge with SAP Concur solutions, the following domain is used:

Web Domain Name
*.ridecharge.com

* RideCharge is available only to customers in the U.S.

** RideCharge will send and receive emails from employees booking taxis, SuperShuttle, etc. as part of the service.

NOTE: As SAP Concur adds additional third-party integrations via Concur Connect, this document will be updated with the new domains as required

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Section 16: Email Notifications List and Descriptions

In order for users to receive all email notifications from SAP Concur, the company's email server must be configured to accept all in-coming messages from the @concur.com, @concursolutions.com, @info.sap.com, @mail.sap.com, and @sap.com domains.

Type	Generated From
Confirmation	TravelWizard@concursolutions.com noreply@concursolutions.com
Cancelation	Travel@concursolutions.com noreply@concursolutions.com
Approval notification (to manager)	TravelWizard@concursolutions.com (Legacy environment) TravelWizardApprovalsUS2@concursolutions.com (AWS environment) TravelWizardApprovalsEU2@concursolutions.com (AWS environment)
Trip has been approved (to traveler)	ApprovalDaemon@concursolutions.com
Ticketed confirmation	TravelWizard@concursolutions.com
Trip on Hold notification	Travel@concursolutions.com
Orphan Trip Email - Unfinished Reservation	Travel@concursolutions.com
Reminder of upcoming travel	TravelWizard@concursolutions.com
Change in the status of your assistants	AssistantChange@concursolutions.com
Fare information	fareinfo@concursolutions.com
Travel profile update	cliqbook@concursolutions.com
Concur Travel acct information	cliqbook@concursolutions.com
Password reset request	DoNotReply@concursolutions.com
Password reset request	DoNotReply_AutomaticRequestPassword@concursolutions.com
Notifications	AutoNotification@concursolutions.com
Notifications (Cognos – US Data Center)	autonotification@us2-mail.concursolutions.com
Other email reminders	EmailReminderService@concursolutions.com
Business, product, and engagement communications	@info.sap.com

Type	Generated From
Business, product, and engagement communications	@mail.sap.com
Concur Travel Support	support@concursolutions.com
Concur Online Travel Service email Customer Service – Support tickets	concur@mailwc.custhelp.com
Concur Service Alert Notification	community@concursolutions.com
Onboarding and adoption emails	info@email.concur.com

NOTE: If your internal configuration allows it, adding @*sap.com can minimize the need for future updates by allowing all emails from the sap.com domain and from subdomains of the sap.com domain. For example, if your allow list includes @*sap.com you do not need to add @sap.com, @info.sap.com or @mail.sap.com to your allow list because @*sap.com encompasses the sap.com domain and all of its subdomains.

Section 17:   Supported Languages – By Product and Edition

## Editions: Professional and Standard
Products: Travel, Request, Expense, Invoice, SAP Concur Mobile App, and Analysis / Intelligence

To see the full list of supported languages by product and edition, refer to the list of supported languages.

NOTE: Standard Edition languages are activated based on country packs. Users may change their language at the login page, but some content may not be displayed as translated unless a relevant country pack is active.

Mileage Calculator Localized in Browser

Supported configurations may impact localization. For example, the **Mileage Calculator** feature uses Google Maps, which is localized based on the locale chosen in a user's browser. A user's chosen locale within their SAP Concur profile has no impact on what language displays in the browser. A user's SAP Concur locale may be English, but their browser locale may be in Japanese.
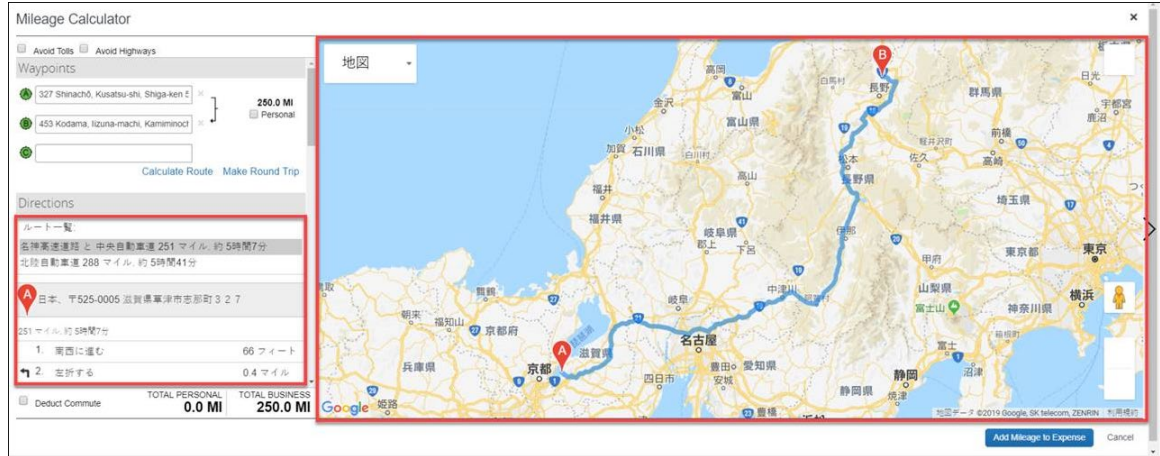
Editions: Small Business Edition
Product: Expense

English (US) and English (UK)

Section 18:   Bar Code Reader

NOTE: This section applies only to the Invoice and Expense products.

The bar code reader should adhere to the following specifications:

- Ability to read 32-byte or longer codes

- Code 39/Code 39 Full ASCII compatible

- Employ a laser scanning head - this helps due to the size of the SAP Concur barcode (around 4" wide)

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