

CIG Support Webcast Series

Cloud Connector Configuration

GENERAL QUESTIONS

Q1: Where can I download the Cloud Connector?

A: You can download the Cloud Connector from [SAP Development Tools](#). Please also refer to the section [Configuring SAP Cloud Connector](#) in Cloud Integration Gateway (CIG) installation guide which points to the Cloud Connector installation.

Q2: How can I proceed if I do not know the password related to my P user?

A: Please contact your internal IT team or you can reset the password by following the steps of [this article](#).

Q3: When configuring the Subaccounts, is the Subaccount User equivalent to my P user?

A: Yes, in the Subaccount User you need to insert the P user.

Q4: Can I connect Ariba and SAP ERP/ S4 HANA system via CIG without the use of SAP cloud connector or any other middleware (CPI, SAP PI/PO, etc.)?

A: Ariba CIG runs on SAP BTP hence direct connectivity to SAP ERP/ S4HANA without the use of a cloud connector is not possible. SAP PI/PO and CPI are the other supported middleware if you chose to use HTTPS transport protocol in the CIG project without the use of the cloud connector.

Q5: Is there any prerequisites for installing Cloud Connector?

A: Yes, SAP JVM is a prerequisite. Please navigate to [SAP Development Tools \(ondemand.com\)](#) 'CLOUD' tab section cloud connector to find this detail.

Q6: How frequently do I need to update the cloud connector with the latest version?

A: You need to update your cloud connector twice a year.

Q7: Do I need to configure multiple Subaccounts for one CIG Data Center (DC)?

A: Yes, you need to configure multiple subaccounts for your enabled CIG DC. Please refer to [this article](#) for the subaccount names for each CIG DC.

Q8: Why is Cloud Connector required to send the transactions from CIG to ERP and not from ERP to CIG?

A: There are multiple CIG servers that could process the message in CIG and send them to the customer's ERP. In order to maintain a smooth and secure tunnel relationship between all those CIG servers and your on-premise ERP systems, we need the cloud connector. For outbound documents from ERP > CIG, the messages are routed to CIG's load balancer E.g., acig.ariba.com which will determine the server at runtime and hence you do not need SAP Cloud Connector.

Q9: Is the P user and password the same for test and production accounts?

A: Yes, the CIG P user and password are unique for your CIG account and are the same across test and production CIG accounts.

Q10: How do I know that the latest version of the cloud connector is available?

A: You can find the release dates of cloud connector here: [What's New for Connectivity | SAP Help Portal](#). Please also refer to [this article](#) for more information.

Q11: Can I receive an email about the Subaccount certificate expiration?

A: You can set up cloud connector alerts as detailed in this documentation: [Alerting | SAP Help Portal](#). Please refer to [this article](#) for more information.

Q12: What will happen if I change the P user password which was provided during Subaccount addition?

A: You must update the current password in the cloud connector subaccount otherwise the connectivity will be broken between the cloud connector and the Subaccount.

Q13: Can I configure non-production and production connections using one Cloud connector instance?

A: Yes, you can configure the non-prod and prod connections using one cloud connector instance.

Q14: Do I need to set up CIG to Ariba Test /Production before I set up Cloud Connector to connect with CIG Subaccounts?

A: Yes, you will need to set up the CIG project and configure connections for test or production ERP environments to connect to the cloud connector. In the connection details under the CIG project, you will have an option to key in the cloud connector virtual host, port, and other details.

Q15: Can I use the same Location ID, if I have multiple Test ERP Systems (DEV, QA, UAT/Pre-Production)?

A: You can use the same location ID and you can map different ERP systems in the mapping of internal to virtual host and create separate connections in CIG project for each ERP.

Q16: Can I use one cloud connector account for my production, test and supplemental Ariba Buying realm connecting to different backend SAP S/4 HANA systems?

A: For every single P-User you need separate instances of cloud connector to establish a secure connection with ERP.

Q17: Why is it recommended to use the resource path as /sap/ only?

A: Out-of-the-box delivered CIG webservices have /sap/ reference in them, hence, to narrow down access we recommend using /sap/ so that sub-paths within /sap/ can be accessed.

Q18: Do I need to run additional configuration on ERP side if I have done the configuration via Cloud connector setup?

A: Yes, you need to publish the interface setup program on the ERP side under SPRO for AN, P2P and Sourcing.

Q19: Do I need to install certificates in Cloud Connector?

A: No, you need not install certificates in the cloud connector but need to refresh the subaccount certificates whenever they are going to expire.

Q20: How can I upgrade SAP Cloud Connector to the latest version?

A: The steps to upgrade your cloud connector is detailed in [this article](#).

Q21: Do I have to follow any naming convention for Location ID in cloud connector set up?

A: Location ID can be named as per your business naming standards. Please ensure the same Location ID is used for all the configured subaccounts and in the project connections.

Q22: Do I have to make any changes in the cloud connector settings in case of the CIG SP version upgrade?

A: No. When your CIG SP or Add-On version is updated, it will affect the Add-On on ERP and the CIG. Cloud Connector is only used to route the transactions from CIG to ERP so when the CIG version is upgraded it does not affect the Cloud Connector settings.

Q23: Can CIG communicate to multiple ERP Systems at the same time particularly for Procurement through the cloud connector?

A: Yes, CIG can communicate to multiple ERP systems, but it cannot send the same documents to multiple ERP systems simultaneously.

Q24: Is it possible to get alerts from CIG as we have for Cloud Connector?

A: CIG Platform does not support sending alerts itself, but you can leverage Cloud ALM to fetch information from transactions and may set up alerts by referring to [this article](#).

Q25: How do I allow list IP addresses?

A: IP allow listing is required to be done in your firewall to allow both inbound and outbound traffic between your ERP system, middleware, and CIG. You need to allow the IP's that are related to your CIG Data Center as detailed in [this article](#).

Q26: How do I know that CIG has forwarded the request to the correct Cloud Connector?

A: CIG will route documents to your specific Cloud Connector based on the Domain Name, Client ID, Port, and Location ID configured in the connection of your CIG project.

Q27: Why should I mask the internal host value and use the virtual hostname in the cloud connector?

A: Virtual hostnames are used to mask the internal hostname to ensure your ERP system details are not exposed.

Q28: How can I change the P user password?

A: The steps to change the P user password are detailed in [this article](#).

Q29: Can I install multiple cloud connector instances in one Virtual Machine (VM)?

A: Yes, it is possible to install multiple cloud connector instances in one VM if you use different ports while installing.

Q30: If the cloud connector is a reverse invoke, why do I need to whitelist IP addresses for inbound traffic?

A: Allow listing the new IP addresses of SAP servers that are needed for your network to accept messages from SAP's subaccount, else CIG cannot route the messages to your On-Premise ERP.

Q31: Do I have to allowlist all 3 IP addresses 155.56.128.0/17, 155.56.128.0/17 and 130.214.160.64/28 for CIG EU DC as stated in CIG documentation?

A: Yes, at runtime the connection is established based on the ranges, and hence it is mandatory to allowlist the above 3 IP ranges.

Q32: Can I use the cloud connector to integrate with non-SAP applications other than Ariba?

A: SAP Cloud Connector is not limited to the SAP system only but also can create links between non-SAP systems also. However, it is recommended that you use only supported SAP systems stated in SAP documentation for leveraging standard SAP support. Any issues with non-SAP integration are contractually not supported by SAP product support.

Q33: What is a Sub-account in the cloud connector?

A: Sub-account is a backend CPI tenant in the data center you are connecting to which balances the data load. For more information on subaccounts, please refer [this article](#).

Q34: I have configured CIG load-balanced sub-accounts connected to the cloud connector. Why is the load balancer at CIG not able to correctly reassign the traffic when one of the sub-accounts in the load balanced account has an issue to avoid manual intervention to correct the failed connection in the cloud connector?

A: CIG has a retry mechanism to RETRY a document with a connection error until it turns permanently FAILED. The documents are routed to one of the sub-accounts at runtime using an internal algorithm, hence it's mandatory to have all the sub-accounts up and running in your cloud connector to avoid connection issues.

Q35: I configured the cloud connector with an IP address without the need for a hostname in my earlier cloud connector version. However, a recent cloud connector upgrade resulted in SSL errors with this configuration and forced me to use the actual hostname to avoid errors. Is this a security change with the new version?

A: Please refer to [this article](#) regarding cloud connector upgrade related queries. If you do not find any documented changes regarding this topic, please raise an SAP OSS ticket to component BC-MID-SCC detailing the issue and CC versions before and after upgrade.

Q36: Can I set up Disaster Recovery for SAP cloud connector?

A: You can set up master and slave instance of cloud connector. The slave instance can be your disaster recovery instance.

Q37: Does the sub-account password expire, and do I get notified when it expires?

A: CIG P-user and password is used to connect to sub-account, and it does not expire.

Q38: How is the relationship between transaction and sub-account determined at runtime in CIG?

A: Unfortunately, the runtime data of the sub-account used for a specific transaction is not customer-facing. This information is stored in CPI internal to SAP. Each CIG data center has multiple subaccounts and one of the subaccounts is determined that currently has less traffic using an internal algorithm. Hence you need to maintain all subaccounts configured based on your CIG data center. Once the tenant is chosen CIG will route the document to your specific Cloud Connector based on the Domain Name, Client ID, Port, and Location ID configured in the connection of your CIG project.

Q39: Do I need to allow list IP addresses even if the cloud connector established an SSL tunnel between CIG and Ariba cloud?

A: Yes, the IP addresses allow list is to be done in your firewall to allow both inbound and outbound traffic between your ERP system/middleware and CIG. The IP ranges used by CIG vary based on DC hence it is mandatory to allowlist the documented ranges. Please refer to [this article](#) for more details.

Q40: What is the port to be used in cloud connector configuration?

A: 443 is the standard port used to connect Cloud Connector to CIG subaccounts.

Q41: Does allow list of IP address ranges required for both inbound and outbound traffic w.r.t SAP ERP systems?

A: The allow list of IP addresses is required in your firewall to allow both inbound and outbound traffic between your ERP system and CIG. The IP ranges used by CIG vary based on the CIG hosted DC. Please refer to [this article](#) for more details.

Q42: What is the difference between Europe Rot and Neo servers?

A: Both are related to CIG EU DC and are internal SAP infrastructure region names.

Q43: How many email addresses can be configured in a cloud connector during alert setup?

A: There is no documented limitation as of today on the number of email addresses that can be included in a cloud connector alert. For more information, please refer to [this article](#).

Q44: How do I test the connectivity between CIG and backend SAP ERP with respect to the firewall?

A: You can leverage the CIG connectivity tool for connectivity testing between CIG and SAP ERP. For standalone firewall testing, please contact your internal Network team and verify if the documented IP address ranges are allow listed in your firewall.

Q45: Does cloud connector subaccounts have any relationship with the number of Designated Support Contacts/ (DSC)/administrators that can access CIG portal?

A: The number of cloud connector subaccounts to be configured in a DC is determined by the Ariba CIG product team and cannot be controlled by the number of your DSC's or admin access.

Q46: Can I use the cloud connector along with SAP PI/PO middleware?

A: Usage of SAP PI/PO middleware with cloud connector is optional and depends on your security needs. However, it is not mandatory since the cloud connector is already masking your internal host with the virtual host which ensures not to expose your ERP physical hostname directly.

Q47: Do I have to allow list IP address ranges even if I do not have any specific IP address routing rules in the firewall?

A: This is a decision to be taken by your internal network team depending on your security/network rules. If your firewall is configured to allow all connections, then there is no need to allowlist specific IP address ranges.

Q48: Do I have to use the cloud connector for master data integration from S4/HANA MDG system to Ariba?

A: No, it's not needed. SAP Cloud connector configuration is for documents that are coming from CIG to SAP ERP/S4 HANA systems and not vice versa.

Q49: How do I set up traffic trace in cloud connector?

A: Please refer to [this article](#) for steps on setting up trace files and logging in SAP cloud connector.