

SAP S/4HANA & SAP Marketing Cloud

Upgrade Schedule 2020 and 2021

& Maintenance Schedule 2020

S/4HANA Cloud Delivery
September 2020

PUBLIC



SAP S/4HANA Cloud & SAP Marketing Cloud – 2020 & 2021 upgrade downtime schedule

Master plan for all customers

Quarterly upgrade is performed as follows:

- Q (Quality) systems are upgraded to latest release, on 1st weekend after RTC date
- P (Production) and all types of systems (e.g. Starters) are upgraded, on 3rd weekend after RTC date

Each customer is notified per mail, 6 weeks prior to (Q) system upgrade.

How to prepare for the Quarterly Upgrade can be found in the S/4HANA Cloud Activate roadmap [here](#).

Service Level Agreement for cloud services can be found [here](#).

Details on system landscape, quarterly upgrade process and FAQ can be found [here](#).

Master Plan *	Major Upgrades - Downtime Schedule			
Cloud quarterly release name	2011	2102	2105	2108
Release to customer (RTC)	October 28	Feb 03	May 05	Aug 04
Q (Quality) systems	Oct 31/Nov 01	Feb 06/07	May 08/09	Aug 07/08
P (Production) and other types of systems (e.g. Starters)	Nov 14/15	Feb 20/21	May 22/23	Aug 21/22

**This is the current state of planning and may be changed by SAP at any time without notice. All dates are proposed dates.*

SAP S/4HANA Cloud & SAP Marketing Cloud

2020 Downtime windows for software patching and infrastructure maintenance

Software Patching is performed using weekly maintenance periods with following time windows:

Region	Q (Quality), SE (Starter) and Partner Demo Systems	P (Production) Systems
MENA	THU 17:00 UTC to FRI 05:00 UTC	FRI 19:00 UTC to 23:00 UTC
APJ	FRI 13:00 UTC to SAT 01:00 UTC	SAT 15:00 UTC to 19:00 UTC
EMEA	FRI 20:00 UTC to SAT 08:00 UTC	SAT 22:00 UTC to SUN 02:00 UTC
AMER	SAT 02:00 UTC to 14:00 UTC	SUN 04:00 UTC to 08:00 UTC

Global infrastructure maintenance activities are performed in the following weekly periods (affecting all types of systems)

Region	All System Types
MENA	FRI 19:00 UTC to 23:00 UTC
APJ	SAT 15:00 UTC to 19:00 UTC
EMEA	SAT 22:00 UTC to SUN 02:00 UTC
AMER	SUN 04:00 UTC to 08:00 UTC

SAP S/4HANA Cloud & SAP Marketing Cloud – Maintenance Calendar 2020

Master plan(*) for all customers

2020											
January	February	March	April	May	June	July	August	September	October	November	December
1	1 2002/HFC03	1 2002/HFC05	1	1 2005/HFC02	1	1	1 2008/HFC02	1	1	1 2011/HFC02	1
2	2 2002/HFC03	2	2	2 2005/HFC02	2	2	2 2008/HFC02	2	2 2008/HFC06	2	2
3	3	3	3	3 2005/HFC02	3	3 2005/HFC06	3	3	3 2008/HFC06	3	3
4	4	4	4	4	4	4 2005/HFC06	4	4	4 2008/HFC06	4	4
5	5	5	5	5	5	5 2005/HFC06	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6 back-up	6
7	7 back-up	7	7	7	7	7	7 back-up	7	7	7 back-up	7
8	8 back-up	8	8	8 back-up	8	8	8 back-up	8	8	8 back-up	8
9	9 back-up	9	9	9 back-up	9	9	9 back-up	9	9	9	9
10	10 1911/HFC06	10	10	10 2002/HFC08	10 back-up	10	10	10	10	10	10
11	11 1911/HFC06	11	11	11 2002/HFC08	11	11	11	11	11	11	11 2011/HFC05
12	12 1911/HFC06	12	12	12 2002/HFC08	12	12	12	12	12	12	12 2011/HFC06
13	13	13 2002/HFC06	13	13	13	13	13	13	13	13 2011/HFC03	13 2011/HFC06
14	14 2002/HFC04	14 2002/HFC06	14	14	14	14	14 2008/HFC03	14	14	14 2011/HFC03	14
15	15 2002/HFC04	15 2002/HFC06	15	15 2005/HFC03	15	15	15 2008/HFC03	15	15	15 2011/HFC03	15
16	16 2002/HFC04	16	16	16 2005/HFC03	16	16	16 2008/HFC03	16	16 HDB upgr.	16	16
17	17 HDB upgr.	17	17	17 HDB upgr.	17 2005/HFC03	17	17 HDB upgr.	17	17	17 HDB upgr.	17
18	18 HDB upgr.	18	18	18 HDB upgr.	18	18	18 HDB upgr.	18	18 2008/HFC05	18 HDB upgr.	18
19	19 HDB upgr.	19	19	19 HDB upgr.	19	19 2005/HFC05	19 HDB upgr.	19	19 2008/HFC05	19	19
20	20	20	20	20	20 2005/HFC05	20	20	20 2008/HFC05	20	20 back-up	20
21	21 back-up	21	21	21	21 2005/HFC05	21	21 back-up	21	21	21 back-up	21
22	22 back-up	22	22	22 back-up	22	22	22 back-up	22	22	22 back-up	22
23	23 back-up	23	23	23 back-up	23	23	23 back-up	23	23	23	23
24		24	24	24 back-up	24	24	24	24	24	24	24
25		25	25	25	25	25	25	25	25	25	25 2011/HFC06
26		26	26	26	26	26	26	26	26	26	26 2011/HFC06
27	27	27 2002/HFC07	27	27	27	27	27	27	27	27 2011/HFC04	27 2011/HFC06
28	28 2002/HFC05	28 2002/HFC07	28	28	28	28	28 2008/HFC04	28	28	28 2011/HFC04	28
29	29 2002/HFC05	29 2002/HFC07	29	29 2005/HFC04	29	29	29 2008/HFC04	29	29	29 2011/HFC04	29
30		30	30	30 2005/HFC04	30	30	30 2008/HFC04	30	30 2011/HFC02	30	30
31	31 2002/HFC03	31		31 2005/HFC04		31 2008/HFC02	31		31 2011/HFC02		31

Legend

- Global Infrastructure Maintenance
- MMY/HFCxx Hotfix Collection Delivery
- HDB upgr. HANA Database upgrade
- MMY/HFCxx Q-System upgrade
- MMY/HFCxx P-system Upgrade
- back-up Back-up weekend for upgrade
- Other maintenance activity

For a more detailed legend see next slide

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Detailed Legend for SAP S/4HANA Cloud and SAP Marketing Cloud Maintenance Calendar 2020

Type of weekend	Indicator in Calendar	Meaning	Description	Downtime window used
Global Infrastructure Maintenance weekend	Dark blue cell background color	Global Infrastructure Maintenance	Global Infrastructure Maintenance - affects all system types	Downtime windows for Global Infrastructure Maintenance (see slide 3)
Software Patching weekend	Green font color YYMM/HFCxx	Hotfix Collection Delivery	All SAP S/4HANA Cloud and SAP Marketing Cloud systems will be patched to Hotfix Collection "xx" of product version "YYMM" of SAP S/4HANA Cloud and SAP Marketing Cloud	Downtime window for Software Patching (see slide 3)
Upgrade weekend	Purple font color HDB upgr.	HANA Database upgrade	For all SAP S/4HANA Cloud and SAP Marketing Cloud systems HANA Database will be upgraded to next version that is mandatory in next product version of SAP S/4HANA Cloud and SAP Marketing Cloud (scheduled two weeks prior to Q-System upgrade)	Downtime window for Software Patching (see slide 3)
	Orange font color YYMM/HFCxx	Q-System upgrade	SAP S/4HANA Cloud and SAP Marketing Cloud Q-systems will be upgraded to Hotfix Collection "xx" of product version "YYMM" of SAP S/4HANA Cloud and SAP Marketing Cloud	Downtime window for Q-System Upgrades (see slide 2)
	Red font color YYMM/HFCxx	P-System upgrade	<ul style="list-style-type: none"> SAP S/4HANA Cloud and SAP Marketing Cloud P-, SE and Partner Demo systems will be upgraded to Hotfix Collection "xx" of product version "YYMM" of SAP S/4HANA Cloud and SAP Marketing Cloud SAP S/4HANA Cloud and SAP Marketing Cloud Q-systems will be patched to same Hotfix Collection "xx" of product version "YYMM" of SAP S/4HANA Cloud and SAP Marketing Cloud 	<ul style="list-style-type: none"> SE-systems: Downtime window for Q-System Upgrades P-, and Partner Demo systems: Downtime window for P-System Upgrades (see slide 2) Q-systems: Downtime window for Software Patching
	Italic font <i>back-up</i>	Back-up weekend for previous upgrade weekend	Systems that could not be upgraded on originally scheduled weekend will be upgraded on back-up weekend (individual systems only, no mass-usage intended)	Downtime window for upgrades (depends on type of system upgraded on back-up weekend)
Other Maintenance weekend	Light blue background color	Other maintenance activities	Further maintenance activities are performed - either infrastructure related or software patching related	Downtime window for Software Patching

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