

SAP S/4HANA Cloud & SAP Marketing Cloud

Upgrade Schedule & Maintenance Schedule 2021 & 2022 for Customers with a 2-System Landscape

S/4HANA Cloud Delivery
October 2021

PUBLIC



SAP S/4HANA Cloud & SAP Marketing Cloud – 2021 & 2202 Upgrade Downtime Schedule

Master Plan for all Customers Having a 2-System Landscape

Quarterly upgrade is performed as follows:

- Q (Quality) systems are upgraded first
- P (Production) and all other types of systems are upgraded 2 weeks later

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](#).

For SAP Marketing Cloud, please also use this document [here](#).

The 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	2111	2202	2208
Release to customer (RTC)	Oct 27	Jan 26	Jul 27
<ul style="list-style-type: none"> ▪ All Q (Quality) systems and ▪ S (Starter) systems working with CBC (SAP Central Business Configuration) 	Oct 30/31	Feb 05/06	Aug 06/07
P (Production) and all other types of systems	Nov 13/14	Feb 19/20	Aug 20/21

SAP S/4HANA Cloud & SAP Marketing Cloud Using a 2-System Landscape

2021 & 2202 Downtime Windows for Upgrades, Software Patching, and Infrastructure Maintenance

Upgrades are performed according to dates on previous page using the following time windows:

Region	All System Types
MENA	FRI 01:00 UTC to SAT 01:00 UTC
APJ	FRI 21:00 UTC to SAT 21:00 UTC
EMEA	SAT 04:00 UTC to SUN 04:00 UTC
AMER	SAT 10:00 UTC to SUN 10:00 UTC

Notes

- Expect that every maintenance window will be used as indicated in maintenance calendar (see on page 4 and 5). This applies to all type of maintenance activities.
- In case maintenance activities don't require complete business downtime windows as listed here, systems are released earlier. This applies to all type of maintenance activities.
- Notification mail for upcoming maintenance activities will only be send for system upgrades (see on page 2).

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

Notes

- During hotfix collection deployments or the upgrade customer activities on business configuration changes and key user extensibility are limited. Details can be found in customer notes [3024158](#) (hotfix P-system processing), [3042314](#) (hotfix Q- and other systems processing) and [3097708](#) (upgrade systems processing)

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 Oct-2021 to Jun-2022

Master Plan(*) for All Customers Having a 2-System Landscape

2021													2022																																
October				November				December					January				February				March				April				May				June												
CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS	CW	Day	2SL	MDS		
39	1				1			48	1			53	1				5	1				9	1			13	1			17	1			21	1			25	1			29	1		
	2	08/06			2				2				2				6	2				10	2			14	2			18	2			22	2			26	2			30	2		
	3	08/06			3				3				3				7	3				11	3			15	3			19	3			23	3			27	3			31	3		
	4				4				4				4				8	4				12	4			16	4			20	4			24	4			28	4				4		
	5				5				5				5				9	5				13	5			17	5			21	5			25	5			29	5				8		
	6				6				6				6				10	6				14	6			18	6			22	6			26	6			30	6				9		
	7				7				7				7				11	7				15	7			19	7			23	7			27	7			31	7				10		
	8				8				8				8				12	8				16	8			20	8			24	8			28	8				11						
	9				9				9				9				13	9				17	9			21	9			25	9			29	9				12						
	10				10				10				10				14	10				18	10			22	10			26	10			30	10				13						
	11				11				11				11				15	11				19	11			23	11			27	11				1				14						
	12				12				12				12				16	12				20	12			24	12				2				2				15						
	13				13				13				13				17	13				21	13			25	13			29	13			31	13				16						
	14				14				14				14				18	14				22	14			26	14				3				3				17						
	15				15				15				15				19	15				23	15			27	15				4				4				18						
	16				16				16				16				20	16				24	16			28	16				5				5				19						
	17				17				17				17				21	17				25	17			29	17				6				6				20						
	18				18				18				18				22	18				26	18			30	18				7				7				21						
	19				19				19				19				23	19				27	19			31	19				8				8				22						
	20				20				20				20				24	20				28	20				2				9				9				23						
	21				21				21				21				25	21				29	21				3				10				10				24						
	22				22				22				22				26	22				30	22				4				11				11				25						
	23				23				23				23				27	23				31	23				5				12				12				26						
	24				24				24				24				28	24								6				13				13				27							
	25				25				25				25				29	25								7				14				14				28							
	26				26				26				26				30	26								8				15				15				29							
	27				27				27				27				31	27								9				16				16				30							
	28				28				28				28													10				17				17				31							
	29				29				29				29													11				18				18											
	30				30				30				30													12				19				19											
	31				31				31				31													13				20				20											

Legend

Column Headers

- CW = Calendar week
- 2SL = S/4HANA Cloud 2-system landscape and SAP Marketing Cloud systems
- Q = Quality/test system
- P = Productive system
- MDS = (Monthly) continuous delivery service

Type of maintenance activities affecting Q/P systems

- Global infrastructure maintenance
 - Other maintenance activity
 - MM/xx
Deployment of Hotfix Collection HFCxx of product version YYMM. HFC contains corrections only
 - MM/xx
Deployment of Hotfix Collection HFCxx of product version YYMM. HFC contains correction and continuous delivery service. Name of included continuous delivery services stated in column MDS
 - YYMM.n
Continuous delivery service n for product version YYMM
 - HDB
HANA Database upgrade
 - MM/xx
Upgrade to Hotfix Collection HFCxx of product version YYMM
 - backup
Backup weekend for Upgrade
- YY = last two digits of year (example for year 2022 → YY = 22)
 MM = two digit number counter for month (example for August → MM = 08)
 xx = two digit number counter for HFC (example HFC03 = third HFC)

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

For a more detailed legend see next slide

Detailed Legend for SAP S/4HANA Cloud and SAP Marketing Cloud Maintenance Calendar 2021/22 for Customers Using a 2-System Landscape

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 box color MM/xx	Hotfix Collection Delivery containing corrections	The 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 – the hotfix collection contains corrections "only"	Downtime window for Software Patching (see slide 3)
	Brown box color MM/xx	Hotfix Collection Delivery containing corrections and a continuous delivery service	The 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 – the hotfix collection contains corrections and a <i>continuous delivery service</i> (also known as <i>continuous feature delivery</i> – the name of the included package is stated in column MDS). Further info on Hotfix collections and continuous delivery service can be found via the links on next page.	Downtime window for Software Patching (see slide 3)
Upgrade weekend	Purple box color HDB	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)
	Red box color MM/xx	System upgrade	SAP S/4HANA Cloud and SAP Marketing Cloud systems will be upgraded to Hotfix Collection "xx" of product version "YYMM" of SAP S/4HANA Cloud and SAP Marketing Cloud	Downtime window for System Upgrades (see slide 3)
	Grey box color backup	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

YY = last two digits of year (example for year 2022 → YY = 22)
MM = two digit number counter for month (example for August → MM = 08)
xx = two digit number counter for HFC (example HFC03 = third HFC)

Useful links on corrections and feature updates via Hotfix Collections

S/4HANA Cloud 2108

- [3073406 - SAP S/4HANA Cloud 2108 and SAP Marketing Cloud 2108 - Patch Collection Information Note - SAP ONE Support Launchpad](#)
- [What's New Viewer - SAP S/4HANA Cloud](#)

S/4HANA Cloud 2111

- [3099027 - SAP S/4HANA Cloud 2111 and SAP Marketing Cloud 2111 - Patch Collection Information Note - SAP ONE Support Launchpad](#) (will get available as of S/4HANA Cloud 2111 RTC – see slide 2)
- [What's New Viewer - SAP S/4HANA Cloud \(Preliminary Version\)](#)