

SAP S/4HANA & SAP Marketing Cloud Upgrade Schedule & Maintenance Schedule 2021 H1

S/4HANA Cloud Delivery
December 2020

PUBLIC



SAP S/4HANA Cloud & SAP Marketing Cloud – 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 other 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](#).

For SAP Marketing Cloud please also use this document [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	2102	2105	2108
Release to customer (RTC)	Feb 03	May 05	Aug 04
Q (Quality) systems	Feb 06/07	May 08/09	Aug 07/08
P (Production) and other types of systems (e.g. Starters)	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

2021 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

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 2020/2021 H1

Master plan(*) for all customers

2020			2021								
October	November	December	January	February	March	April	May	June			
1		1 2011/HFC02	1		1		1		1		1
2	2008/HFC06	2	2	2	2	2	2 2102/HFC06	2	2	2	2
3	2008/HFC06	3	3	3	3	3	3 2102/HFC06	3	3	3	3
4	2008/HFC06	4	4	4	4	4	4 2102/HFC06	4	4 2105/HFC04	4	4 2105/HFC04
5		5	5	5	5 2102/HFC02	5 2102/HFC04	5	5	5	5 2105/HFC04	5 2105/HFC04
6		6 back-up	6	6	6 2102/HFC02	6 2102/HFC04	6	6	6	6 2105/HFC04	6 2105/HFC04
7		7 back-up	7	7	7 2102/HFC02	7 2102/HFC04	7	7 2105/HFC02	7	7	7
8		8 back-up	8	8	8	8	8	8 2105/HFC02	8	8	8
9		9	9	9	9	9	9	9 2105/HFC02	9	9	9
10		10	10	10	10	10	10	10	10	10	10
11		11	11 2011/HFC05	11	11	11	11	11	11	11	11
12		12	12 2011/HFC05	12	12 back-up	12	12	12	12	12	12
13		13 2011/HFC03	13 2011/HFC05	13	13 back-up	13	13	13	13	13	13
14		14 2011/HFC03	14	14	14 back-up	14	14	14	14 back-up	14	14
15		15 2011/HFC03	15	15 2011/HFC07	15	15	15	15	15 back-up	15	15
16	HDB	16	16	16 2011/HFC07	16	16	16 2102/HFC07	16	16 back-up	16	16
17	HDB	17	17	17 2011/HFC07	17	17	17 2102/HFC07	17	17	17	17
18	HDB	18	18	18	18	18	18 2102/HFC07	18	18	18 2105/HFC05	18 2105/HFC05
19		19	19	19	19 2102/HFC03	19 2102/HFC05	19	19	19	19 2105/HFC05	19 2105/HFC05
20		20 back-up	20	20	20 2102/HFC03	20 2102/HFC05	20	20	20	20 2105/HFC05	20 2105/HFC05
21		21 back-up	21	21	21 2102/HFC03	21 2102/HFC05	21	21	21 2105/HFC03	21	21
22		22 back-up	22	22 HDB	22	22	22	22	22 2105/HFC03	22	22
23		23	23	23 HDB	23	23	23	23 HDB	23 2105/HFC03	23	23
24		24	24	24 HDB	24	24	24	24 HDB	24	24	24
25		25	25 2011/HFC06	25	25	25	25	25 HDB	25	25	25
26		26	26 2011/HFC06	26	26 back-up	26	26	26	26	26	26
27		27 2011/HFC04	27 2011/HFC06	27	27 back-up	27	27	27	27	27	27
28		28 2011/HFC04	28	28	28 back-up	28	28	28	28 back-up	28	28
29		29 2011/HFC04	29	29	29	29	29	29	29 back-up	29	29
30	2011/HFC02	30	30	30	30	30	30	30	30 back-up	30	30
31	2011/HFC02		31	31	31	31	31	31	31	31	31

Legend

-  Global Infrastructure Maintenance
 -  Hotfix Collection Delivery
 -  HANA Database upgrade
 -  Q-System upgrade
 -  P-system Upgrade
 -  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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