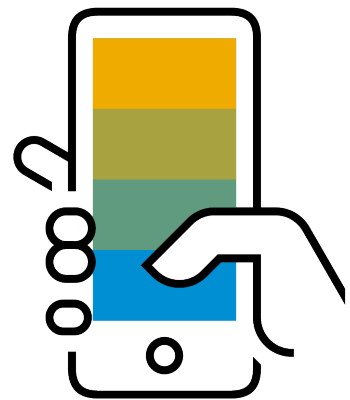


# SAP Concur Mobile App Deprecation Policy

Updated: March 2021

We updated our deprecation policy for the SAP® Concur® mobile app, maintaining access and security for the current version and previous two versions (total of three versions) at any given time. This policy will provide an improved security posture for SAP® Concur® solutions and our customers as well as additional resources for greater innovation in the future.



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## FREQUENTLY ASKED QUESTIONS

### What is the deprecation policy for the SAP Concur mobile app?

We updated our deprecation policy for the SAP Concur mobile app to maintain access and our security posture for the three most recent full versions at any given time. This is a change from our previous mobile deprecation policy of supporting the seven most recent full versions at any given time.

This means that a user will now be signed out automatically if the user hasn't updated the SAP Concur mobile app over the course of three updates (typically three months) and is using the fourth most recent version. The user will be able to sign back in as soon as the SAP Concur mobile app is updated. This is already in place for users on the eighth most recent version.

This deprecation policy is only for maintaining the SAP Concur mobile app. SAP Concur Support will not be changing our policy of only assisting users who are on the two most recent versions of the SAP Concur mobile app.

### Why are you updating your deprecation policy?

We previously implemented this policy in April 2020 to improve security for the SAP Concur mobile app and provide additional resources for greater innovation in the future to our customers and users.

Since implementing the policy, we gained greater insights into actual usage and determined that the vast majority of users — approximately 98% — consistently update to the most recent three versions. To further improve security and availability of resources, we updated our policy further to support the most recent three versions instead of seven. This change also closer aligns the SAP Concur mobile app with other mobile apps in the SAP family.

A deprecation policy for mobile apps is routine for enterprise and personal mobile applications, and users are accustomed to updating their apps on a regular basis. The vast majority of SAP Concur mobile app users update the app frequently and will not be affected by this change in policy.

### When is this policy change going into effect?

This policy change was planned to go into effect with the late January / early February 2021 SAP Concur mobile app release (version 9.87). While version 9.87 was released in February 2021, the policy change did not actually take effect until mid-March 2021 as we made the change globally. We cannot provide the exact dates because this depends on when the app stores (Google Play and Apple App Store) accept and publish the updated version.

Now, any users on version 9.84 (late September / early October 2020) and every earlier version will be unable to sign in upon the release of version 9.87 (late January / early February 2021) without first updating their app. Each subsequent release will see another version deprecated (for example, upon release of version 9.88 in late February / early March 2021, then version 9.85 would be deprecated).

Note that this policy does not apply to “point releases” (for example, 9.87.0 to 9.87.1), but only full version releases (9.87 to 9.88, and so on).

### **Initially, what versions of the SAP Concur mobile app are impacted by this change?**

Previously, our mobile deprecation policy supported only the seven most recent versions. This policy covers users on both the Android and iOS versions of the SAP Concur mobile app. Version numbers are the same across both platforms. For this update to supporting the seven most recent versions to the three most recent versions, any users on version 9.84 (late September / early October 2020) and every earlier version are planned to be unable to sign in upon the release of version 9.87 (late January / early February 2021).

### **How will the policy work for each update in the future?**

For each subsequent release of the SAP Concur mobile app, the fourth oldest version will be deprecated. For example, upon release of version 9.87 in late January / early February 2021, then version 9.84 would be deprecated. In late February / early March 2021 when version 9.88 is released, then version 9.85 would be deprecated, and so on. This policy is planned to remain in place for the foreseeable future.

We will not notify administrators directly about this policy or if they have users impacted in the future. Direct communications are only planned for our initial roll out prior to January 2021. Please review the [monthly release notes](#) in the future.

### **Will there be notifications to users about updating the SAP Concur mobile app?**

Within the SAP Concur mobile app and depending on the user’s personal settings, there are a variety of communications that will be directed to users who need to update the app such as the mobile message center, push notifications, and pop-ups. Our plan is to only start messages when a user is on the second most recent version with increasing communications and urgency each month a user doesn’t take action. This approach may evolve depending on user response to content and methods.

### **What actions should my organization take?**

First, know that the vast majority of users update the SAP Concur mobile app frequently and will not be impacted. Additionally, we are conducting in-app communications to encourage users to update. Your actions depend on how many users you may have that may be impacted when this policy initially goes into effect and how you manage mobile devices at your organization.

- You may want to communicate directly to your users that are on versions earlier than 9.84, especially those who are on much earlier versions as they may need a new mobile device (see below for report).

- If your organization manages mobile devices for your users (for example, mobile device management or private app stores), we recommend working with your IT department to ensure that the SAP Concur mobile app is being updated on a regular basis and that your users are [on supported mobile operating systems](#).

### How do I find out which of my users may be impacted?

The vast majority of users update their app frequently and will not be impacted by this change in policy. We anticipate that less than 2% of mobile users will be signed out due to inaction.

We are planning to update the report available to customers with the October 2020 mobile release to reflect the upcoming policy change, so we recommend waiting until after mid-November to pull this report so that you view up-to-date data. Anyone with the SAP Concur solution roles “Employee Administrator” in Concur Expense or Concur Invoice or “Company Admin” in Concur Travel can download a report by signing in to your SAP Concur solutions and clicking on the correct link below that corresponds to your organization’s data center:

- [North America data center](#)
- [EMEA data center](#)
- [China data center](#)

Clicking the correct link will initiate a .CSV file that shows users in your entity that are using unsupported versions of the SAP Concur mobile app. Information provided includes user details, device name, deprecation status (see below), mobile version, OS, OS version, and the last active date (that is, the last date the user upgraded). Please note that this report will only display data for a user’s last active sign-in.

This list displays the following deprecation statuses:

- Deprecated: User is already deprecated
- Deprecates Next Release: User will deprecate with next release of SAP Concur mobile app (typically next month)
- Deprecation Start: User will deprecate with update of deprecation policy (now enforced with version 9.87)

Please note that the list will display inactive users and, in some cases, users may have already switched to a different device (for example, loss, theft, new model) or the device has been distributed to a different user. Additionally, users have to sign out and then sign back in after updating their app to be removed from the report.

You can find your organization's data center by signing in to your SAP Concur Solutions account then scrolling to the bottom. There you will see this link: "Service Status (your data center)."

### **Are some “users” not actually active users?**

Yes. In some cases, a user who shows up in the report may be inactive, have already switched to a different device (for example, loss, theft, new model) or the device has been distributed to a different user. For these cases, you would not need to take action and the connection will be automatically deprecated. Additionally, users have to sign out and then sign back in after updating their app to be removed from the report.

### **I received a 401 error when pulling the report. What happened?**

This error means that authentication has failed. This could mean that you do not have the correct role assigned in SAP Concur solutions, that the report opened in a different browser than the one you are signed in on, that you've been signed out of SAP Concur solutions, that you've clicked on the incorrect data center link, or that your browser has disabled cookies. Please check these settings and try again.

If all of above is correct, please do the following:

- a. Sign out and then sign back in to SAP Concur solutions
- b. Open a new tab in the same browser
- c. Copy the correct data center URL from the FAQ document and hit “enter” or “return”
- d. If the 401 error still persists, try a different browser or device

### **What happens if a user does not take action in time?**

After the release of every new version of the SAP Concur mobile app (typically near the end of each month), any users who are on the fourth most recent version will not be able to sign in the next time they try to open the app. They will be directed to update the SAP Concur mobile app from their respective app store. Once updated to the most recent version, the user can then sign in normally.

When a user signs out of the SAP Concur mobile app (regardless if it's because of the deprecation policy or some other reason), there is no risk for loss of data such as receipt images, expenses, travel bookings, and more except for un-exported routes for Concur® Drive web service users (see below). Everything else will be maintained when the user signs back in.

### **How does a user update the SAP Concur mobile app?**

The SAP Concur mobile app can be updated through Google Play or Apple App Store. Our recommended best practice is to have auto-update turned on. Instruct users to sign out and sign back in after updating their app so that you can keep accurate tracking in the report. Please refer to these resources:

- SAP Concur mobile app user resources: [iOS](#) | [Android](#)
- [SAP Concur mobile app FAQ](#)

- [Upgrading Android applications](#)
- [Upgrading iOS applications](#)

### **Where will I be able to find details on this policy in the future?**

The SAP Concur mobile app deprecation policy will be detailed appropriately in these documents:

- [SAP Concur mobile app Admin Toolkit](#)
- [SAP Concur mobile app release notes](#)
- [SAP Concur mobile app FAQ](#)
- [Concur Travel & Expense Supported Configurations](#)

Please bookmark these links for future convenience.

### **Concur Drive customers: What happens if a user has un-exported routes when they are signed out?**

Concur Drive users should always export their un-exported routes before performing an update of the SAP Concur mobile app or signing out of the app for any reason. To protect the privacy of users, un-exported routes are not automatically exported unless the user has turned on the “Add Directly To Expenses” feature. Un-exported routes will not be available if a user signs out or deletes the app, and will not be available when the user signs back in. Concur Drive users who do not update the SAP Concur mobile app in time will be impacted by this policy because they will be signed out.

### **Is the Triplt<sup>®</sup> from Concur mobile app impacted by this policy?**

No. This policy is only for the SAP Concur mobile app.

### **What if I have additional questions?**

If you have additional questions, please review the below materials:

- [SAP Concur mobile app Admin Toolkit](#)
- [SAP Concur mobile app release notes](#)
- [SAP Concur mobile app FAQ](#)
- [Concur Travel & Expense Supported Configurations](#)

If your question is not answered, please reach out to SAP Concur Support or your account team.



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