



PUBLIC

SAP Cloud for Customer

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SAP Cloud for Customer System and Software Requirements

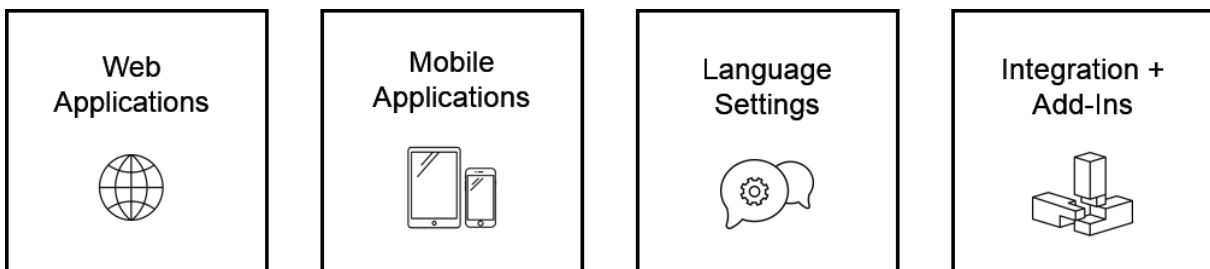
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1 Minimum System and Software Requirements

Graphical navigation for system and software requirements for SAP Cloud for Customer.

Click the boxes to access more information on your desired topic.



- [Web Applications \[page 3\]](#)
- [Mobile Device Requirements \[page 6\]](#)
- [Language Settings \[page 9\]](#)
- [Integration and Add-Ins \[page 11\]](#)

1.1 Web Applications

Minimum requirements for SAP Cloud for Customer Web applications.

1.1.1 Minimum Hardware Requirements

Minimum desktop and laptop hardware requirements for SAP Cloud for Customer.

- Processor: Intel Core 2 Duo (2.4 GHz with a 1066 megahertz {MHz} front-side bus) or better
- Memory: 6 gigabytes (GB), or more

1.1.2 Minimum Network Requirements

Minimum bandwidth and latency requirements for SAP Cloud for Customer.

	Number of Users	20	100	500	1000
Bandwidth Re- quired (Mbps)	Sales	0.25	1.24	6.2	12.4
	Service	0.6	3	15	30

Network latency should be 200ms or better.

i Note

The calculations consider only bandwidth used by SAP Cloud for Customer and don't include any other internet or internal network traffic.

SAP Support may request wired networking during investigation of incidents.

For detailed calculations and more information about bandwidth requirements refer to the blog at: <https://blogs.sap.com/2018/02/07/network-sizing/>

1.1.3 Display Resolution

SAP Cloud for Customer is best displayed at a screen resolution of 1280 x 768.

1.1.4 Additional Software

Working with certain functions of SAP Cloud for Customer requires additional software.

- Adobe Reader 8.1.3 or higher

1.1.5 Browser Settings

Download settings and formats, pop-up settings and advanced settings for Microsoft Internet Explorer.

Downloads

Downloading files should be enabled in your browser, since the SAP cloud solution can export files to your local device. If your browser supports restricting downloads by file type, you should enable at least the XML and CSV file types.

If your browser supports trusted sites, we recommend maintaining the download settings only for the Trusted Sites security zone and adding the following URLs to this zone:

- Your system URL, or alternatively the general pattern to which the URL adheres, such as `http://*.ondemand.com`
- Your system URL, or alternatively the general pattern to which the URL adheres, such as `http://*.ondemand.com`
- The pattern `https://*.sap.com`

Pop-ups

The pop-up blocker should either be disabled, or the system URL should be registered as an exceptional site for the pop-up blocker. The Trusted Sites security zone settings listed in the **Downloads** section applies to pop-ups as well.

Advanced Internet Options Settings in Internet Explorer

If you use Internet Explorer, make the following advanced internet option settings:

- The browser should be configured to use HTTP 1.1, both for connections in general and for connections through a proxy.
- The user interface of the on-demand solution may react more quickly if you disable the setting *Do not save encrypted pages to disk*.

1.1.6 Browser Versions

Versions tested and handling browser updates.

SAP performs manual and automated testing on the supported and recommended browsers. Recommended browsers provide better performance and usability. Later versions of the recommended browser should be compatible, but have not yet been tested.

Use the latest, stable version of the recommended browsers. Please be aware that some browsers download and apply updates automatically. SAP makes every effort to test and support the most recent, stable versions of all recommended browsers.

1.1.7 Domain Settings

Allow applications to access resources from the ***.ondemand.com** domains.

If you use a URL filter to blacklist a category of websites, you must allow ***.ondemand.com** domains as an exception.

1.1.8 SAP Cloud for Customer, Fiori Client for Desktops and Laptops

Browser support by operating system for desktops and laptops.

Platform	OS	Recommended Browser	Supported
Microsoft Windows	Windows 7	Google Chrome	Google Chrome i Note Internet Explorer isn't supported with 2011 release.
	Windows 8.1	Google Chrome	Google Chrome i Note Internet Explorer isn't supported with 2011 release.
	Windows 10	Google Chrome	Google Chrome Microsoft Edge (Legacy) Microsoft Edge (Chromium) i Note Internet Explorer isn't supported with 2011 release.
Apple Mac OS X	10.10 "Yosemite"	Apple Safari (latest version)	Apple Safari (latest version)

1.2 Mobile Device Requirements

Minimum requirements for SAP Cloud for Customer mobile applications.

1.2.1 Minimum Network Requirements for Mobile Devices

Minimum bandwidth requirements for mobile devices using SAP Cloud for Customer apps.

- Upstream: 2 mbps
- Downstream: 2 mbps

- Latency: 200ms or better

A Wi-Fi or cellular network connection is required to communicate with SAP Cloud for Customer servers. For Wi-Fi, minimum bandwidth requirements are listed above. For cellular connections, a 3G network or faster is required. For the best performance, we recommend using Wi-Fi or LTE.

1.2.2 Mobile Device Performance

Performance specification and processor recommendations.

SAP tests the supported and recommended devices. Recommended devices provide better performance and usability. Devices with similar or better specifications than the recommended devices should be compatible, but are not tested by SAP.

For the supported and recommended devices, Intel Core M microprocessors are **not** recommended because sufficient performance cannot be guaranteed.

1.2.3 SAP Cloud for Customer Applications

Supported and recommended device and operating system requirements for using SAP Cloud for Customer apps.

! Restriction

The Surface Pro tablet is recognized as a desktop computer by the SAP Cloud for Customer app.

To provide a better experience in the solution, the user interface is slightly different on tablets than on desktop devices. For example: editing formatted text happens inline on desktops and in a full screen pop-up window on tablets.

The solution checks various browser properties plus the width of the device screen to recognize tablets. Browser properties on the Surface Pro tablet appear the same as a Windows 10 desktop device, and the display width of Surface Pro tablet is greater than 1024 pixels. This width is considered large enough to be a desktop display by SAP user interface standards. For these reasons, the Surface Pro is recognized as a desktop device and any tablet-specific user interface elements aren't available.

Tablet Device Requirements (Effective End of Jan 2021)

Device	Supported Operating System	Recommended Device Model	Supported Device Model	Minimum Hardware Specification	End of Support
Apple iPad	iOS 13.7 through iOS 14	Apple iPad 8th Gen	Apple iPad 6th Gen and above	2 GB RAM, 2.34 Hz quad-core, 64-bit CPU, 64 GB HD	September 2022 (iPad 6th Gen)

Device	Supported Operating System	Recommended Device Model	Supported Device Model	Minimum Hardware Specification	End of Support
Android Tablet	Android 9.0, 10 and 11	Samsung Galaxy Tab S6	Samsung Galaxy Tab S6 and above	6 GB RAM, Octa Core (2.84 GHz + 2.41 GHz Tri + 1.78 GHz Quad) CPU, 64 GB HD	August 2022 (Samsung Galaxy Tab S6)
Microsoft Windows Tablet	Microsoft Windows 10, version 1703 or above	Surface Pro 7	Surface Pro 5 and above	8 GB RAM, Dual Core Intel i5 CPU @ 2.60GHz-3.50 GHz, 256 GB HD	January 2023 (Surface Pro 5)

i Note

- The recommended devices will be reviewed once in 2 years and updated, as required.
- If there's any change in the end of support date, then it will be communicated six months in advance.
- Any device with hardware specifications equal to or above the minimum hardware specification will be supported.
- Offline support is available on all supported devices.

! Restriction

- Mobile Devices with device width less than 360 px aren't supported. For more information, see the following links:
 - [Compare devices](#)
 - [iOS Device Compatibility Reference](#)
- Mobile apps aren't supported in the browser of mobile devices.

Smartphone Device Requirements (Effective End of Jan 2021)

Supported Operating System	Recommended Device Model	Supported Device Model	Minimum Hardware Specification	End of Support
iOS 13.7 through iOS 14	Apple iPhone 11	Apple iPhone 8 and above iPhone SE2	2 GB RAM, 2.39 GHz Hexa-core 64-bit CPU, 64 GB HD	April 2023 (Apple iPhone 8)

! Restriction

iPhone SE devices aren't supported.

Supported Operating System	Recommended Device Model	Supported Device Model	Minimum Hardware Specification	End of Support
Android 9.0, 10 and 11	Samsung Galaxy Note 20	Samsung Galaxy Note 10 and above	6 GB RAM, Octa-core (2.73 GHz dual + 2.4 GHz dual + 1.9 GHz Quad) CPU, 64 GB HD	August 2023 (Samsung Galaxy Note 10)

i Note

- The recommended devices will be reviewed once in 2 years and updated, as required.
- If there's any change in the end of support date, then it will be communicated six months in advance.
- Any device with hardware specifications equal to or above the minimum hardware specification will be supported.
- Offline support is available on all supported devices.

1.3 Language Settings

Browser settings for language support.

1.3.1 General and Portal Settings

Browser settings for language support.

General Language Settings

To ensure that SAP Cloud for Customer texts appear consistently in the same logon language, review the following three language settings:

- Before you log on to SAP Cloud for Customer, choose the preferred language from the [Language](#) dropdown list.
- After you log on, to define the preferred language, choose [Personalize](#) > [My Settings](#) > [Regional Settings](#) > [Language](#).
- In the operating system itself, ensure that the preferred language is defined as the display language.

i Note

If English is defined as the display language both of the operating system and under [Personalize](#) > [My Settings](#) > [Regional Settings](#) > [Language](#), and if you log on to SAP Cloud for Customer in Spanish, then the texts that you see may not consistently appear in Spanish. Instead, a mixture of texts — in Spanish and English — may appear.

Portal Language Settings

If your solution includes the SAP HANA Cloud Portal, Support Site Option, only one language pack per browser is fully supported. If more than one language is defined in the browser settings, widget and page content may not display as fully translated.

1.3.2 Languages Supported

Supported languages and restrictions for specific languages.

The SAP Cloud for Customer user interface is available in the following languages.

i Note

Apart from languages supported in the standard solution, the solution allows you to add new languages that you may require in your business. For more information, see [Translate and Adapt User Interface Texts](#)

- AR — Arabic (Functional limitations for this language are described in the note below)
- BG — Bulgarian
- CS — Czech
- DA — Danish
- DE — German
- EN — English
- ES — Spanish
- FI — Finnish
- FR — French
- EL — Greek
- HE — Hebrew (Functional limitations for this language are described in the note below)
- HR — Croatian
- HU — Hungarian
- IT — Italian
- JA — Japanese
- KO — Korean
- NL — Dutch
- NO — Norwegian
- PL — Polish
- PT — Portuguese
- RO — Romanian
- RU — Russian
- SR — Serbian
- SK — Slovak
- SL — Slovenian
- SV — Swedish
- TH — Thai
- TR — Turkish
- VI — Vietnamese
- ZH — Simplified Chinese

- ZF — Traditional Chinese

i Note

Right-to-left languages (Arabic script and the Hebrew alphabet are written from right to left) are **NOT SUPPORTED** for the following scenarios:

- **SAP Sales Cloud**
For e-mail integration, analytics, or maps. Moreover, the activity timeline, the deal finder, the influencer map, marketing attributes, and document flow are only supported for left-to-right (LFR) languages.
- **SAP Service Cloud**
Within the agent workspace for viewing the document flow and the creation of response templates. Right-to-left languages are supported by Adobe Acrobat output forms, but translated examples are not provided. The use of the SAP Cloud for Customer Add-In for Microsoft Outlook® is not supported for right-to-left languages in SAP Service Cloud.
- **Industries**
SAP Cloud for Customer industry solutions.

1.4 Integration and Add-Ins

Additional software requirements for integration scenarios and add-ins.

SAP Cloud for Customer delivers additional functionality through integration to external systems, and software that can be installed, via the [Download](#) screen, for specific business purposes and end-users.

1.4.1 Requirements for Software Integration

To increase sales efficiency, large enterprises can integrate existing SAP ERP systems with SAP Cloud for Customer. Existing installations of SAP Customer Relationship Management (SAP CRM) can also be integrated with SAP Cloud for Customer, where desired.

For more information about SAP ERP Integration with SAP Cloud for Customer (using PI), or about SAP CRM Integration with SAP Cloud for Customer (using PI), check the following links:

- [Prepackaged Integration with SAP ERP](#)
- [Prepackaged Integration with SAP CRM](#)

1.4.2 Requirements for Add-In for Microsoft Excel (version 4.0 or higher)

Supported versions and prerequisite packages required by the add-in.

- Microsoft Office 2007, Microsoft Office 2010, Microsoft Office 2013 (32-Bit), Microsoft Office 2016 (32-bit and 64-bit versions), Microsoft Office 2016 for Office 365 ProPlus desktop version, and Microsoft 365

- Microsoft .Net Framework 4.0 (Web Installer)
- Microsoft Visual Studio 2010 Tools for Office Runtime (VSTOR 2010) Redistributable (x86)
- Microsoft Visual Studio 2010 Tools for Office Runtime (VSTOR 2010) Redistributable (x64)
- Microsoft Windows Operating System (up to and including Windows 10)

1.4.3 Requirements for SAP Cloud for Customer Add-In for Microsoft Outlook (version 4.0 or higher)

Microsoft Outlook versions supported by the add-in and required frameworks and packages.

i Note

The same user should not use both the client-side and the server-side add-in for Microsoft Outlook. If you decide to use SAP Cloud for Customer, server-side integration for Microsoft Outlook, uninstall the SAP Cloud for Customer Add-In for Microsoft Outlook.

- Microsoft Office support:

Outlook Version	Types Supported
Outlook 2016	<ul style="list-style-type: none"> ○ Office Professional Plus ○ Office 365 ProPlus
Outlook 2013 (32-Bit or 64-Bit)	<ul style="list-style-type: none"> ○ Office Professional Plus ○ Office 365 ProPlus
Outlook 2010 (32-Bit or 64-Bit)	<ul style="list-style-type: none"> ○ Office Professional Plus ○ Professional ○ Standard

i Note

Microsoft Exchange 2010 and 2013 are supported.

- Microsoft .Net Framework 4.5.2 (Web Installer)
- Microsoft Visual Studio 2010 Tools for Office Runtime (VSTOR 2010) Redistributable (x86)
- Microsoft Visual Studio 2010 Tools for Office Runtime (VSTOR 2010) Redistributable (x64)
- Microsoft Windows Operating System up to and including Windows 10

1.4.4 Requirements for SAP Cloud for Customer, server-side integration for Microsoft Outlook

Client and server software versions required to use SAP Cloud for Customer, server-side integration for Microsoft Outlook.

i Note

A specific business user can use either the client-side, or the server-side add-in for Microsoft Outlook, but not both. If you decide to use SAP Cloud for Customer, server-side integration for Microsoft Outlook, remove the SAP Cloud for Customer Add-In for Microsoft Outlook (client add-in).

Supported systems for SAP Cloud for Customer, server-side integration for Microsoft Outlook:

- Microsoft Exchange 2013 or above
- Microsoft Office 365
- Outlook-rich clients:
 - Microsoft Windows and Apple Mac
 - Outlook Web App
 - Outlook Web App for devices or mobile browsers (requires Microsoft Exchange 2013 or above)

Synchronization also supports Microsoft Exchange 2010.

1.4.5 Requirements for Add-In for IBM Notes

IBM Notes versions supported by the add-in.

- IBM Notes 10
- IBM Notes 9
- IBM Notes 8.5.x

! Restriction

We don't intend to support versions higher than IBM Notes 10.

1.4.6 Requirements for CTI Client Adapter Add-In



The CTI client adapter is only available for, and requires a Microsoft Windows operating system.

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