

# General Technical Questions

In which countries is the appliance template available? .....	1
What are the supported languages for the SAP Cloud Appliance Library user interface? .....	1
What are the supported browsers for SAP Cloud Appliance Library? .....	1
What are the supported cloud provider(s)? .....	1
What is the difference between appliance templates and products in SAP Cloud Appliance Library? .....	1
How to reset the password for my appliance in SAP Cloud Appliance Library? .....	2
Can I use my own operating system image? .....	2
What is a certified VM size for an appliance template in the library? .....	2
What is a tested VM size for an appliance template in the library? .....	2
How to consume digitally signed SAP Notes from SAP ONE Support Launchpad? .....	2
How the SAP Support team can connect to your SAP system? .....	2
Can I save or transport the changes that I make to an SAP system that runs in my cloud account? ...	3
How to connect to a running appliance via the secure shell protocol (SSH)? .....	3
How to proceed when my appliance is with the status <i>Active</i> and I cannot connect to it (for example, via SSH, RDP or SAP GUI)? .....	4
How to connect to a running appliance via the Secure File Transfer Protocol Client/Secure Copy client (SFTP/SCP)? .....	4
How to install and configure SAProuter in order to use SAPOSS? .....	6

## In which countries is the appliance template available?

SAP Cloud Appliance Library is generally available in all countries without any limitations.

## What are the supported languages for the SAP Cloud Appliance Library user interface?

The supported languages are English and German by default.

## What are the supported browsers for SAP Cloud Appliance Library?

[You can check what are the supported browsers on this page.](#)

## What are the supported cloud provider(s)?

The currently supported cloud providers are:

- Amazon Web Services™ (AWS)
- Google Cloud Platform (GCP)
- Microsoft Azure.

## What is the difference between appliance templates and products in SAP Cloud Appliance Library?

The [product](#) deploys a standardized system layout with default or custom software stack following the standard installation process. Consequently, the deployed system is well distributed on multiple VMs that increase the infrastructure costs. You can customize various parameters of these types of systems – like SIDs, hostnames or enable High availability with Pacemaker which makes them suitable also for production use. These systems

are offered only in the MS Azure. If you would like to deploy a system from this type of solution in SAP Cloud Appliance Library, you would need a valid SAP on-premise product license as a prerequisite.

The [appliance template](#) (trial solution) is pre-installed and preconfigured with best practices. Consequently, you cannot change its SID or hostnames. This solution is targeted mainly for test, demo and evaluation purposes. Hence the infrastructure costs and the provisioning time are optimized. These types of solutions are usually available in AWS, MS Azure and GCP. The trial offering is restricted in time and scope (only test and evaluation is covered for 30 days), so if you decide to go beyond, the prerequisites will be to purchase the SAP Cloud Appliance Library subscription and to bring your own SAP on-premise product license.

For more information, see [this page](#).

### **How to reset the password for my appliance in SAP Cloud Appliance Library?**

SAP Cloud Appliance Library does not provide mechanism to reset passwords on OS user or application user. You can check the cloud provider information how to reset your OS user password or to check the SAP software documentation how to reset the password for the application user. Another option is to terminate your appliance and to create a new one and to remember your password to limit such problems in the future. Note that the data associated with the appliance is lost irrevocably when it is terminated.

### **Can I use my own operating system image?**

All SAP appliance templates use pre-configured public images provided by OS vendors.

### **What is a certified VM size for an appliance template in the library?**

These VM sizes are fully supported on the certified platforms.

### **What is a tested VM size for an appliance template in the library?**

These VM sizes are tested on the platform, but the support remains limited to community support, even if an SAP Cloud Appliance Library subscription package is in place.

### **How to consume digitally signed SAP Notes from SAP ONE Support Launchpad?**

If you want to apply SAP Notes to your appliance templates which you are using in the SAP Cloud Appliance Library, you can go to [SAP ONE Support Launchpad](#) and check what is the [procedure](#) for their consumption.

### **How the SAP Support team can connect to your SAP system?**

There are two virtual network options for your SAP system:

- **Virtual network with an Internet gateway (public network):** if your SAP system is accessible via Internet, the SAP support can connect in the same way you do it. So please provide the connection details about the SAP system as it is described in the Getting Started Guide for your appliance template – IP address, Appliance Number, SID, user credentials and so on.

Here are some examples:

#### **a. System access via SAP GUI:**

SAP GUI access does NOT work via STFK but the SAP support can log on directly to the system by creating a user-specified system in SAP Logon with these parameters:

- Application Server: *IP address*
- Appliance No: *XX*
- SID: *XXX*
- User/ Password/ Client

**b. System access via Web browser (for example, Fiori Launchpad):**

This depends on the SAP product that was provisioned in SAP Cloud Appliance Library. In many cases, using the IP address can be used instead of a fully-qualified domain name.

In the case of the SAP S/4HANA Fully-Activated appliance, SAP support will need to change the local etc/hosts file, using the following procedure:

1. In the Windows search of your computer, search for *Notepad* > *Right-click* > *Run as administrator*.
2. In Notepad, open the file **C:\Windows\system32\drivers\etc\hosts** (to see the file select "all file types \*.\*" in the dialog window).
3. Add the following line to the file:

```
<IP_Address> vhcals4hci.dummy.nodomain vhcals4hci vhcals4hcs.dummy.nodomain vhcals4hcs  
vhcalhdbdb vhcaldhdbdb.dummy.nodomain
```

4. Save the **hosts** file.
5. The Fiori Launchpad will be accessible with a URL like this (example for S/4HANA 1809 Fully-Activated Appliance, might be different depending on product and release):  
[https://vhcals4hcs.dummy.nodomain:44301/sap/bc/ui5\\_ui5/ui2/ushell/shells/abap/FioriLaunchpad.html](https://vhcals4hcs.dummy.nodomain:44301/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchpad.html)

**c. Access to the Linux operating system:**

Check the question "[How to connect to a running appliance via the secure shell protocol \(SSH\)?](#)" in this document.

- **Virtual network with a VPN gateway (private network):** our recommendation is to provide a screen sharing session with the SAP Support team.

**Can I save or transport the changes that I make to an SAP system that runs in my cloud account?**

Yes, this is technically possible. However, there is no automatic feature in SAP Cloud Appliance Library that provide this functionality. You will need to create the transports themselves or engage the SAP Services teams for consulting.

**How to connect to a running appliance via the secure shell protocol (SSH)?**

You can use the following procedure to connect to the running appliance:

1. You must use your private key generated in the last step of Create Appliance wizard from SAP Cloud Appliance Library.

**Note**

The system does not keep the private key. If you do not save it locally, you lose the data and cannot access your appliance.

2. You can choose how to connect to your appliance with:

- a. SSH client for Linux operating systems
- b. PuTTY client or MobaXterm for Windows operating systems. MobaXterm provides a native SSH shell on Windows operating system.

- If you use the PuTTY client to connect to your appliance, you have to [download](#) and install the following PuTTY executable files:

- a. PuTTY client: **putty.exe**
- b. PuTTY key generator: **puttygen.exe**

- Use the following steps to generate the private key from PuTTYgen:

- a. Log into your Windows operating system.
- b. Run the puttygen.exe key generator file.
- c. Choose *Load* to load the downloaded private key (\*.PEM file) from SAP Cloud Appliance Library.
- d. Choose *Save private key* to save the file locally in PuTTY's native format (\*.PPK)
- e. Choose *Save*.

### 3. Log into your appliance via a PuTTY client or a SSH client:

- If you use the PuTTY client, use the following steps to log into your appliance:

- a. Log into your Windows operating system.
- b. Run the putty.exe client file.
- c. From the *Category* tree in the *PuTTY Configuration* dialog box, navigate to *Connection -> SSH*.
- d. Choose *Auth* and then choose *Browse...* to select the generated PuTTY private key from your local computer (see step 3).
- e. Choose *Open*.
- f. In the *Category* tree, navigate to *Session*.
- g. In the *Host Name (or IP address)* field, specify the IP address of your appliance created in SAPLibrary.
- h. Choose *Open*. When the log on prompt screen is displayed, enter **root**.

- If you use the SSH client or MobaXterm, use the following steps to log into your appliance:

- a. Open a command shell or MobaXterm and enter the following string:

```
ssh -i <PEM_file_name> root@< appliance_IP_address>
```

*For example, ssh -i privatekey.pem root@10.79.247.67*

- b. When the log on prompt screen is displayed, enter **root**.

### **How to proceed when my appliance is with the status *Active* and I cannot connect to it (for example, via SSH, RDP or SAP GUI)?**

Most probably the root cause is the lack of the network connectivity between your desktop PC and the IP address of the appliance. Note that your desktop PC must have a direct internet connectivity to connect to the appliance running in the public Internet.

For example, if you are behind a proxy (to stay in your corporate network), you will not be able to connect to the appliance running in the public Internet.

### **How to connect to a running appliance via the Secure File Transfer Protocol Client/Secure Copy client (SFTP/SCP)?**

You can use the following procedure to connect to the running appliance:

1. You have to use your private key generated in the last step of Create Appliance wizard from SAP Cloud Appliance Library.

## Note

The system does not keep the private key. If you do not save it locally, you lose the data and cannot access your appliance.

2. You can connect to your appliance with the WinSCP client.

If you use the WinSCP client to connect to your appliance, you have to download and install the **Installation Package** of WinSCP. In addition, you need to install **puttygen.exe** so that you can convert your private key to a **\*.ppk** file to work with the WinSCP client.

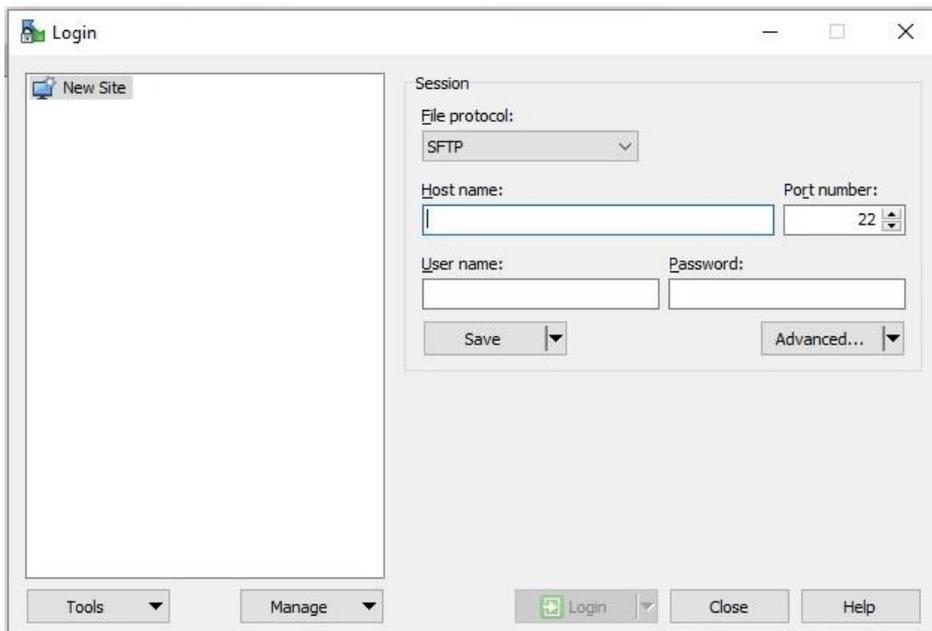
3. Use the following steps to generate the private key from PuTTYgen:

- a. Log into your Windows operating system.
- b. Run the puttygen.exe key generator file.
- c. Choose *Load* to load the downloaded private key (\*.PEM file) from SAP Cloud Appliance Library.
- d. Choose *Save private key* to save the file locally in WinSCP's native format (\*.PPK).
- e. Choose *Save*.

4. Connect to your appliance via the *WinSCP* client:

As a prerequisite for this procedure, you have to get the IP Address of your appliance to connect to it via the WinSCP client.

- a. Open the WinSCP client and select the New Site option from the Login dialog box.



**Figure 1: Partner not reached error message**

- b. In the *Host name* field, set the IP Address of the appliance.
- c. From the *File protocol* dropdown, select *SFTP*.
- d. The protocol means that the connection will be established by SSH and FTP. It is a secure and stable protocol to transfer the files.
- e. Choose *Advanced...*
- f. In the list box on the left, choose *Authentication*.
- g. In the *Private key file* field, choose the button in the right side (...) to open a file selector view.

- h. Locate the **\*.ppk** file generated in step 3 and choose *Open*.
- i. Choose *OK*.
- j. You should see the initial screen of the WinSCP client. Then choose *Login*.
  - a. If you receive a message with the following header: *Continue connecting to an unknown server and add its host key to cache?*
  - b. Choose *Yes*.
- k. In the *Username* field, enter the value: **root**. And choose *OK*.
- l. You will be logged in the appliance in the **/root** home directory.  
From there you can browse the files on the file system of the appliance.

### **How to install and configure SAProuter in order to use SAPOSS?**

To log on to SAPOSS you need to know the IP address and the hostname of the SAProuter via which you connect. The procedure how to install and configure SAProuter is described in [this support document](#).

[Copyright/Trademark](#)