



USER IMPACT NOTICE

SAP Concur Open



Introduction

Similar to other software applications, SAP Concur may require planned downtimes or may have unexpected outages. SAP Concur provides a unique feature called SAP Concur Open, which provides information on planned downtimes and even tracks the unexpected outages as well as the root cause of one.

Noteworthy Information

- The initial SAP Concur Open page displays the service status for North America. However, for information pertaining to our instance, please click on Concur Cloud for Public Sector.
- Selecting an icon of either a full outage, partial outage, performance issue, or partial performance issue provides details on what transpired and when.

Accessing SAP Concur Open

1. Open your browser then copy and paste the following URL into the search bar and hit enter
<https://open.concur.com>
2. Note: the initial SAP Concur Open page displays the service status for North America.

SAP Concur Open About Concur Open

Service Status Dashboard
Up-to-the-minute service availability and performance information Log In To Personalized Concur Open

North America **US2** EMEA EU2 China Concur Cloud for Public Sector Thu Feb 17 2022 12:02:18 GMT-0500 (Eastern Standard Time)

Service	Current Status	Feb 17	Feb 16	Feb 15	Feb 14	Feb 13	Feb 12	Feb 11	Feb 10	Feb 9	Feb 8	Feb 7	Feb 6	Feb 5	Feb 4	Feb 3
Expense	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption
Travel	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption	Normal	Normal	Normal	Normal	Normal	Disruption
Invoice	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption
Request	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption
Imaging	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption
Analysis/Intelligence	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption
Mobile	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal
Complete (TMC Services)	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal

Normal Disruption Degradation

- Click on the tab for Concur Cloud for Public Sector to access status information related to our environment

The screenshot shows the SAP Concur Open Service Status Dashboard. The 'Concur Cloud for Public Sector' tab is highlighted with a red box. The dashboard displays a table of service status for various services from Feb 3 to Feb 17, 2022. The services listed are Expense, Travel, Request, Imaging, Analysis/Intelligence, and Mobile. The current status for each service is shown in the 'Current Status' column, and historical status is shown in the subsequent columns. A legend at the bottom indicates that green circles represent 'Normal', red circles represent 'Disruption', and red circles with a white exclamation mark represent 'Degradation'.


Service	Current Status	Feb 17	Feb 16	Feb 15	Feb 14	Feb 13	Feb 12	Feb 11	Feb 10	Feb 9	Feb 8	Feb 7	Feb 6	Feb 5	Feb 4	Feb 3
Expense	Normal	Normal	Normal	Normal	Normal	Normal	Disruption	Normal	Normal	Disruption	Disruption	Normal	Normal	Normal	Normal	Normal
Travel	Disruption	Disruption	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption	Disruption	Normal	Normal	Normal	Normal	Normal
Request	Normal	Normal	Normal	Normal	Normal	Normal	Disruption	Normal	Normal	Disruption	Disruption	Normal	Normal	Normal	Normal	Normal
Imaging	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption	Disruption	Normal	Normal	Normal	Normal	Normal
Analysis/Intelligence	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Disruption	Disruption	Normal	Normal	Normal	Normal	Normal
Mobile	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal

Viewing Outage Information

- Click on one of the circular icons for either an outage, partial outage, performance issue or partial performance issue.

The screenshot shows the same SAP Concur Open Service Status Dashboard as above, but with a red box highlighting the red disruption icon for the 'Travel' service on Feb 17. The rest of the dashboard content is identical to the previous screenshot.

- 2. A new page loads with further details on what occurred.

SAP Concur 

SAP Concur Open [About Concur Open](#)

[< Back to Concur Open](#)

Disruption Issue

Services Affected: Travel

OPI-5431141
Started: Feb. 17 7:49 am GMT-0500

Issue Identified Feb. 17 10:50 am GMT-0500
We are working to determine the user impact and will provide information as it becomes available.

Issue Status Update Feb. 17 11:11 am GMT-0500
In the Concur Cloud for Public Sector (CCPS) Data Center, completing travel bookings via the GDS vendor Sabre through the SAP Concur website is currently unavailable. Affected users may experience the following error message "We are sorry... We encountered an issue that prevented us from completing your request" when trying to submit the travel bookings.

The Incident Response Team(IRT) is currently investigating. Our next scheduled update will be in one hour or sooner should a significant change occur.

Issue Status Update Feb. 17 12:01 pm GMT-0500
In the Concur Cloud for Public Sector (CCPS) Data Center, completing travel bookings via the GDS vendor Sabre through the SAP Concur website is currently unavailable. Affected users may experience the following error message "We are sorry... We encountered an issue that prevented us from completing your request" when trying to submit the travel bookings.

The Incident Response Team (IRT) has identified an issue with a configuration and they are currently updating it. Our next scheduled update will be in one hour or sooner should a significant change occur.