

# 2928052 - S-User ID Lifetime information - SAP ONE Support Launchpad

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<b>Language</b>	English	<b>Master Language</b>	English
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<b>Component</b>	XX-SER-SAPSM-USR (User Administration)	<b>Released On</b>	08-17-2020

Please find the original document at <https://launchpad.support.sap.com/#/notes/2928052>

## Symptom

- S-User ID Lifetime information
- S-User validity
- Lifetime of S-User
- S-User expiry date
- Expiring S-Users
- Expired S-Users
- Deleted S-Users
- Prolong S-User lifetime
- Extend S-User expiry date
- Expired S-User ID
- Expiration date of S-Users
- Why did the S-User expire?

## Environment

- [SAP ONE Support Launchpad](#)
- [Support User Management](#)

## Resolution

\*\*\*This does not apply to the [SAP Universal ID](#) as they do not expire.\*\*\*

**!! Note the information in this KBA does not apply to Super Administrators, Cloud Administrators, User Administrators, Partner Security Managers, or Technical Communication Users.**

With S-User Lifetime, S-User IDs now have an "expiry date" which administrators can easily extend. If the administrator does not intervene – despite early notifications and enough lead time, an ID will first be deactivated (set to expired) and, in a second step, even deleted.

### **Validity of S-Users**

- The **standard period of validity** for **all existing users** is **24 months**, this is determined based on the creation date and the activity. For all existing users, each date can be adjusted individually within the maximum period of validity.
- By default, a **brand-new S-user** will be valid for **24 months**. However, a shorter lifespan can be

defined in the user request form (there is a mandatory field to enter an expiry date).

- The shortest possible validity period is **1 day**.
- The longest possible validity period is **60 months**.

### **Super/Cloud/User Administrators, PartnerSecurity Managers, Technical Communication Users**

- All **Super/Cloud/User Administrators, PartnerSecurity Managers** have expire date set to **31.12.9999**. If S-users will be upgraded to an administrator level, the validity date is also set to 31.12.9999. If an administrator gets downgraded, the validity date will be changed to the default validity date (24 months) or possibly up to 60 months by an administrator, which means they get 24 months and auto extension as long as they retain the role.
- **Technical Communication Users** (S-Users, created in Technical Communication Users application) **do not have expiry date**.

### **Expiring S-Users**

- 3 months before the expiry date is over, **login is still possible**. Within the 3 months a notification to users and administrators is ongoing. Administrators can reactivate the S-User up until the S-User is deleted.

### **Expired S-Users**

- After 24 + 3 months more, status of the S-User is "**Expired**", the **user cannot login**. The administrators can manage the expiry date for the user at this time (for 3 months before the expiry date, also if the date already expired) for up to 60 months.

### **Deleted S-Users**

- 90 days after the S-User has expired, they will be deleted. Administrators can view deleted S-Users for 12 months; however, the S-User **cannot be reactivated (SAP cannot reactivate the S-User ID)**. If the deleted S-User requires access to SAP systems again, the administrator will have to **create a new S-User ID** for that individual.



- Administrators can see the expiry date and last login date of the S-Users inside of the [User Management application](#) (Manage My Users application for Partners and the User Management Tile for Customers).
- S-Users can also see their own expiry date in their [Launchpad User Profile](#)

### **Existing S-Users**

Depending on which date is furthest away, the expiry of the S-User ID will be:

- 24 months from S-User ID creation
- 24 months from the last login
- October 20, 2020 (S-user who has been inactive for a very long time is set to *Expired* or even gets deleted straightaway. To prevent this from happening, SAP has made the decision that the earliest

expiry date for existing S-user IDs is October 20, 2020.)

- The expiry date is calculated as described below:
  1. 90 days from reference day (21.07.2020) in case never logged on and creation date is more than 24 months ago
  2. 90 days from reference day (21.07.2020) in case last log on was more than 24 months ago
  3. 24 months from reference day (21.07.2020) in case creation date is in the range of 24 months and never logged on
  4. 24 months from reference day (21.07.2020) in case last log in is in the range of 24 months
  5. Date set by administrator during creation

User ID	First Name	Last Name	User E-Mail	Department	Customer Name	Customer Number	Last Login	Requested By	Created On	Action	Expiry Date	Function	Status
							02.06.2020		16.10.2018		20.10.2020		Active
							Never		05.09.2018		20.10.2020		Active
							21.08.2018		10.08.2018		20.10.2020		Active
							18.04.2018		21.01.2014		20.10.2020		Active
							26.10.2018		22.06.2018		27.10.2020		Active
							Never		27.10.2018		28.10.2020		Active
							Never		08.11.2018		09.11.2020		Active
							Never		08.11.2018		09.11.2020		Active
							13.06.2018		19.10.2016		10.11.2020		Active
							22.11.2018		15.11.2018		23.11.2020		Active

## Partner S-User IDs

- Partner S-Users can see their expiry date in the [My Profile](#) page of [sappartneredge.com](#). From here, they can also request an extension to their S-user ID (from 30 days prior to expiry).
- Partner Security Managers can see the expiry date of all users, review extension requests and action expiry date changes via the Manage My Users (MMU) app via the [SAPPartnerEdge Launchpad](#).

## Notification for expiring S-Users

- **Every 1st of the month, administrators with the permission to manage S-user IDs will be notified of all S-user IDs expiring during the upcoming 90 days.** They can adjust the expiry date of a user at any time. Content of the email is a list with the number of expiring users. If the administrator processes the users, the number of users in the recurring information mail reduces every month. If the users are not processed, the number of users increase according to the user cycles, minus the users that have already expired. (Example: Assuming the expiry date is October 20th, administrators will be informed on August, 1st about the users who expire in October).
- S-Users will be notified via email three times at **30 days, 14 days, and 2 days** before their S-User ID expires. The S-Users may request an extension via the monthly Administrative notification to change the expiry date.
- Administrators may choose to extend the S-User Lifetime of each user or allow them to expire (S-Users can be also immediately deleted).

## See Also

- S-User Lifetime SAP Support Portal information page: <https://support.sap.com/en/my-support/users/s->

[user-lifetime.html](#)

- Online Help: User Management: [https://support.sap.com/content/dam/support/en\\_us/library/ssp/my-support/help-for-sap-support-applications/online\\_help-user\\_management.html](https://support.sap.com/content/dam/support/en_us/library/ssp/my-support/help-for-sap-support-applications/online_help-user_management.html)

## Keywords

S-User abgelaufen, Ablaufdatum von S-Users, Lebenszyklus eines S-Users, Dauer und Gültigkeit eines S-Users, Lifetime of S-User;

## Other Components

Component	Description
XX-SER-SAPSMP-LAUNCH	SAP Support Portal Launchpad

## This document refers to

SAP Note/KBA	Title
2971742	How to extend the expiry date of your S-User ID - SAP ONE Support Launchpad
2931046	Frequently asked questions about S-User Lifetime - SAP ONE Support Launchpad (FAQ)
2931034	How to mass extend the Expiry Date of S-Users - SAP ONE Support Launchpad
2930885	How to extend S-User Lifetime date in the SAP ONE Support Launchpad
2913833	Administrator getting insufficient authorization error while maintaining authorizations for other S-Users - SAP ONE Support Launchpad
2198153	How does a Cloud Administrator add/remove S-User ID authorizations - SAP ONE Support Launchpad
1282821	How to determine if my S-User ID is a User, Super, or Cloud Administrator - SAP ONE Support Launchpad
1282808	What tasks is an administrator responsible for in SAP ONE Support Launchpad?
1271517	How to display and/or change Important Contacts - SAP ONE Support Launchpad
1271482	How does an administrator create or delete S-User IDs - SAP ONE Support Launchpad
	S-User Lifetime SAP Support Portal information page
	SAP Universal ID
	User Management application

	Launchpad User Profile
	SAP ONE Support Launchpad

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