



User Guide | PUBLIC

# Content Agent Service User Guide

# Content

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# 1 Introduction to SAP Content Agent Service

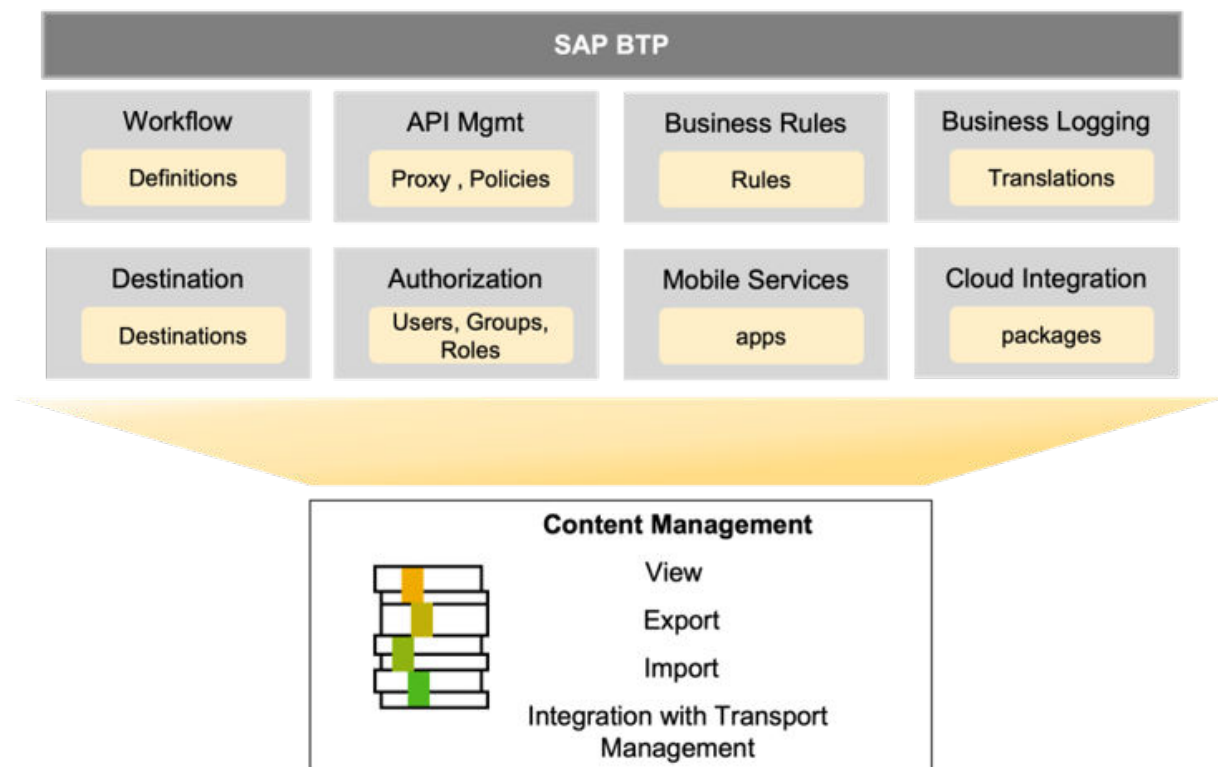
## What is Content Agent service

A tool that acts as a local agent and operates at sub account level for managing content operations for different SAP BTP services. This service is offered in overall contract with SAP BTP and is auto-entitled.

## What is Content

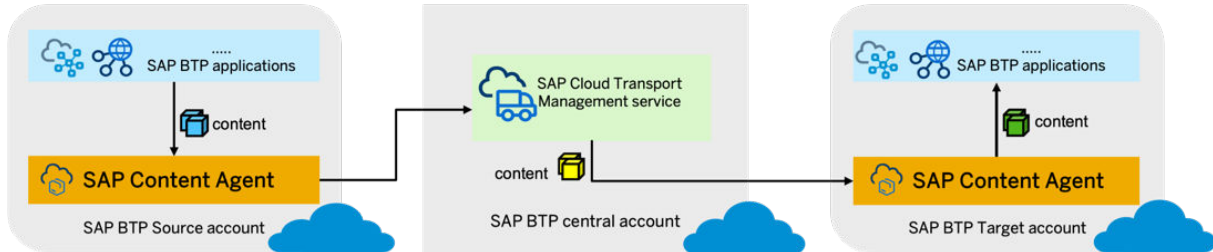
Content is the artifact used as design time or runtime in different SAP BTP applications.

Cloud application solutions, for example, SAP Cloud Integration, Destinations, SAP API Management, and so on have a requirement to manage this content and deploy the continuous changes in this content as packages across various landscapes. Depending on your requirement, you can import, assemble different content types as package and export it using Cloud Transport Management.



## What does Content Agent do

Content Agent service offers standardized interface to manage various types of content in SAP BTP.



Following are the key functionalities of this service:

- You can integrate Content Agent service with Cloud Transport Management service.
- You can export the content with its dependencies and related content between the subaccounts.
- You can view the content details that are required for transport activities and the activities performed in the UI.

# 2 What's New for SAP Content Agent Service

2024

Technical Component	Environment	Title	Description	Action	Life-cycle	Type	Modular		Product	Latest Revision	Available as of
							Line of Business	Business Process			
Content Agent Service	Cloud Foundry	Enhancements to transport	You can now transport custom roles, user groups, and attribute mapping using SAP Content Agent user interface.	Info only	General Availability	New	Technology	Not applicable		2024-03	2024-04

Technical Component	Environment	Title	Description	Action	Life-cycle	Type	Modular Business Process			Latest Revision	Available as of
							Line of Business	Process	Product		
Content Agent Service	Cloud Foundry	Language Selection	You can now use the menu option to select the language of Content Agent User Interface. For more information, see <a href="#">Select a Language of Content Agent UI</a>	Info only	General Availability	New	Technology	Not applicable		2024-01-16	2024-01-16





Technical Component	Environment	Title	Description	Action	Life-cycle	Type	Modular Business Process			Latest Revision	Available as of
							Line of Business	Process	Product		
Content Agent Service	Cloud Foundry	Application Specific Transports	You can now select source code depending on the specific applications to separate transport requests based on content type s.	Recommended	General Availability	New	Technology	Not applicable		2024-01-16	2024-01-16

Tech nical Com po- nent	Envi- ron- men t	De- scri ptio n	Action	Life- cy- cle	Type	Mod ular Line of Busi ness	Busi ness Proc ess	Prod uct	Lat- est Re- vi- sion	Avail able as of
		tain- ing prop er- ties in the des- tina- tion. For mor e in- for- mat- ion, see <a href="#">Inte- gra- tion with Tran spor t Man age- men t</a> [pag e 58]								

### **3    2023 What's New for SAP Content Agent Service (Archive)**

2023

Technical Component							Environmental			Description			Action		Lifecycle		Line of Business		Modular Business Process		Latest Revision		Availability
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Technical Component	Environment	Title	Description	Action	Life-cycle	Type	Modular Business Process			Latest Revision	Available as of
							Line of Business	Process	Product		
Content Agent Service	Cloud Foundry	Transport role collection	You can now use the SAP Content Agent user interface to transport role collection either directly or via Cloud Transport Management service.	Recommended		New	Technology	Not applicable			2023-10-30

Technical Component	Environment	Title	Description	Action	Life-cycle	Type	Modular Business Process			Latest Revision	Available as of
							Line of Business	Product			
Content Agent Service	Cloud Foundry	UI5 Flexibility for Key Users	You now have the rollout information about the transport capability for UI5 Flexibility for Key Users using CAS UI.	Info only		New	Technology	Not applicable			2023-10-27

Technical Component	Environment	Title	Description	Action	Life-cycle	Type	Modular		Latest Revision	Available as of
							Line of Business	Business Process		
Content Agent Service	Cloud Foundry	Addition of sub-component selection while exporting content.	You can now view, select, and delete selection components of a Mobile Service content type while exporting content. The sub-component is included in the Application	Recommended			Technology	Not applicable		

Tech nical Com po- nent	Envi- ron- men t	De- scri ptio n	Action	Life- cy- cle	Type	Line of Busi ness	Mod ular Busi ness Proc ess	Prod uct	Lat- est Re- vi- sion	Avail able as of
		Link s, Se- cu- rity, Info, and Mo- bile Set- ting Info.								



Technical Component	Environment	Description	Action	Life-cycle	Type	Line of Business	Modular Business Process		Latest Revision	Available as of
							Product			
Content Agent Service	Cloud Foundry	Import integration with SAP Cloud Transport Manager	You can now integrate eim-port functionality with cTM S. Users with the <b>Important Operator</b> and <b>Administrator</b> roles in SAP Cloud Transport Manager can now	Recommended	New	Technology	Not applicable		2023-01-15	2023-01-17

Technical Component	Environment	Description	Action	Lifecycle	Line of Business	Module	Business Process	Product	Latest Revision	Availability
		import the transport request in target node using content agent service.								
		Configure the target node using a destination pointing to content agent service and								

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**2023 What's New for SAP Content Agent Service (Archive)** PUBLIC 19

Technical Component	Environment	Title	Description	Action	Life-cycle	Type	Modular Business Process		Product	Latest Revision	Available as of
							Line of Business	Process			
Content Agent Service	Cloud Foundry	Addition of destination service in support of content agent UI. Destination service is automatically integrated with content agent.	You can now transport destinations using content agent UI. Destination service is automatically integrated with content agent.	Info only		New	Technology	Not applicable		2023-01-15	2023-01-17

Technical Component			Environmental Description		Lifecycle		Modular Business Process			Latest Revision		Availability
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Technical Component	Environment	Description	Action	Life-cycle	Type	Modular Business Process			Latest Revision	Availability
						Line of Business	Process	Product		
		tserved continuously throughout the transportation process and pass word								



## **4 2022 What's New for SAP Content Agent Service (Archive)**



2022

Tech nical Com po- nent	Envi- ron- men t	De- scri ptio n	Action	Life- cy- cle	Type	Line of Busi ness	Mod ular Busi ness		Lat- est Re- vi- sion	Avail able as of
							Proc ess	Prod uct		
Con- tent Agen t Serv- ice	Clou d Foun dry	Con- tent Age nt User In- ter- face	Us- ing the con- tent agen t user in- ter- face, you can do the fol- low- ing: <ul style="list-style-type: none"><li>Y o u c a n b r o w s e , s e l e c t , i m</li></ul>		New	Tech nol- ogy	Not ap- pli- ca- ble		202 2-08 -08	

Tech nical Com po- nent	Envi- ron- men t	De- scri ption Title	Action	Life- cy- cle	Type	Mod ular Line of Busi ness	Busi ness Proc ess	Prod uct	Lat- est Re- vi- sion	Avail able as of
			p o r t , a n d e x p o r t c o n t e n t a r t i f a c t s u s i n g t h e c o n							

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Technical Component			Environmental Description		Lifecycle		Modular Business Process			Latest Revision		Availability
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Technical Component	Environment	Description	Action	Life-cycle	Type	Line of Business	Modular Business Process		Latest Revision	Availability
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Tech nical Com po- nent	Envi- ron- men t	Title	De- scri ptio n	Action	Life- cy- cle	Type	Mod ular Line of Busi ness	Busi ness Proc ess	Prod uct	Lat- est Re- vi- sion	Avail able as of
			a c t i v i t i e s p e r f o r m e d i n t h e U I .								

# 5 Getting started with Content Agent

SAP Content Agent service offers both service and application plan. Use service plans to access APIs and application plans to access UI application. Service plans offer both standard and application. The application plans are offered as free.

## Prerequisites

- You are a sub account administrator.

## Set Up Content Agent User Interface

To use the application plan, complete the following initial setup steps:

- [Subscribe to Content Agent User Interface \[page 32\]](#)
- [Assign User Roles and Permissions \[page 33\]](#)

## Set Up Service Instance

To use a service plan, complete the following initial setup steps:

- [Create Instance \[page 35\]](#)
- [Create Service Key \[page 36\]](#)

## 5.1 Set Up Content Agent User Interface

### 5.1.1 Subscribe to Content Agent User Interface

#### Context

To use the Content Agent user interface, subscribe to the Content Agent service application.



## Procedure

1. Navigate to your SAP BTP subaccount in which you want to subscribe Content Agent.
2. From the navigation pane, expand ► [Services](#) ► [Service Market Place](#) ►.
3. Search for [Content Agent](#).
4. From the search result, select the [Content Agent](#) tile.
5. Click [Create](#).

The [New Instance or Subscription](#) screen opens.

6. From the [Plan](#) dropdown list, select [free](#).

The [Service](#) is predefined as a Content Agent.

7. Click [Create](#).
8. Click [View Subscription](#) to view the progress of the subscription on the [Instances and Subscriptions](#) page.

## Results

Now, you have successfully subscribed to this service. You can start using the Content Agent user interface.

## Next Steps

Before you continue using the user interface, you need to set up role collections and assign roles and permission to your user. For more information, see [Assign User Roles and Permissions \[page 33\]](#)

## 5.1.2 Assign User Roles and Permissions

### Context

To use the Content Agent service UI, you can either use a pre-defined role collection or create new role collections.

For using pre-defined role collection, see [Roles and Authorizations \[page 65\]](#). For creating new role collections, do the following steps:

## Procedure

1. Navigate to your SAP BTP subaccount in which the subscription of content agent is created.
2. Choose **Security > Role Collections** in the navigation pane.  
Displays a complete list of all role collections. It also contains information about attributes used in this role and the role collections that the role has been added to. On the right side, you find the action buttons.
3. Choose [Create Role Collection](#) and enter a name and description relevant to the role.
4. Select the role collection that you created.
5. Click [Edit](#).
6. To add the roles, click search and select one or more roles from the following list:

Role Name	Role Template	Application Identifier	Description
<a href="#">Activities</a>	<a href="#">Activities</a>	cas-ui-xsuaa-prod!***	Reads operation details performed using the Content Agent UI.
<a href="#">Admin</a>	<a href="#">Admin</a>	cas-ui-xsuaa-prod!***	Enables you to perform all the operations including export and import.
<a href="#">Export</a>	<a href="#">Export</a>	cas-ui-xsuaa-prod!***	Enables you to perform export operation and read details related to the operations.
<a href="#">Import</a>	<a href="#">Import</a>	cas-ui-xsuaa-prod!***	Enables you to perform Import operation and read details related to the operations.
<a href="#">Read</a>	<a href="#">Read</a>	cas-ui-xsuaa-prod!***	Enables you to read operation details and contents available in the subscribed tenant.
<a href="#">Security Operator</a>	<a href="#">SecurityOperator</a>	cas-ui-xsuaa-prod!***	Enables you to transport security-related content.

- a. Click [Add](#).
7. Enter the user ID of the user that you want to assign to the role collection. If the user only exists in a connected identity provider, you must choose the identity provider and type in the e-mail address.
  8. Save your changes.

### Note

For more information on managing role collections, see [Working with Role Collections](#) in the SAP BTP documentation.

## Next Steps

- To view supported transport scenarios, see [Supported Transport Scenarios \[page 38\]](#).
- To configure subaccount destinations, see the [Supported Content Types \[page 39\]](#).

## 5.2 Set Up Service Instance

### 5.2.1 Create Instance

#### Prerequisites

Create at least one subaccount and enable the Cloud Foundry environment in this subaccount. For more information, see [Create a Subaccount](#) and [Create Orgs](#).

#### Procedure

1. Navigate to the space in which you want to create a service instance.  
For more information, see [Navigate to Orgs and Spaces](#).
2. In the navigation area, choose ► [Services](#) ► [Service Marketplace](#) ▾.  
All services available to you appear.
3. Choose the [Content Agent](#) for which you want to create an instance.
4. In the navigation area, choose [Instances](#).
5. Choose [New Instance](#).
6. From the dropdown list choose one of the following plans:
  - **Standard Plan:** Choose the [Assemble](#) role for this plan.  
This plan enables you to assemble and export content using transport queues, such as Change Management System and SAP Transport Management Service.  
For example, see [Using Integration Suite Applications \[page 59\]](#)
  - **Application Plan:** Choose the role as per your requirement, which can be either [Admin](#), [Read](#), [Import](#), [Export](#), or [Security Operator](#).  
This plan enables you to perform view, export, and import content from different SAP BTP services on the corresponding SAP BTP accounts.  
For example, you can perform the above mentioned operations using APIs, see [Consuming APIs \[page 63\]](#). Or, import content from Cloud Transport Management System, see [Create Target Node Destination \[page 50\]](#).

7. Click [Next](#).
8. Enter a name for your instance and click [Finish](#).

## Next Steps

[Create Service Key \[page 36\]](#)

## Related Information

[Deleting Service Instances](#)

## 5.2.2 Create Service Key

### Prerequisites

You have already created a service instance. For more information, see [Create Instance \[page 35\]](#).

### Context

You can use a service key to generate credentials to communicate directly with a service instance. Once you configure it for your service, local clients, apps in other spaces, or entities outside your deployment can access your service with these keys.

### Procedure

1. Navigate to the space in which you've created a service instance for which you want to create a service key.  
For more information, see [Navigate to Orgs and Spaces](#).
2. In the navigation area, choose ► [Services](#) ► [Service Marketplace](#) ►.  
You see a list of all services that are available to you.
3. Choose [Content Agent](#).
4. In the navigation area, choose [Instances](#) and then select the instance for which you are creating a key.
5. In the navigation area, choose [Service Keys](#).
6. Choose [Create Service Key](#).
7. Enter a name for the service key.

8. It is recommended to create certificate based OAuth 2.0 credentials for a service key. Use the following JSON and set the expiry of the service key according to your requirements.

```
{ "xsuaa": { "credential-type": "x509",  
  "x509": { "key-length": 2048, "validity": 7, "validity-type": "DAYS" } } }
```

9. Save your changes.

#### Caution

When your private key is exposed or your certificates are about to expire, you must rotate secrets. To rotate the secrets, you must delete the service key that you want to replace and create again.

Delete a service key for a Cloud Foundry instance either directly from your subaccount or from your Cloud Foundry space in your subaccount.

- In the first case, in the navigation area, select  [Services](#)  [Instances and Subscriptions](#)  after you have chosen your subaccount.
- In the second case, navigate first to  [Cloud Foundry](#)  [Spaces](#) , and then to  [Services](#)  [Instances and Subscriptions](#) .

## Next Steps

- For Application Plan - [Create Target Node Destination \[page 50\]](#) or [Consuming APIs \[page 63\]](#)
- For Standard Plan - [Export Using Change Management System \(CTS\) Destination \[page 61\]](#)

# 6 Supported Scenarios and Use Cases

## 6.1 Supported Transport Scenarios

### Export

You can export the content with its dependencies and related content between the subaccounts.

1. **Using Content Agent UI in target node destination**

You can export content as MTAR files using the Content Agent user interface. See, [Export Content Wizard \[page 55\]](#)

2. **Using Integration Suite UI in target node destination**

SAP Cloud Integration and SAP API Management provides content transport mechanism. See, [Using Integration Suite Applications \[page 59\]](#)

### Transport Modes

Content Agent assembles the content in the MTAR format and offers two different modes for managing the content export across different SAP BTP services. These modes are:

1. Push to Cloud Transport Management transport request queue, see [Create TransportManagementService Destination \[page 48\]](#)
2. Download as MTAR for manual export

### Import

You can import content from different SAP BTP applications as an MTAR file using the Content Agent user interface.

1. **Using Content Agent UI**

Import content from different SAP BTP applications using the Content Agent user interface, see [Import Content Wizard \[page 56\]](#)

2. **Using Cloud Transport Management**

To import content, create a destination in the SAP BTP Cockpit of your subscribed subaccount with SAP Cloud Transport Management. See, [Create Transport Destinations](#)

1. Using Content Agent in target node destination:

The content can be transported from Cloud Transport Management via Content Agent. The transport destination in Cloud Transport Management points to the Content Agent service that is subscribed to the SAP BTP account, for content import. For more information, see [Create Target Node Destination \[page 50\]](#)

2. Using Deploy service in target node destination:  
Cloud Transport Management uses this transport destination that has the address of the target endpoint and authentication type for access control. For example, the user credentials of the platform user that you want to use for the destination.

#### Note

While using this target destination, you need the required entitlement to this service. This service is of the SAP BTP service for which you want to import the content in the target SAP BTP account.

For more information, see [Creating Destinations Using SAP Cloud Deployment Service with Basic Authentication](#) and [Creating Destinations Using SAP Cloud Deployment Service with OAuth2Password Authentication](#).

## Next Steps

To configure subaccount destinations, see [Supported Content Types \[page 39\]](#).

## 6.2 Supported Content Types

The following table includes a list of application-specific content resources that can be transported using Content Agent:

#### Note

Content Agent service does not transport secrets and passwords.

#### → Tip

\* Recommended

Content Type	Sub Type	Import		Export Mode		
		Using Content Agent UI	Using Cloud Transport Management Service		Cloud Transport Management Service	Download
			Content Agent as target node destination	SAP Cloud Deployment Service as target node destination		
SAP Cloud Integration	Integration packages	Yes	Yes*	Yes	Yes*	Yes
SAP API Management	API product, API proxy	Yes	Yes*	Yes	Yes*	Yes

Content Type	Sub Type	Import		Export Mode		
		Using Content Agent UI	Using Cloud Transport Management Service		Cloud Transport Management Service	Download
			Content Agent as target node destination	SAP Cloud Deployment Service as target node destination		
SAP Destination Service	Destination	Yes	Yes*	No	Yes*	Yes
SAP Mobile Services	Mobile Application  (Sub components - Application Base Information, Application Links, Route Configuration, Configuration Routes, Custom Routes, Versioning, Security, Configuration, and XSUAA Configuration)	Yes	No	Yes*	Yes*	Yes
Role Collections	Role collections with users, role mappings, custom roles, user groups, and attribute mappings.	Yes	Yes*	No	Yes*	Yes
UI5 Flexibility for Key Users	UI Adaptation	Yes	Yes*	No	Yes*	Yes

## Next Step

- Setup the following subaccount destinations required for content operations:  
The scenario specific destination is required both in **source** subaccount to perform export. Similar destination is also required to perform import in the **target** subaccount while choosing Content Agent UI or Content Agent in the Cloud Transport Management target node destination. Following is the list of scenarios and its corresponding configurations:
  - To transport integration packages in SAP Cloud Integration, see [Create SAP Cloud Integration Destination \[page 41\]](#).



- To transport API product, API proxy content in SAP API Management, see [Create SAP API Management Destination \[page 43\]](#).
- To transport role collections using the Content Agent service UI, see [Create SAP Authorization and Trust Management Service Destination \[page 45\]](#)
- To transport SAP Mobile Services, subscribe to this service. Once subscribed, export operation is performed as is. To import using Content Agent UI in the target account, see [Activate SAP Mobile Service \[page 57\]](#)
- To export content to the transport queue of Cloud Transport Management, see [Create TransportManagementService Destination \[page 48\]](#)
- To import the transport requests in the target node using Cloud Transport Management, see [Create Target Node Destination \[page 50\]](#)
- To export, import, or perform other content operations, see [Content Agent User Interface \[page 52\]](#).

## Additional Information

For more information on different transport scenarios supported by Content Agent, see [Supported Transport Scenarios \[page 38\]](#).

## 6.3 Setup Subaccount Destinations

### 6.3.1 Create SAP Cloud Integration Destination

You are working with integration packages in SAP Cloud Integration. Follow the procedure to perform **Export** from Content Agent UI or using Integration Suite UI transport capability. Use the **Source** SAP BTP account if you want to **Export** the content. Also, you can **Import** content into your SAP BTP account using Content Agent UI (as a local agent) or when using the Content Agent target node destination to import the transport request in Cloud Transport Management. Use the **Target** SAP BTP account if you want to import the content.

## Prerequisites

Before you create an SAP Cloud Integration destination, ensure the following:

- You have already subscribed to the Process Integration Runtime. For instructions, see [Enabling Content Transport, Cloud Foundry Environment](#) and [Creating Service Instance and Service Key for Inbound Authentication](#).
- You already added the [WorkspacePackagesRead](#) and [WorkspacePackagesEdit](#) roles in addition to the [WorkspacePackagesTransport](#) role in the service instance of Process Integration Runtime.

For more information on how to subscribe and add roles, see the [Subscribing to CPI Service Broker](#) section on the page.

## Procedure

1. Navigate to your SAP BTP subaccount from where you want to perform export or import operations and in which the service instance of SAP Cloud Integration is created.
2. Choose [Configure Destinations](#).
3. Choose [New Destination](#).
4. In the [Destination Configuration](#) section, provide values in fields based on the description in the table.

For the following field values, use the service instance and service key details that you created in your SAP BTP account. See, [Prerequisites](#).

Field	Description
Name	Provide value as <b>CloudIntegration</b> .  This value is case-sensitive.
Type	HTTP
Description	You can provide a description for your reference. This field is optional.
URL	Provide the url from the service key details.  The format is: <oauth → url>/api/1.0/transportmodule/Transport.
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
Client ID	Provide the value of the oauth → clientid field from the service key details.
Client Secret	Provide the value of the oauth → clientsecret field from the service key details.
Use mTLS for Token Retrieval ( <b>Recommended</b> )	Select the checkbox, if you want to use mTLS (mutual TLS) for OAuth2ClientCredentials authentication. This is only applicable for proxy type Internet.
Token Service Key Store Location	Upload a certificate using the <a href="#">Upload and Delete Certificates</a> link.  After uploading the keystore, select a name from the drop-down list.
Token Service Key Store Password	Password for the keystore and the key pair contained in the keystore when using OAuth2ClientCredentials with mTLS.

Field	Description
Token Service URL Type	Dedicated
Token Service URL	Provide the value of the <code>oauth → tokenurl</code> field from the service key details.  For mTLS, use <code>uaa → certurl</code> .
Token Service User	No inputs needed.
Token Service Password	No inputs required.

5. Choose [Save](#).

#### ⚠ Caution

If you use **Check Connection** to check your destination: The check doesn't provide correct results for destinations using **OAuth2ClientCredentials** authentication. It's possible that the check displays an error, even though the destination was configured correctly. We recommend that you test the deployment using a test transport after completing all configuration steps.

## Next Steps

To continue with transport operation, see [Content Agent User Interface \[page 52\]](#).

## Related Information

[Extract Certificates for Mutual Transport Layer Security](#)

## 6.3.2 Create SAP API Management Destination

You are working with API product, API proxy content in SAP API Management. Follow the procedure to perform [Export](#) from Content Agent UI or using Integration Suite UI transport capability. Use the **Source** SAP BTP account if you want to **Export** the content. Additionally, you can also [Import](#) content into your SAP BTP account using Content Agent UI (as a local agent) or when using the Content Agent target node destination to import the transport request in Cloud Transport Management. Use the **Target** SAP BTP account if you want to import the content.

## Prerequisites

- You already have created a service instance and service key in SAP API Management, API portal.
- You already have the [APIPortal.Administrator](#) role added to the service instance.

For more information, see [API Access plan for API Portal](#)

## Procedure

1. Navigate to your SAP BTP subaccount from where you want to perform export or import operations and in which the service instance of SAP API Management is created.
2. Choose [Configure Destinations](#).
3. Choose [New Destination](#).
4. In the [Destination Configuration](#) section, provide values in fields based on the description in the table.

For the following field values, use the service instance and service key details that you created in your SAP BTP account. See, [Prerequisites](#).

Field	Description
Name	Provide value as <b>APIManagement</b> .  This value is case-sensitive.
Type	HTTP
Description	You can provide a description for your reference. This field is optional.
URL	Provide the url from the service key details.  The format is: <url>/api/1.0/transportmodule/Transport
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
Client ID	Provide the value of the <code>clientId</code> field from the service key details.
Client Secret	Provide the value of the <code>clientsecret</code> field from the service key details.
Use mTLS for Token Retrieval ( <b>Recommended</b> )	Select the checkbox, if you want to use mTLS (mutual TLS) for OAuth2ClientCredentials authentication. This is only applicable for proxy type Internet.

Field	Description
Token Service Key Store Location	Upload a certificate using the <a href="#">Upload and Delete Certificates</a> link.  After uploading the keystore, select a name from the drop down list.
Token Service Key Store Password	Password for the keystore and the key pair contained in the keystore when using OAuth2ClientCredentials with mTLS.
Token Service URL Type	Dedicated
Token Service URL	Provide the value of the <code>tokenurl</code> field from the service key details.  For mTLS, use <code>uaa → certurl</code> .
Token Service User	No inputs needed.
Token Service Password	No inputs needed.

- Choose [Save](#).

#### ⚠ Caution

If you use **Check Connection** to check your destination: The check doesn't provide correct results for destinations using **OAuth2ClientCredentials** authentication. It's possible that the check displays an error, even though the destination was configured correctly. We recommend that you test the deployment using a test transport after completing all configuration steps.

## Next Steps

Once destination is created, continue with [Content Agent User Interface \[page 52\]](#).

## Related Information

[Extract Certificates for Mutual Transport Layer Security](#)

## 6.3.3 Create SAP Authorization and Trust Management Service Destination

You can now transport role collections using the Content Agent service UI. Follow the procedure to perform [Export](#) from the Content Agent UI. Use the **Source** SAP BTP account if you want to **Export** the content. Or, you

can [Import](#) content into your SAP BTP account using Content Agent UI (as a local agent) or when using the Content Agent target node destination to import the transport request in Cloud Transport Management. Use the **Target** SAP BTP account if you want to import the content. Also, now you can transport **Custom Roles**, **User Groups**, and **Attribute Mappings** using Content Agent UI. For more information, see [Create Roles for Applications Using Existing Role Templates](#).

## Prerequisites

- You have already created the service instance and service key for the SAP Authorization and Trust Management service (xsuaa) and apiaccess plan. For instructions, click [here](#).
- You already have a [Content Agent Secure Content Operator](#) role assigned to your user.

## Procedure

1. Navigate to your SAP BTP subaccount from where you want to perform export or import operations and in which the service instance of SAP Authorization and Trust Management service is created.
2. Choose [Configure Destinations](#).
3. Choose [New Destination](#).
4. In the [Destination Configuration](#) section, provide values in fields based on the description in the table.

For the following field values, use the service instance and service key details that you created in your SAP BTP account. See, [Prerequisites](#).

Name	Description
Name	XSUAARoleCollections
Type	HTTP
Description	You can provide a description for your reference. This field is optional.
URL	Provide the <code>&lt;apiurl&gt;</code> from the service key details.
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
Client ID	Provide the <code>&lt;clientid&gt;</code> from the service key details.
Client Secret ( <b>Recommended</b> )	Provide the <code>&lt;clientsecret&gt;</code> from the service key details.
Use mTLS for Token Retrieval ( <b>Recommended</b> )	Select the checkbox, if you want to use mTLS (mutual TLS) for OAuth2ClientCredentials authentication. This is only applicable for proxy type Internet.

Name	Description
Token Service Key Store Location	<p>Upload a certificate using the <a href="#">Upload and Delete Certificates</a> link.</p> <p>After uploading the keystore, select a name from the drop-down list.</p>
Token Service Key Store Password	Password for the keystore and the key pair contained in the keystore when using OAuth2ClientCredentials with mTLS.
Token Service URL Type	Dedicated
Token Service URL	<p>Provide the url from the service key details.</p> <p>For mTLS, use <code>uaa → certurl</code>.</p> <div> <p><b>Note</b></p> <p>Append the value <code>oauth/token</code> to the <a href="#">Token Service URL</a>.</p> </div>
Token Service User	No inputs needed.
Token Service Password	No inputs needed.

- Choose [New Destination](#).
- Choose [Save](#).

#### ⚠ Caution

If you use **Check Connection** to check your destination: The check doesn't provide correct results for destinations using **OAuth2ClientCredentials** authentication. It's possible that the check displays an error, even though the destination was configured correctly. We recommend that you test the deployment using a test transport after completing all configuration steps.

## Next Steps

Once destination is created, continue with [Content Agent User Interface \[page 52\]](#).

### 6.3.4 Setup Destination for SAP Cloud Transport Management

You can transport content using Cloud Transport Management service. To transport content, you need to subscribe and integrate this service with Content Agent. Once integrated, you can perform the following operations as needed:

- [Create TransportManagementService Destination \[page 48\]](#): Create destination to Cloud Transport Management in the source account.

- [Create Target Node Destination \[page 50\]](#): Create destination to the target node for import operation.

### 6.3.4.1 Create TransportManagementService Destination

SAP Content Agent service supports content transport using SAP Cloud Transport Management. To enable this service to [Export](#) the content to the transport queue of Transport Management, the destination must be created in the **Source** SAP BTP account. Follow the procedure to perform [Export](#) from Content Agent UI, SAP Integration Suite UI, or SAP Build.

#### Prerequisites

- You have subscribed to SAP Cloud Transport Management in the **Central** SAP BTP account. For more information, see [Subscribing to Cloud Transport Management](#).
- You have already created the service instance for SAP Cloud Transport Management. For more information, see [Steps to use Transport Management using Programmatic Access \(API Remote Call\)](#).
- Configure a landscape to create a route depending on your landscape. Create this route by creating nodes and destinations pointing to the target SAP BTP account.
  - [Create transport nodes](#) as representations of the source and target endpoints of deployment processes in your landscape.
  - Add configuration details as required. [Create transport routes](#) to connect transport nodes.

#### Procedure

1. Navigate to your **Source** SAP BTP subaccount.
2. Choose [Configure Destinations](#).
3. Choose [New Destination](#).
4. In the [Destination Configuration](#) section, enter the following details.

For the following field values, use the service instance details that you created in the **Central** SAP BTP account, where Cloud Transport Management is configured. See, [Prerequisites](#).

Field	Description
Name	Provide value as <b>TransportManagementService</b> .
<div><div> ⓘ Note</div><div>This value is case-sensitive.</div></div>	



Field	Description
Type	HTTP
Description	You can provide a description for your reference. This field is optional.
URL	Provide the <code>uri</code> from the service key details.
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
Client ID	Provide the <code>uaa</code> → <code>clientId</code> from the service key details.
Client Secret	Provide the <code>uaa</code> → <code>clientsecret</code> from the service key details.
Use mTLS for Token Retrieval ( <b>Recommended</b> )	Select the checkbox, if you want to use mTLS (mutual TLS) for OAuth2ClientCredentials authentication. This is only applicable for proxy type Internet.
Token Service Key Store Location	<p>Upload a certificate using the <a href="#">Upload and Delete Certificates</a> link.</p> <p>After uploading the keystore, select a name from the drop-down list.</p>
Token Service Key Store Password	Password for the keystore and the key pair contained in the keystore when using OAuth2ClientCredentials with mTLS.
Token Service URL Type	Dedicated
Token Service URL	<p>Provide the <code>uaa</code> → <code>url</code> from the service key details.</p> <p>For mTLS, use <code>uaa</code> → <code>certurl</code>.</p> <div> <p><b>Note</b></p> <p>Append the value <code>oauth/token</code> to the <a href="#">Token Service URL</a>.</p> </div>
Token Service User	No inputs required
Token Service Password	No inputs required

Field	Description
Additional Properties	<p>These are the additionally supported properties depending on the specific applications to separate transport requests based on content types. The properties are as follows:</p> <ul style="list-style-type: none"> <li>• <a href="#">sourceSystemId.sap.build</a></li> <li>• <a href="#">sourceSystemId.CPI</a></li> <li>• <a href="#">sourceSystemId.APIManagement</a></li> <li>• <a href="#">sourceSystemId</a></li> </ul> <p>Enter the ID of the source node of the transport route, for example, DEV_NODE.</p> <div> <p><b>Note</b></p> <p>The <a href="#">sourceSystemId</a> property is used as default if other properties are not maintained.</p> </div>

5. Choose [Save](#).

#### ⚠ Caution

If you use **Check Connection** to check your destination: The check doesn't provide correct results for destinations using **OAuth2ClientCredentials** authentication. It's possible that the check displays an error, even though the destination was configured correctly. We recommend that you test the deployment using a test transport after completing all configuration steps.

## Related Information

[Extract Certificates for Mutual Transport Layer Security](#)

### 6.3.4.2 Create Target Node Destination

You can now integrate import functionality with SAP Cloud Transport Management. With the [ImportOperator](#) and [Administrator](#) roles in SAP Cloud Transport Management, you can now [import](#) the transport requests in the target node using Cloud Transport Management. Or, [import](#) content using the SAP Cloud Transport Management service. This destination is used to configure the target node in Cloud Transport Management.

## Prerequisites


- You already completed Prerequisites for [Using the Import Queue](#) in Cloud Transport Management.

- In the **Target** SAP BTP account, where you want to perform **Import** you already created the service instance and service key for the SAP Content Agent service, application plan. See, [Create Instance \[page 35\]](#) and [Create Service Key \[page 36\]](#) created in the target SAP BTP account for service *Content Agent* and *Application* plan.
- You already have either *ImportOperator* or *Administrator* roles assigned for Content Agent.
- You already have a *Content Agent Secure Content Operator* role assigned to import role collections.

## Procedure

1. Navigate to your **Central** SAP BTP subaccount in which you have subscribed to the Cloud Transport Management service.
2. Choose [Configure Destinations](#).
3. Choose [New Destination](#).
4. In the [Destination Configuration](#) section, provide values in the fields using service instance and service key created in SAP BTP account for service *Content Agent* and *Application* plan.

Field	Description
Name	Enter a name for the destination.
Type	HTTP
Description	You can provide a description for your reference. This field is optional.
URL	Provide the <code>url</code> from the service key details.
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
Client ID	Provide the <code>uaa → clientid</code> from the service key details.
Client Secret	Provide the <code>uaa → clientsecret</code> from the service key details.
Use mTLS for Token Retrieval ( <b>Recommended</b> )	Select the checkbox, if you want to use mTLS (mutual TLS) for OAuth2ClientCredentials authentication. This is only applicable for proxy type Internet.
Token Service Key Store Location	<p>Upload a certificate using the <a href="#">Upload and Delete Certificates</a> link.</p> <p>After uploading the keystore, select a name from the drop-down list.</p>

Field	Description
Token Service Key Store Password	Password for the keystore and the key pair contained in the keystore when using OAuth2ClientCredentials with mTLS.
Token Service URL Type	Dedicated
Token Service URL	Provide the <code>uaa → url</code> from the service key details. For mTLS, use <code>uaa → certurl</code> .
	<div>  <b>Note</b>  Append the value <code>oauth/token</code> to the <i>Token Service URL</i>. </div>
Token Service User	No inputs required.
Token Service Password	No inputs required.

- Choose [Save](#).

#### ⚠ Caution

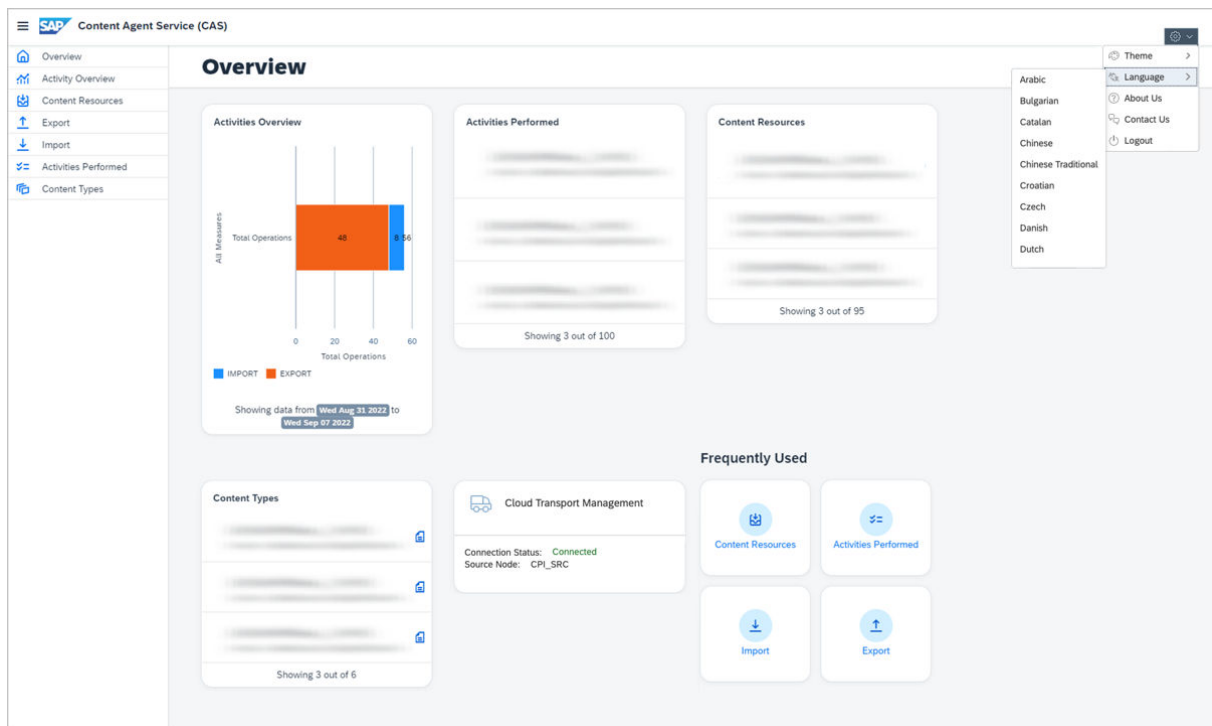
If you use **Check Connection** to check your destination: The check doesn't provide correct results for destinations using **OAuth2ClientCredentials** authentication. It's possible that the check displays an error, even though the destination was configured correctly. We recommend that you test the deployment using a test transport after completing all configuration steps.

## Related Information

[Extract Certificates for Mutual Transport Layer Security](#)

## 6.4 Content Agent User Interface

SAP Content Agent service is now introduced with a standardized user interface. Now, you have a direct access to all the functionalities of this service on the home screen.



- [#unique\\_26/unique\\_26\\_Connect\\_42\\_subsection-im1](#) [page 53]
- [#unique\\_26/unique\\_26\\_Connect\\_42\\_subsection-im2](#) [page 53]
- [#unique\\_26/unique\\_26\\_Connect\\_42\\_subsection-im3](#) [page 53]
- [#unique\\_26/unique\\_26\\_Connect\\_42\\_subsection-im4](#) [page 54]
- [#unique\\_26/unique\\_26\\_Connect\\_42\\_subsection-im5](#) [page 54]
- [#unique\\_26/unique\\_26\\_Connect\\_42\\_subsection-im6](#) [page 54]
- [#unique\\_26/unique\\_26\\_Connect\\_42\\_subsection-im7](#) [page 54]
- [#unique\\_26/unique\\_26\\_Connect\\_42\\_subsection-im8](#) [page 54]

Hover over each UI element for a description. Click the UI element for more information.

## Activity Overview

Use the Activity Overview tile to see a graphical representation of all the operations in this service. Currently, MTAR export and import are the two activity types that is supported. You can also filter the period and activity type to see any specific data relevant to your requirement.

## Activities Performed

Use the Activities Performed tile to see the detailed information, logs, and history of all activities performed in this service.

## Content Resources

Use the Content Resource tile to see a list of various content types available for your subscription. It includes a description of the content type and its version. You can search or filter the data to narrow your search for

a specific content type. You can select a content type to review further details. For example, the activities performed and its dependencies on other content resources, if any.

## Content Types

This section provides a list of content types subscribed in your landscapes. This allows you to perform the content management activities using Content Agent. You can manually activate any content type that is inactive. For SAP Mobile Services, click [Activate](#) and enter your credentials and temporary passcode. For any other content type, click their corresponding [Document](#) icon and follow the given steps. Once subscribed, the **UI5 Flexibility for Key Users** content type is automatically activated.

## Frequently Used

This section lists the frequently used functionalities of this service.

## Cloud Transport Management

Use the Connection Status tile to check the integration status between Content Agent and Cloud Transport Management. Additionally, view connection error details, if any and possible workaround to restore connection between Content Agent and Cloud Transport Management. You can also use the [Go to SAP Cloud Transport Management](#) option to launch SAP Cloud Transport Management Home screen.

## Navigation Pane

You can also use the navigation pane on the left side to access all the functions, this can be:

- Activity Overview
- Content Resources
- Export
- Import
- Activities Performed
- Content Types

## Language Selection

Use the Settings option to change the language of the Content Agent user interface. The default language of the Content Agent UI is English.

From the Content Agent UI Home screen, you can perform the following actions:

- [Export Content Wizard \[page 55\]](#)
- [Import Content Wizard \[page 56\]](#)
- [Activate SAP Mobile Service \[page 57\]](#)
- [Integration with Transport Management \[page 58\]](#)
- [Select a Language of Content Agent UI \[page 59\]](#)

## 6.4.1 Export Content Wizard

### Prerequisites

You have the [Admin](#) or [Export](#) roles assigned to your user.

### Context

You can export content as MTAR files using the Content Agent user interface.

### Procedure

1. On the Content Agent overview screen, click [Export](#).

The wizard displays a list of content that is available.

2. Choose and add the content that you want to export. You can also filter the content based on their types and sub types.

For a given content if there are sub components, you can also expand and view its sub components. On selecting the content, the mandatory sub components are preselected and cannot be changed.

You can select or deselect other sub components based on your requirements.

3. Click [Step 2](#).

Displays options to add dependencies for your content, if any.

4. Select the dependencies that you want to add.

The dependencies for contents selected in [Step 1](#) are preselected. You can either choose to modify the selection or remove the dependencies as per your requirement.

5. Click [Step 3](#).

6. From the [Export Mode](#) dropdown list, select the mode of transportation of your content.

The export modes are Download and Transport Management Service. See, [Create TransportManagementService Destination \[page 48\]](#)

7. Add a description for your export of content.
8. Click [Step 4](#) to review the export details before you submit the export request.
9. Click [Step 5](#) to submit the export request.

## Results

The export of content starts in the background. You can choose the activity ID link to track the status, logs, and other information related to the export.

## 6.4.2 Import Content Wizard

### Prerequisites

You have the [Admin](#) or [Import](#) roles assigned to your user.

### Context

You can import content from different SAP BTP applications as an MTAR file using the Content Agent user interface.

### Procedure

1. On the Content Agent overview screen, click [Import](#).
2. Browse and select the MTAR file that you want to import.

Multi Target Application Archive (MTAR) file is a single application comprised of multiple parts using mta modules resources and interdependencies between them.

The maximum file size allowed is 400 MB.

3. Optionally, browse and select the extension descriptor file.

It is a Multitarget Application (MTA) extension descriptor file that includes data complementary to a deployment descriptor. This file allows you to customize the MTA deployment for a specific transport node.

4. Click [Step 2](#) to import the content.

## Results

The import is triggered in the background. The contents of the MTAR are deployed in the corresponding tenant. Choose the activity ID link to track the status of the import.



## 6.4.3 Activate SAP Mobile Service

You can activate **SAP Mobile Service** using the Content Agent User Interface. Activation is required for importing SAP Mobile Service MTAR from Content Agent UI. For export, no activation is required, so continue as is.

### Prerequisites

You have subscribed to SAP Mobile Service in your SAP BTP subaccount.

### Context

You can activate an inactive SAP Mobile Service through the Content Agent service.

For SAP Mobile Service, the following actions are allowed:

- **Refresh** - Refresh and view SAP Mobile Service current status.
- **Activate** - Activate the SAP Mobile Services content type.
- **Documentation** - Documentation link for instructions to activate SAP Mobile Service.

### Procedure

1. On the Content Agent overview screen, click [Content Types](#).

The [Content Types](#) page opens with a list of all available content types in your landscape.

2. Select [SAP Mobile Services](#).

You can also use the [Search](#) option to locate [SAP Mobile Services](#).

3. Click the [Activate](#) option corresponding to this content type.

4. At the [Cloud Foundry Authentication](#) prompt, perform one of the following steps:

- [Credential](#) - By default, your registered e-mail ID is prefilled and disabled. Enter your authentication details.
- [Passcode](#) - Click the given link to get a temporary token and login to SAP BTP using your ID. Copy and paste the displayed temporary passcode
- Cloud Foundry login URL and SAP BTP extension landscape URLs can be - <https://login.cf.eu10.hana.ondemand.com/> and <https://login.cf.eu10-001.hana.ondemand.com>.  
For example, <https://login.cf.<domain>>. Here, the domain is your target subaccount. This domain is derived from the Cloud Foundry API endpoint in your SAP BTP Cockpit in the Overview section of your subaccount.

5. Click [Fetch](#).

6. From the [Org](#) and [Space](#) dropdown list, select your organization and space.

You have now successfully activated the SAP Mobile Services content type.

## Next Steps

[Supported Content Types \[page 39\]](#)

## Related Information

To activate **SAP Cloud Integration**, **SAP API Management**, and **Role Collections** content types, click their corresponding **Document** icon. To create a destination for activation, follow the steps in the documentation. Once subscribed, the **UI5 Flexibility for Key Users** content type is automatically activated.

## 6.4.4 Integration with Transport Management

### Context

Cloud Transport Management service offers seamless deployment of content across SAP products. This service meets regulations, certifications, and auditability requirements for all involved components.

Content Agent acts as a technical enabler to integrate with Cloud Transport Management. It provides flexibility and option to transport the enterprise ready changes across SAP BTP applications content by following standardized change management policies.

On the [Cloud Transport Management](#) screen you can review the following elements:

- [Connection Status](#) - Displays the integration status between Content Agent and Cloud Transport Management
- [Error Status](#) - Displays the connection error details and possible workaround to restore connection between Content Agent and Cloud Transport Management.
- [Source Node](#) - Displays the source node of the transport route. You can select source node depending on the specific applications to separate transport requests based on content types.  
Following are the additionally supported properties depending on the specific applications to separate transport requests based on content types:
  - [sourceSystemId.sap.build](#)
  - [sourceSystemId.CPI](#)
  - [sourceSystemId.APIManagement](#)
  - [sourceSystemId](#)

Enter the ID of the source node of the transport route, for example, DEV\_NODE.

#### Note

The [sourceSystemId](#) property is used as default if other properties are not maintained.

For more information, see [Create TransportManagementService Destination \[page 48\]](#)

- [Go to SAP Cloud Transport Management](#) - Launches SAP Cloud Transport Management Home screen.

## 6.4.5 Select a Language of Content Agent UI

### Context

You can now change the language of the Content Agent user interface. The default language of the Content Agent UI is English.

### Procedure

1. On the Content Agent Overview screen, click ► [Settings](#) ► [Language](#) ►.
2. From the context menu, select the language that you want.

### Results

Once you select the language, the UI page reloads and the display language changes to your preferred language.

## 6.5 Using Integration Suite Applications

SAP Cloud Integration and SAP API Management provides content transport mechanism. SAP Content Agent service enables you to assemble the content from these content providers in MTAR format. Later, this content is either available for download or exported to the configured transport queue, such as Change and Transport System (CTS+) or SAP Cloud Transport Management.

To use this service for SAP Cloud Integration, perform the following configurations:

- [Create SAP Content Agent Service Destination \[page 60\]](#)
- [Create SAP Cloud Integration Destination \[page 41\]](#)
- [Export Using Change Management System \(CTS\) Destination \[page 61\]](#)
- [Create TransportManagementService Destination \[page 48\]](#)

To use this service for SAP API Management, perform the following configurations:

- [Create SAP Content Agent Service Destination \[page 60\]](#)

- [Create SAP API Management Destination \[page 43\]](#)
- [Create TransportManagementService Destination \[page 48\]](#)

#### 📘 Note

If the SAP Content Agent service and SAP Cloud Transport Management destinations are already created, you can reuse these destinations.

## 6.5.1 Create SAP Content Agent Service Destination


### Prerequisites

You already have the service key details of the SAP Content Agent service, see [Create Service Key \[page 36\]](#).

### Procedure

1. Navigate to your SAP BTP subaccount in which the service instance of the content agent service is created.
2. Choose [Configure Destinations](#).
3. Choose [New Destination](#).
4. In the [Destination Configuration](#) section, provide values in fields based on the description in the table.

Field	Description
Name	Provide value as <b>ContentAssemblyService</b> .  <div> <div>📘 Note</div> <div>This value is case-sensitive.</div> </div>
Type	HTTP
Description	You can provide a description for your reference. This field is optional.
URL	Provide the URL from the service key details.
Proxy Type	Internet
Authentication	OAuth2ClientCredentials

Field	Description
Client ID	Provide the client ID from the service key details.
Client Secret	Enter the client secret.
Token Service URL	Provide the URL under UAA from the service key details.
<div>  <b>Note</b>  Append the value oauth/token to the <i>Token Service URL</i>. </div>	
Token Service User	No inputs needed.
Token Service Password	No inputs needed.

- Choose [Save](#).

## 6.5.2 Export Using Change Management System (CTS) Destination

### Prerequisites

- You have activated and configured the CTS+ Export Web Service as described [here](#).
- You have defined a user that is going to call the CTS+ Export Web Service. This user needs to have the following user roles:
  - SAP\_BC\_WEBSERVICE\_CONSUMER
  - SAP\_CTS\_PLUS
- You have installed and configured the Cloud Connector, which is used to connect on-premise systems with SAP BTP. For more information, click [here](#).
- You have exposed the CTS+ Export Web Service URLs as described [here](#).

You have setup the SAP Transport Management System, see [How To...Configure SAP Cloud Platform for CTS](#).

### Context

SAP Content Agent service supports content transport directly to the CTS+ system. You can use this export option if you are using CTS+ in other applications or you have a hybrid landscape in which you want the ABAP system to lead the transport environment.

## Procedure

1. Navigate to your SAP BTP subaccount in which the content agent service is configured.
2. Choose [Configure Destinations](#).
3. Choose [New Destination](#).
4. In the [Destination Configuration](#) section, provide values in fields based on the description in the table.

Field	Description
Name	<p>Provide value as <b>TransportSystemCTS</b>.</p> <div><p><b>Note</b></p><p>This value is case-sensitive.</p></div>
Type	HTTP
Description	You can provide a description for your reference. This field is optional.
URL	<p>Provide the URL mentioned in SAP Cloud Connector. For example, <b>http://&lt;virtualhost&gt;:&lt;virtualport&gt;/&lt;export_cts_ws_path&gt;</b></p> <p>The <code>virtualhost</code> and <code>virtualport</code> are the properties defined as the CTS+ system in Cloud Connector.</p>
Proxy Type	Internet
Authentication	Basic Authentication
Location ID	Provide the location ID of the connected subaccount in SAP Cloud Connector.
Username	Provide the user name for the on-premise system, which is defined above.
Password	Enter the password for the on-premise system user.
Additional Properties	<p>The source system is the Cloud Integration source system, which is used in the configured transport route.</p> <div><p><b>Note</b></p><p>The <code>sourceSystemId</code> property must be added manually while creating the destination.</p></div>

5. Choose [Save](#).

## 6.6 Consuming APIs

You can discover APIs that are available only for the **Application Plan** in Content Agent service.

For an overview of all API offerings for Content Agent service, see [SAP Content Agent service on SAP API Business Hub](#).

### ⓘ Note

- When you deploy an application to a space in the Cloud Foundry environment, you need to create a service instance of Content Agent in the space. To consume Content Agent in your application, you need to bind the service instance to your application.
- If you've developed a multi-tenant application and want your consumers to use Content Agent in the application, see:
  - [Subscribe to Multi-Tenant Applications](#)
  - [Developing Multi-tenant Applications](#)

# 7 Security

## Authentication

The SAP Content Agent service uses the OAuth2 Client Credential Flow for authentication and authorization. You create an instance of the Content Agent service in Cloud Foundry service Marketplace and corresponding credentials are maintained in the destination which can be used by content providers to invoke the Content Agent service.

The standard scope used by the SAP Content Agent service is [assemble](#).

## Audit Logs

Content Agent service writes audit log messages of category security-relevant events to the audit log. The audit log messages of category audit.security-events are written in the following situations:

- During SAP Content Agent service instance creation.
- During an error while calling a service endpoint without enough authorization.
- When MTAR Export Operation is triggered.
- While checking the destination configurations maintained for SAP Cloud Integration, SAP Cloud Transport Management, and Change and Transport System.
- When Malware scan is triggered while fetching and downloading the content.
- When the generated MTAR file is stored in the database.
- While pushing the MTAR to SAP Cloud Transport Management or Change and Transport System.
- During deletion of the SAP Content Agent service instance.
- Access to sensitive data that is related to the data privacy.
- General security events, for example, start or stop a system, failed authorization checks, and so on.

## Denial of Service

The service is protected against Denial of Service attack by putting a threshold limit to concurrent processed requests. Also, Content Agent sends a response 429, which implies too many requests. In such cases, retry the service after sometime.

## Malware

SAP Content Agent service uses Malware Scanning service in the following situations:



- Scan the content that is fetched from the content providers.
- Scan the assembled MTAR file that is downloaded in the manual export option.

For more information, see [Malware Scanning](#).

## 7.1 Roles and Authorizations

Content Agent service delivers the following roles that you can use to access and manage this service.

Role	Description
Content Agent Admin	Contains the overall administration authorization for all Content Agent tasks. With this access the user can export and import the content and has access to Content Agent Viewer authorization.
Content Agent Export Operator	Allows Export operation and access to read the operation details.
Content Agent Import Operator	Allows Import operation and access to read the operation details.
Content Agent Secure Content Operator	This role collection provides access to transport security-related content, such as role collections, which includes creating users and assigning them to their desired roles.
Content Agent Viewer	Allows display authorization in Content Agent. With this access, the user can read content resources, activities, and view enabled content types.

For more information about how to use SAP BTP Cockpit to create roles and role collections to which you can assign these role templates, see [Building Roles and Role Collections for Applications](#).

## 7.2 Identity Provider and Identity Management

For identity management and authentication, the Content Agent service relies on Identity Provider (IdP). Ensure that your IdP is configured in the customer subaccount that its subscriptions.

All requests handled by Content Agent service subscriptions are authenticated against the identity provider of the consumer subaccount. Further, for Content Agent service in the customer subaccount authorized against the role assignments specified.

You can interact with various features of the Content Agent service by being available in the respective identity provider of the subaccount. You can replace the default SAP BTP service with your corporate identity provider.

For more information, see [Default Identity Provider](#) in the SAP Business Technology Platform documentation.

## 7.3 Data Privacy and Protection

### Personal Data Processed by Content Agent

Content Agent records all content management operations, such as content export and import. They are recorded together with the user who performs the action and the time when it was done. Doing so, the user is identified by its user ID or e-mail address, maintained in the configured identity provider, and used during login. Sensitive personal data is not processed by the service. Content Agent stores:

- file names used for Import
- description entered while triggering export
- user Id/ e-mail for auditory purpose

Content Agent displays this information in the logs. Do not use any personal data in names of files that are uploaded to the service. This is also true for MTA extension descriptors.

### Data Deletion

The deletion of all data is performed as part of the unsubscription process. The data for activities triggered and logs is stored for 3 months and then automatically deleted using scheduled jobs.

To delete user ID or e-mail address for stored data against a tenant, you need to raise an explicit support request to the component [BCP-CP-LCM-CAS](#). The ticket must contain the User ID that needs to be removed, and the SAP Business Technology Platform consumer subaccount name.

### Customer Data Export

Content Agent offers a service to extract and create a final export of customer data. The file is a csv containing data from different database tables containing transaction and logs.

Open an incident using component [BC-CP-LCM-CAS](#) and in the incident subject, use the Customer Data Export Request as prefix.

### Related Information

For general information about data protection and privacy on SAP BTP, see [Data Protection and Privacy](#)

## 7.4 Browser Supported

For the UIs of the service, the following browser is supported:

Browser	Versions
Google Chrome	Latest version
Microsoft Edge	Latest version
Mozilla Firefox	Latest version
Safari	Latest version (for macOS only)

## 7.5 Protection Against Denial-of-Service (DoS) Attacks

SAP Content Agent service must be protected against denial-of-service (DoS) attacks.

### Denial-of-service (DoS) attacks

Denial-of-service (DoS) attacks are intentional or accidental attacks through an external third party. DoS attacks can impact the availability or performance of the tax service caused by excessive use by one or more consumers.

### Measures

The DoS protection measure ensures that the service is more robust towards server overload caused by excessive use and to differentiate DoS attacks from legitimate use.

To mitigate the potential impact of DoS attacks, the number of requests to the application is limited. Rate limit rule is created for different APIs. For each API, there is defined number of requests per time window, which is not dependent on the user or tenant.

When the defined limit is exceeded, the client receives the **HTTP 429 Too Many Requests** response status code.

# 8 Troubleshooting

## Assembly and Export

The following table lists the error that you could experience with SAP Content Agent service:

Error Code	Reason
1032	General error while executing the configuration check.
1034	Unable to find destination <DESTINATION_NAME>.
1035	No property sourceSystemId found. Or, property sourceSystemId for destination <destinationName> is not configured properly.
1036	Destination is not configured as OAuth2ClientCredentials <destinationName>
1037	Destination <destinationName> is not configured with correct proxy type.
1038	Validation failed for SAP Transportation Management configuration.
1039	Validation failed as authentication is not Basic.
1040	Validation failed for SAP Transportation Management configuration as sourceSystemId property is not maintained in the destination.
1041	Destination <destinationName> is not configured with correct url.
1042	Destination <destinationName> is unreachable.

## Error while transporting integration content package from SAP Cloud Integration UI

**Message:** Error in transport Integration Content Package from Cloud Integration UI

Following are the reasons and workarounds to resolve the issue:

- **Reason 1:** The token service URL is not updated.  
**Workaround:** To resolve this issue, update the token URL.

### Note

Ensure that you append the value oauth/token to the *Token Service URL*.

For more information, see [Create SAP Content Agent Service Destination \[page 60\]](#)

- **Reason 2:** The instance credentials expired due to service update.  
**Workaround:** To resolve this issue, follow these steps:
  1. Create a new service instance and service key for SAP Content Agent service. For more information, see [Create Instance \[page 35\]](#) and [Create Service Key \[page 36\]](#).
  2. Optionally, you can choose to delete the previous instance.
  3. For expired credential issue, update the **ContentAssemblyService** destination based on the newly created service key.
  4. Once the destination is updated, open SAP Cloud Integration UI and click ► **Settings** ► **Transport** ►.
  5. Perform configuration check.  
If the configuration check is successful, continue with transport. If not, raise a support ticket with the error details.

## Support

For any other issues, create a BCP ticket with BC-CP-LCM-CAS as the component.

## 8.1 Frequently Asked Questions

Here you can find a collection of frequently asked questions and provided solutions.

### **What are the roles of these two different tools - Content Agent and Cloud Transport Management services and how do they work together?**

These are Cloud services which work together for better integration of transport. But both the services can co-exist and can be used independently for specific content types based on its usage.

Content Agent tool works on subaccount level which allows you to browse, export, and import content from the same subaccount. Whereas, Cloud Transport Management is recommended to use as a central service to manage landscape. Content Agent UI provides integration with cTMS for selecting and exporting content as an MTAR archive and push it to cTMS.

## 9 User Notification

SAP Content Agent service is recently onboarded to the Cloud Availability Center tool. This tool offers you a personalized dashboard, which includes relevant information about the availability and maintenance of your cloud systems.

Enable subscriptions for the SAP Content Agent service.

To access the Cloud Availability Center, click [Launchpad](#) and [User Guide](#).

The Cloud System Notification Subscriptions application allows you to add, customize, and manage subscriptions to Cloud Availability Center notifications. Using this tool, you are constantly informed and receiving timely updates regarding your SAP cloud services. These updates include planned, unplanned downtimes, and so on.

The application is embedded into the SAP ONE Support Launchpad, which requires S-user login and provides the following information:

- You can view your subscriptions for Cloud Availability Center notifications in My Subscriptions, or subscriptions of other users. To view, you need Super Administrator and Cloud Administrator access.
- You can create, change, or delete subscriptions for Cloud Availability Center notifications.
- You can select the relevant notification types for each subscription, such as Customer Communication, Disruption or Degradation, or Maintenance.

To access Cloud System Notification Subscriptions, click [Launchpad](#) and [User Guide](#).



For more information on the user guide, solution brief, walkthrough video, FAQs of Cloud Availability Center and Cloud System Notification Subscriptions, see [Support Portal](#).

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