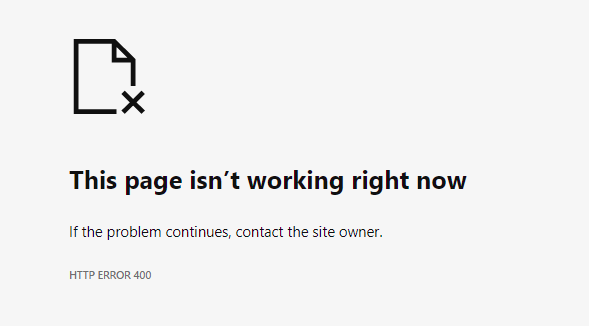
**Troubleshooting:**

1. **Error**:



**Possible Causes**:

1. Incorrect source system name specified in the “sourceSystem” parameter  
     
   Solution: Check the exact spelling and case of the source system name in the application and use this for the “sourceSystem” parameter.
2. Incorrect userid specified in the “authUser” parameter

Solution: Check the exact spelling and case of the userid being used for the ITK data transfer, in the application and use this for the “authUser” parameter.

1. Userid in “authUser” is correct, however, this user does not have the SV Data File Manager group assignment and/or has not been assigned the source system specified in the “sourceSystem” parameter.
2. **Error**:

Throwable caught: Authentication Failure- Invalid Integration Password or Authentication mode is of type Certificate || No stack available.

**Possible Causes**:

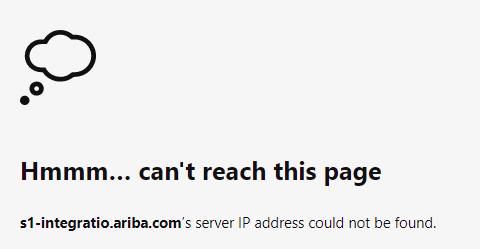
1. Shared Secret has not been set in the ITK Security page in the application.

**Solution**: Set a value for the shared secret value ITK Security page in the application and use this value for the “sharedSecret” parameter.

1. The value in the sharedSecret parameter does not match the value set in the Shared Secret field in the ITK Security page in the application.

**Solution**: Check the value in the sharedSecret parameter and have it match the value as set in the Shared Secret field in the ITK Security page in the application.

1. **Error**: Blank page when running the tool or ->



**Possible Causes:**

1. Url that is specified in the “action” parameter is incorrect.

**Solution**: Check the ariba server name and other parts of the “action” parameter value, which makes up the url you are posting to. Make corrections if necessary.

1. Realm/Site name is incorrect

**Solution**: Check the realm/site parameter value and make correction if necessary

© 2022 SAP SE or an SAP affiliate company. All rights reserved.