**Error send PO to Ariba Network via SAP PI - SSLException:**

**Issue**

When a purchase order is sent to an in pi it displays one error.

***Cannot connect to ASN: getProfile Request failed***

**Cause**

Customers have used incorrect URL in PI Communication Channel and incorrect TLS Versions in SAP PI.

**Solution**

Summary for the **SR# 0020751295 0000479093 2017 - Error send po to ariba network via pi**

**SAP Incident # 0020751295 0000499295 2017 - Ariba network adapter**

1. During the session we have reviewed The PO integration scenario as well as the installed Adapter version (CI9 SP2 HF2). No issues in the configured scenario / installed software.

1. For some unknow reason the AN adapter logs were not being captured by SAP PI even if the Ariba Tracing locations (cxmlsender and cxmlutils) were properly set as debug.
	* The SAP PI JAVA stack was restarted and after that the proper logs were recorded (log viewer and XPI\_Inspector)

1. We could see a new SSL exception right after the profile request upon communication channel stop / start: Server selected SSL version 3.1 not enabled or not valid!
	* Based on the error we verified the SAP PI config file **iaik.security.ssl.configFile.**It was set to: **client.minProtocolVersion=TLS12** and **client.maxProtocolVersion=TLS12**. It means TLS 1.2 communication must be used at SAP PI server level.
	* After some tests at SAP PI level, it was noticed a mismatch between SAP PI SSL configuration and AN adapter URL in communication channel
		+ The **service.ariba.com** (**TLS 1.0**) was used in the communication channel and SAP PI server was configured to enforce the **TLS 1.2**  usage. Due to this reason the AN adapter communication was failing.
	* The URL in the communication channel was changed to **service-2.ariba.com (TLS1.2)**in order to comply with SAP PI server SSL config (**TLS1.2**). After that, the connection worked fine and the profile request was successfully sent to Ariba Network
	* In case customer wants to use **service.ariba.com** the parameter **client.minProtocolVersion**should be set as **TLS10**

1. Upon a new PO creation in SAP ERP another error was noticed in the communication channel: Error:Order**Routing Info not available.  Please contact support with the Error Reference Number: ANERR-40000000000000000919017744 for more details**
	* By checking the payload and based on error the routing information was missing for the vendor.
	* The used vendor master data was fixed in SAP ERP (email / fax information was maintained)
	* After the Vendor changes the POs were successfully transmitted to Ariba Network and the end to end flow tested with success.

**Additional Information**

 **Error logs:**

* **SAP PI SSL Exception**

#2.0#2017 11 24 17:06:23:870#0-600#Error#$Id:aribaondCICI9SP2integrationcXMLConnectorascadaptercorecomaribaascconnectorexceptionutilExceptionMgr.java\#1$#

##ariba.com/com.ariba.asc.sap.netweaver.xiadapter.ra#C000AC1E82C400310000003100005F0C#27562250000002644##$Id:aribaondCICI9SP2integrationcXMLConnectorascadaptercorecomaribaascconnectorexceptionutilExceptionMgr.java\#1$.handleError(Exception e, ChannelProfile cp)#deploy\_service#0##F2117900D16B11E78A18000001A4910A#f2117900d16b11e78a18000001a4910a##0#Application [74]#Plain##

[CCT\_PurchaseOrder\_cXML\_Receiver]  [Error Level] 2[Error Code] ECC103[Error Desc] Ariba SN Not Available[Error Message] Cannot connect to Ariba SNcom.ariba.asc.connector.exception.AribaSNException: Cannot connect to Ariba SN

                at com.ariba.asc.connector.cxml.util.CXMLSender.sendRequest(CXMLSender.java:250)

                at com.ariba.asc.connector.cxml.util.CXMLSender.sendCXMLRequest(CXMLSender.java:159)

                at com.ariba.asc.sap.netweaver.xicore.connector.controller.tasks.ProfileUpdateAction.sendProfileRequest(ProfileUpdateAction.java:198)

                at com.ariba.asc.sap.netweaver.xicore.connector.controller.tasks.ProfileUpdateAction.updateProfile(ProfileUpdateAction.java:170)

                at com.ariba.asc.sap.netweaver.xicore.connector.controller.tasks.ProfileUpdateAction.updateChannelProfile(ProfileUpdateAction.java:123)

                at com.ariba.asc.sap.netweaver.xicore.connector.controller.tasks.ProfileUpdateAction.perform(ProfileUpdateAction.java:80)

                at com.ariba.asc.sap.netweaver.xicore.connector.controller.tasks.ScheduleTaskMgr.run(ScheduleTaskMgr.java:151)

                at com.sap.engine.core.thread.impl3.ActionObject.run(ActionObject.java:37)

                at java.security.AccessController.doPrivileged(Native Method)

                at com.sap.engine.core.thread.impl3.SingleThread.execute(SingleThread.java:185)

                at com.sap.engine.core.thread.impl3.SingleThread.run(SingleThread.java:302)

Caused by: iaik.security.ssl.SSLException: Server selected SSL version 3.1 not enabled or not valid!

                at iaik.security.ssl.n.b(SourceFile:778)

                at iaik.security.ssl.n.a(SourceFile:1501)

                at iaik.security.ssl.y.d(SourceFile:784)

                at iaik.security.ssl.SSLTransport.startHandshake(SourceFile:571)

                at iaik.security.ssl.SSLTransport.getInputStream(SourceFile:658)

                at iaik.security.ssl.SSLSocket.getInputStream(SourceFile:395)

                at org.apache.commons.httpclient.HttpConnection.open(HttpConnection.java:742)

                at org.apache.commons.httpclient.HttpMethodDirector.executeWithRetry(HttpMethodDirector.java:384)

                at org.apache.commons.httpclient.HttpMethodDirector.executeMethod(HttpMethodDirector.java:170)

                at org.apache.commons.httpclient.HttpClient.executeMethod(HttpClient.java:396)

                at org.apache.commons.httpclient.HttpClient.executeMethod(HttpClient.java:324)

                at com.ariba.asc.connector.cxml.util.CXMLSender.sendRequest(CXMLSender.java:203)

                ... 10 more

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* **ANERR Error after URL fix**

An error occurred when sending the document to Ariba Network Error: [[Code]: ERR205 [Description]: Send cXML to ASN Failed (Unrecoverable Error) [Message]: An unrecoverable error occurs when performing outbound transaction: [CCT\_PurchaseOrder\_cXML\_Receiver] [Request Name/Type] OrderRequest/OrderRequest [Request URL] <https://service-2.ariba.com/service/transaction/cxml.asp> [TimeStamp/PayloadID] null/null [Response Status Code] 400 [Response Status Text] Bad Request [Response Status Desc] Error:Order Routing Info not available.  Please contact support with the Error Reference Number: ANERR-40000000000000000919017744 for more details] causes a XIAdapterException and can be retried

**Meeting Recording and log files can be found at:**<https://mdocs.sap.com/mcm/public/v1/open?shr=Z0vxax5uQqo3NkbmQSF77lkgrAdjEBa5yudcemQsG1s>