SAP Ariba Cloud Integration Gateway

Integration Redefined

SAP Ariba

SAP Ariba Cloud Integration Gateway

During this training –

The SAP Ariba Cloud Integration Gateway will be referred to as *CIG*.

SAP Ariba AddOn will be referred to as *AddOn*.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

SAP Ariba Cloud Integration Gateway
Agenda

- ü Troubleshooting

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

SAP Ariba Cloud Integration Gateway

Troubleshooting

SAP Ariba Cloud Integration Gateway

Troubleshooting

- ü Common Errors
- ü IDOC Messages Related Errors
- ü Proxy Messages Related Errors
- ü Transaction Tracker

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

SAP Ariba Cloud Integration Gateway

Troubleshooting Common Errors

SAP Ariba

Ariba Cloud Integration Gateway

Troubleshooting Common Errors

In the scenario where your document doesn’t reach the desired destination, you would need an easy way to find out where the error has occurred. There could be various reasons of failure.

1. In the outbound flow, the document could fail:
   - ü Within your SAP system.
   - ü While transmitting over to CIG.
   - ü Within CIG.
   - ü While transmitting over to Ariba Network.

2. In the inbound flow, the document could fail:
   - ü While transmitting over to CIG.
   - ü Within CIG.
   - ü While transmitting over to your SAP system.
   - ü Within your SAP system.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting Common Errors

Environment	Problem Statement	Possible Reasons / Troubleshooting Tips
AN	Not able to view "Cloud Integation Gateway Setup" link.	AN Buyer User doesn't have required permissions - - Ariba Cloud Integration Gateway Configuration - Ariba Cloud Integration Gateway Access
AN	Not able to see "Go to the Ariba Cloud Integration Gateway" link.	"Enable the Ariba Cloud Integration Gateway" box not checked & settings not saved.
ACIG	Not able to land on Home Page.	Basic Data or ERP Info not available in CIG. System enforces to add that first.
ACIG	P User ID auto email not triggered / received.	Contact Ariba Customer Support.
ACIG	No entries available in "Connection" tab while creating a Project.	SAP Sync report is not executed from SAP system. Or Information not added manually.
AddOn	Can't see "Ariba Cloud Integration" under "Integration with Other SAP Components in SPRO.	SAP Ariba CIG-AddOn not installed in SAP system.
AddOn	AddOn Sync not successful.	- P User ID & Password info provided in AddOn is wrong. - Necessary roles / authorization are not granted to user. - Certificate issues for SSL authentication.
AddOn	IDoc not generated .	- Check output determination (NACE configuration). - Check partner profile config (WE20). - Interface Setup for IDoc is missing. - Improper customization implementation.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting Common Errors

Environment	Problem Statement	Possible Reasons / Troubleshooting Tips
AddOn	IDoc is generated but in red status.	- Check IDoc status code in IDoc monitoring (WE02 / WE05).
AddOn	IDoc is generated and status is green but document doesn't reach destination.	- Check the document in Transaction Tracker in CIG. - If it shows failed in CIG, check Error Message.
AddOn	IDoc not transmitted to CIG.	- Check HTTP Destination config (SM59). - Check HTTP logs (SMICM). - Certificate issues for SSL authentication. - Authentication issues (Basic or Certificate).
AddOn	Proxy not transmitted to CIG.	- Check SOAMANAGER config & logs / traces - Check SRTUTIL for logs. - Interface Setup for Proxy is missing. - Certificate issues for SSL authentication. - Authentication issues (Basic or Certificate).
ACIG	Mapping failures.	- Data Error. - Missing or improper configuration of Cross References; etc. - Check custom mappings if any.
AN	Document rejected by AN.	- Check if Buyer-Supplier trading relationship is estblished. - Check if Private ID of supplier is defined.
AN	Document not transmitted from AN to CIG.	- Check if necessary feature entitlements are granted to AN Buyer ID. - Check all required transaction rules are enabled. For documents such as OC; ASN; Invoice.
ACIG	Transmitting from CIG to SAP.	- Check connectivity with Cloud Connector (CC) or SAP PI / Middleware. - Check Virtual Host & Virtual Port names are defined correctly in CC.
AddOn	Document processing failed in SAP.	- Missing configuration in cross references which can cause failure such as Port definition. - Improper customization implementation. - Missing transaction specific configurations required in SPRO.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting Common Errors

Environment	Problem Statement	Possible Reasons / Troubleshooting Tips
AN	Document rejected by AN - "Bad Request" and Error Code:"400" and Error Code Response:"Error:Invalid From Credential (unknown end point id null) Please contact support with the Error Reference Number: ANERR-400000000000000001025049584 for more details. Suggested Action : Docum ent Failed in Ariba Network.For further assistance, please contact Ariba Support with the code mentioned in Response.CIG Support Err or Code : CIG-PLT-00644"	- AddOn Sync Information from AN sent the multi ERP flag as true but actually is false. Resend the sync info from AN account.
CIG	HTTPException:HTTP resposnse 400 Bad request Communicating with http://s4d.agl.com.au:8000/sap/bc/srt/xip/arba/purchasingcontracterpcreaterequest/200	- Check the ERP user permissions. This is the user that is given when creating Project in CIG - Check the cloud connector credentials – Puser and proxy credentials.
Ariba	Master Data load request from External System: XXXXXXXXXX for Data Load ID: '2819430f4bf3e8c803ccb8148676d457-1' has failed with status code 'SchemaFailed'.	- The fieldmaps have not been loaded properly in Sourcing system, resend field map entries.
AddOn	SSL handshake with testacig.ariba.com:443 failed	- perform SSF test to check TLS is up-to-date. - TLS handshake failure as CIG supports TLS 1.1/1.2. - Implement the below notes which describes the process of upgrade. Ø 2450794 – How to update CommonCryptoLib in an ABAP system. Ø 1848999 – Central Note for CommonCryptoLib 8 (SAPCRYPTOLIB).
AddOn	HTTPException: HTTP Response '401:Unathorized' when communicating with http://xxxxxxxx.xx.xxxx:800/sap/bc/srt/xip/arba/RequistionExportRequest/100".	- Verify service is created in SOAMANAGER for your transaction - In the Transport Settings tab of the SOAMANAGER service, check tha Alternative Access URL is the one which is configured in Cloud Connector. - Check the credentials & authorizations of ERP User ID mentioned in CIG Project.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting Common Errors

Checking NACE Configuration

If the message is not generated, check the NACE configuration that is detailed in the transactions for all the settings. If all the settings are correct, contact support.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

SAP Ariba Cloud Integration Gateway

Troubleshooting IDOC Messages Related Errors

SAP Ariba

Ariba Cloud Integration Gateway

Troubleshooting IDOC Messages Related Errors

IDoc related errors for Outbound Transactions:

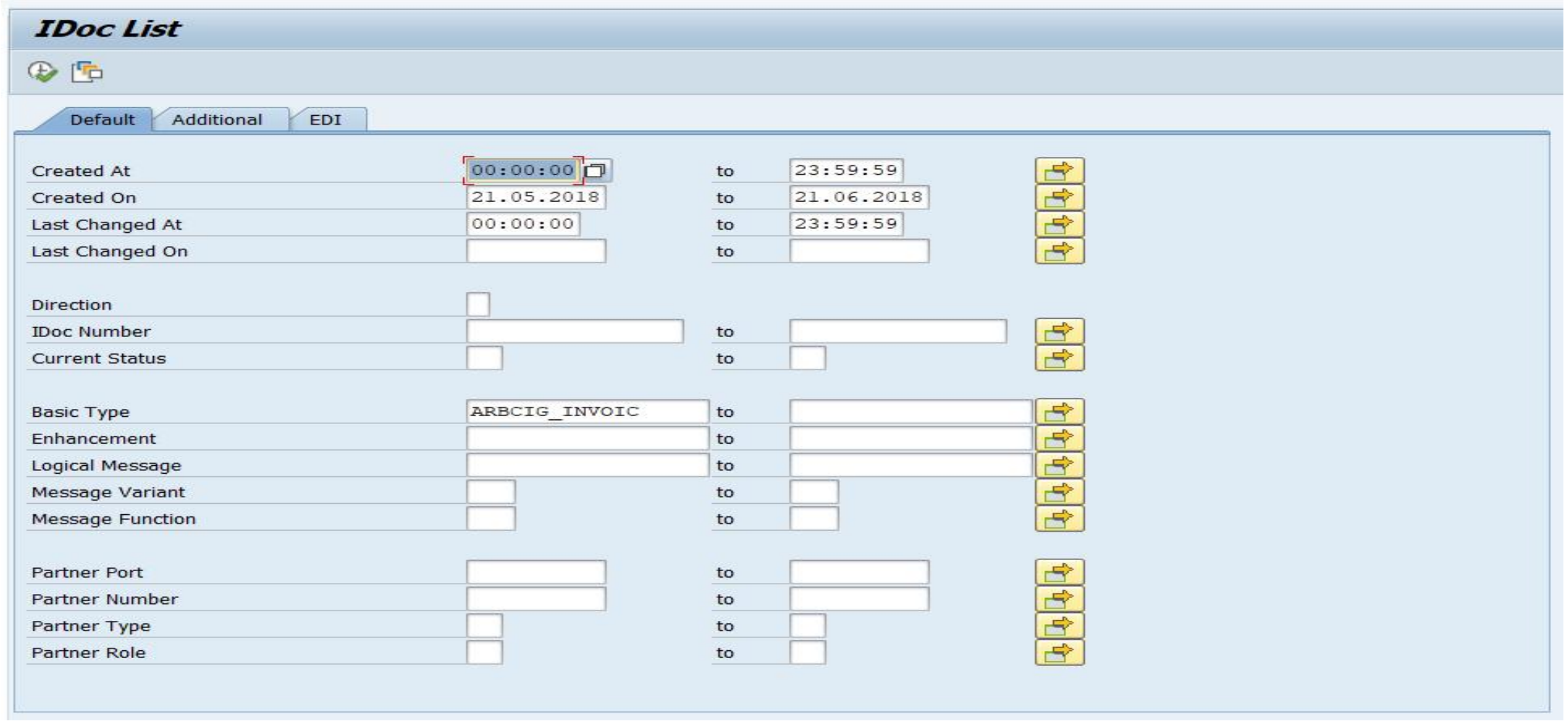
1. From your SAP system, execute the Transaction Code *WE02*.
2. Enter the search criteria & click **Execute** – **IDoc List** screen appears.
3. If the status is in red, perform following steps –
   - Ø Select the IDoc that has error.
   - Ø Look at the error message in the IDoc status field.
   - Ø Reprocess the transaction.

4. If the status turns to green that indicates that the message is sent. You can then check the **Transaction Tracker** in CIG if the document has not reached Ariba Network.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

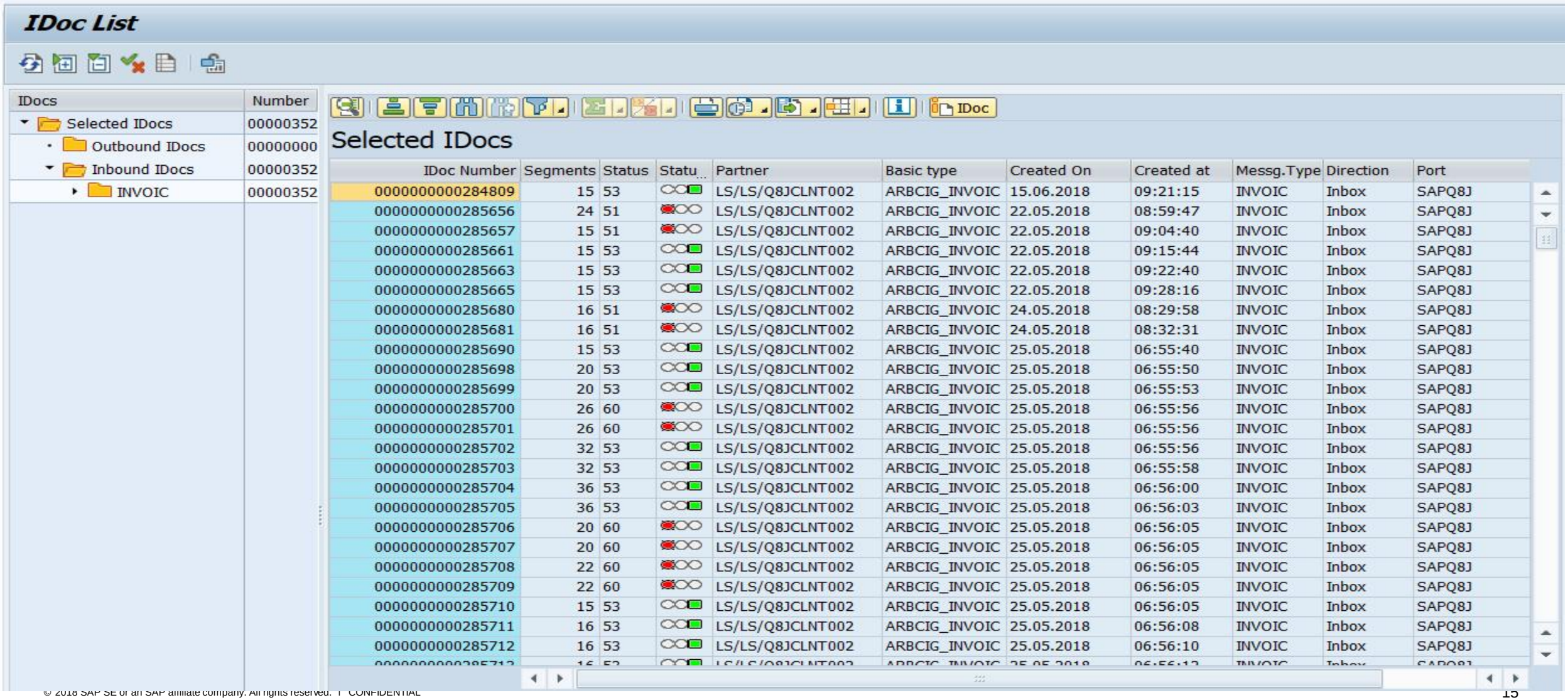
Troubleshooting IDOC Messages Related Errors



© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting IDOC Messages Related Errors

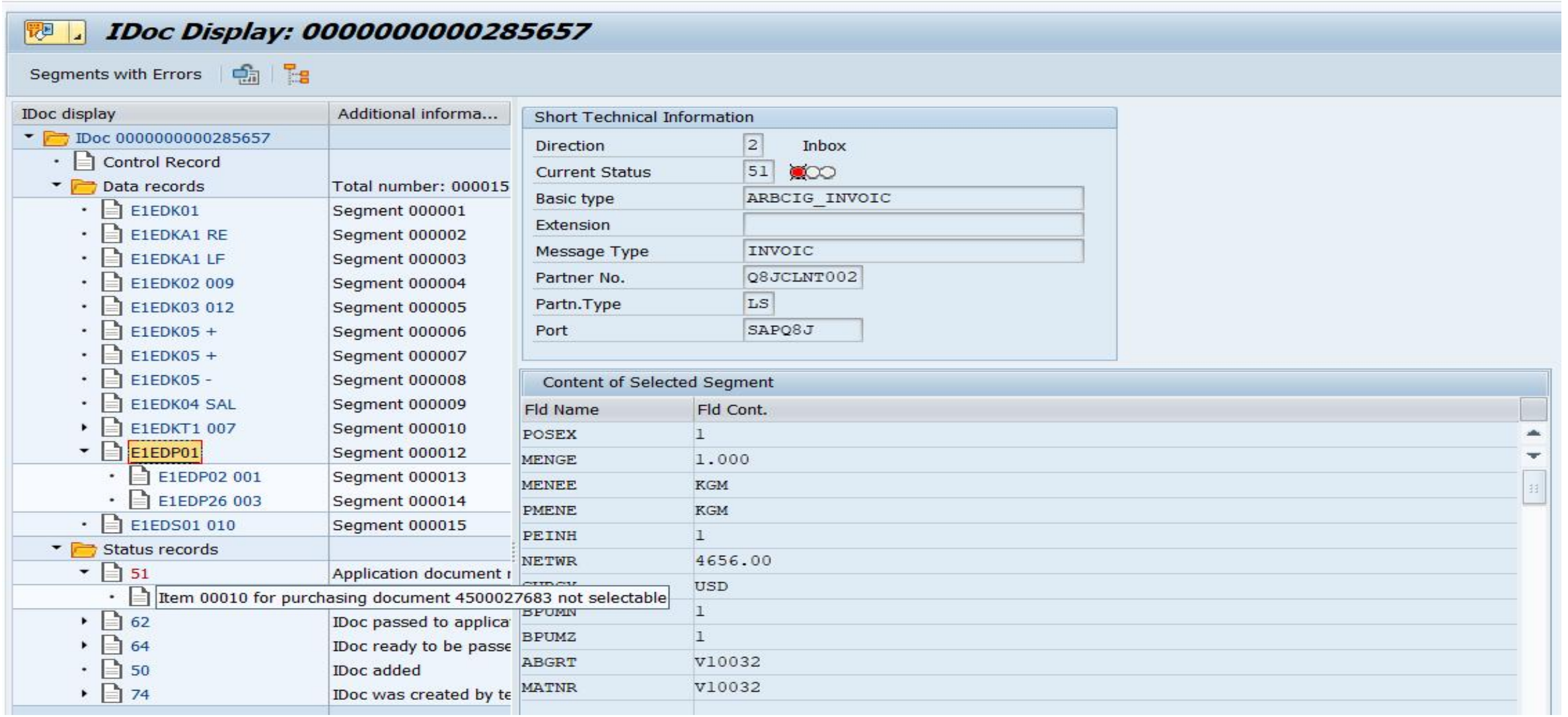


IDoc Number	Segments	Status	Statu...	Partner	Basic type	Created On	Created at	Messg.Type	Direction	Port
0000000000284809	15	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	15.06.2018	09:21:15	INVOIC	Inbox	SAPQ8J
0000000000285656	24	51		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	22.05.2018	08:59:47	INVOIC	Inbox	SAPQ8J
0000000000285657	15	51		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	22.05.2018	09:04:40	INVOIC	Inbox	SAPQ8J
0000000000285661	15	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	22.05.2018	09:15:44	INVOIC	Inbox	SAPQ8J
0000000000285663	15	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	22.05.2018	09:22:40	INVOIC	Inbox	SAPQ8J
0000000000285665	15	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	22.05.2018	09:28:16	INVOIC	Inbox	SAPQ8J
0000000000285680	16	51		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	24.05.2018	08:29:58	INVOIC	Inbox	SAPQ8J
0000000000285681	16	51		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	24.05.2018	08:32:31	INVOIC	Inbox	SAPQ8J
0000000000285690	15	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:55:40	INVOIC	Inbox	SAPQ8J
0000000000285698	20	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:55:50	INVOIC	Inbox	SAPQ8J
0000000000285699	20	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:55:53	INVOIC	Inbox	SAPQ8J
0000000000285700	26	60		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:55:56	INVOIC	Inbox	SAPQ8J
0000000000285701	26	60		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:55:56	INVOIC	Inbox	SAPQ8J
0000000000285702	32	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:55:56	INVOIC	Inbox	SAPQ8J
0000000000285703	32	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:55:58	INVOIC	Inbox	SAPQ8J
0000000000285704	36	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:00	INVOIC	Inbox	SAPQ8J
0000000000285705	36	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:03	INVOIC	Inbox	SAPQ8J
0000000000285706	20	60		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:05	INVOIC	Inbox	SAPQ8J
0000000000285707	20	60		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:05	INVOIC	Inbox	SAPQ8J
0000000000285708	22	60		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:05	INVOIC	Inbox	SAPQ8J
0000000000285709	22	60		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:05	INVOIC	Inbox	SAPQ8J
0000000000285710	15	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:05	INVOIC	Inbox	SAPQ8J
0000000000285711	16	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:08	INVOIC	Inbox	SAPQ8J
0000000000285712	16	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:10	INVOIC	Inbox	SAPQ8J

© 2018 SAP SE or an SAP affiliate company. All rights reserved. | CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting IDOC Messages Related Errors



© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

SAP Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors

SAP Ariba

Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors

Troubleshooting Methods:

1. From your SAP system, execute the Transaction Code *SOAMANAGER* – SOA MANAGEMENT page gets open in a browser.
2. Click the **Logs and Traces** tab.
3. Click **Logs/Trace Viewer** – The **Logs/Trace Viewer** page appears.
4. Select the criteria & click **Go.** Click **Advanced if you want** to set more criteria for the trace – List of calls appear with status.
5. Select a call & the **Call Details** appear.
6. Click the **Trace Records** tab for detailed error information.
7. Reprocess the transaction.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors

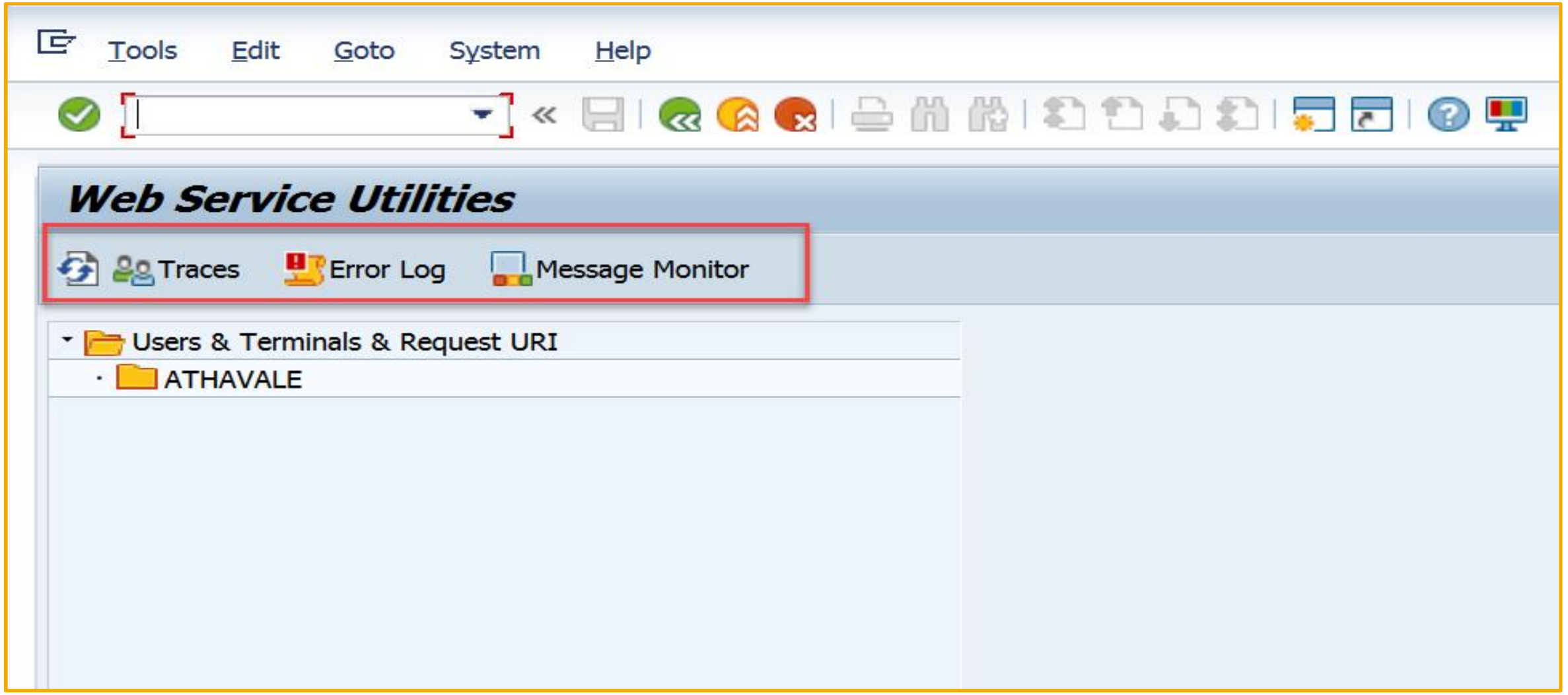
Troubleshooting Methods_**...(continued...)**_:

1. From your SAP system, execute the Transaction Code *SRT_UTIL* – The **Tracing Utilities for Web Services** screen appears.
2. Click the **Message Monitor** & provide the required details – List of messages appear with their state.
3. Double-click the failed message to check the details.
4. Reprocess the transaction.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

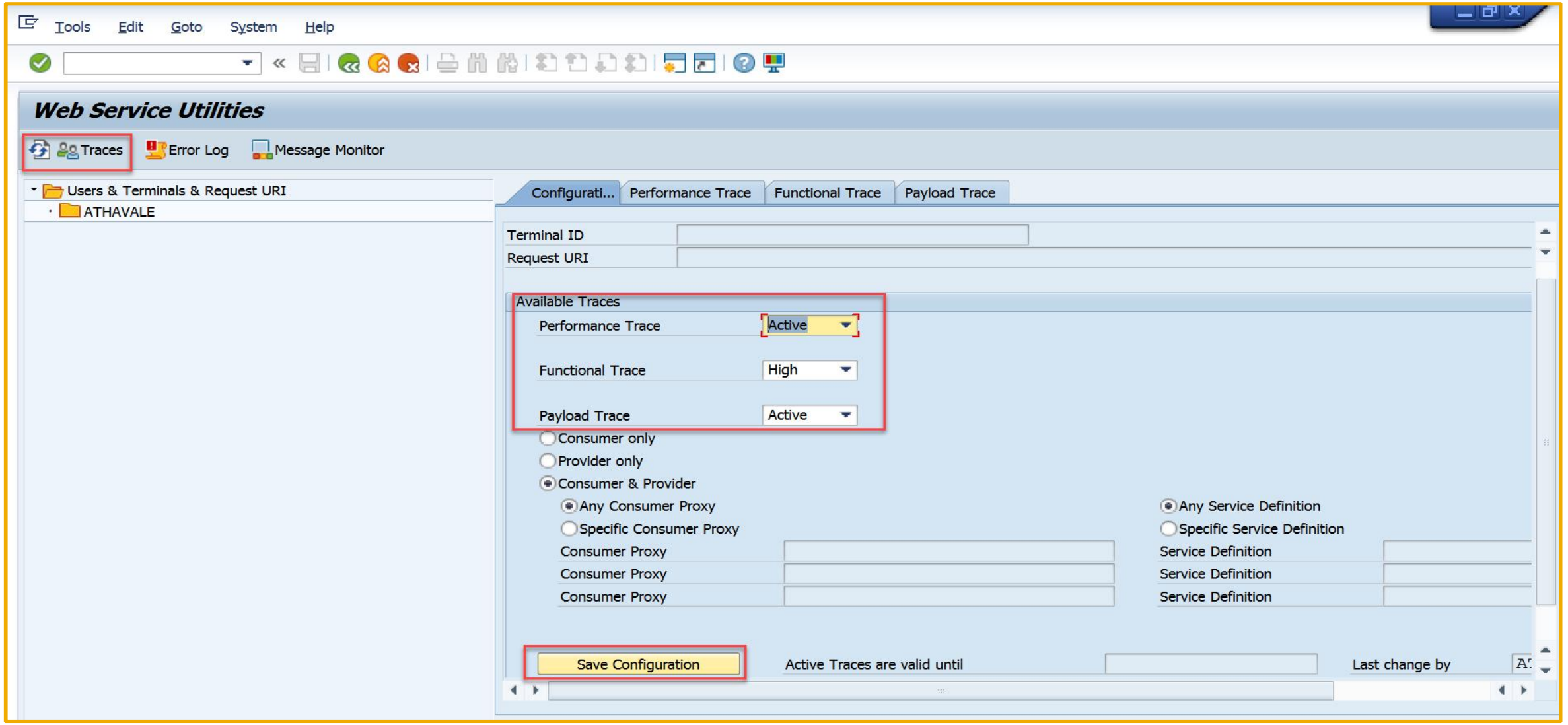
Troubleshooting Proxy Messages Related Errors



© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

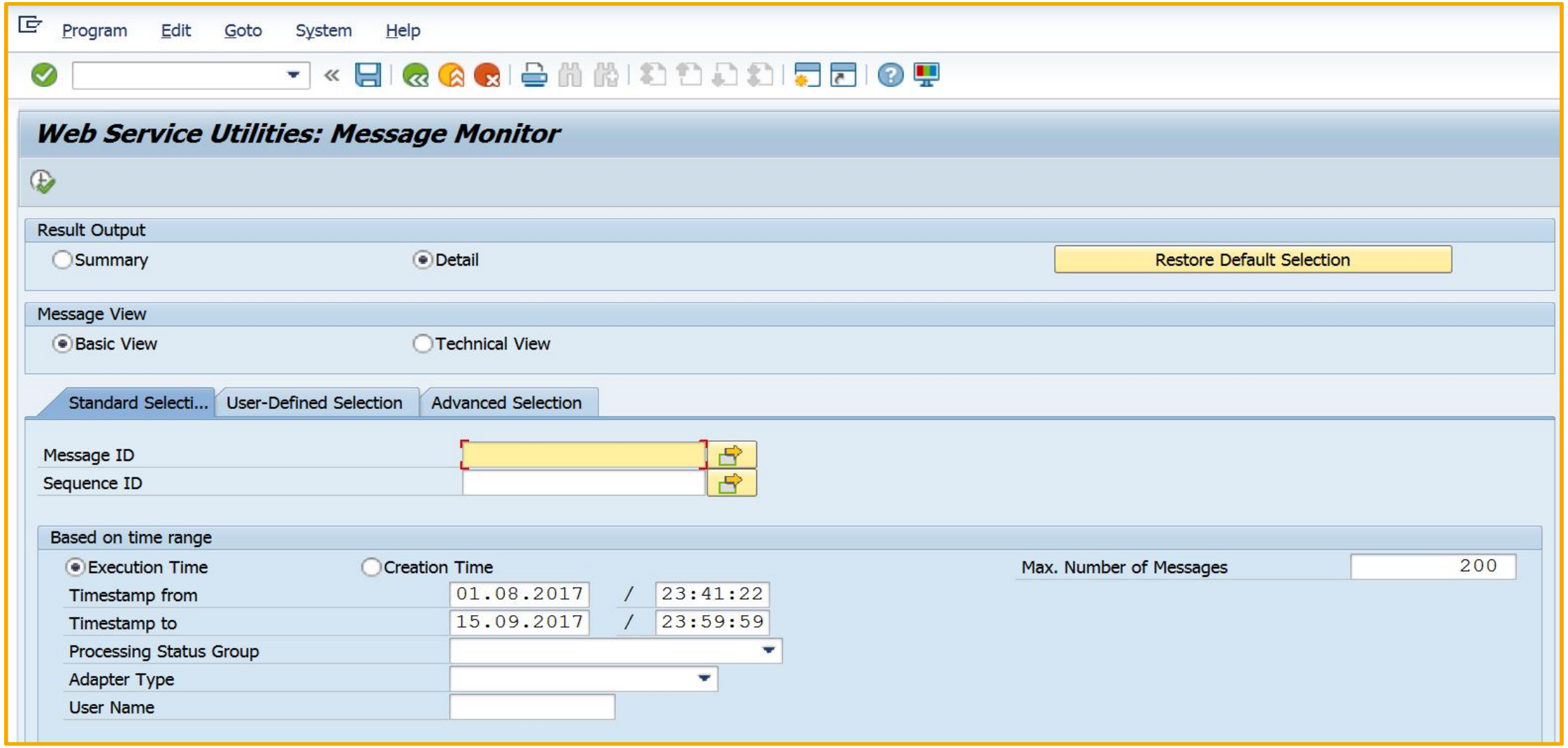
Troubleshooting Proxy Messages Related Errors



© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

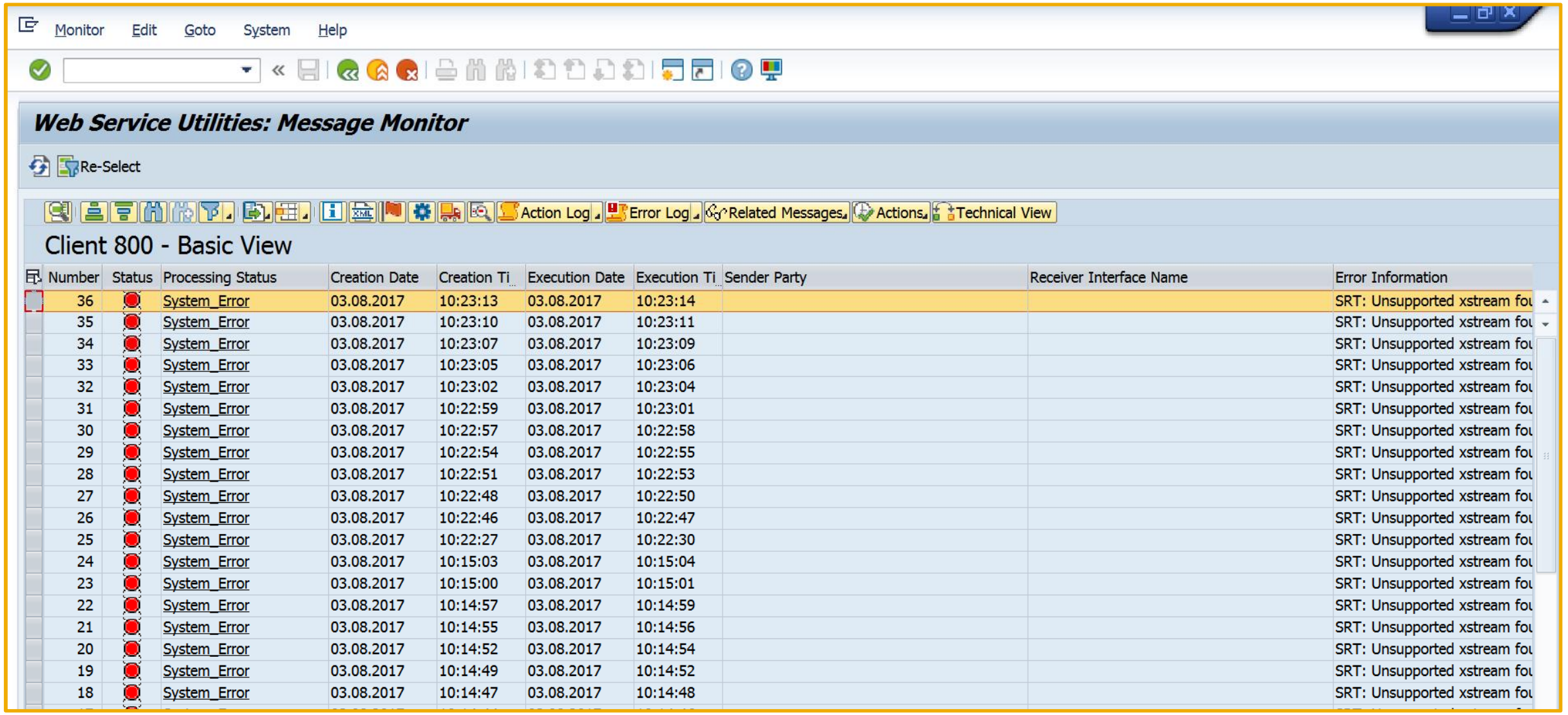
Troubleshooting Proxy Messages Related Errors



© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors

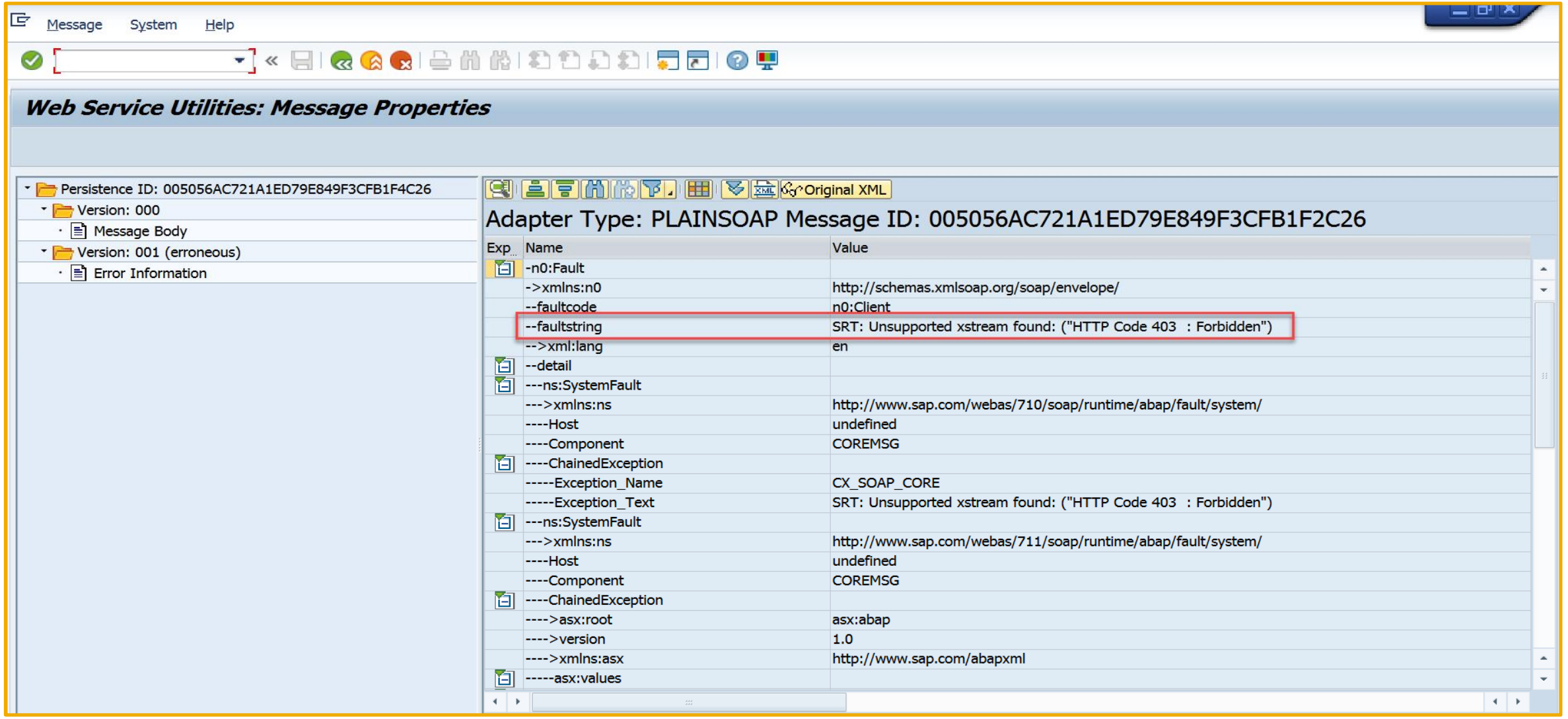


Number	Status	Processing Status	Creation Date	Creation Ti	Execution Date	Execution Ti	Sender Party	Receiver Interface Name	Error Information
36		System_Error	03.08.2017	10:23:13	03.08.2017	10:23:14			SRT: Unsupported xstream fou
35		System_Error	03.08.2017	10:23:10	03.08.2017	10:23:11			SRT: Unsupported xstream fou
34		System_Error	03.08.2017	10:23:07	03.08.2017	10:23:09			SRT: Unsupported xstream fou
33		System_Error	03.08.2017	10:23:05	03.08.2017	10:23:06			SRT: Unsupported xstream fou
32		System_Error	03.08.2017	10:23:02	03.08.2017	10:23:04			SRT: Unsupported xstream fou
31		System_Error	03.08.2017	10:22:59	03.08.2017	10:23:01			SRT: Unsupported xstream fou
30		System_Error	03.08.2017	10:22:57	03.08.2017	10:22:58			SRT: Unsupported xstream fou
29		System_Error	03.08.2017	10:22:54	03.08.2017	10:22:55			SRT: Unsupported xstream fou
28		System_Error	03.08.2017	10:22:51	03.08.2017	10:22:53			SRT: Unsupported xstream fou
27		System_Error	03.08.2017	10:22:48	03.08.2017	10:22:50			SRT: Unsupported xstream fou
26		System_Error	03.08.2017	10:22:46	03.08.2017	10:22:47			SRT: Unsupported xstream fou
25		System_Error	03.08.2017	10:22:27	03.08.2017	10:22:30			SRT: Unsupported xstream fou
24		System_Error	03.08.2017	10:15:03	03.08.2017	10:15:04			SRT: Unsupported xstream fou
23		System_Error	03.08.2017	10:15:00	03.08.2017	10:15:01			SRT: Unsupported xstream fou
22		System_Error	03.08.2017	10:14:57	03.08.2017	10:14:59			SRT: Unsupported xstream fou
21		System_Error	03.08.2017	10:14:55	03.08.2017	10:14:56			SRT: Unsupported xstream fou
20		System_Error	03.08.2017	10:14:52	03.08.2017	10:14:54			SRT: Unsupported xstream fou
19		System_Error	03.08.2017	10:14:49	03.08.2017	10:14:52			SRT: Unsupported xstream fou
18		System_Error	03.08.2017	10:14:47	03.08.2017	10:14:48			SRT: Unsupported xstream fou

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors



© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

SAP Ariba Cloud Integration Gateway

Transaction Tracker

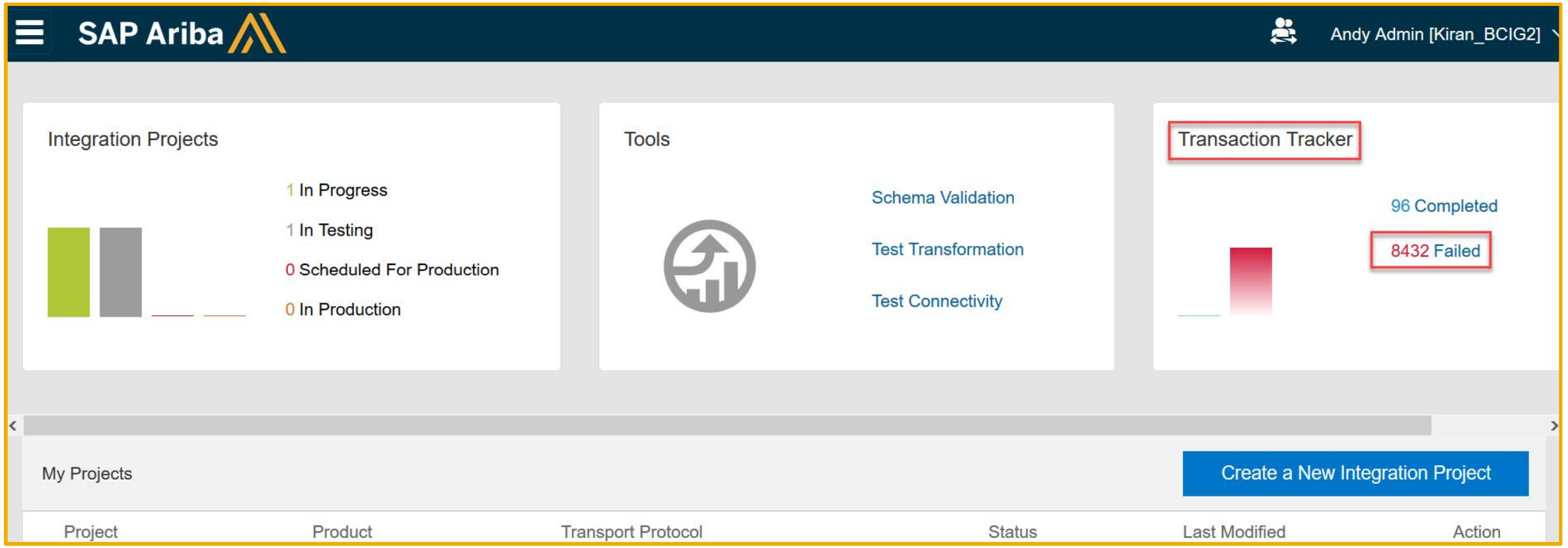
SAP Ariba

Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG:

1. From CIG home page, click on **Transaction Tracker** or Click on **Failed**.



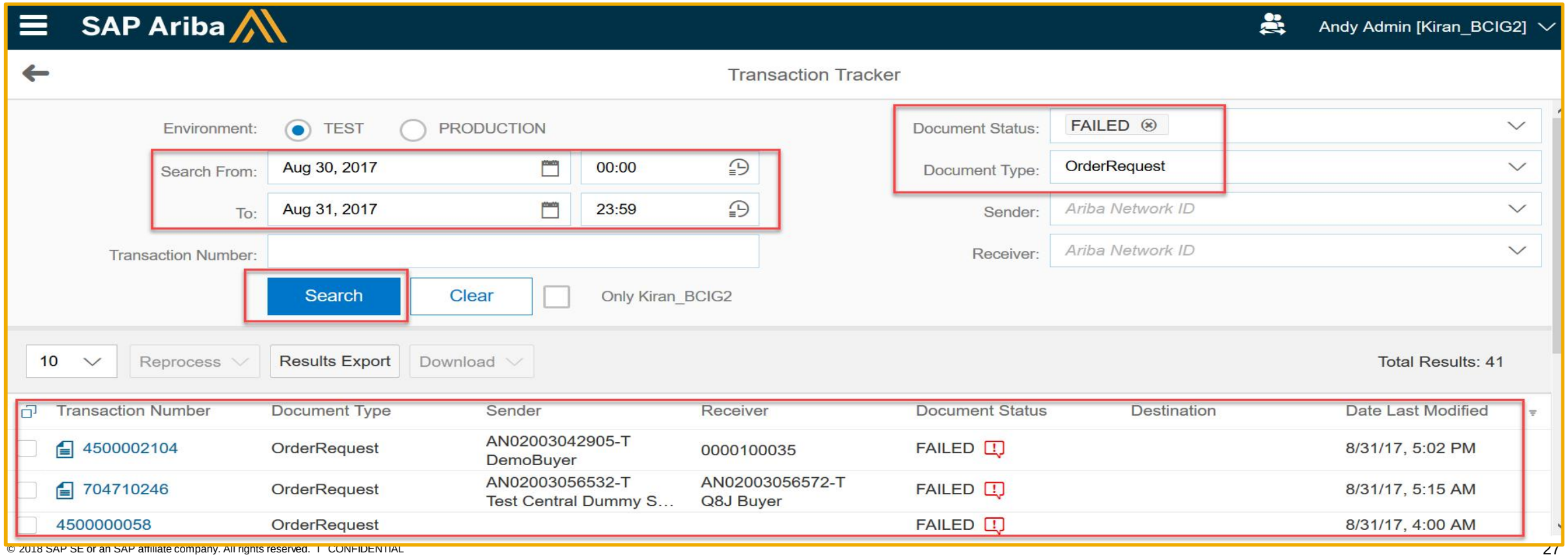
© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG*...(continued)*:

2. Provide search criteria to filter by different fields & click **Search**. List of failed documents appear.



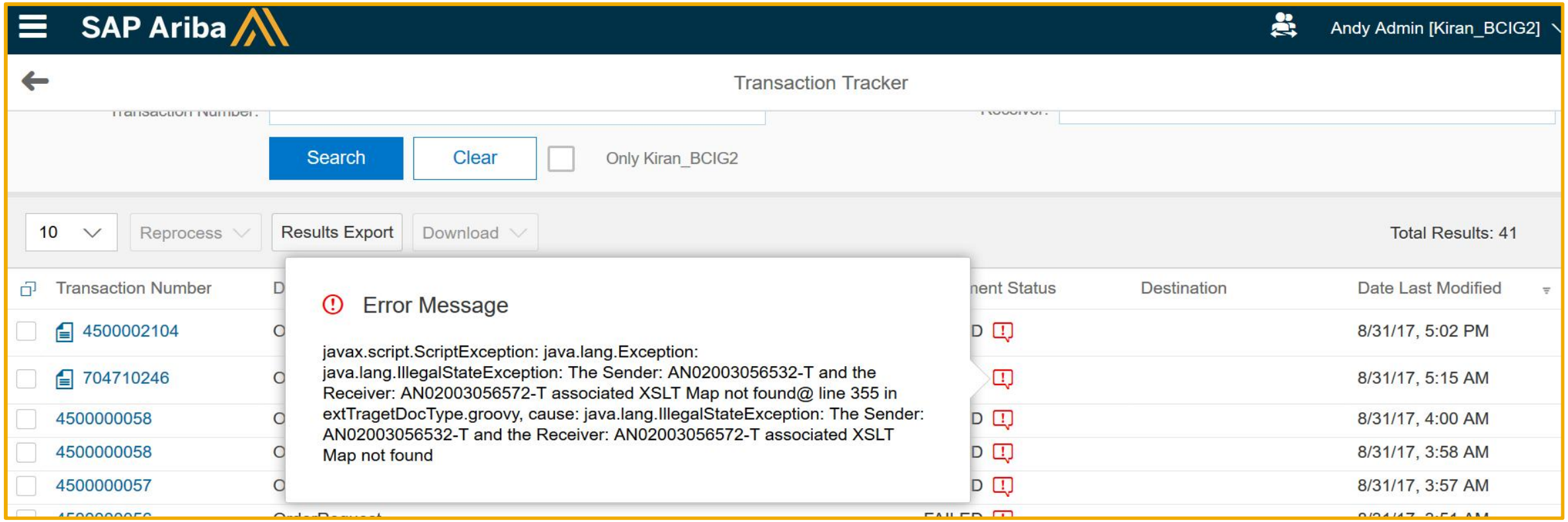
© 2018 SAP SE or an SAP affiliate company. All rights reserved. | CONFIDENTIAL

Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG*...(continued)*:

3. Click on the red icon next to failed transaction in **Document Status** column. You can see the description / reason of the failure.



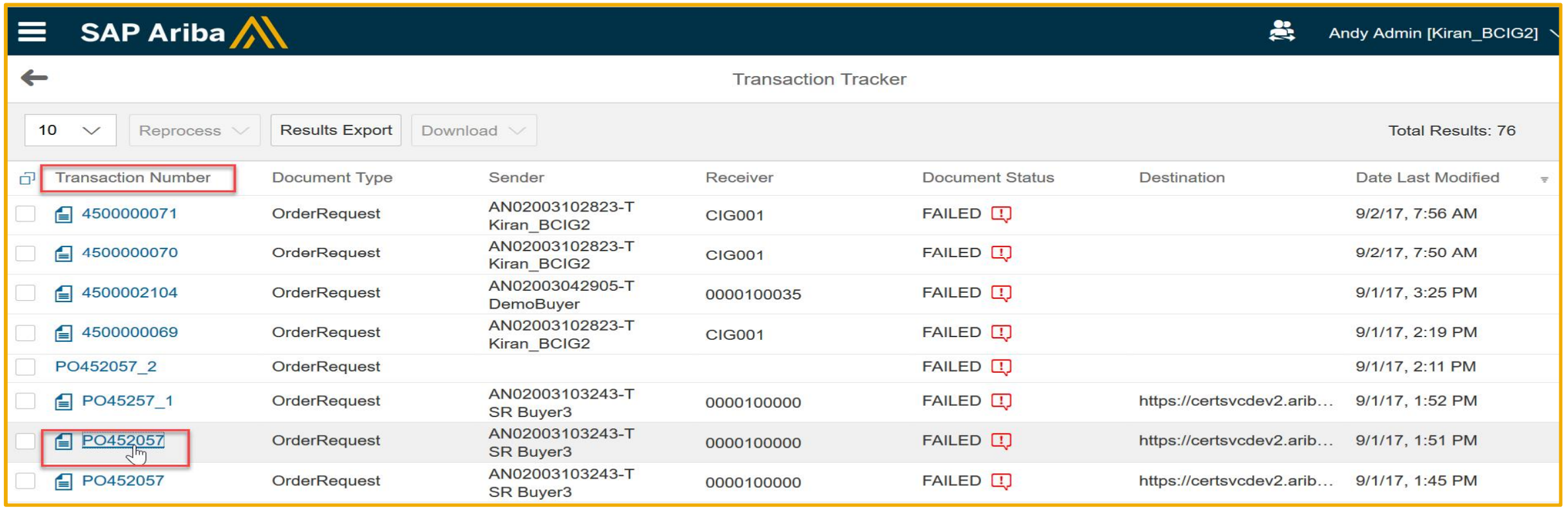
© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG*...(continued)*:

4. If you want to check the inbound (before mapping) & outbound (after mapping) payloads, click & select the Transaction Number on the extreme left column.



Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified
4500000071	OrderRequest	AN02003102823-T Kiran_BCIG2	CIG001	FAILED		9/2/17, 7:56 AM
4500000070	OrderRequest	AN02003102823-T Kiran_BCIG2	CIG001	FAILED		9/2/17, 7:50 AM
4500002104	OrderRequest	AN02003042905-T DemoBuyer	0000100035	FAILED		9/1/17, 3:25 PM
4500000069	OrderRequest	AN02003102823-T Kiran_BCIG2	CIG001	FAILED		9/1/17, 2:19 PM
PO452057_2	OrderRequest			FAILED		9/1/17, 2:11 PM
PO45257_1	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib…	9/1/17, 1:52 PM
PO452057	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib…	9/1/17, 1:51 PM
PO452057	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib…	9/1/17, 1:45 PM

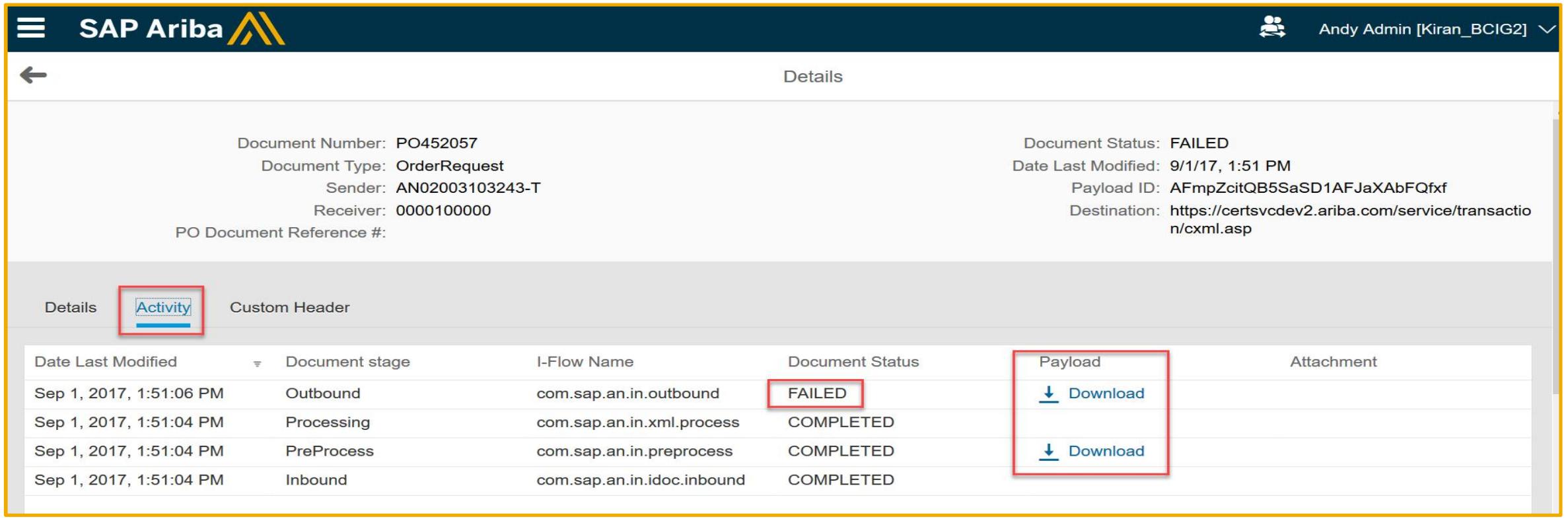
© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG*...(continued)*:

5. Click on **Activity** link & you can see the status of inbound & outbound payloads. You can download the payloads by clicking the Download link provided in Payload column.



© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG*...(continued)*:

6. If you see only inbound payload, that mostly mean the document has failed in mappings. In such scenario, you can check Cross References defined or contact Ariba Customer Support.
7. If you see both inbound & outbound payloads, that mostly means the document has failed while transmitting over to backend SAP system. In such scenario, check your connectivity; Cloud Connector / SAP PI configurations or contact Ariba Customer Support.
8. If you don’t see any of the payloads are available, that means the document has not reached CIG either from SAP system or from Ariba Network depending upon the direction of the document flow. In such scenario, check the issues in Ariba Network or SAP system

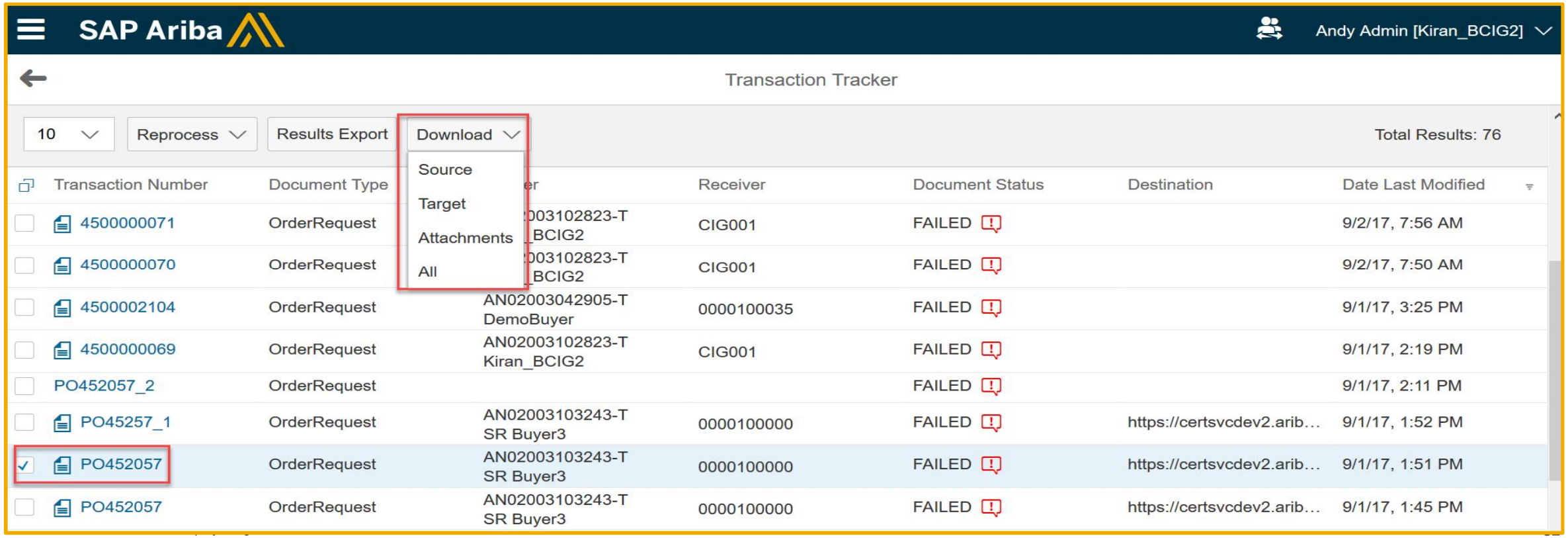
© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG*...(continued)*:

9. You can also download payloads & attachments if any from the main Transaction Tracker page. Select the failed document & click the arrow on Download button.



Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG*...(continued)*:

10. Once you fix the issues related to mappings; connectivity; etc., you can reprocess the transaction.

- Ø Select the failed transaction.
- Ø Click on down arrow of Reprocess button & select either Internal or Outbound.

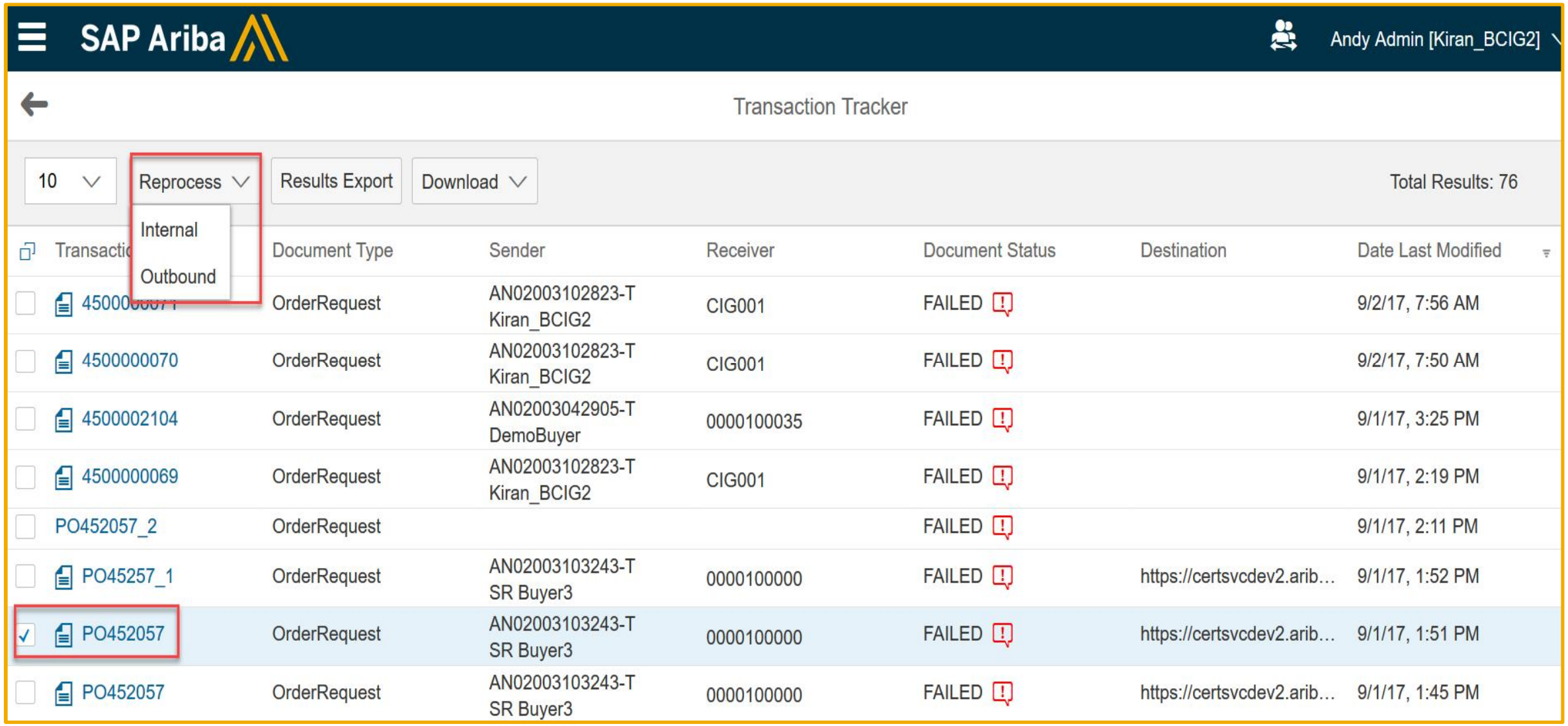
  - ü Internal – If document has failed in mapping, fix the mapping issues & trigger the mapping process.
  - ü Outbound – If document has failed due to connectivity, fix the related issues & trigger the outbound process.

Refer to the example shown in the screenshot on next slide.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

Ariba Cloud Integration Gateway

Transaction Tracker



© 2018 SAP SE or an SAP affiliate company. All rights reserved. I CONFIDENTIAL

SAP Ariba

End of the session.

Thank you.

SAP Run Simple