

SAP Ariba Cloud Integration Gateway

Integration Redefined

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*.

SAP Ariba Cloud Integration Gateway

Agenda

Ü Troubleshooting

SAP Ariba Cloud Integration Gateway

Troubleshooting



SAP Ariba Cloud Integration Gateway

Troubleshooting

Ü [Common Errors](#)

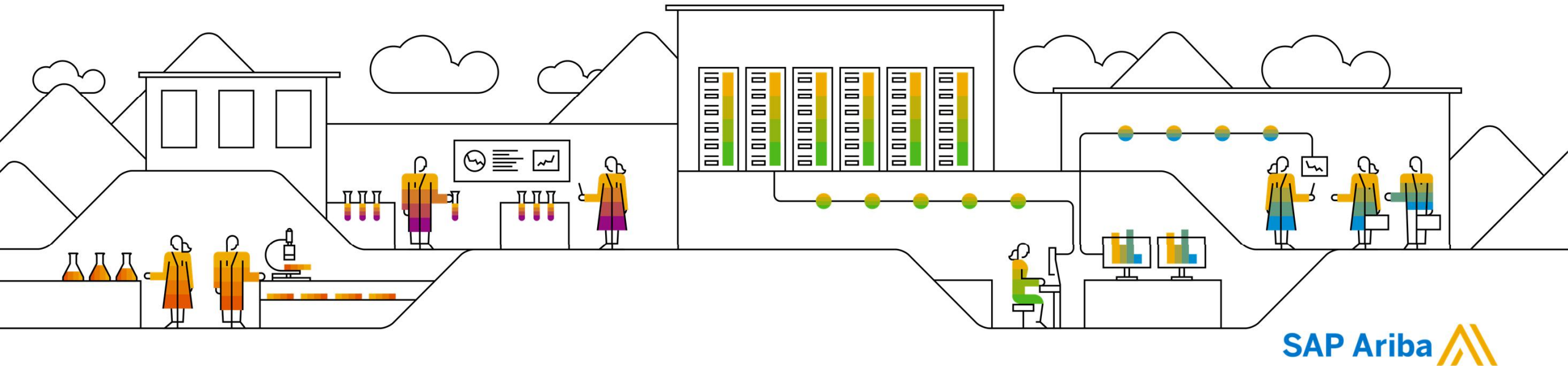
Ü [IDOC Messages Related Errors](#)

Ü [Proxy Messages Related Errors](#)

Ü [Transaction Tracker](#)

SAP Ariba Cloud Integration Gateway

Troubleshooting Common Errors



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.

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Troubleshooting Common Errors

Environment	Problem Statement	Possible Reasons / Troubleshooting Tips
AN	Not able to view "Cloud Integration 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.

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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 established. - 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.

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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-40000000000000001025049584 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://xxxxxxx.xx.xxxx:800/sap/bc/srt/xip/arba/RequisitionExportRequest/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.

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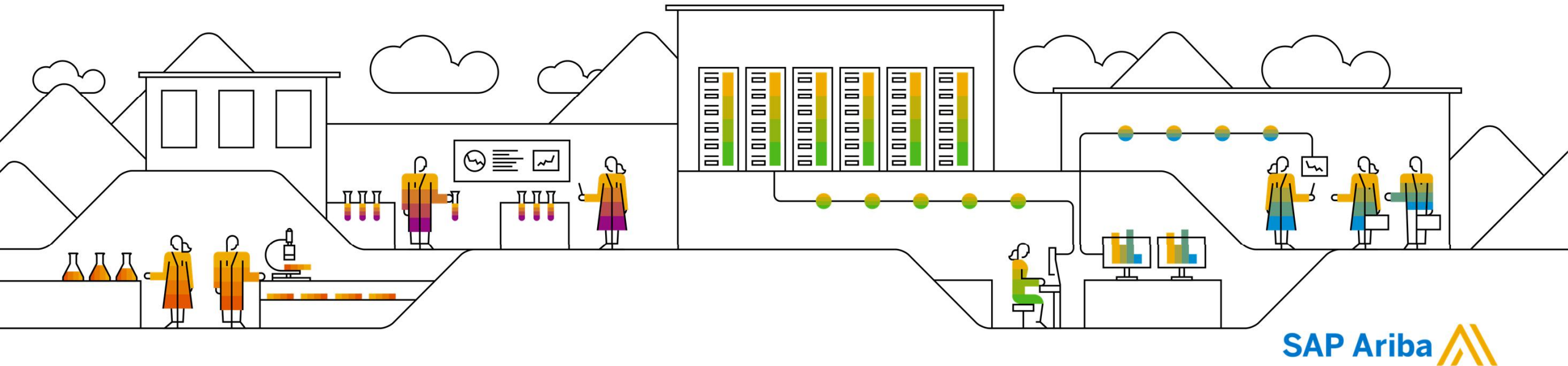
Troubleshooting Common Errors

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.

SAP Ariba Cloud Integration Gateway

Troubleshooting IDOC Messages Related Errors



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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.

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Troubleshooting IDOC Messages Related Errors
















IDoc List



Default

Additional

EDI

Created At	<input type="text" value="00:00:00"/>	to	<input type="text" value="23:59:59"/>	
Created On	<input type="text" value="21.05.2018"/>	to	<input type="text" value="21.06.2018"/>	
Last Changed At	<input type="text" value="00:00:00"/>	to	<input type="text" value="23:59:59"/>	
Last Changed On	<input type="text"/>	to	<input type="text"/>	
Direction	<input type="text"/>			
IDoc Number	<input type="text"/>	to	<input type="text"/>	
Current Status	<input type="text"/>	to	<input type="text"/>	
Basic Type	<input type="text" value="ARBCIG_INVOIC"/>	to	<input type="text"/>	
Enhancement	<input type="text"/>	to	<input type="text"/>	
Logical Message	<input type="text"/>	to	<input type="text"/>	
Message Variant	<input type="text"/>	to	<input type="text"/>	
Message Function	<input type="text"/>	to	<input type="text"/>	
Partner Port	<input type="text"/>	to	<input type="text"/>	
Partner Number	<input type="text"/>	to	<input type="text"/>	
Partner Type	<input type="text"/>	to	<input type="text"/>	
Partner Role	<input type="text"/>	to	<input type="text"/>	


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Troubleshooting IDOC Messages Related Errors

IDoc List											
IDocs	Number										
Selected IDocs	00000352	Selected IDocs									
Outbound IDocs	00000000										
Inbound IDocs	00000352										
INVOIC	00000352										
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	
0000000000285713	16	53		LS/LS/Q8JCLNT002	ARBCIG_INVOIC	25.05.2018	06:56:13	INVOIC	Inbox	SAPQ8J	


Ariba Cloud Integration Gateway

Troubleshooting IDOC Messages Related Errors

 **IDoc Display: 0000000000285657**

Segments with Errors  

IDoc display	Additional informa...
▼ IDoc 0000000000285657	
• Control Record	
▼ Data records	Total number: 000015
• E1EDK01	Segment 000001
• E1EDKA1 RE	Segment 000002
• E1EDKA1 LF	Segment 000003
• E1EDK02 009	Segment 000004
• E1EDK03 012	Segment 000005
• E1EDK05 +	Segment 000006
• E1EDK05 +	Segment 000007
• E1EDK05 -	Segment 000008
• E1EDK04 SAL	Segment 000009
▶ E1EDKT1 007	Segment 000010
▼ E1EDP01	Segment 000012
• E1EDP02 001	Segment 000013
• E1EDP26 003	Segment 000014
• E1EDS01 010	Segment 000015
▼ Status records	
▼ 51	Application document i
• Item 00010 for purchasing document 4500027683 not selectable	
▶ 62	IDoc passed to applica
▶ 64	IDoc ready to be passe
• 50	IDoc added
▶ 74	IDoc was created by te

Short Technical Information		
Direction	2	Inbox
Current Status	51	
Basic type	ARBCIG_INVOIC	
Extension		
Message Type	INVOIC	
Partner No.	Q8JCLNT002	
Partn.Type	LS	
Port	SAPQ8J	

Content of Selected Segment	
Fld Name	Fld Cont.
POSEX	1
MENGE	1.000
MENEE	KGM
PMENE	KGM
PEINH	1
NETWR	4656.00
CURCY	USD
BPOMN	1
BPUMZ	1
ABGRT	V10032
MATNR	V10032

SAP Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors



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.

Ariba Cloud Integration Gateway

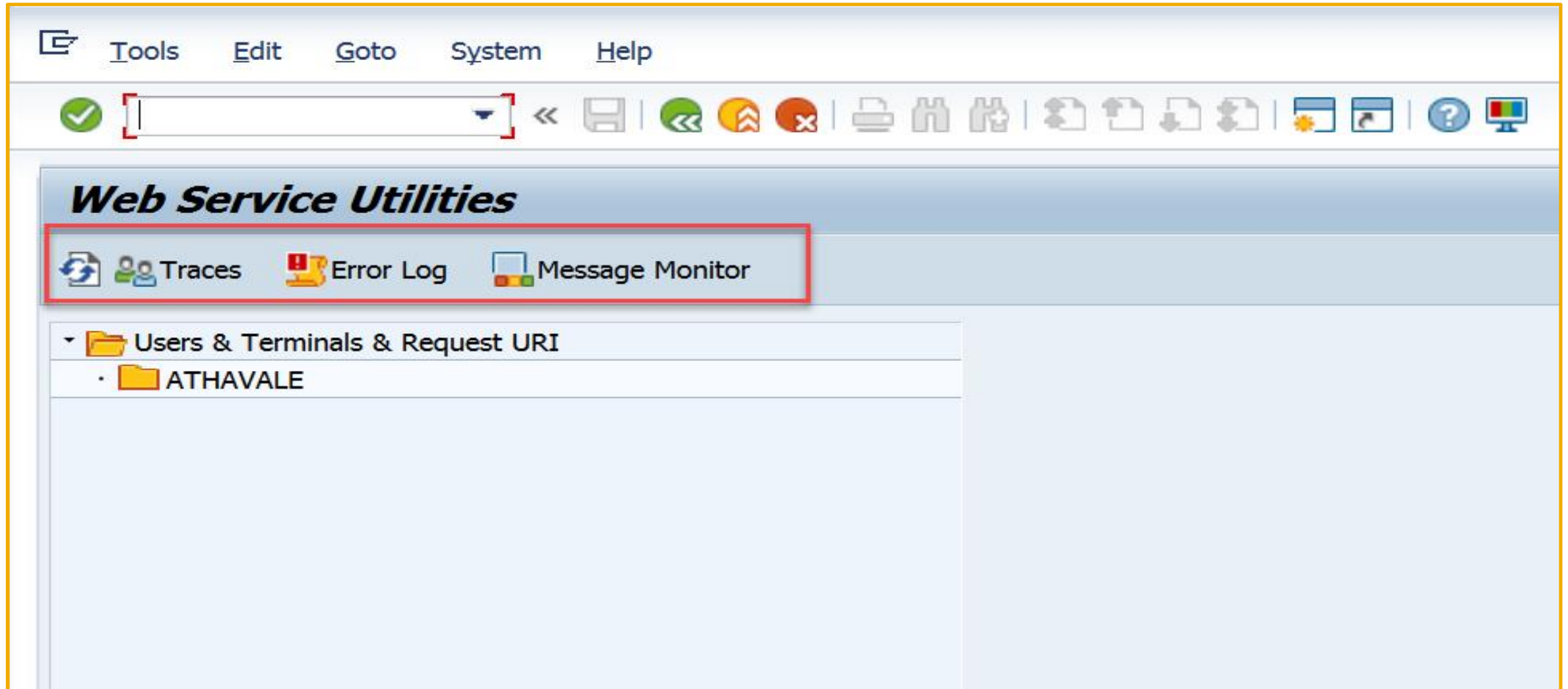
Troubleshooting Proxy Messages Related Errors

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.

Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors



Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors

The screenshot displays the 'Web Service Utilities' interface of the Ariba Cloud Integration Gateway. The 'Traces' tab is selected and highlighted with a red box. The left sidebar shows a tree structure with 'Users & Terminals & Request URI' and 'ATHAVALA'. The main content area has tabs for 'Configurati...', 'Performance Trace', 'Functional Trace', and 'Payload Trace'. The 'Performance Trace' tab is active. It contains fields for 'Terminal ID' and 'Request URI'. Below these is the 'Available Traces' section, which is also highlighted with a red box. This section includes three rows of configuration: 'Performance Trace' (set to 'Active'), 'Functional Trace' (set to 'High'), and 'Payload Trace' (set to 'Active'). Below these are radio button options for 'Consumer only', 'Provider only', and 'Consumer & Provider' (selected). Under 'Consumer & Provider', there are options for 'Any Consumer Proxy' (selected), 'Specific Consumer Proxy', and 'Any Service Definition' (selected). The bottom of the interface features a 'Save Configuration' button (highlighted with a red box), a field for 'Active Traces are valid until', and a 'Last change by' field.

Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors

The screenshot shows the 'Web Service Utilities: Message Monitor' application window. The menu bar includes 'Program', 'Edit', 'Goto', 'System', and 'Help'. The toolbar contains various icons for file operations and system functions. The main interface has a title bar 'Web Service Utilities: Message Monitor' and a status bar with a green checkmark icon. Below the title bar, there are two tabs: 'Result Output' and 'Message View'. The 'Result Output' tab is active, showing radio buttons for 'Summary' and 'Detail' (selected), and a 'Restore Default Selection' button. The 'Message View' tab is also visible, showing radio buttons for 'Basic View' (selected) and 'Technical View'. Below these tabs, there are three sub-tabs: 'Standard Selecti...', 'User-Defined Selection', and 'Advanced Selection'. The 'Standard Selecti...' sub-tab is active, showing input fields for 'Message ID' and 'Sequence ID', each with a search icon. Below these fields, there is a section titled 'Based on time range' with radio buttons for 'Execution Time' (selected) and 'Creation Time'. To the right of this section is a 'Max. Number of Messages' field set to '200'. Below the 'Based on time range' section, there are input fields for 'Timestamp from' (01.08.2017 / 23:41:22), 'Timestamp to' (15.09.2017 / 23:59:59), 'Processing Status Group' (a dropdown menu), 'Adapter Type' (a dropdown menu), and 'User Name' (an input field).

Program Edit Goto System Help

Web Service Utilities: Message Monitor

Result Output

☐ Summary ☒ Detail Restore Default Selection

Message View

☒ Basic View ☐ Technical View

Standard Selecti... User-Defined Selection Advanced Selection

Message ID

Sequence ID

Based on time range

☒ Execution Time ☐ Creation Time Max. Number of Messages

Timestamp from /

Timestamp to /

Processing Status Group

Adapter Type

User Name

Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors

Monitor Edit Goto System Help

Web Service Utilities: Message Monitor

Re-Select

Action Log Error Log Related Messages Actions Technical View

Client 800 - Basic View

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

Ariba Cloud Integration Gateway

Troubleshooting Proxy Messages Related Errors

Message System Help

Web Service Utilities: Message Properties

Persistence ID: 005056AC721A1ED79E849F3CFB1F4C26

- Version: 000
 - Message Body
- Version: 001 (erroneous)
 - Error Information

Adapter Type: PLAINSOAP Message ID: 005056AC721A1ED79E849F3CFB1F2C26

Exp...	Name	Value
	-n0:Fault	
	-->xmlns:n0	http://schemas.xmlsoap.org/soap/envelope/
	--faultcode	n0:Client
	--faultstring	SRT: Unsupported xstream found: ("HTTP Code 403 : Forbidden")
	-->xml:lang	en
	--detail	
	---ns:SystemFault	
	---->xmlns:ns	http://www.sap.com/webas/710/soap/runtime/abap/fault/system/
	----Host	undefined
	----Component	COREMSG
	----ChainedException	
	-----Exception_Name	CX_SOAP_CORE
	-----Exception_Text	SRT: Unsupported xstream found: ("HTTP Code 403 : Forbidden")
	---ns:SystemFault	
	---->xmlns:ns	http://www.sap.com/webas/711/soap/runtime/abap/fault/system/
	----Host	undefined
	----Component	COREMSG
	----ChainedException	
	----->asx:root	asx:abap
	----->version	1.0
	----->xmlns:asx	http://www.sap.com/abapxml
	-----asx:values	

SAP Ariba Cloud Integration Gateway

Transaction Tracker



Ariba Cloud Integration Gateway

Transaction Tracker

Using Transaction Tracker in CIG:

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

The screenshot displays the SAP Ariba Cloud Integration Gateway (CIG) home page. The header includes the SAP Ariba logo and the user name 'Andy Admin [Kiran_BCIG2]'. The main content area is divided into three panels:

- Integration Projects:** A bar chart showing the status of integration projects. The legend indicates: 1 In Progress (green), 1 In Testing (grey), 0 Scheduled For Production (purple), and 0 In Production (orange).
- Tools:** A panel with a circular icon and links for 'Schema Validation', 'Test Transformation', and 'Test Connectivity'.
- Transaction Tracker:** A panel showing the status of transactions. The legend indicates: 96 Completed (blue) and 8432 Failed (red). The 'Transaction Tracker' label and the '8432 Failed' count are highlighted with red boxes.

At the bottom, there is a 'My Projects' section with a 'Create a New Integration Project' button. Below this is a table with the following columns: Project, Product, Transport Protocol, Status, Last Modified, and Action.

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.

Andy Admin [Kiran_BCIG2]

Transaction Tracker

Environment: ☒ TEST ☐ PRODUCTION

Search From: Aug 30, 2017 00:00

To: Aug 31, 2017 23:59

Transaction Number:

Search

Clear

☐ Only Kiran_BCIG2

Document Status: FAILED

Document Type: OrderRequest

Sender: Ariba Network ID

Receiver: Ariba Network ID

10

Reprocess

Results Export

Download

Total Results: 41

	Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified
<input type="checkbox"/>	4500002104	OrderRequest	AN02003042905-T DemoBuyer	0000100035	FAILED		8/31/17, 5:02 PM
<input type="checkbox"/>	704710246	OrderRequest	AN02003056532-T Test Central Dummy S...	AN02003056572-T Q8J Buyer	FAILED		8/31/17, 5:15 AM
<input type="checkbox"/>	4500000058	OrderRequest			FAILED		8/31/17, 4:00 AM

Ariba Cloud Integration Gateway

Transaction Tracker

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

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

The screenshot displays the SAP Ariba Transaction Tracker interface. At the top, the SAP Ariba logo is visible on the left, and the user name 'Andy Admin [Kiran_BCIG2]' is on the right. Below the header, there is a search bar with 'Transaction Number' and 'Receiver' fields, a 'Search' button, a 'Clear' button, and a checkbox labeled 'Only Kiran_BCIG2'. Below the search bar, there are controls for '10' items per page, 'Reprocess', 'Results Export', and 'Download' buttons. The table shows transaction details with columns: Transaction Number, Document ID, Document Status, Destination, and Date Last Modified. A red icon in the Document Status column indicates a failed transaction. An error message dialog is open, displaying the following text:

Error Message

javax.script.ScriptException: java.lang.Exception:
java.lang.IllegalStateException: The Sender: AN02003056532-T and the
Receiver: AN02003056572-T associated XSLT Map not found@ line 355 in
extTragetDocType.groovy, cause: java.lang.IllegalStateException: The Sender:
AN02003056532-T and the Receiver: AN02003056572-T associated XSLT
Map not found

Transaction Number	Document ID	Document Status	Destination	Date Last Modified
4500002104	O	Failed		8/31/17, 5:02 PM
704710246	O	Failed		8/31/17, 5:15 AM
4500000058	O	Failed		8/31/17, 4:00 AM
4500000058	O	Failed		8/31/17, 3:58 AM
4500000057	O	Failed		8/31/17, 3:57 AM

Ariba Cloud Integration Gateway

Transaction Tracker

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

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

SAP Ariba							
Transaction Tracker							
10	Reprocess	Results Export	Download	Total Results: 76			
Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified	
<input type="checkbox"/> 4500000071	OrderRequest	AN02003102823-T Kiran_BCIG2	CIG001	FAILED		9/2/17, 7:56 AM	
<input type="checkbox"/> 4500000070	OrderRequest	AN02003102823-T Kiran_BCIG2	CIG001	FAILED		9/2/17, 7:50 AM	
<input type="checkbox"/> 4500002104	OrderRequest	AN02003042905-T DemoBuyer	0000100035	FAILED		9/1/17, 3:25 PM	
<input type="checkbox"/> 4500000069	OrderRequest	AN02003102823-T Kiran_BCIG2	CIG001	FAILED		9/1/17, 2:19 PM	
<input type="checkbox"/> PO452057_2	OrderRequest			FAILED		9/1/17, 2:11 PM	
<input type="checkbox"/> PO45257_1	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib...	9/1/17, 1:52 PM	
<input type="checkbox"/> PO452057	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib...	9/1/17, 1:51 PM	
<input type="checkbox"/> PO452057	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib...	9/1/17, 1:45 PM	

Ariba Cloud Integration Gateway

Transaction Tracker

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

- 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.

The screenshot displays the SAP Ariba Cloud Integration Gateway (CIG) Transaction Tracker interface. The top navigation bar includes the SAP Ariba logo and the user name 'Andy Admin [Kiran_BCIG2]'. The main content area is titled 'Details' and shows document information for Document Number PO452057, Document Type OrderRequest, Sender AN02003103243-T, Receiver 0000100000, and PO Document Reference #. The Document Status is FAILED, with a Date Last Modified of 9/1/17, 1:51 PM. The Payload ID is AFmpZcitQB5SaSD1AFJaXAbFQxf, and the Destination is https://certsvcdev2.ariba.com/service/transaction/cxml.asp. Below the details, there are three tabs: Details, Activity (highlighted with a red box), and Custom Header. The Activity tab displays a table with the following data:

Date Last Modified	Document stage	I-Flow Name	Document Status	Payload	Attachment
Sep 1, 2017, 1:51:06 PM	Outbound	com.sap.an.in.outbound	FAILED	Download	
Sep 1, 2017, 1:51:04 PM	Processing	com.sap.an.in.xml.process	COMPLETED		
Sep 1, 2017, 1:51:04 PM	PreProcess	com.sap.an.in.preprocess	COMPLETED	Download	
Sep 1, 2017, 1:51:04 PM	Inbound	com.sap.an.in.idoc.inbound	COMPLETED		

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

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.

The screenshot displays the SAP Ariba Transaction Tracker interface. The header shows the SAP Ariba logo and the user 'Andy Admin [Kiran_BCIG2]'. The main area is titled 'Transaction Tracker' and shows a list of transactions. The 'Download' dropdown menu is open, showing options: Source, Target, Attachments, and All. The transaction PO452057 is selected, indicated by a checkmark in the checkbox and a red box around the row.

Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified
<input type="checkbox"/> 4500000071	OrderRequest	003102823-T BCIG2	CIG001	FAILED		9/2/17, 7:56 AM
<input type="checkbox"/> 4500000070	OrderRequest	003102823-T BCIG2	CIG001	FAILED		9/2/17, 7:50 AM
<input type="checkbox"/> 4500002104	OrderRequest	AN02003042905-T DemoBuyer	0000100035	FAILED		9/1/17, 3:25 PM
<input type="checkbox"/> 4500000069	OrderRequest	AN02003102823-T Kiran_BCIG2	CIG001	FAILED		9/1/17, 2:19 PM
<input type="checkbox"/> PO452057_2	OrderRequest			FAILED		9/1/17, 2:11 PM
<input type="checkbox"/> PO45257_1	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib...	9/1/17, 1:52 PM
<input checked="" type="checkbox"/> PO452057	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib...	9/1/17, 1:51 PM
<input type="checkbox"/> PO452057	OrderRequest	AN02003103243-T SR Buyer3	0000100000	FAILED	https://certsvcdev2.arib...	9/1/17, 1:45 PM

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.

Ariba Cloud Integration Gateway

Transaction Tracker

SAP Ariba

Andy Admin [Kiran_BCIG2]

Transaction Tracker

10

Reprocess

Results Export

Download

Total Results: 76

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

End of the session.

Thank you.