



SAP Ariba 

SAP Integration Suite Managed Gateway (formerly known as Cloud Integration Gateway - CIG) – Troubleshooting Portal Errors and Best Practices

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May, 2023

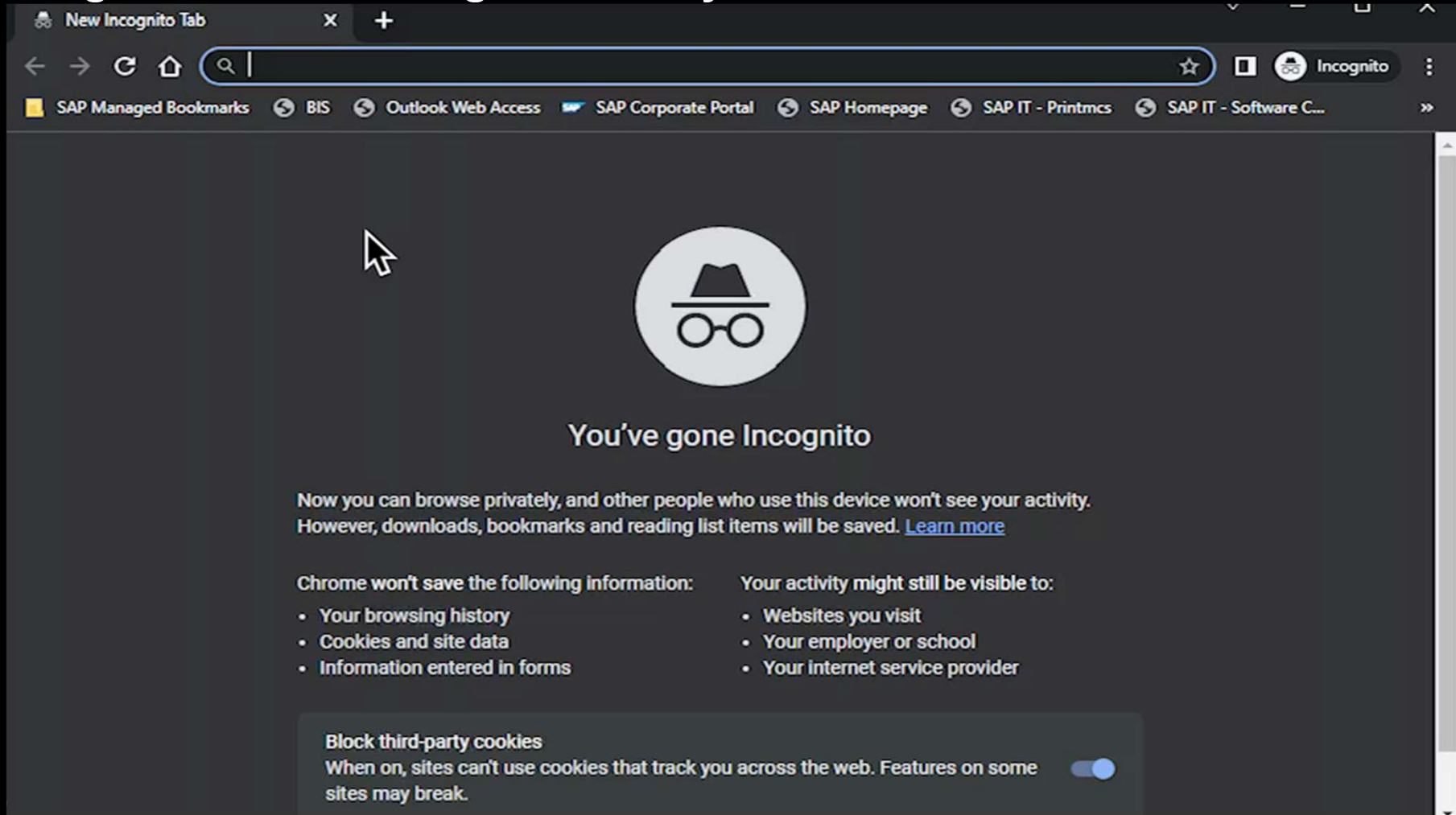
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Agenda

Discuss troubleshooting portal errors related to:

- SAP Integration Suite Managed Gateway enablement/P user errors
- Interpreting transaction tracker document status
- Ream ID in Projects
- Master data portal errors
- Basic data sync failure
- SM59 Connection
- Reprocessing transaction failures
- Subaccount errors
- XML Envelope errors
- Look up tables for pricing condition for sourcing flow
- Custom routing
- Interpreting errors based on i-flows
- Troubleshooting batch job transaction failures
- Issues related to Go live button in Projects
- Best practices in reporting customer incidents
- Q & A


Integration Suite Managed Gateway access errors



The screenshot shows a Chrome browser window in Incognito mode. The address bar is empty, and the page displays the standard 'You've gone Incognito' message. The browser's bookmark bar is visible at the top, containing several SAP-related links. The main content area features a large circular icon with a hat and glasses, followed by the heading 'You've gone Incognito'. Below this, there is a paragraph explaining private browsing and a 'Learn more' link. Two columns of information are provided: 'Chrome won't save the following information:' and 'Your activity might still be visible to:'. At the bottom, there is a toggle switch for 'Block third-party cookies' which is currently turned on.

New Incognito Tab

SAP Managed Bookmarks BIS Outlook Web Access SAP Corporate Portal SAP Homepage SAP IT - Printmcs SAP IT - Software C...



You've gone Incognito

Now you can browse privately, and other people who use this device won't see your activity. However, downloads, bookmarks and reading list items will be saved. [Learn more](#)

Chrome won't save the following information:

- Your browsing history
- Cookies and site data
- Information entered in forms

Your activity might still be visible to:

- Websites you visit
- Your employer or school
- Your internet service provider

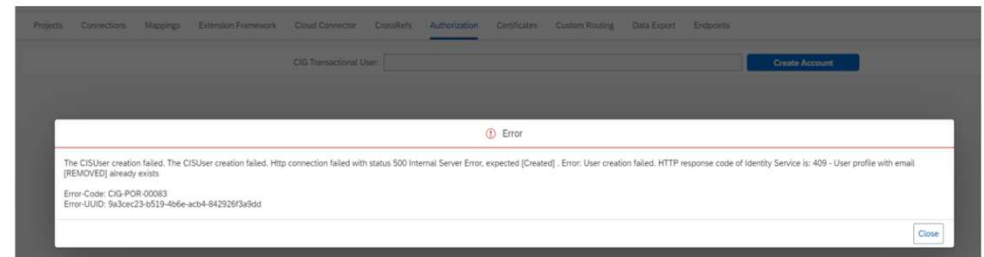
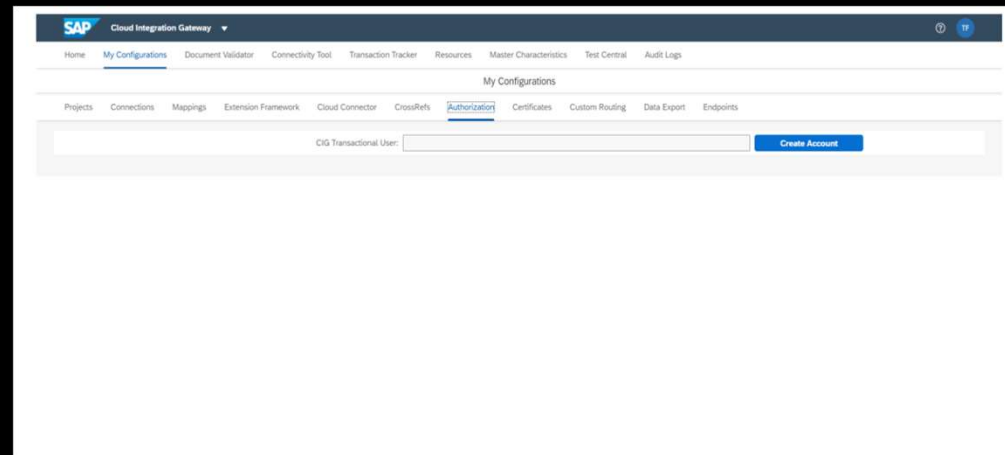
Block third-party cookies
When on, sites can't use cookies that track you across the web. Features on some sites may break.

P-user creation errors

Issue: After enabling SAP integration Suite Managed Gateway in my Ariba account, P-user is not automatically created and fails with error: “The CISUser creation failed due to 409 – User Profile with email already exists, CIG-POR-0083”

Cause: If same e-mail address is used on a different P-user which has this toggle enabled

Resolution: Disable and enable SAP Integration Suite Managed Gateway toggle from Ariba account with issue. If issue still persists, locate the initial email which you might have received from Ariba admin mail set up in your inbox. Login through that email to create P-user.



The CISUser creation failed. The CISUser creation failed. Http connection failed with status 500 Internal Server Error, expected [Created] . Error: User creation failed. HTTP response code of Identity Service is: 409 - User profile with email [REMOVED] already exists

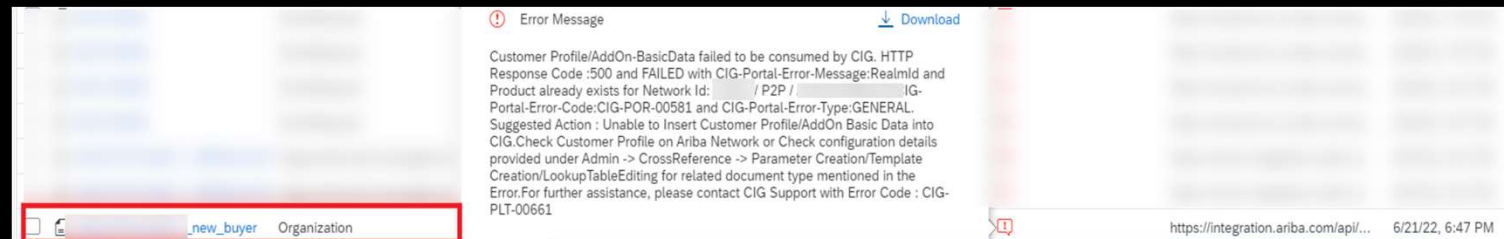
Error-Code: CIG-POR-00083

Error-UUID: 9a3cec23-b519-4b6e-acb4-842926f3a9dd

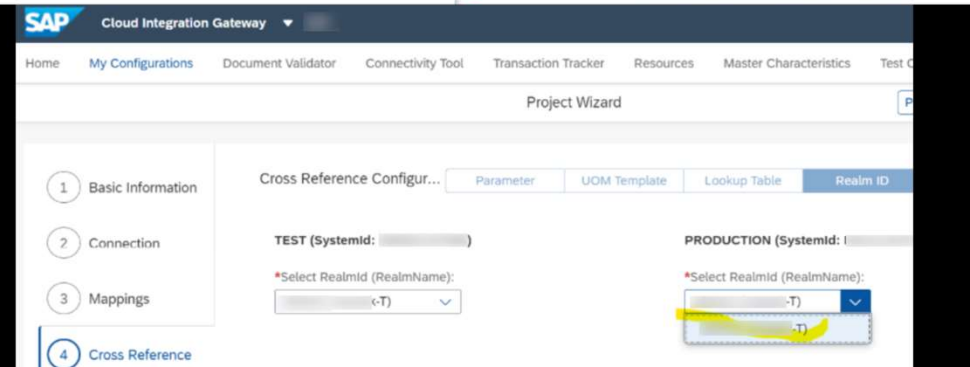
Organization Sync Failures

- Ariba product name not available during project creation
- Organization sync fails in transaction tracker (TT)

with Error: “RealmId and Product already exists for Network ID, CIG-PLT-00661”



- Production realm not visible in cross references in portal




How do I interpret document status for messages in my Transaction Tracker?

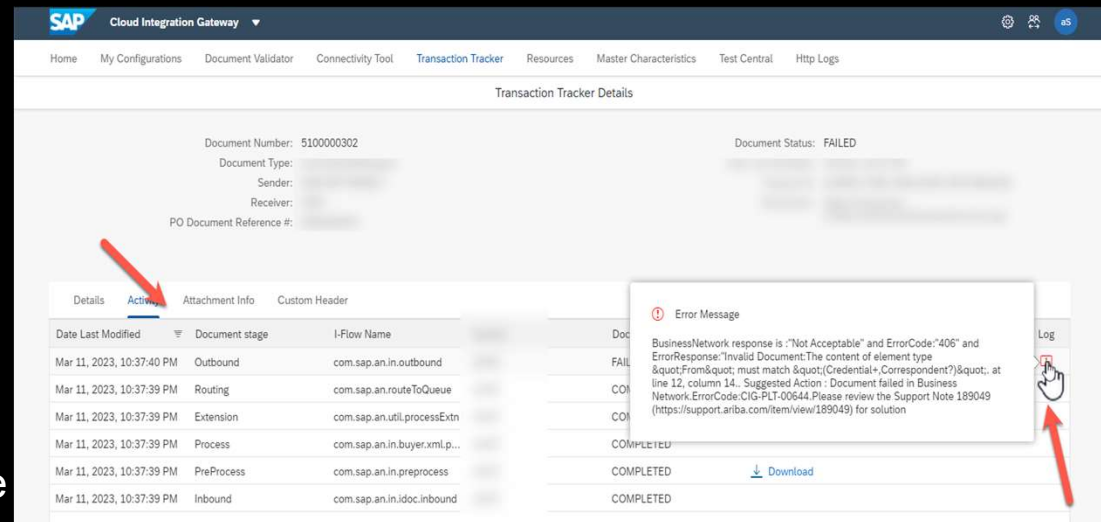
- RETRY
- FAILED
- ERROR
- PROCESSING
- DUMPED
- COMPLETED

The screenshot shows the SAP Transaction Tracker interface. At the top, there is a navigation bar with links: Home, My Configurations, Document Validator, Connectivity Tool, Transaction Tracker (highlighted), Resources, Master Characteristics, Test Central, and Http Logs. Below this is the 'Transaction Tracker Details' section. It displays document information: Document Number: INV26300, Document Type: InvoiceDetailRequest, Sender, Receiver, and PO Document Reference #. On the right, it shows Document Status: FAILED, Date Last Modified: 11/3/21, 7:32 PM, Payload ID, and Destination. Below this is a table with tabs: Details, Activity, Attachment Info, and Custom Header. The 'Activity' tab is selected, showing a table of document stages and their statuses.

Date Last Modified	Document stage	I-Flow Name	Document Status	Payload	Attachment	Log
Nov 3, 2021, 7:32:00 PM	Outbound	com.sap.an.out.idoc.outbound	FAILED			[Log]
Nov 3, 2021, 6:31:14 PM	Outbound	reprocess.framework	RETRY			[Log]
Nov 3, 2021, 5:31:14 PM	Outbound	reprocess.framework	RETRY			[Log]
Nov 3, 2021, 4:31:14 PM	Outbound	com.sap.an.out.idoc.outbound	RETRY	Download		[Log]
Nov 3, 2021, 4:31:13 PM	Routing	com.sap.an.routeToQueue	COMPLETED			
Nov 3, 2021, 4:31:13 PM	Extension	com.sap.an.util.processExtn	COMPLETED			
Nov 3, 2021, 4:31:13 PM	Process	com.sap.an.out.buyer.xml.pro...	COMPLETED			
Nov 3, 2021, 4:31:13 PM	PreProcess	com.sap.an.out.preprocess	COMPLETED	Download	Download	
Nov 3, 2021, 4:31:13 PM	AttachmentVirusScan	com.sap.an.gw.virusScanner	COMPLETED			
Nov 3, 2021, 4:31:13 PM	Inbound	com.sap.an.out.inbound	COMPLETED			

Interpreting transaction error messages

- In the Document Status column, the Failed status displays a ! symbol in red color.
- Click on the  it will display a pop with error message.
- If above option does not reveal complete error details, select the transaction number > Activity tab > Log. This will reveal complete error details in most cases. In some cases, a Download button is available to download the validation errors



The screenshot shows the SAP Cloud Integration Gateway Transaction Tracker interface. The document status is 'FAILED'. A table lists the transaction stages, with the first two rows marked as 'FAIL'. An error message pop-up is displayed, providing details about the BusinessNetwork response and the specific error code and message. A 'Log' button is visible in the bottom right corner of the table, and a 'Download' button is present below the table.

Date Last Modified	Document stage	I-Flow Name	Doc
Mar 11, 2023, 10:37:40 PM	Outbound	com.sap.an.in.outbound	FAIL
Mar 11, 2023, 10:37:39 PM	Routing	com.sap.an.routeToQueue	COM
Mar 11, 2023, 10:37:39 PM	Extension	com.sap.an.util.processExtn	COM
Mar 11, 2023, 10:37:39 PM	Process	com.sap.an.in.buyer.xml.p...	COMPLETED
Mar 11, 2023, 10:37:39 PM	PreProcess	com.sap.an.in.preprocess	COMPLETED
Mar 11, 2023, 10:37:39 PM	Inbound	com.sap.an.in.idoc.inbound	COMPLETED

Error Message
BusinessNetwork response is : "Not Acceptable" and ErrorCode:"406" and ErrorResponse:"Invalid Document:The content of element type "From" must match "(Credential+, Correspondent?)"; at line 12, column 14. Suggested Action : Document failed in Business Network. ErrorCode:CIG-PLT-00644. Please review the Support Note 189049 (https://support.ariba.com/item/view/189049) for solution

RequisitionImportAsyncPullRequest Error: CIG-PLT-00670:

Error: "Realm Name or ID provided in the payload is not matching with Realm Name or ID provided during profile sync, CIG-PLT-00670"

The screenshot displays the SAP Managed Gateway for Spend&Network interface. The top navigation bar includes 'Home', 'My Configurations', 'Document Validator', 'Connectivity Tool', 'Transaction Tracker' (highlighted), 'Resources', 'Master Characteristics', 'Test Central', and 'Http Logs'. The main content area is titled 'Transaction Tracker' and contains search filters for Environment (TEST selected), Document Status (FAILED), Document Type (RequisitionImportAsyncPullRequest), Sender (ANID), and Receiver (ANID). Below the filters is a table with columns: Transaction Number, Document Type, Sender, Receiver, Document Status, Destination, and Date Last Modified. A single entry is shown with a failed status.

Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified (Am...)
42010aef-4462-1edd-b4a1	RequisitionImportAsyncPul...	AN01397750680-T H82CLNT800	3403 Support-PlatformCIG2-T	FAILED		4/1/23, 9:23 PM

Error : CIG-PLT-05663 for inbound and outbound transactions

The screenshot displays the SAP Managed Gateway for Spend&Network interface. The 'Transaction Tracker' section is active, showing search filters for Environment (TEST), Search From (Apr 1, 2023, 22:09), To (Apr 1, 2023, 23:59), and Transaction Number. Document filters include Document Status, Document Type, Sender (ANID), and Receiver (ANID). A table lists transactions with columns for Transaction Number, Document Type, Sender, Receiver, Document Status, Destination, and Date Last Modified. Two transactions are shown, both with a 'FAILED' status and a red error icon. The second transaction is selected, and a mouse cursor points to its error icon. The footer includes copyright information for SAP SE and a version number 23.03.03.

Environment: TEST PRODUCTION

Search From: Apr 1, 2023 22:09

To: Apr 1, 2023 23:59

Transaction Number:

Document Status:

Document Type:

Sender:

Receiver:

10 Only SUPPORT-PLATFORM CIG2

<input type="checkbox"/>	Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified (Am...)
<input type="checkbox"/>	646323179	StatusUpdateRequest		AN01397750680-T SUPPORT-PLATFORM CIG2	FAILED		4/1/23, 10:09 PM
<input checked="" type="checkbox"/>		XML-Envelope	AN01397750680-T		FAILED		4/1/23, 10:09 PM

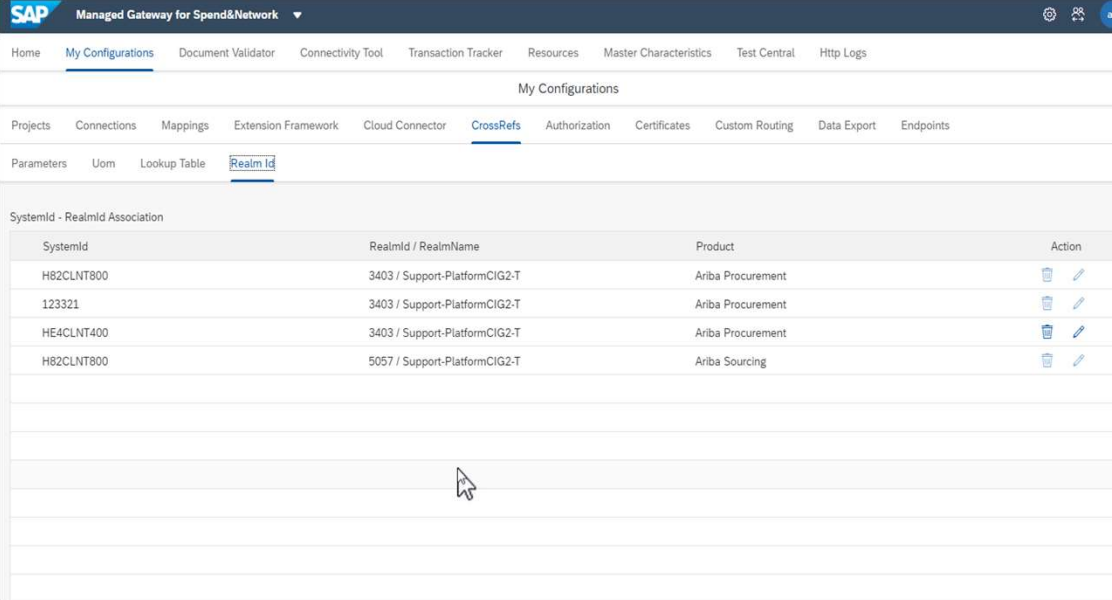
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Multi ERP System ID – Realm ID association









Multi ERP system ID's association with same P2P realm ID in cross ref causes TT error:
"java.lang.Exception: The Buyer associated connection string parameters CONNECTIVITY\ <System ID> <Document Type> not found" for transactional documents

(or)

Purchase Order transactions sent from my Ariba Procurement Realm to SAP Integration Suite Managed Gateway are failing in Transaction Tracker with Error: "The Buyer : <Buyer AN ID> associated Connection is not configured or saved. Suggested Action : Configure Connection information at CIG-Portal: CIG-PLT-00642"



The screenshot shows the SAP Managed Gateway for Spend&Network interface. The navigation menu includes Home, My Configurations, Document Validator, Connectivity Tool, Transaction Tracker, Resources, Master Characteristics, Test Central, and Http Logs. The 'My Configurations' section is active, with sub-menus for Projects, Connections, Mappings, Extension Framework, Cloud Connector, CrossRefs, Authorization, Certificates, Custom Routing, Data Export, and Endpoints. The 'CrossRefs' sub-menu is selected, showing a 'Parameters' section with 'Uom' and 'Lookup Table' options. The 'Lookup Table' section is expanded to show 'Realm Id'. Below this, a table titled 'SystemId - RealmId Association' is displayed with the following data:

SystemId	RealmId / RealmName	Product	Action
H82CLNT800	3403 / Support-PlatformCIG2-T	Ariba Procurement	 
123321	3403 / Support-PlatformCIG2-T	Ariba Procurement	 
HE4CLNT400	3403 / Support-PlatformCIG2-T	Ariba Procurement	 
H82CLNT800	5057 / Support-PlatformCIG2-T	Ariba Sourcing	 

Troubleshooting Master data errors in portal

a) Error: 500

SAP Managed Gateway for Spend&Network

Home My Configurations Document Validator Connectivity Tool **Transaction Tracker** Resources Master Characteristics Test Central Http Logs

Transaction Tracker

Environment: TEST PRODUCTION

Search From: Apr 2, 2023 00:09

To: Apr 3, 2023 23:59

Transaction Number:

Document Status:

Document Type:

Sender:

Receiver:

10 Only SUPPORT-PLATFORM CIG2

<input type="checkbox"/>	Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified (Am...)
<input type="checkbox"/>	42010AEF44621EDDB4A4/	ProcurementMasterDataIm...	AN01397750680-T H82CLNT800	3403 testrealm	RETRY	https://certs1-integration.ar...	4/2/23, 12:09 AM
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							

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Master data error : response code 400 , CIG-PLT-04640

Procurement load : "Document Failed during HTTP post for Customer XXXXXXXXXX-T - Realm Name xxxx with HTTP Response Code :400, CIG Error Code : CIG-PLT-04640" (for StorageLocation.csv file upload from ERP)

The screenshot shows the SAP Transaction Tracker interface. The environment is set to TEST. The search criteria are from Apr 2, 2023 00:25 to Apr 3, 2023 23:59. The document type is ProcurementMasterDataImport, and the sender and receiver are ANID. A table below shows a single transaction with ID 42010AEF44621EDDB4A4F, which failed with status 'FAILED' and error code 'CIG-PLT-04640'. The destination is https://certs1-integration.ar... and the date last modified is 4/2/23, 12:25 AM.

Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified (Am...)
42010AEF44621EDDB4A4F	ProcurementMasterDataIm...	AN01397750680-T H82CLNT800	3403 Support-PlatformCIG2-T	FAILED !	https://certs1-integration.ar...	4/2/23, 12:25 AM

Troubleshooting Issues related to updating Basic data in portal

SAP Display IMG

Existing BC Sets BC Sets for Activity Activated BC Sets for Activity Release Notes Change Log Where Else Used

Structure

- Global Trade Services
 - Governance, Risk and Compliance
 - Management of Internal Controls
 - CIDEON Software
 - Incentive and Sales Force Management
 - Public Sector Management
- Integration with Other SAP Components
 - SAP Ariba Cloud Integration Gateway
 - Global Settings
 - Maintain Certificates
 - Create RFC Destination
 - Create Port Definition
 - Create Logical System
 - Configure Receiver Port
 - Send SAP Information to SAP Ariba Cloud Integration Gateway
 - Synchronize SAP Information with SAP Ariba Cloud Integration Gateway
 - Supporting Attachments and Comments
 - Support Attachments
 - Support Comments
 - Support Forward Error Handling
 - Map the Variant and Partition for SAP Ariba solutions
 - BAdI to Customize Parameter and Prefilter Values
 - Enable Integration via Middleware
 - Customize SLD API and Integration Engine-Admin for PI Integration
 - Ariba Network Integration
 - Master Data Integration
 - Master Data Native Integration
 - SAP Ariba Strategic Sourcing Suite Integration
 - SAP Ariba Procurement Integration

SM59 Connection Test Common Errors

SM59 RFC Connection Test is a means to check whether ERP can connect to target URL configured and ensures that network is open and firewalls are not blocking the connection.

Success connection test : Status HTTP Response 500

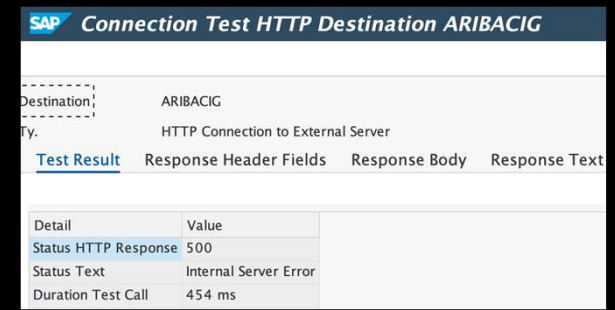
Common Errors:

1) Connection Test with HTTPS proxy options throws “NIECONN_REFUSED” or “HTTP_IO_PLG_CANCELLED” error.

This status means your proxy is either down or not responding and you need to involve your internal network teams to fix and establish connection.

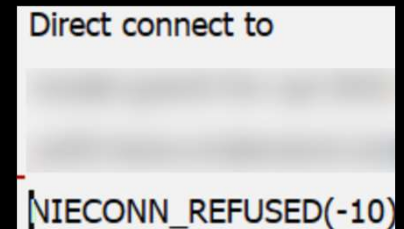
2) HTTP Response status : 403

This status means access forbidden which indicates either a project is not created in portal or the P-User misses the right authorization profiles.

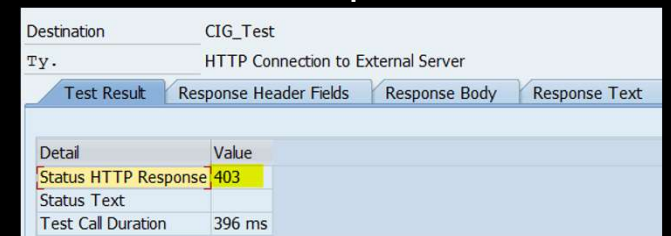


SAP Connection Test HTTP Destination ARIBACIG

Detail	Value
Status HTTP Response	500
Status Text	Internal Server Error
Duration Test Call	454 ms



Direct connect to [blurred]
NIECONN_REFUSED(-10)

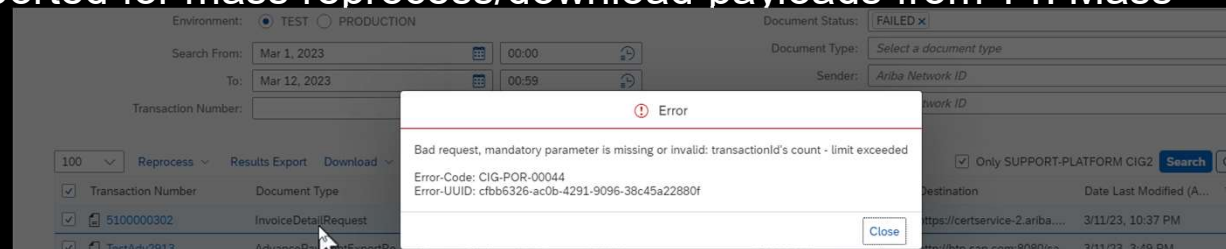
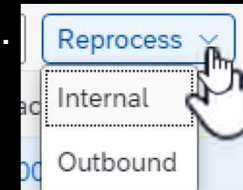


Destination CIG_Test

Detail	Value
Status HTTP Response	403
Status Text	
Test Call Duration	396 ms




Reprocessing of transaction failures

- SAP Integration Suite Managed Gateway transactions can be categorized as:
 - a) **Synchronous** - E.g. RealTimeBudgetCheck, PurchaseOrderCloseExport
 - b) **Asynchronous** – E.g. Masterdata, PurchaseOrderExportRequest, InvoiceDetailRequest, PaymentExport etc..
- When an async transaction turns to status **FAILED** or **RETRY** in TT due to errors, it can be reprocessed by selecting the document and using **Reprocess** option.
- When you reprocess a transaction, a new transaction is generated. The new transaction contains the same Transaction number as the initial transaction.
- Currently max of 50 counts are supported for mass reprocess/download payloads from TT. Mass reprocess of 100 transactions results in a portal error:



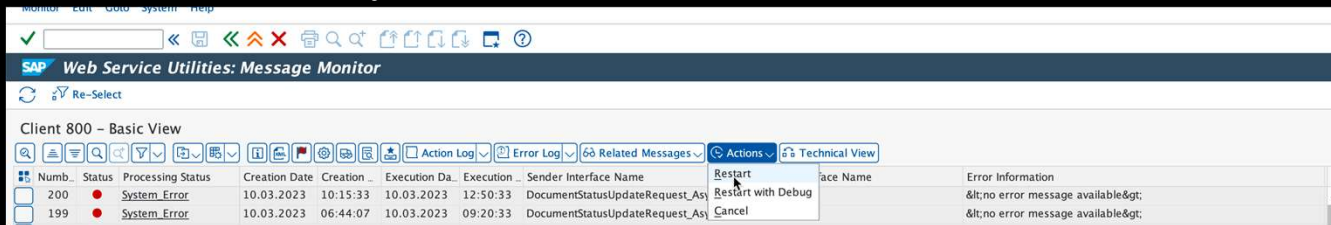
Differences in reprocessing documents

- 2 types of Reprocess states: Internal (or) outbound.
 - a) **Internal**: It will re-trigger the mappings.
 - b) **Outbound** : It will just post the already processed payload into the destination URL, no mapping layer invoked. Common use cases include HTTP connection errors or master data.
- Reprocess of sync transactions should be done from source system i.e. Ariba P2P and not from TT. For this scenario raise a Service Request with list of documents to be reprocessed

Type of document	Payload persistence	Reprocess > Internal	Reprocess > Outbound
Asynchronous (Transactional)		Yes	Yes
Synchronous		No	No
Asynchronous (Master data)		No	Yes

How do I reprocess system error messages from ERP SRT_MONI to SAP Integration Suite Managed Gateway?

- The transactions fail in Tcode SRT_MONI with **System Error/Wait for Scheduler**, when there is a connection failure/outage between your SAP ERP and SAP Integration Suite Managed Gateway. Once the connection issue is solved, you can resend these documents using below steps to ensure no transaction loss.
- In selection screen, key in the fields Timestamp from, Timestamp to, Sender Information > Interface Name value if specific to a particular scenario, Processing Status Group as System Error.
 - Click Execute.
 - Select all records with System Error and click Actions > Restart.



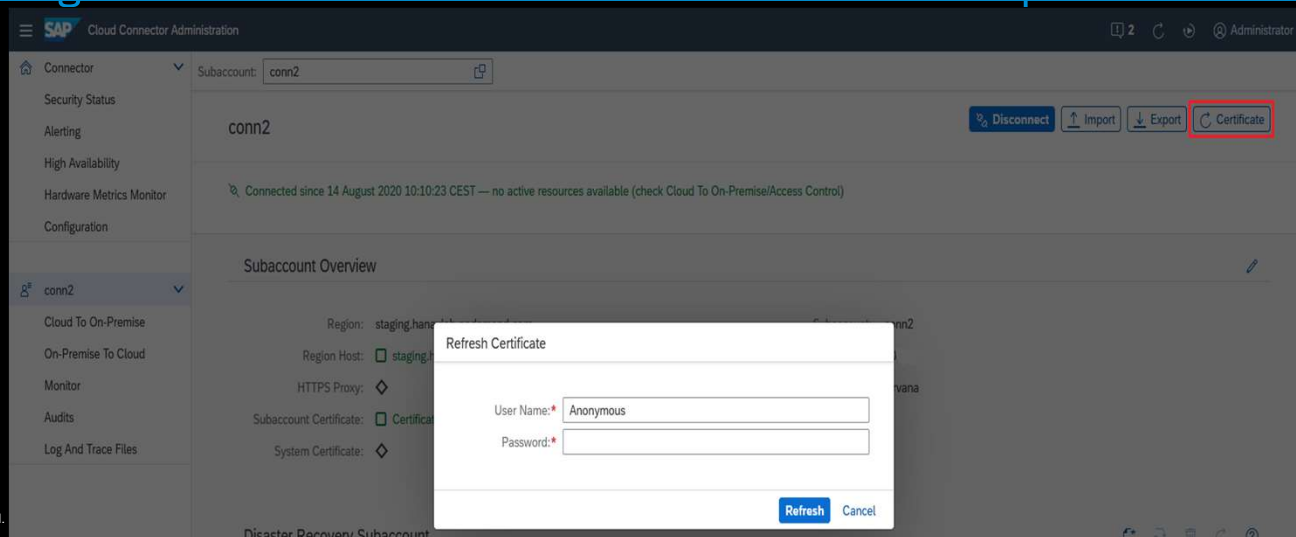
- You need to ensure the user that is used to reprocess has necessary authorizations. If the user is missing authorizations, you might receive Sequence Error while reprocessing from SRT_MONI.
- Please contact your internal SAP ERP basis team if you encounter any such errors while reprocessing (or) log an SAP OSS incident under component BC-ESI-WS-ABA-MO to resolve the Sequence Error.

Subaccount errors – 401 unauthorized

Issue: Transactions fail in Portal with error : “401 Unauthorized” when communicating via cloud connector for some of the subaccounts. Further review of these subaccounts in cloud connector show error “Invalid status of handshake : 401 unauthorized”

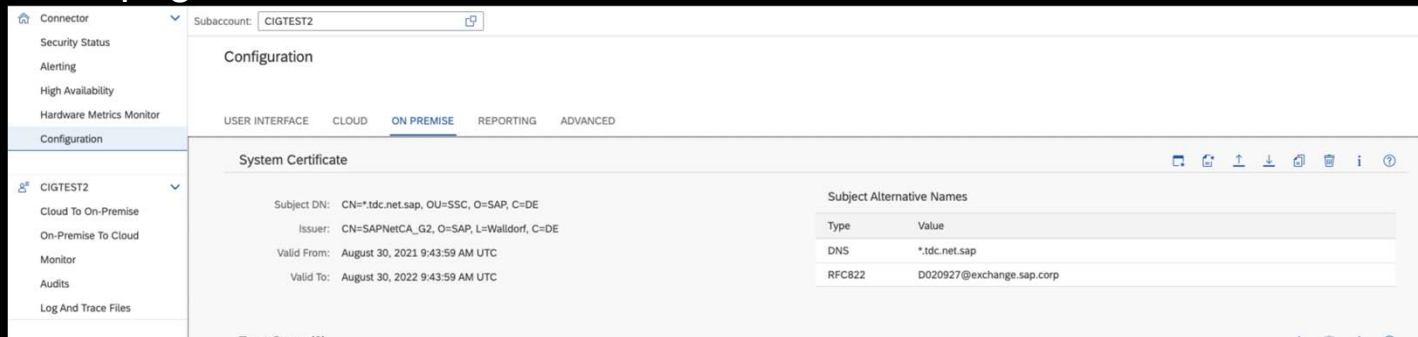
Cause: This could be either a cloud connector validity issue or the subaccount client certificate might have expired.

Resolution: If subaccount client certificate is expired update it referring to KBA [Cloud connector suddenly stops working and the error "Invalid of status of handshake response: 401 Unauthorized" is thrown.](#)

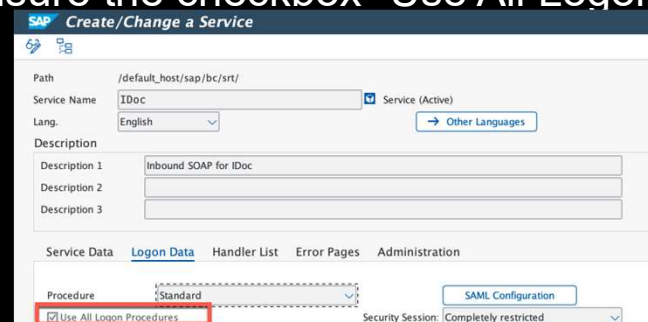


Inbound IDOCs failing with 401 errors in Portal

- If your ERP basis team renewed certificate and added on-premise certificate in cloud connector, it causes 401 errors with inbound IDOCs from SAP Integration Suite Managed Gateway to ERP via CC. In order to fix the issue, remove the on-premise certificate from cloud connector Configuration page as shown below.



- If you do not want to remove the certificate, ensure the checkbox "Use All Logon Procedures:" is checked in SICF in your ERP .



Error: CIG-PLT-00671

Issue: Inbound documents coming from Ariba to Portal and then to SAP failing with below error . Error: Fault Response received from: XXXXX for: XXXX with Status : "FAILED" and Error Response: "XXXX". Suggested Action : For further assistance, please contact CIG Support with Error Code : CIG-PLT-00671.

Cause: Possible causes for this error:

1. There is an issue with your cloud connector configuration
2. The interface is not set up for the transaction
3. There is an issue in the network or firewall preventing the documents from reaching SAP system

Resolution:

1. Verify cloud connector configurations are proper. Follow [How do I configure Cloud Connector for Ariba CIG Integration?](#)
2. To set up the interface for all the connection in SAP. Follow [Configuring general settings for transaction documents](#)
3. If the error is intermittent, verify if there is any pattern for failures. E.g. failing in one subaccount. If this is the case, verify cloud connector configuration for affected subaccounts
4. Verify with network/IT team SAP Integration Suite Managed gateway IP's are allow listed. <https://support.ariba.com/item/view/KB0398621>

Connectivity Tool Errors

SAP Managed Gateway for Spend&Network

Home My Configurations Document Validator **Connectivity Tool** Transaction Tracker Resources Master Characteristics Test Central Http Logs

Connectivity Tool Test Clear

*Connection Name: CIGTEST (TEST / PRODUCTION) ▼

*Environment: TEST ▼

*Direction: Outbound Inbound

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Connectivity Tool error – 503 service unavailable

The screenshot displays the SAP Managed Gateway for Spend&Network interface. The top navigation bar includes the SAP logo, the text "Managed Gateway for Spend&Network", and user information "aS". Below this, a secondary navigation bar contains links for Home, My Configurations, Document Validator, Connectivity Tool (which is highlighted), Transaction Tracker, Resources, Master Characteristics, Test Central, and Http Logs. The main content area is titled "Connectivity Tool" and features a "Test" button and a "Clear" button. The configuration section includes three fields: "*Connection Name:" with a dropdown menu showing "CIGTEST (TEST / PRODUCTION)", "*Environment:" with a dropdown menu showing "TEST", and "*Direction:" with two radio buttons, "Outbound" (checked) and "Inbound" (unchecked). Below the configuration, the "Results" section shows "Outbound" and a message: "SAP has been able to send a test document to your system successfully" followed by a green checkmark. A mouse cursor is positioned over the "Outbound" text. At the bottom right, the footer contains the text "© 2023 SAP SE or an SAP affiliate company. All rights reserved." and the date "23.04.02".

XML Envelope errors for middleware flows involving B&I & SAP Integration Suite Managed Gateway

Ideally, SAP PI SOAP receiver communication (or any middleware) channel should post to [https://xxxacig-us \(xxxacig\).ariba.com/cxf/receiveERPP2PSOAP](https://xxxacig-us (xxxacig).ariba.com/cxf/receiveERPP2PSOAP) URL for async responses (PO responses) for procurement solutions.

If you use any URL other than above, the messages are routed to incorrect iflow in portal and end up in error.

The screenshot shows the SAP Cloud Integration Gateway Transaction Tracker interface. It displays two message entries with their respective details and activity logs.

Message 1 (Success):

- Document Number: /
- Document Type: PurchaseOrderAsyncImportPullRequest
- Sender: /
- Receiver: /
- Document Status: SUCCESS
- Date Last Modified: 2/10/23, 3:13 PM
- Payload ID: /
- PO Document Reference #: /

Message 2 (Failure):

- Document Number: /
- Document Type: XML-Envelope
- Sender: /
- Receiver: /
- Document Status: FAILED
- Date Last Modified: 2/10/23, 3:13 PM
- Payload ID: /
- PO Document Reference #: /

Activity Log for Message 1:

Date Last Modified	Document stage	I-Flow Name
Feb 8, 2023, 3:05:27 AM	Outbound	com.sap.an.ariba.in.soap.outbound
Feb 8, 2023, 3:05:25 AM	Routing	com.sap.an.routeToQueue
Feb 8, 2023, 3:05:25 AM	Process	com.sap.an.ariba.in.xml.process
Feb 8, 2023, 3:05:24 AM	PreProcess	com.sap.an.ariba.in.preProcess
Feb 8, 2023, 3:05:24 AM	Inbound	com.sap.an.ariba.in.soap.inbound

Activity Log for Message 2:

Date Last Modified	Document stage	I-Flow Name	Document Status	Payload	Attachment	Log
Feb 10, 2023, 3:13:52 PM	PreProcess	com.sap.an.in.preprocess	FAILED	Download		Log
Feb 10, 2023, 3:13:52 PM	Inbound	com.sap.an.in.soap.inbound	COMPLETED			

Error: “Failed to resolve endpoint..mapping not found in partner directory”

- Common use cases for this error include:

a) System ID mismatch in cxml in Ariba Network integrations **E.g.** InvoiceDetailRequest , ShipNotice etc. .

b) Custom routing condition mismatch:

The screenshot displays the SAP Managed Gateway for Spend&Network Transaction Tracker interface. The environment is set to TEST. The search criteria include a date range from Apr 19, 2023 to Apr 20, 2023, and a transaction number FCCINV14. The document type is InvoiceDetailRequest, and the sender and receiver are both ANID. The transaction table shows one entry with a FAILED status.

Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified (Am...)
FCCINV14	InvoiceDetailRequest	AN01669634883-T	AN11166434258-T Support-PlatformCIG	FAILED		4/20/23, 3:23 PM

Inconsistencies in outbound transaction routing from ERP > SAP Integration Suite Managed Gateway TEST/PROD environments

- **Issue:** Your outbound transaction from Test ERP shows DELIVERED message in SRT_MONI, however the transaction is not found in Test transaction tracker.

Goods Receipt Purchase Order 4500030324 - SOUNDARYA Kavuri

Posting Date: 19.04.2023

Line	Mat. Short Text	OK	Qty in UnE	EUn S	Sloc	Batch	Valuation ty.	Mo.	Stock Type	Pint	Sp.
1	Generic Material 1	<input type="checkbox"/>	50	ST	Warehouse 0001			101+	Unrestricted ...	New York PL	

Qty in Unit of Entry: 50 ST

Qty in SKU: 50 ST

Qty in Delivery Note: [] []

Quantity Ordered: 50 ST

No. Containers: [] []

Item OK Line 1

H82 | tdclv1000001 | OVR

Troubleshooting Asynchronous Request-response errors

- In scenarios where the Request is **COMPLETED** in transaction tracker but no response is received from ERP, verify below:
 - a) If `SRT_MONI` logs show request is successful and response webservice fails with connection/authentication issues, regenerate the response webservice from SPRO with right credentials.
 - b) If request is failing in `SRT_MONI` with “SRT: Deserialization” errors, this means the data in payload is faulty and needs to be corrected to match ERP format.
- In scenarios where Request is **COMPLETED** and response fails with an error in Outbound Iflow TT, this means there is a connection/data issue when delivering the response to target system. Download the error message and compare success and error response payloads to identify the missing data. Log an SR with these details in case of additional assistance.

Errors related to Look up table for pricing conditions in sourcing contracts

Issue: When a `ContractRequestServices/ContractRequest` is published from Ariba to SAP ERP it fails because of blank type code with:

Error: ERROR_KSCHL_CONVERSION in SRT_MONI

Error: Condition type 01RP is not defined or for any other condition type

Error: VK 022

Error: Enter unit of measure

Cause: If cross references are missed in portal where `<typeCode/>` is being sent as empty. This is mandatory tag in contracts.

If the condition types are used in portal Cross Reference (Discount type etc) and the same is not maintained in SAP ERP SPRO.

If calculation type configured in ERP for condition types is not present in the message

Resolution: Configure required cross ref per [How to set up cross references for Contracts](#)

In case the Advanced Pricing Conditions are being used, the portal Lookup Table should be configured accordingly. For more information, please refer to [How to set up fields in the Lookup table - SAP Help Portal](#)

Ensure below features are enabled in your sourcing realm

1. cXML New Format
2. cXML Version 34 Added Features
3. UP-5387
4. UP-7455
5. UP-643

Transactions involving batch job

- Transactions like Remittance exports , Po close header status, Invoice status update requests, Payment proposal Requests are sent via batch job from ERP to Managed Gateway Portal.
- In order to troubleshoot failures with such batch transactions, verify
 - 1) the number of documents failed in the batch
 - 2) If you wish to reprocess documents from ERP due to any failures in portal, schedule the batch program with back-date for the affected document type.

Example:

Payment proposal export :

- a) Schedule the Payment proposal batch job ("ARBCIG_PAYMENTPROPOSAL_EXPORT") in your production ERP system by maintaining the ARBCIG_PRXYPARAM table with back-date when messages failed for doc "type "Payment Proposal".
- b) Ensure you do not have the parameter check_xblnr_empty maintained in ARBCIG_TVARV table while running the above report. If this parameter is maintained, the PPR entries will not be fetched.

Change View "Table to store Proxy Paramete

New Entries

Table to store Proxy Parameters for ISU, PP, ERPC, Receipts

Doc. Type	Date	Time	Year	S
Document Status Update	27.10.2020	12:22:06	2020	
ERP Invoice	02.07.2020	14:03:54	2020	
Invoice Status Update	20.07.2021	17:16:01	2020	
Payment Proposal	16.07.2021	00:00:00	21	
Receipt	01.07.2020	14:04:38	2020	

Interpret errors based on phases of iflows

- **Inbound** : Inbound Payload received from sender is empty with zero bytes (or) any product outage or faulty behavior can cause failures in this iflow. Report an SR in case of assistance.
- **Preprocess** : Unable to determine the right interface or mapping either due to a faulty payload or incorrect service invoked during posting
- **CustomRouting** : Issue with custom routing configuration or logic
- **Process** : Standard mapping failures
- **Extension** : Custom mapping (manual or mapping tool)
- **Outbound** : Issue on target system during delivery of the after mapping payload

The screenshot displays the SAP Transaction Tracker interface. The main area shows 'Transaction Tracker Details' for a document with the following information:

- Document Number: 9f4c1d24-fc42-9ae6-af95-38a51405aeb4
- Document Status: FAILED
- Document Type: XML-Envelope
- Date Last Modified: 3/14/23, 10:29 AM
- Sender: [Redacted]
- Payload ID: [Redacted]
- Receiver: [Redacted]
- Destination: [Redacted]
- PO Document Reference #: [Redacted]

Below this, there is a table with tabs for 'Details', 'Activity', and 'Custom Header'. The 'Activity' tab is active, showing a list of document stages:

Date Last Modified	Document stage	I-Flow Name
Mar 14, 2023, 10:27:48 AM	Outbound	com.sap.an.in.outbound
Mar 14, 2023, 10:27:48 AM	Routing	com.sap.an.routeToQueue
Mar 14, 2023, 10:27:48 AM	Extension	com.sap.an.util.processExtn
Mar 14, 2023, 10:27:48 AM	Process	com.sap.an.in.buyer.xml.p...
Mar 14, 2023, 10:27:47 AM	CustomRouting	com.sap.an.gw.customRo...
Mar 14, 2023, 10:27:47 AM	PreProcess	com.sap.an.in.preprocess
Mar 14, 2023, 10:27:47 AM	Inbound	com.sap.an.in.idoc.inbound

An error message dialog box is open, displaying the following text:

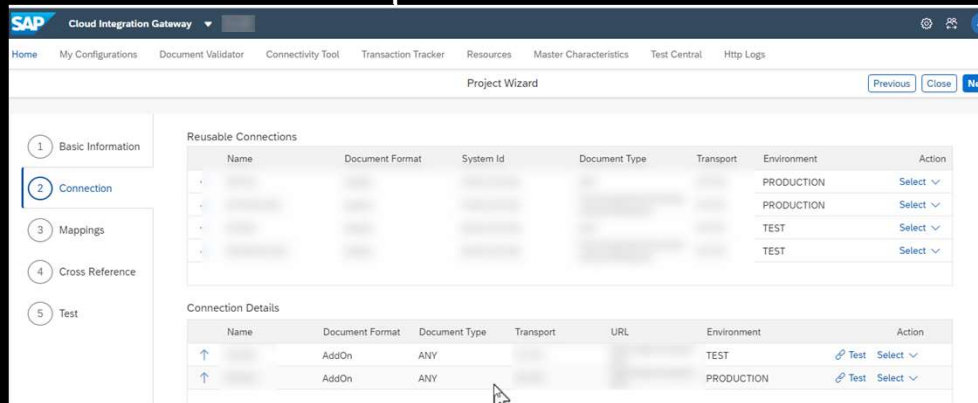
Error Message
 Zero Byte File has been received from [Redacted]. Suggested Action : Please validate the payload and resend with valid content. ErrorCode:CIG-PLT-00666.

At the bottom of the interface, there is a table with columns: Date Last Modified, Document stage, I-Flow Name, System, and Document Status. The first row shows:

Date Last Modified	Document stage	I-Flow Name	System	Doc
Mar 14, 2023, 10:29:00 AM	Inbound	com.sap.an.in.http.xml.in...	e15011	FAIL

Common issues around project go live and best practices

- If go live button does not appear in your project, please ensure you follow steps in KBA <https://support.ariba.com/item/view/KB0401729> to move the project to production
- Best practice in creating connections:
Create environment specific connections for TEST and PRODUCTION separately



Ariba - Buying	Ariba Procurement	ADDON	1	In Testing	4/1/23 by Soundarya Lahari Kavuri
Ariba - Buying	Ariba Procurement	ADDON	2	In Production	4/1/23 by Soundarya Lahari Kavuri

Go live demo :

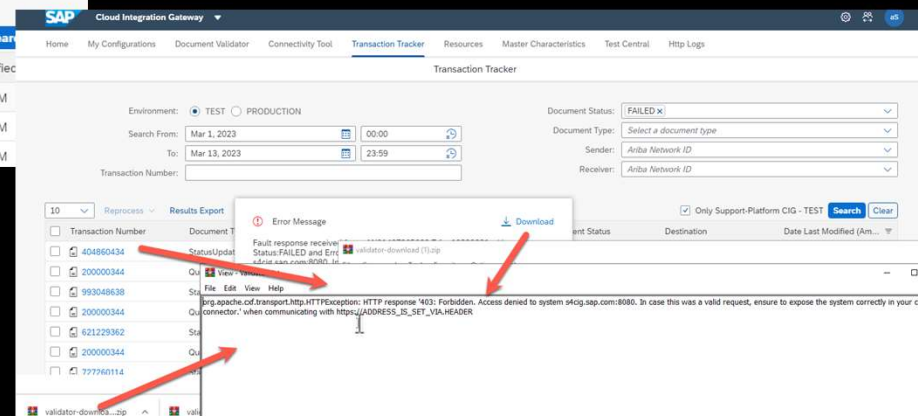
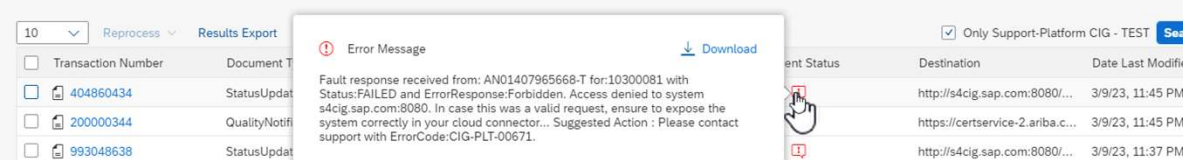
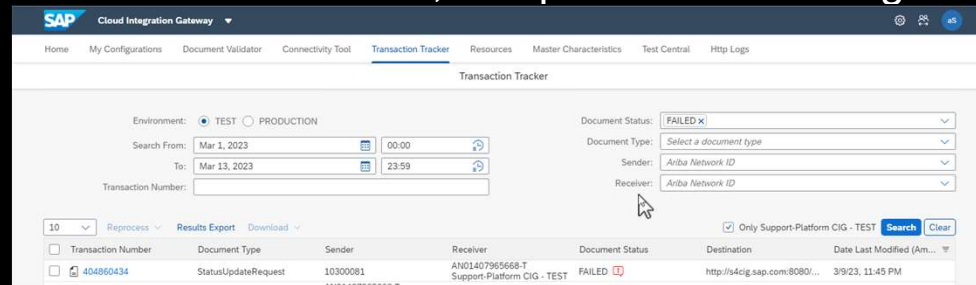
The screenshot shows the SAP Managed Gateway for Spend&Network interface. The top navigation bar includes the SAP logo, the text "Managed Gateway for Spend&Network", and a dropdown menu for "Ariba - Buying". On the right side of the navigation bar are icons for settings, a user profile icon labeled "aS", and a search icon. Below the navigation bar is a secondary menu with links for "Home", "My Configurations", "Document Validator", "Connectivity Tool", "Transaction Tracker", "Resources", "Master Characteristics", "Test Central", and "Http Logs".

The main content area is titled "Project Wizard" and contains a "Previous" button and a "Save and Close" button. On the left side, there is a sidebar with a tab labeled "5 Test". The main workspace is divided into several sections:

- A central area with a large empty box.
- A right-hand panel containing a list of items: "PaymentExportRequest" and "QueryStockRequest".
- A "Test Scenarios" section featuring a table with the following columns: "Name", "Description", "Choreography", "Category", and "Action". The table is currently empty, displaying "No data".
- At the bottom of the "Test Scenarios" section, there is an "Add Test Scenario" button on the left and "Skip Test" and "Run Test" buttons on the right.

Best practices expected from customers when reporting issues related to transaction errors

- Provide details of end to end flow involved in the transaction that failed
- Sample transaction number from transaction tracker, complete error message screen shot with timestamp
- Validator logs (if any)



Where can we get more information ?

List of available channels that we can use to get more information about Portal:

- [CIG Help Portal](#): SAP official documentation about the product.
- [Ariba Knowledge Base](#): Repository of articles created in a daily basis by the team.
- [Access SAP Ariba CIG \(CIG\) Community](#): Ask our experts a question, engage with other community members, follow latest blogs and stay up-to-date with the latest announcements and features.

Reference documentation/ SAP Articles

Community

- <https://community.sap.com/topics/ariba-cloud-integration-gateway>

Help Portal

- https://help.sap.com/viewer/product/ARIBA_CIG/latest/en-US?task=whats_new_task

Common Portal Error KBA's:

- <https://support.ariba.com/item/view/KB0396209>
- <https://support.ariba.com/item/view/KB0401729>
- <https://support.ariba.com/item/view/KB0399289>
- <https://support.ariba.com/item/view/KB0405627>
- <https://support.ariba.com/item/view/KB0403121>
- <https://support.ariba.com/item/view/KB0406042>
- <https://support.ariba.com/item/view/KB0403512>

Thank you.

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