

Supplier Managed Gateway for Spend & Network and Error Handling

Supply Chain Collaboration

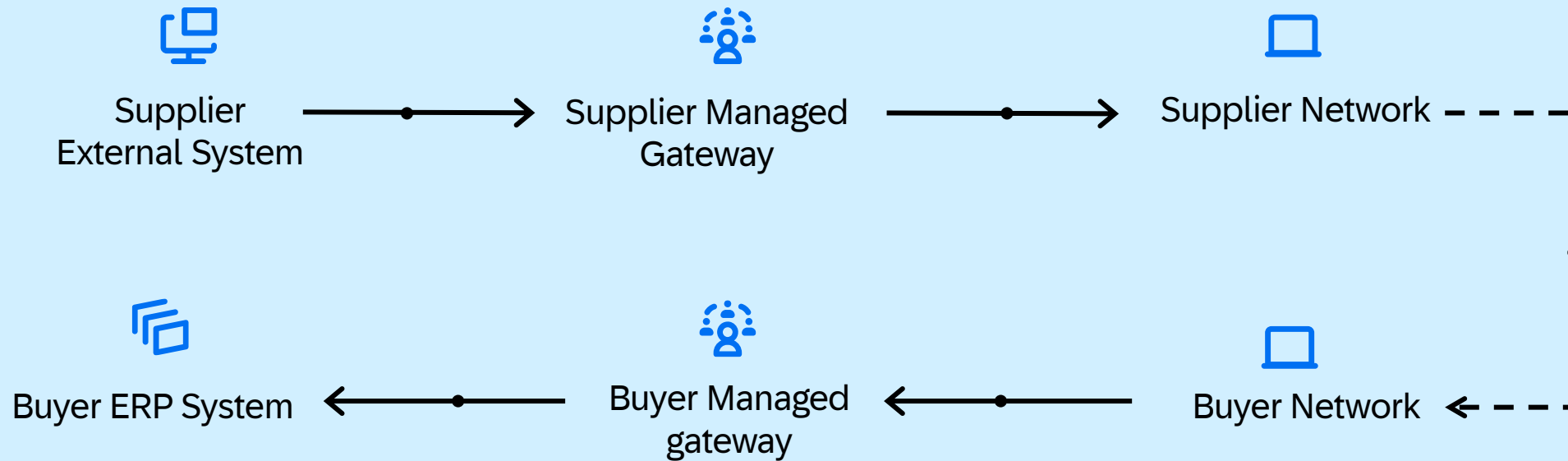
Sourav Mohanty
Thandavakrishna Kallepalli

Agenda

- ✓ Supplier Document Flow through Managed Gateway for Spend & Network
- ✓ Introduction to the Managed Gateway for Spend & Network
- ✓ Document Validator
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- ✓ Connectivity tool
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- ✓ Common Supplier Managed Gateway Errors and Resolutions
- ✓ Certificate related issues in Supplier Managed Gateway for Spend & Network

NOTE: SAP Integration Suite, Managed Gateway for spend management and SAP Business Network formerly known as Cloud Integration Gateway (CIG).

Flow from Supplier external System to Buyer ERP system



Introduction to Managed Gateway for Spend & Network

- ❑ By leveraging the Managed Gateway for spend & Network and SAP Business Network, the solution:
 - ❖ Supports the configuration on the basis of the core ERP capabilities.
 - ❖ Supports certificate-based or basic username and password based authentication for connectivity.
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- ❑ Offers tools such as:
 - ❖ Document Validator tool - to validate documents for schema, content and transformation.
 - ❖ Transaction Tracker - to search and track transaction status.
 - ❖ Connectivity Tool - test the inbound and outbound transactions to ERP or SAP S/4HANA system.
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- ❑ In addition Managed Gateway for Spend & Network and SAP Business Network:
 - ❖ Simplifies integration by using a guidance-based setup.
 - ❖ Provides an integrated test framework to verify various scenarios configured in the system.
 - ❖ Facilitates smoother upgrade of the solution.
 - ❖ Aligns with SAP standard software delivery processes by supporting download through the SAP Service Marketplace and SAP Support.

Document Validator In Supplier Managed Gateway for Spend & Network

1. Select **Document Validator** from the menu or the dashboard. The **Document Validator** tool opens.
2. Paste your source message in the **Source Document** field. The **Source Document Type** field displays the document standard, version, and type of the source message. The tool displays the following validation options:
Content Validation
Transformation
Schema Validation
3. Select the validation options that you want to perform on the source message.
4. Select the corresponding **Target Document Type**.
5. Click on **Test**.

The **Document Validator log** tab displays details such as, step name, status, and step summary.
The **Result Document** tab displays the result message.

Transaction Tracker In Supplier Managed Gateway for Spend & Network

HomeMy ConfigurationsDocument ValidatorConnectivity ToolTransaction TrackerResourcesMaster CharacteristicsTest CentralHttp Logs

Transaction Tracker

Environment: ☒ TEST ☐ PRODUCTION

Search From: Jun 25, 2026 00:00 To: Jun 26, 2026 23:59 Transaction Number:

Document Status: Select a document status Document Type: Select a document type Sender: ANID Receiver: ANID

10 Reprocess Results Export Download Search Clear

Transaction Number	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified (Asia/Ko...
No data						
Total Results:						

- 1. You can use the **Transaction Tracker** to track errors in the transaction documents that you send and receive from SAP Business Network.
- 2. Managed Gateway for Spend & Network retains the transactional data for 30 days from the current date. If you attempt to search the data for longer periods, the **Transaction Tracker** defaults to only 30 days.

Connectivity Tool In Managed Gateway for Spend & Network

The screenshot shows the SAP Managed Gateway for Spend&Network interface. The top navigation bar includes links for Home, My Configurations, Document Validator, Connectivity Tool (selected), Transaction Tracker, Resources, Master Characteristics, Test Central, and Http Logs. The main area is titled 'Connectivity Tool' and contains a 'Test' button and a 'Clear' button. Below these are input fields for: *Connection Name (dropdown), *Environment (dropdown set to 'TEST'), *Direction (radio buttons for Outbound and Inbound, with Outbound selected), and IP Address (text field with placeholder 'Please enter a valid IPv4 Address').

1. You can test the inbound and outbound transactions to SAP ERP or SAP S/4HANA Managed Gateway for Spend & Network. Ensure that all connections between ERP/ S/4HANA and Business Network are error-free.

The screenshot shows the 'Results' section of the Connectivity Tool. It displays the same input fields as the previous screenshot, but with *Environment set to 'PRODUCTION'. Below the input fields, the 'Results' section is titled 'Outbound'. The text states: 'Managed Gateway for Spend&Network has successfully reached your server, however it has responded with an Error: - HTTP 500 - The server encountered an unexpected condition that prevented it from fulfilling the request.' To the right of this text is a large yellow exclamation mark icon. At the bottom of the results section, there are two links: 'View more details' and 'View server response'.

1. For **Outbound** connection errors, click **View more details** to view the details of the error. To view your server response, click **View server response**.
2. For **Inbound** connection errors, enter the error code (that appeared in your backend system), in the search box.

Retry process in Managed Gateway for Spend & Network

Benefits of the Retry Mechanism:

1. Prevents data loss during temporary outages
2. Reduces manual effort for reprocessing failures
3. Improves overall system reliability and trust
4. Gives Admin full visibility and control over failed messages
5. Supports business continuity without interruption
6. Managed gateway will try to reprocess the document thrice with Auto retry mechanism.

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

Transaction Tracker Details

Document Number:
Document Type: StatusUpdateRequest
Sender:
Receiver:
PO Document Reference #:

Document Status: **RETRY**
Date Last Modified: 5/3/2026 1:03 PM
Payload ID:
Destination:
Next Retry Time:
Retry Count: 0/0

Details **Activity** Custom Header

Date Last Modified	Document stage	I-Flow Name	System	Document Status
May 3, 2026, 1:03:44 PM	Outbound	com.sap.an.out.xml.outbo...	LI4003	RETRY
May 3, 2026, 1:03:28 PM	Routing	com.sap.an.routeToQueue	LI4003	COMPLETED
May 3, 2026, 1:03:28 PM	Process	com.sap.an.out.xml.proces...	LI4003	COMPLETED
May 3, 2026, 1:03:28 PM	PreProcess	com.sap.an.out.preprocess	LI4003	COMPLETED

Error Message

Download

..... while connecting to target system for the customer
..... with HTTP ResponseCode:500 and FAILED with .. Suggested
Action : Connectivity to target system failed. Common HTTP error responses
and suggestive actions. 500 (Internal Server Error) -> Check in the target system
for exact nature of request failure.400-4XX (Authentication Issue) -> check
target system provided valid authentication details.ErrorCode:CIG-PLT-00645.

Document Statuses in Managed Gateway Spend & Network

Status	Description
1. COMPLETED	Your transaction has been delivered to the final destination.
2. ERROR	Your transaction failed during processing or could not be delivered to the final destination.
3. FAILED	Your transaction failed during processing or could not be delivered to the final destination.
4. PROCESSING	Your transaction is currently being processed. The next status can be COMPLETED , FAILED , or RETRY .
5. RETRY	Your transaction is being retried automatically with documents which failed with Retry error. Delivery to the final destination failed, and the system retries 3 times with a 1-hour interval between each attempt.

How to resend documents from Supplier Managed Gateway for Spend & Network

1. Click on Transaction Tracker
2. Use Search Filters to find needed document, filtering for document number, date, document type and click Search.
3. Select the Transaction check box
4. Click Reprocess
5. Select Internal / Outbound

The screenshot displays the SAP Managed Gateway for Spend&Network interface. The top navigation bar includes the SAP logo and the title "Managed Gateway for Spend&Network". Below this, a secondary navigation bar contains links to Home, My Configurations, Document Validator, Connectivity Tool, Transaction Tracker (highlighted with a green box and a green circle with the number 1), Resources, Master Characteristics, Test Central, and Http Logs.

The main section is titled "Transaction Tracker". It contains a search filter area (highlighted with a green box and a green circle with the number 2) with the following fields:

- Environment: ☒ TEST ☐ PRODUCTION
- Document Status:
- Search From:
- Document Type:
- To:
- Sender:
- Transaction Number:
- Receiver:

Below the search filters, there is a table of transactions. The first row is highlighted with a green box and a green circle with the number 3. The table has columns: Transaction, Document Type, Sender, Receiver, Document Status, Destination, and Date Last Modified. The first row shows a transaction with a checked checkbox, a document icon, and the text "Test112".

Below the table, there is a "Reprocess" button (highlighted with a green box and a green circle with the number 4) and a "Results Export" button. A dropdown menu is open next to the "Reprocess" button, showing "Internal" and "Outbound" options (highlighted with a green box and a green circle with the number 5).

The table of transactions is as follows:

Transaction	Document Type	Sender	Receiver	Document Status	Destination	Date Last Modified
☒ Test112	ShipNoticeRequest			COMPLETED	http://cig.sap.com:4...	6/16/26, 7:52
☐ 171005	ShipNoticeRequest			COMPLETED	http://cig.sap.com:4...	6/17/26, 11:30
☐ ASN	ShipNoticeRequest			COMPLETED	http://cig.sap.com:4...	6/19/26, 1:19

Common Supplier Managed Gateway for Spend & Network Errors and Resolutions

Error 1: The quantity for line item falls outside the range (0 – 1.00) allowed by the buyer.

1. This error is displayed when the OC has already been confirmed online. Open your PO(Purchase Order) and validate the reference documents for OC with line in question. The quantities must be consumed in the online OC.

Error 2. </TMP> error

1. It usually comes when size of the file is more than 40mb when it reaches to the Business Network server. In that case need to split the information and send again to Business Network.

Error 3: Cannot send 'new' ConfirmationRequest for previously updated line item.

1. In EDI: Updated ConfirmationRequest should be sent with 'Replace' BAK01 must be "05" & New ConfirmationRequest has BAK01 as 00.
2. In cXML: Updated ConfirmationRequest should send with 'operation="update"' and New ConfirmationRequest is 'operation="new"'

Error 4: Order ID matches multiple purchase orders.

1. Inform the buyer not to send multiple new Purchase Orders with the same Purchase Order number.

Error 5: PreCondition Failed" and ErrorCode:"412" and Error Response:"Error: The shipping quantity X for order line item XX in order XXXXXXXX is not within the quantity tolerance allowed by the buyer.

1. Please check the open quantity for the specified purchase order line item and confirm the tolerance level set by the buyer.
2. If the buyer marks a purchase order line item as "**Closed**," no further follow-on documents can be created for that line item in Business Network.

Certificate related issues in Supplier Managed Gateway for Spend & Network

1. Error: Outbound transactions fail while opening a connection to the server

Error Message: java.util.concurrent.ExecutionException:

java.net.ConnectException:

sun.security.validator.ValidatorException:

PKIX path validation failed:

java.security.cert.CertPathValidatorException:

validity check failed

Resolution:

Ensure the supplier has the correct authentication certificate installed on their system.

If the supplier has recently changed their authentication type or certificate, verify that the updated certificate is also configured in SAP Managed Gateway and is synchronized correctly.

2. Error: Supplier receives a Negative MDN with the error "decryption-failed"

Resolution:

Verify that the encryption certificate configured in the SAP Managed Gateway project matches the certificate configured on the supplier's or third-party system sending messages to Managed Gateway.

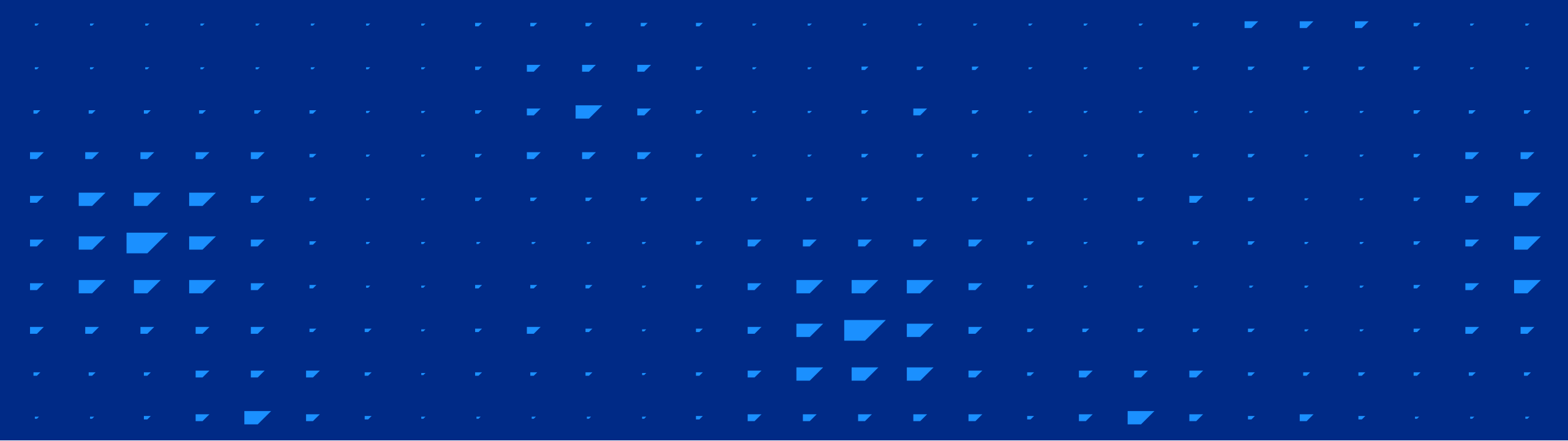
Also, ensure that the correct Managed Gateway encryption certificate is available and configured on the customer side.

3. Updating an AS2 Certificate in Managed Gateway

For step-by-step instructions on updating an AS2 certificate in the Managed Gateway for the Spend & Network Supplier Portal, refer to:

Knowledge Base Article: KB0405053

Title: How do I update an AS2 certificate in my Managed Gateway for Spend & Network Supplier Portal?



Thank you.

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