

Iaso - AI Support Assistant for SAP® Integration Suite

Failed integrations, explained and resolved.





THE PROBLEM

Integration failures are noisy and repetitive

Operators decode stack traces manually

Every failure in the Cloud Integration monitor requires an operator to read raw stack traces and error logs to identify the root cause. The same analysis is repeated incident after incident.

Knowledge lives in people's heads

Past fixes and root-cause diagnoses are stored in chat threads and individual memory, not in a shared, searchable system. When someone leaves, that knowledge leaves too.

Business questions take too long to answer

When a stakeholder asks "where is my order?", locating the failed message across one or more Cloud Integration tenants requires navigating multiple screens and filters before any answer is possible.



WHERE IASO HELPS

Three areas of impact

1. Understand every failure instantly

Iaso analyzes each failed message and surfaces the root cause in plain language, a suggested fix, severity, and category. No more manual stack trace interpretation.

3. Operate and resolve at scale

Assign incidents to operators, detect open duplicates automatically, and close them in bulk with a single confirmation. Governance controls keep operations predictable.

2. Never solve the same problem twice

Every resolved incident is stored as a vector embedding. New failures retrieve the most similar past cases and their proven fixes via retrieval augmented generation.

All AI processing runs through models deployed in your own SAP AI Core. No integration data leaves your landscape.

USE CASE 1

Understand every failure instantly

Iaso continuously monitors failed messages across one or several Cloud Integration tenants and runs AI analysis on each one automatically.

Continuous monitoring

Failed messages are detected across all configured Cloud Integration tenants without manual polling. Each failure enters the Iaso incident queue automatically.

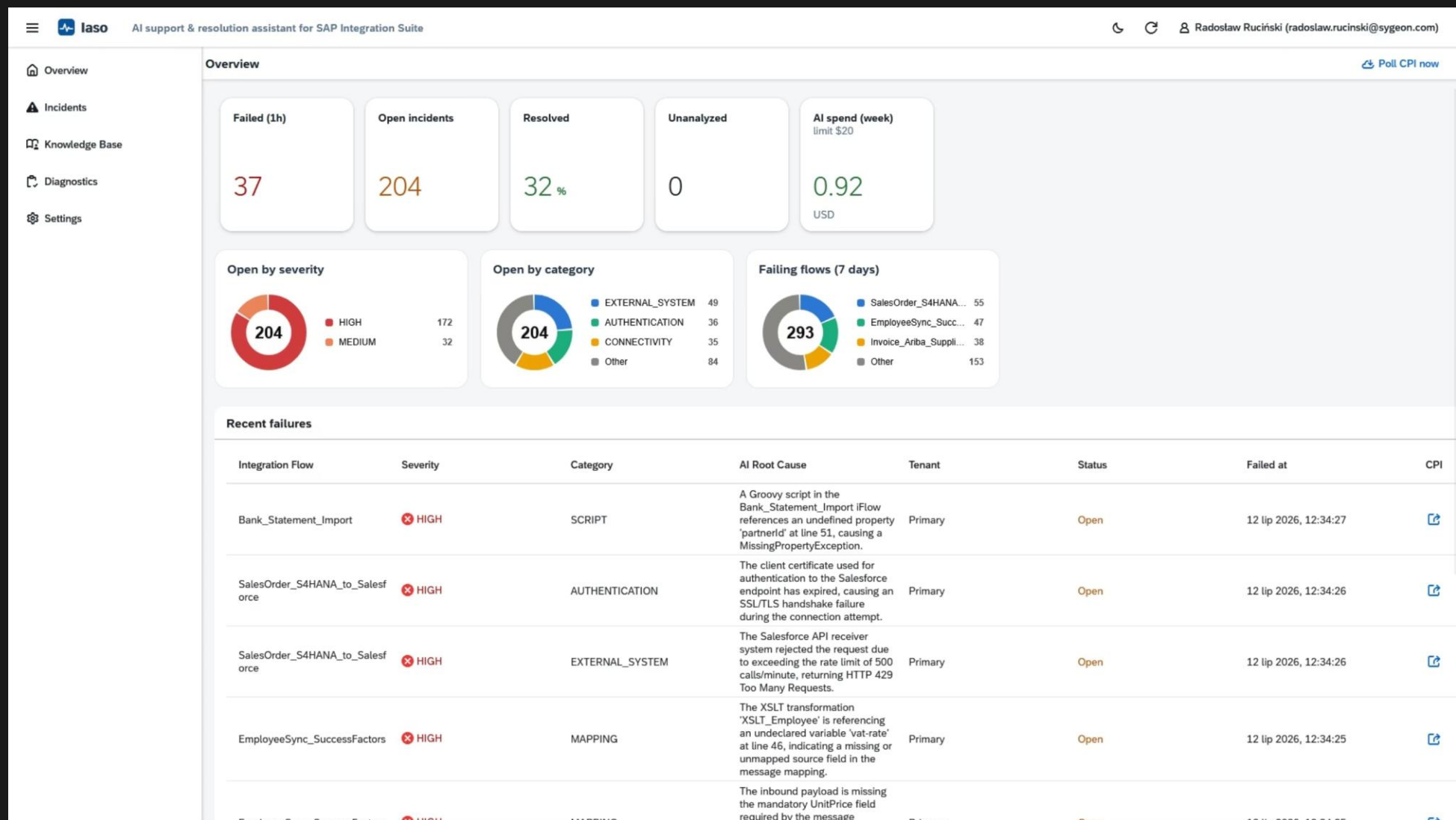
AI-generated root cause and fix

Models deployed in your own SAP AI Core analyze each incident and return a root cause in plain language, a suggested fix, a severity rating, and a category classification.

Payload privacy by design

Only message headers and error information are read. Business payload content is never accessed or transmitted to any AI model.

USE CASE 1



USE CASE 1

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AI support & resolution assistant for SAP Integration Suite

Radosław Ruciński (radoslaw.rucinski@sygeon.com)

Overview

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Text

Search iFlow, root cause

Q

All

Open

Resolved

Assigned to me

Severity

All

Sort by

Failed at

Poll CPI now

Integration Flow	Severity	Category	AI Root Cause	Tenant	Resolved	Assigned To	Failed At	
Bank_Statement_Import	HIGH	SCRIPT	A Groovy script in the Bank_Statement_Import iFlow references an undefined property 'partnerId' at line 51, causing a MissingPropertyException.	Primary	Open		12 lip 2026, 12:34:27	>
SalesOrder_S4HANA_to_Salesforce	HIGH	AUTHENTICATION	The client certificate used for authentication to the Salesforce endpoint has expired, causing an SSL/TLS handshake failure during the connection attempt.	Primary	Open		12 lip 2026, 12:34:26	>
SalesOrder_S4HANA_to_Salesforce	HIGH	EXTERNAL_SYSTEM	The Salesforce API receiver system rejected the request due to exceeding the rate limit of 500 calls/minute, returning HTTP 429 Too Many Requests.	Primary	Open	radoslaw.rucinski@sygeon.com	12 lip 2026, 12:34:26	>
EmployeeSync_SuccessFactors	HIGH	MAPPING	The XSLT transformation 'XSLT_Employee' is referencing an undeclared variable 'vat-rate' at line 46, indicating a missing or unmapped source field in the message mapping.	Primary	Open		12 lip 2026, 12:34:25	>
EmployeeSync_SuccessFactors	HIGH	MAPPING	The inbound payload is missing the mandatory UnitPrice field required by the message mapping MM_Employee to create the target element /Document/Items[7]/Price.	Primary	Open		12 lip 2026, 12:34:25	>
EmployeeSync_SuccessFactors	HIGH	EXTERNAL_SYSTEM	The SuccessFactors integration endpoint (https://erp-prod.acme-corp.com/api/v2/import) failed to respond within the 60-second timeout window, indicating a network connectivity or receiver system performance issue.	Primary	Open		12 lip 2026, 12:34:24	>
Bank_Statement_Import	HIGH	AUTHENTICATION	The client certificate used for authentication to hbc.commerzbank.de has expired, causing an SSL/TLS handshake failure.	Primary	Open		12 lip 2026, 12:34:24	>
			The target WMS system (api4.successfactors.eu) returned a SOAP fault.					

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🔄 Re-analyze 👤 Assign to me 📝 Add note ✓ Resolve

SalesOrder_S4HANA_to_Salesforce

CONNECTIVITY

CPI Monitor: [Open in new tab](#) Status: Open Tenant: Primary

Severity: 🔴 HIGH Assigned: Unassigned

AI Analysis

Root cause:

DNS resolution failure for the Salesforce API endpoint (edi.dsv-gateway.net) is preventing the integration runtime from reaching the target system.

Suggested fix:

Verify that the Salesforce PROD endpoint (edi.dsv-gateway.net) is reachable and resolvable from the integration runtime network. Check with your network team for DNS resolution issues or firewall rules blocking outbound connectivity. Re-send the message once connectivity is confirmed.

Keywords:

UnknownHostException, DNS resolution failure, edi.dsv-gateway.net, Salesforce connectivity, script1.groovy line 12, network unreachable

Analyzed with:

anthropic--claude-4.5-haiku

Analyzed at:

12 lip 2026, 12:35:44

AI tokens:

929

Error details

Message GUID:

AGpTbaQ03QOhefc4VRBRlg5BOUJr

Ticket:

(not linked) 📎

Correlation ID:

AGpTbaRClaaK9yBPzUe56Qf2u-K4

CPI status:

FAILED

Business context:

Customer: Initech Ltd OrderId: SO-868939 Scenario: CONNECTIVITY TargetSystem: Salesforce PROD

Error information:

com.sap.it.rt.adapter.http.api.exception.HttpResponseException: An internal server error occurred: java.lang.Exception: java.net.UnknownHostException: edi.dsv-gateway.net: Name or service not known@ line 12 in script1.groovy.

The MPL ID for the failed message is : AGpTbaQ03QOhefc4VRBRlg5BOUJr

Similar incidents & known solutions

USE CASE 2

Never solve the same problem twice

Every incident and its resolution is converted to vector embeddings stored in SAP HANA Cloud, making past knowledge retrievable for every new failure.

Retrieval augmented generation

When a new failure arrives, Iaso retrieves the most similar past incidents and knowledge base entries by vector similarity and presents their proven fixes alongside the AI analysis.

Semantic search across incidents

Operators can search incidents by meaning rather than exact keywords. A failed message can also be located directly by order number, message GUID, or correlation ID.

Embedding model in SAP AI Core

The embedding model used to generate and query vectors is deployed in your own SAP AI Core. Incident data and embeddings are stored in your SAP HANA Cloud instance.

USE CASE 2

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anthropic--claude-4.5-haiku

Re-analyze

Assign to me

Add note

Resolve

Message GUID: AGpTbaQ03QOhefc4VRBRlg5BOUJr

Ticket: (not linked)

Correlation ID: AGpTbaRClaaK9yBPzUe56Qf2u-K4

CPI status: FAILED

Business context: Customer: Initech Ltd OrderId: SO-868939 Scenario: CONNECTIVITY TargetSystem: Salesforce PROD

Error information: com.sap.it.rt.adapter.http.api.exception.HttpResponseException: An internal server error occurred: java.lang.Exception: java.net.UnknownHostException: edi.dsv-gateway.net: Name or service not known@ line 12 in script1.groovy.
The MPL ID for the failed message is : AGpTbaQ03QOhefc4VRBRlg5BOUJr

Similar incidents & known solutions

Similarity	Source	iFlow / KB	Root cause / problem	Resolution / solution
94 %	incident	Warehouse_Stock_Levels	The Salesforce API endpoint (api.salesforce.com) cannot be resolved due to a DNS failure or network connectivity issue.	Handled by network team
94 %	incident	Warehouse_Stock_Levels	A Groovy script (script1.groovy) at line 12 threw an exception due to a DNS resolution failure (UnknownHostException) for the host 'api4.successfactors.eu', indicating the endpoint is unreachable from the integration runtime network.	Confirmed the target endpoint was reachable again and re-sent the message from CPI Monitor. Transient network timeout.
93 %	incident	MaterialMaster_Replication	The external S/4HANA PROD system (edi.dsv-gateway.net) rejected the request due to API rate limiting (429 Too Many Requests), exceeding the 250 calls/min threshold.	Mapping sanitizer added

Notes

Add note

When	Who	Note	Resolution
		Brak danych	

USE CASE 2

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👤 Radosław Ruciński (radoslaw.rucinski@sygeon.com)

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Semantic (AI) cannot reach the receive X 🔍 All Open Resolved Assigned to me

Severity All Sort by Failed at ⓘ 🔄 🔄 Poll CPI now

Integration Flow

SalesOrder_S4HANA_to_Salesforce

EmployeeSync_SuccessFactors

SalesOrder_S4HANA_to_Salesforce

SalesOrder_S4HANA_to_Salesforce

Shipment_EDI_Notifications

EmployeeSync_SuccessFactors

Warehouse_Stock_Levels

Semantic results for: cannot reach the receiver system

25 incidents ranked by meaning (not exact words). Click one to open it.

Integration Flow	AI Root Cause	Category	Status	Match
MaterialMaster_Replication	The receiver system returned an HTTP 500 Internal Server Error, indicating a backend syste...	EXTERNAL_SYSTEM	Resolved	80 %
Warehouse_Stock_Levels	Connection timeout while attempting to reach the external Ariba supplier system at...	CONNECTIVITY	Open	79 %
Shipment_EDI_Notifications	The EDI Gateway endpoint (api.salesforce.com) is unreachable due to a DNS resolution failure...	CONNECTIVITY	Open	79 %
Shipment_EDI_Notifications	The EDI Gateway cannot resolve the hostname 'suppliers.ariba.com' due to DNS resolution failu...	CONNECTIVITY	Open	78 %
Shipment_EDI_Notifications	The EDI Gateway hostname 'edi.dsv-gateway.net' cannot be resolved by the DNS service, indicatin...	CONNECTIVITY	Open	78 %
MaterialMaster_Replication	The receiver system (Salesforce API) rejected the request due to exceeding the API rate limit of 25...	EXTERNAL_SYSTEM	Resolved	78 %
Shipment_EDI_Notifications	The EDI Gateway hostname 'edi.dsv-gateway.net' cannot be resolved, indicating a DNS failure or...	CONNECTIVITY	Open	78 %
Shipment_EDI_Notifications	The EDI Gateway receiver (edi.dsv-gateway.net) rejected the request with HTTP 429 because the...	EXTERNAL_SYSTEM	Open	78 %
Warehouse_Stock_Levels	DNS resolution failure for the external endpoint 'edi.dsv-gateway.net' is preventing network...	CONNECTIVITY	Open	78 %
Shipment_EDI_Notifications	The target EDI Gateway system (Ariba Shipment API) is unavailable due to scheduled...	EXTERNAL_SYSTEM	Open	78 %
Shipment_EDI_Notifications	The WMS target system (wms.prologis-hub.io) is unavailable due to scheduled maintenance,...	EXTERNAL_SYSTEM	Open	77 %
SalesOrder_S4HANA_to_Salesforce	The Salesforce PROD endpoint (crm-cloud.acme-corp.com) is unreachable due to DNS resolution...	CONNECTIVITY	Open	77 %

Open Close

Assigned To

Failed At

12 lip 2026, 12:34:26 >

12 lip 2026, 12:34:24 >

12 lip 2026, 12:34:15 >

12 lip 2026, 12:34:12 >

11 lip 2026, 17:55:23 >

11 lip 2026, 17:55:18 >

11 lip 2026, 17:55:14 >

USE CASE 2

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anthropic--claude-4.5-haiku

🔄 Re-analyze

👤 Assign to me

📝 Add note

✓ Resolve

SalesOrder_S4HANA_to_Salesforce

AUTHENTICATION

CPI Monitor: [Open in new tab](#)

Severity: 🔴 HIGH

Status: Open

Assigned: Unassigned

Tenant: Primary

AI Analysis

Root cause: The client certificate used for authentication to the Salesforce endpoint has expired, causing an SSL/TLS handshake failure during the connection attempt.

Suggested fix: Renew the expired client certificate (CN=acme-integration) and update it in the SAP Integration Suite keystore. Verify the certificate expiration date and ensure it is valid before re-deploying the iFlow. Re-send the failed message after the certificate has been updated.

Keywords: Salesforce authentication

Analyzed with:

Analyzed at:

AI tokens:

Error details

Message GUID:

Ticket:

Correlation ID: AGpTbbLFeNZXG_iGWRAjvOZUF-ss

CPI status: FAILED

Business context: Customer: ACME Corp Scenario: AUTHENTICATION OrderId: SO-188749 TargetSystem: Salesforce PROD

Error information: com.sap.it.rt.adapter.http.api.exception.HttpResponseException: An internal server error occurred: java.lang.Exception: javax.net.ssl.SSLException: Received fatal alert: certificate_expired while connecting to hbci.commerzbank.de:443. Client certificate CN=acme-integration expired@ line 12 in script1.groovy.
The MPL ID for the failed message is : AGpTbbLFeNZXG_iGWRAjvOZUF-ss

Similar incidents & known solutions

Resolve incident

Resolution note

Renew the expired client certificate (CN=acme-integration) and update it in the SAP Integration Suite keystore. Verify the certificate expiration date and ensure it is valid before re-deploying the iFlow. Re-send the failed message after the certificate has been updated.

Prefilled with the AI suggested fix. Edit as needed.

☒ Add to Knowledge Base as a known solution

OK

Cancel

USE CASE 3

Operate and resolve at scale

Iaso provides an incident management layer on top of the Cloud Integration monitor, designed for teams handling high volumes of recurring failures.

Assignment and personal queues

Incidents are assigned to individual operators. Each operator can filter to their own queue and work through it without losing context on other open issues.

Bulk closure of duplicates

Resolving one incident surfaces all open duplicates, with those on the same integration flow listed first. A single confirmation closes all of them with the same resolution note.

Governance controls

A weekly AI spend budget with a hard stop, retry caps on individual incidents, and role-based access control keep operations predictable and costs bounded.

USE CASE 3

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anthropic--claude-4.5-haiku

SalesOrder_S4HANA_to_Salesforce

AUTHENTICATION

CPI Monitor: Open in new tab

Severity: HIGH

< Incident

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Similar open incidents

50 open incident(s) match this one with 85% similarity or higher. Resolve the selected ones with the same note?

☒	Integration Flow	Flow match	AI Root Cause	Similarity	Failed at
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	Client certificate used for Salesforce API authentication...	97 %	11.07.2026, 17:55:05
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	Client certificate used for authentication to edi.dsv-...	97 %	11.07.2026, 17:55:20
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	The client certificate CN=acme-integration used to...	97 %	11.07.2026, 17:54:10
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	Client certificate used for connecting to the WMS...	97 %	11.07.2026, 17:54:39
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	The client certificate used for mutual TLS authentication to...	97 %	12.07.2026, 12:34:15
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	Network connection timeout while attempting to reach the...	94 %	11.07.2026, 17:55:03
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	The TLS certificate chain for the Salesforce endpoint (crm...	94 %	11.07.2026, 17:55:12
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	SSL/TLS certificate validation failed due to an invalid or...	94 %	11.07.2026, 17:54:06
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	The source system (SAP ERP OData endpoint) failed to...	94 %	11.07.2026, 17:54:02
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	An SSL/TLS handshake failure occurred because the...	93 %	11.07.2026, 17:54:15
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	The JVM truststore in SAP Integration Suite does not...	93 %	12.07.2026, 12:34:15
☒	SalesOrder_S4HANA_to_Sales force	same iFlow	OAuth client credentials expired on 2026-07-02,...	92 %	11.07.2026, 17:54:49

Resolve selected
Skip

USE CASE 3

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🔄 Re-analyze 👤 Assign to me 📝 Add note ✓ Resolve

Bank_Statement_Import

SCRIPT

CPI Monitor: [Open in new tab](#) Status: Open Tenant: Primary

Severity: 🔴 HIGH Assigned: radoslaw.rucinski@sygeon.com

▼ AI Analysis

Root cause: A Groovy script in the Bank_Statement_Import iFlow references an undefined property 'partnerId' at line 51, causing a MissingPropertyException.

Suggested fix: Add null-safety guards around the 'partnerId' property reference in script1.groovy at line 51 using the Elvis operator (e.g., partnerId ?: "defaultValue"). Review the Script1 class context to ensure all referenced properties are properly initialized or available in the message headers/body. Redeploy the iFlow after applying the fix.

Keywords: MissingPropertyException, partnerId, script1.groovy line 51, Bank_Statement_Import, null property reference

Analyzed with: anthropic

Analyzed at: 12 lip 2024

AI tokens: 957

▼ Error details

Message GUID: AGpTbbMjV5DCik-nFWxJ8TKFUWMz

Ticket: (not linked) 🔗

Correlation ID: AGpTbbMfONGJe5BX3XHzO-7euP8u

CPI status: FAILED

Business context: TargetSystem: S/4HANA FIN Scenario: SCRIPT StatementId: STMT-977257 HouseBank: ING

Error information:

com.sap.it.rt.adapter.http.api.exception.HttpResponseException: An internal server error occurred: java.lang.Exception: groovy.lang.MissingPropertyException: No such property: partnerId for class: Script1 at Script1.groovy:51@ line 12 in script1.groovy.
The MPL ID for the failed message is : AGpTbbMjV5DCik-nFWxJ8TKFUWMz

▼ Similar incidents & known solutions

Assign incident

Assign to

Suggestions are operators this installation has already seen.

Assign Unassign Cancel

USE CASE 3

≡

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💾 Save

AI provider & models

Provider: SAP AI Core (bound to this app) ▾

✔️ Uses the SAP AI Core instance bound to this app. No credentials needed.

Models:

Load models from provider

Model for analysis: anthropic--claude-4.5-haiku ▾

Embedding provider: SAP AI Core (bound to this app) ▾

Model for search (embeddings): text-embedding-ada-002 ▾

ℹ️

After changing the embedding provider or model, run 'Re-analyze all' in the Knowledge Base to rebuild the search index.

Safety & budget

Max triage attempts:

— 3 +

ℹ️

Weekly budget (USD):

20.00

ℹ️

Budget enforcement:

W/L

Polling enabled:

W/L

ℹ️

Poll interval (seconds):

— 60 +

ℹ️

Incident categories

The AI assigns one of these to every incident. Descriptions guide the model.

+ Add category

↺ Reset to defaults

Key	Description
CONNECTIVITY	Network problems: timeouts, TLS/certificate handshake, unreachable endpoints
AUTHENTICATION	Rejected credentials, expired certificates, OAuth token or authorization failures

How it runs in your landscape

Iaso is deployed as a standard application into your own SAP BTP subaccount. All data and AI processing stay within your landscape boundary.

Standard BTP deployment

Iaso is packaged as a standard MTA and deployed into your own SAP BTP subaccount using the standard SAP deployment toolchain. No custom infrastructure is required.

Read-only, least-privilege API access

Iaso connects to the Cloud Integration OData API with read-only, least-privilege credentials. It reads message headers and error information. No write access to integration artifacts is required.

Data stays in your SAP HANA Cloud

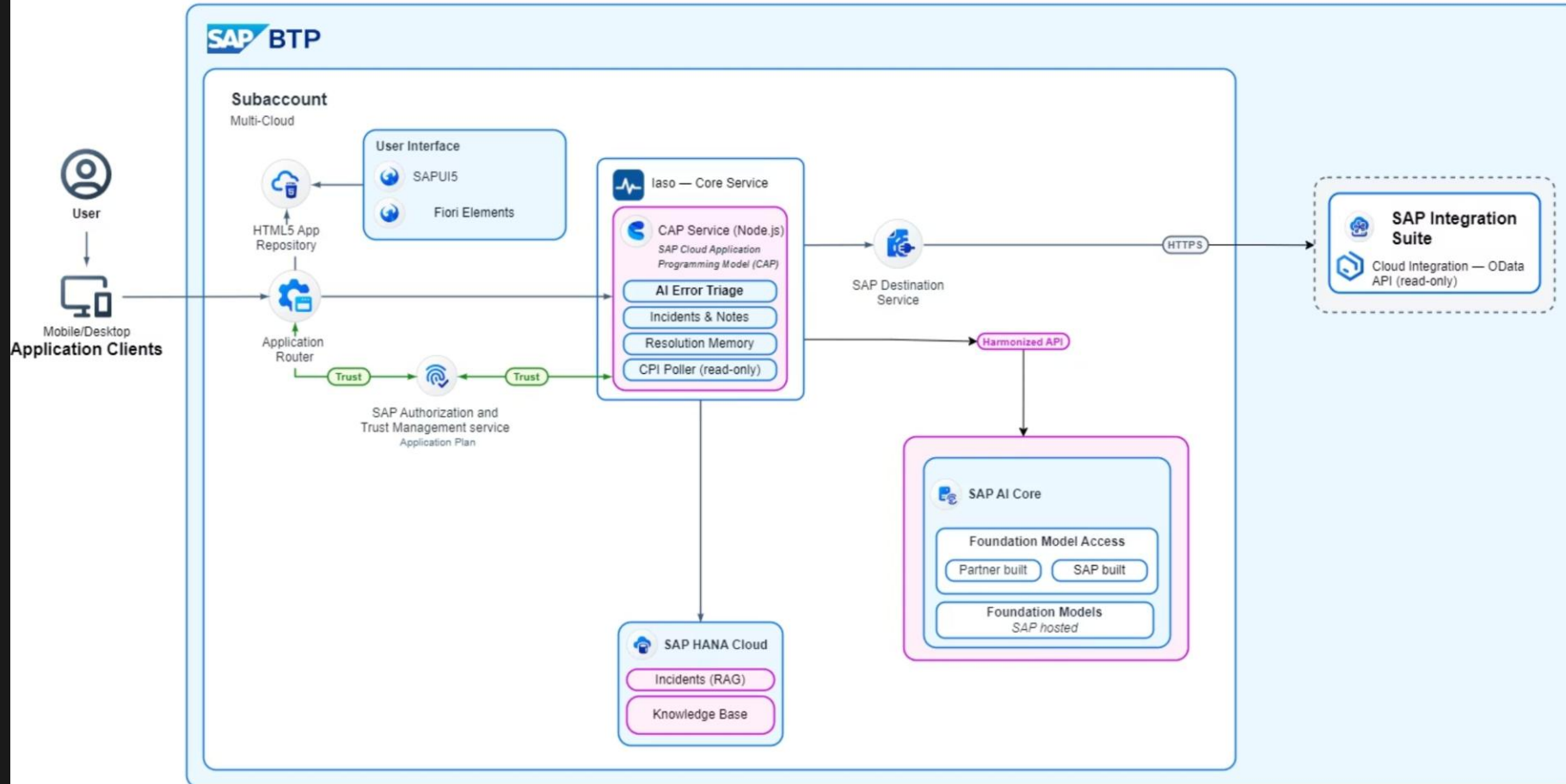
Incidents, resolution history, and vector embeddings are stored in your own SAP HANA Cloud instance. No incident data is transmitted to external systems.

All AI runs in your SAP AI Core

Both the analysis model and the embedding model are deployed in your own SAP AI Core. No integration data leaves your landscape at any point in the processing pipeline.

DEPLOYMENT

Iaso — AI Support Assistant for SAP Integration Suite





■ GET STARTED

See your own failures explained.

Request a guided demo with Sygeon and walk through your own Cloud Integration environment.

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