



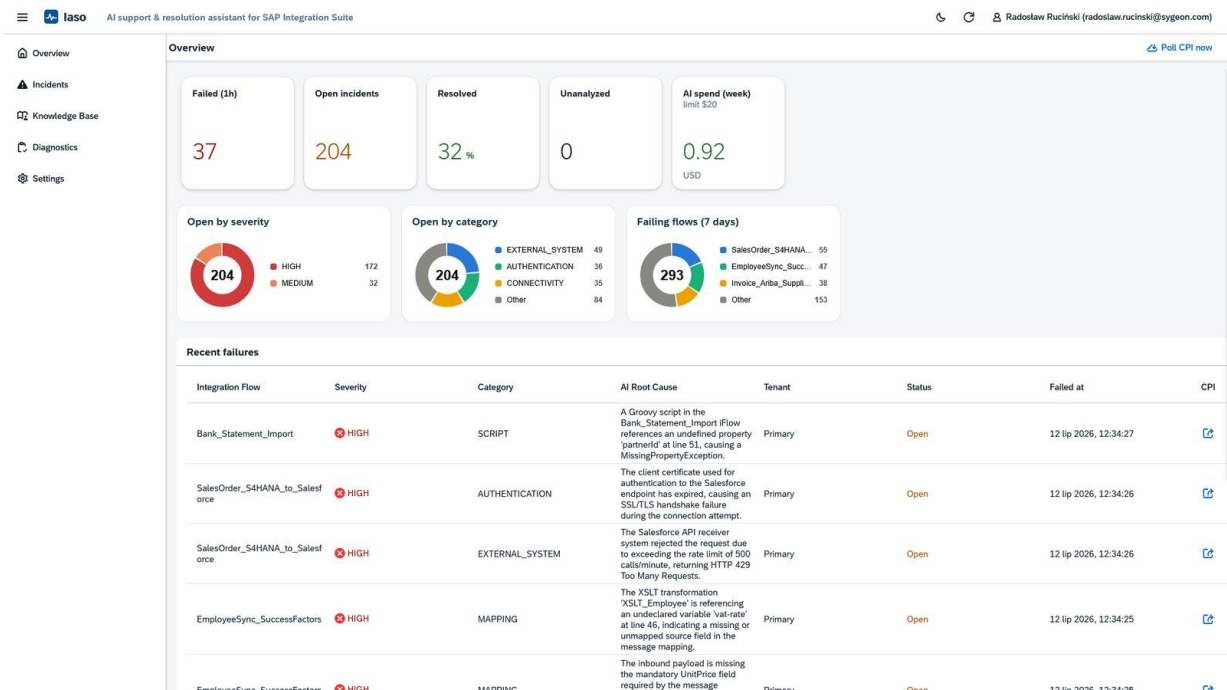
# Iaso - AI Support Assistant for SAP® Integration Suite

## Solution Demo

Iaso monitors SAP Cloud Integration for failed messages. Each failure is analyzed by models deployed in the customer's own SAP AI Core instance: root cause in plain language, a suggested fix, severity and category. Every resolution is retained and retrieved when a similar failure occurs again. This document walks through the main capabilities.

## Operations overview

KPIs and clickable breakdowns for open incidents by severity, by category, and failing flows over the last 7 days. Selecting a chart segment opens the filtered work list.



## Every failure, already triaged

Each failed message with severity, category, a one-line root cause, assignment and resolution status, across one or several Cloud Integration tenants.

Incidents

Knowledge Base

Diagnostics

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Incidents

Text Search (Flow, root cause) All Open Resolved Assigned to me

| 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/Item/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 |

## AI root cause analysis and suggested fix

Root cause in plain language, a concrete suggested fix, severity and category, produced by a model deployed in SAP AI Core. Iaso reads message headers and error information through the Cloud Integration OData API, never payloads.

Incidents

Knowledge Base

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Incident

Back to incidents anthropic-claude-4.5-haiku Re-analyze Assign to me Add note Resolve

SalesOrder\_S4HANA\_to\_Salesforce

CONNECTIVITY

CPI Monitor: Open in new tab Severity: HIGH Status: Open Assigned: Unassigned Tenant: Primary

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: AGpTbaQ03QOhefc4VRBRig5BOUJr  
Ticket: (not linked)  
Correlation ID: AGpTbaRCIaaK9yBPzUe56QI2u-K4  
CPI status: FAILED  
Business context: Customer: Intech 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 : AGpTbaQ03QOhefc4VRBRig5BOUJr

Similar incidents & known solutions

## Resolution memory: vector search over past incidents

Error texts and AI summaries are converted to vector embeddings (embedding model in SAP AI Core) and stored in SAP HANA Cloud. A new incident retrieves the most similar past incidents and knowledge base entries by vector similarity, and their proven resolutions are shown next to the analysis (retrieval augmented generation).

laso AI support & resolution assistant for SAP Integration Suite

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- [Incidents](#)**
- [Knowledge Base](#)
- [Diagnostics](#)
- [Settings](#)

< Incident
Back to incidents
anthropic-claude-4.5-haiku
Re-analyze
Assign to me
Add note
Resolve

Message GUID: AGpTbaQ03QOhefc4VRBRlgSBOUjR

Ticket: (not linked)

Correlation ID: AGpTbaRClaak3yBPzUe56Qfzu-K4

CPI status: FAILED

Business context: Customer: Inttech 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 : AGpTbaQ03QOhefc4VRBRlgSBOUjR
```

v
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 SIEMANA 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                                                                                                |

v
Notes
+ Add note

| When        | Who | Note | Resolution |
|-------------|-----|------|------------|
| Brak danych |     |      |            |

## Semantic search

Search by meaning: a query such as “cannot reach the receiver system” returns connection and DNS failures ranked by similarity, even when the wording differs.

AI support & resolution assistant for SAP Integration Suite
 Radostav Ruciński (radoslav.rucinski@sygneo.com)

- Overview
- Incidents**
- Knowledge Base
- Diagnostics
- Settings

Semantic (AI)

cannot reach the receiver X

Q

All

Open

Resolved

Assigned to me

**Severity** All Sort by Failed at Poll CPI now

| Integration Flow                                                        | AI Root Cause                                                                                                                              | Category        | Status   | Match                 | Assigned To | Failed At               |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------|-----------------------|-------------|-------------------------|
| <b>Semantic results for: cannot reach the receiver system</b>           |                                                                                                                                            |                 |          |                       |             |                         |
| 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 %                  |             | 12 lip 2026, 12:34:26 > |
| Warehouse_Stock_Levels                                                  | Connection timeout while attempting to reach the external Ariba supplier system at...                                                      | CONNECTIVITY    | Open     | 79 %                  |             | 12 lip 2026, 12:34:24 > |
| 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 %                  |             | 12 lip 2026, 12:34:15 > |
| 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 %                  |             | 12 lip 2026, 12:34:12 > |
| 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 maintenance...                                          | 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 %                  |             | 11 lip 2026, 17:55:23 > |
| SalesOrder_S4HANA_to_Salesforce                                         | The Salesforce PROD endpoint (crm-cloud.acme-corp.com) is unreachable due to DNS resolution...                                             | CONNECTIVITY    | Open     | 77 %                  |             |                         |
|                                                                         |                                                                                                                                            |                 |          | <div>Open Close</div> |             |                         |
| EmployeeSync_SuccessFactors                                             | Success factors endpoint, indicating either network latency issues or the external system is not responding within the expected timeframe. | Primary         | Open     |                       |             | 11 lip 2026, 17:55:18 > |
| Warehouse_Stock_Levels                                                  | Connection timeout to Ariba supplier API endpoint (suppliers.ariba.com:443)                                                                | Primary         | Open     |                       |             | 11 lip 2026, 17:55:14 > |

## Find the failure the business reports

A failed message can be located by order number, message GUID or correlation ID from the business context headers.

Incidents

Knowledge Base

Diagnostics

Settings

Incidents

Text SO:188749 X 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             |
|---------------------------------|----------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|-------------|-----------------------|
| 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 | Resolved |             | 12 lip 2026, 12:34:26 |

## Resolve once, close the duplicates

Resolving an incident proposes its open near-duplicates, same integration flow first. One confirmation applies the same resolution note to all selected incidents.

Incidents

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Incident

Back to incidents anthropic--claude-4.5-haiku Re-analyze Add note Add to KB Reopen

SalesOrder\_S4HANA\_to\_Salesforce

AUTHENTICATION

CPI Monitor: Open in new tab Severity: HIGH

AI Analysis

Error details

Similar incidents & known solutions

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_Salesforce | same iFlow | Client certificate used for Salesforce API authentication...    | 97 %       | 11.07.2026, 17:55:05 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | Client certificate used for authentication to edi.dv...         | 97 %       | 11.07.2026, 17:55:20 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | The client certificate CN=acme-integration used to...           | 97 %       | 11.07.2026, 17:54:10 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | Client certificate used for connecting to the WMS...            | 97 %       | 11.07.2026, 17:54:39 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | The client certificate used for mutual TLS authentication to... | 97 %       | 12.07.2026, 12:34:15 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | Network connection timeout while attempting to reach the...     | 94 %       | 11.07.2026, 17:55:03 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | The TLS certificate chain for the Salesforce endpoint (crm...   | 94 %       | 11.07.2026, 17:55:12 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | SSL/TLS certificate validation failed due to an invalid or...   | 94 %       | 11.07.2026, 17:54:06 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | The source system (SAP ERP OData endpoint) failed to...         | 94 %       | 11.07.2026, 17:54:02 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | An SSL/TLS handshake failure occurred because the...            | 93 %       | 11.07.2026, 17:54:15 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | The JVM truststore in SAP Integration Suite does not...         | 93 %       | 12.07.2026, 12:34:15 |
| SalesOrder_S4HANA_to_Salesforce | same iFlow | OAuth client credentials expired on 2026-07-02...               | 92 %       | 11.07.2026, 17:54:49 |

Resolve selected Skip

## Ownership

Incidents can be assigned to operators, the list can be filtered to the current user, and each incident has a shareable deep link.

Overview

Incidents

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anthropic-claude-4.5-haiku

Re-analyze

Assign to me

Add note

Resolve

Bank\_Statement\_Import

SCRIPT

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

Severity: HIGH

Status: Open

Assigned: [radoslaw.rucinski@sygeon.com](#)

Tenant: Primary

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

Analyzed with: anthropic

Analyzed at: 12 lip 2024

AI tokens: 957

Assign incident

Assign to

[radoslaw.rucinski@sygeon.com](#)

Suggestions are operators this installation has already seen.

AssignUnassignCancel

Error details

Message GUID: AGpTbblMyvDClk-nFWxJ8TKFUWmZ

Ticket: (not linked)

Correlation ID: AGpTbblMyvDClk-nFWxJ8TKFUWmZ

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 : AGpTbblMyvDClk-nFWxJ8TKFUWmZ

Similar incidents & known solutions

## Cost control and diagnostics

A weekly AI spend budget with a hard stop, per-incident retry caps, role-based access (Viewer, Operator) and connection health diagnostics.

Overview

Incidents

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Diagnostics

Refresh

Session

Signed in as: [radoslaw.rucinski@sygeon.com](#)

Operator permissions: Yes (can resolve, edit, analyze)

AI engine

AI provider: SAP AI Core (bound)

Model for analysis: anthropic-claude-4.5-haiku

Embedding provider: SAP AI Core (bound)

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

Estimated weekly spend: \$0.92 of \$20

Incident health

Total incidents: 299

Open (unresolved): 159

Waiting for AI analysis: 0

Stuck (hit attempt cap): 0

CPI connections

| Name    | Destination | Enabled | Last poll            | Health |
|---------|-------------|---------|----------------------|--------|
| Primary | CPI_API     | Yes     | 12.07.2026, 12:43:41 | OK     |

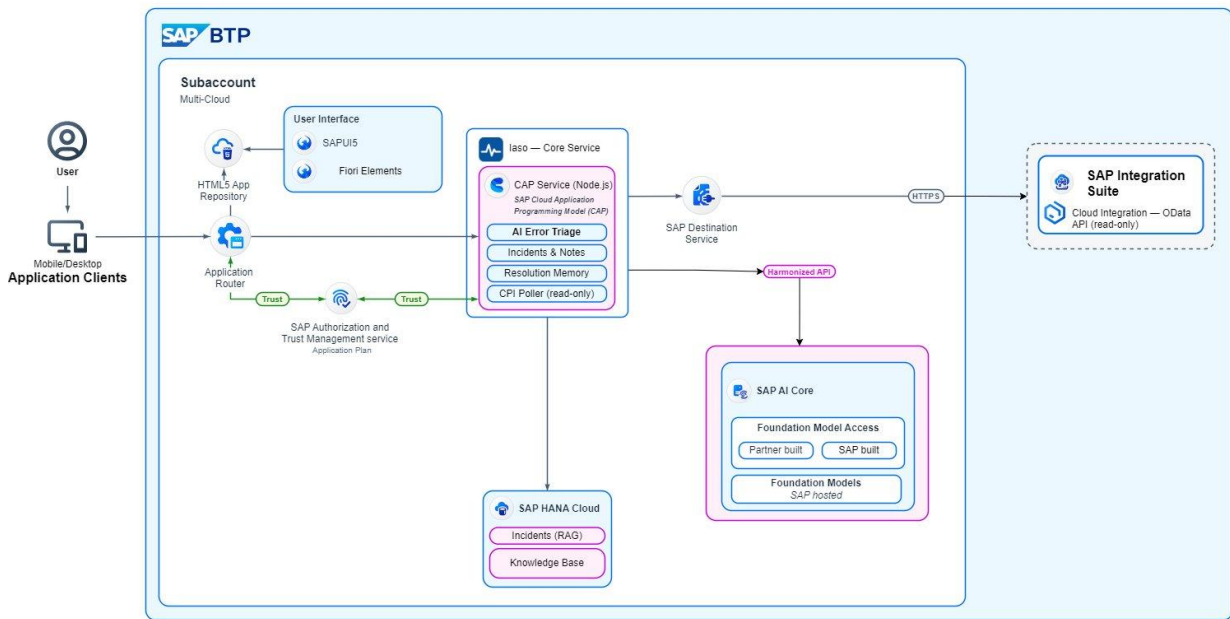
LLM usage (this week)

| Provider      | Model                       | Task   | Calls | Tokens in | Cost USD |
|---------------|-----------------------------|--------|-------|-----------|----------|
| ai-core-bound | anthropic-claude-4.5-haiku  | triage | 313   | 240 886   | 0,580477 |
| ai-core-bound | anthropic-claude-4.6-sonnet | triage | 99    | 44 799    | 0,332720 |
| ai-core-bound | gemini-2.5-flash-lite       | triage | 1     | 675       | 0,000137 |

## Runs entirely in the customer's SAP BTP subaccount

Standard MTA deployment. Read-only, least-privilege access to the Cloud Integration API through the Destination services; incidents and embeddings in SAP HANA Cloud; AI through models deployed in the customer's SAP AI Core.

Iaso — AI Support Assistant for SAP Integration Suite



Sygeon - Iaso solution architecture - aligned with SAP Architecture Center references (Generative AI on SAP BTP, A2A Integration) - 2026-07-12

**Iaso is developed by Sygeon and runs entirely within the customer's SAP BTP landscape.**

Contact: [radoslaw.rucinski@sygeon.com](mailto:radoslaw.rucinski@sygeon.com) · [www.sygeon.com](http://www.sygeon.com)

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