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SAP Business Network Global Track and Trace

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Guide for Message Log Administrators

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1 Introduction

About This Document

This document describes how to use the View Logs (VL) app, the Manage Message Logs (MML) app, the Manage Event Logs (MEL) app, and the Manage Integration Logs (MIL) app. The apps are for version 2 of SAP Business Network Global Track and Trace.

→ Recommendation

Before you start working your way through this document, ensure you have the most recent version of this document that is available from the SAP Help Portal at:

help.sap.com/gtt

Target Audience

The target audience for this document is the Message Log Administrator.

Prerequisite

You are able to log on to SAP Business Network Global Track and Trace as a Message Log Administrator (GTT).

2 View Logs

The View Logs (VL) app allows you to have an at-a-glance overview of the available logs and their statuses.

2.1 Filters

You can apply one or more filters to change the number of logs displayed by status (or by error message in the case of event logs). By default, the following filters are shown:

- **Status:** the final status of log processing — select from the drop-down list one or more of:
 - Success
 - Warning
 - Error
 - Pending: the message processing is not finished
 - Not Relevant: the event is correlated with the observing tracked process but does not match any of its admissible planned or unplanned events

i Note

For example, suppose that the tracked process “Delivery” observes the tracked process “Shipment”.

When the event “Geolocation Update” is correlated with the tracked process “Delivery” but there is no admissible planned or unplanned events designed for this event, the status of this event then becomes “Not Relevant”.

- **Received At:** the date and time when the log / tracking error was received — click in the field to display the [Define Conditions](#) popup where you can set the operators to specify a search and multiple conditions. The default value filters the logs that were received today.

Note that when you specify more than one filter, the filters are combined with a logical AND operator.

You have the following options to alter how filters are displayed:

- You can hide the filters by clicking the ^ button.
- You can pin the filters to the top of the screen by clicking the pin button.
- You can change the default filters, by clicking [Adapt Filters](#). Here, you can save your own variants.

2.2 Views

You can select a view, also called a variant. The view determines the filter settings. There are two types of view, either:

- Standard: displays the logs that were received today by status
- one of the customized variants, if any have been created. These include some filters that may change the number of logs displayed.

After you select your view, its name is displayed on-screen. Click [Go](#) to display the corresponding logs.

An asterisk (*) is displayed after the view name whenever any additional filter selection(s) is made. You can save your selection at this time to create your own view.

To create your own view:

- specify one or more filters
- click the arrow to the right of the view
- click [Save As](#)
- enter a name for your view (case sensitive).
You can also choose: [Set as Default](#)
- Save your view

2.3 Log View Cards

There are three types of log view cards: [Message Log View](#), [Event Log View](#), and [Integration Log View](#).

2.3.1 Message Log View

The [Message Log View](#) card displays the number of message logs and their statuses in a color-coded donut chart for an at-a-glance viewing. By default, the messages logs that were received today are filtered. By clicking the header tile of [Message Log View](#), you navigate to the MML app.

In the donut chart, the status is color-coded:

- Red for *Error*
- Green for *Success*
- Blue for *Pending*
- Orange for *Warning*
- Grey for *Not Relevant*.

By hovering over one of the color-coded blocks, you can see the specific number of message logs with the corresponding status.

By clicking one of the color-coded blocks, you navigate to the MML app and the [Messages](#) list displays the messages with the corresponding status.

2.3.2 Event Log View

The [Event Log View](#) card provides two types of view of event logs, either by error messages or by status, for an at-a-glance viewing. The default type is [By Error Message](#). By clicking the header tile of [Event Log View](#), you navigate to the MEL app.

By Error Message

If you choose [By Error Message](#) in the card, it displays the error messages that events or event correlations have in descending order in a bar chart with the color-coded retrigger proportion for each error.

In the bar chart, the retrigger status is color-coded:

- Blue for [Not Retriggered](#)
- Orange for [Retriggered](#)

By hovering over one of the color-coded blocks, you can see the retrigger code, message code, and the specific count.

By clicking one of the color-coded blocks, you navigate to the MEL app and the event list displays the events and event correlations with the corresponding error message and retrigger status.

By Status

If you choose [By Status](#) in the card, it displays the number of event logs and their statuses in a color-coded donut chart for an at-a-glance viewing.

In the donut chart, the status is color-coded:

- Red for [Error](#)
- Green for [Success](#)
- Blue for [Pending](#)
- Orange for [Warning](#)
- Grey for [Not Relevant](#).

By hovering over one of the color-coded blocks, you can see the specific number of event logs with the corresponding status.

By clicking one of the color-coded blocks, you navigate to the MEL app and the event list displays the events and correlations with the corresponding status.

2.3.3 Integration Log View

The [Integration Log View](#) card displays the number of integration logs and their statuses in a color-coded donut chart for an at-a-glance viewing.

i Note

From the June 2023 delivery, this card is directed to the new version of the Manage Integration Logs app: [Manage Integration Logs – Version 2.0](#).

By default, the integration logs that were received today are filtered. By clicking the header tile of [Integration Log View](#), you navigate to the MIL app.

In the donut chart, the status is color-coded:

- Red for [Error](#)
- Green for [Success](#)
- Blue for [Pending](#)

By hovering over one of the color-coded blocks, you can see the specific number of integration logs with the corresponding status.

By clicking one of the color-coded blocks, you navigate to the MIL app and the [Logs](#) list displays the logs with the corresponding status.

2.4 Tracking Error Report

The [Tracking Error Report](#) card displays the number of tracking errors you experienced with visibility providers or carriers within a specified time in a bar chart in descending order. By default, the tracking errors that were received today are filtered.

The tracking errors include the following:

- [Tracking Request Failure](#)
- [Event Validation Failure](#)
- and the [Exception](#) event, which is displayed by its event reason code. For the code list of Event Reason Code, see [Event Reason Code Descriptions](#).

You can export the report to a spreadsheet for further analysis. You can export at most 10,000 error records. In the spreadsheet, the following information about tracking errors is provided:

- Error Category
- Carrier Identifier
- Network Partner LBN ID
- Tracking ID
- Error Occurrence Time (UTC)
- Detailed Error Message

- Tracked Process Alternative Key
- Check Processes and Events App Link: You need to log in to access the link.
- Manage Message Logs App Link: You need to log in to access the link.

2.5 Quick Links

The *Quick Links* card enables you to navigate to the *Manage Message Logs* app, *Manage Event Logs* app, and *Manage Integration Logs (Version 2.0)* app.

2.6 View Log Overview

Context

To view an overview of the logs, do the following:

Procedure

1. Launch the VL app.
2. The home page displays four cards: *Message Log View*, *Event Log View*, *Integration Log View*, *Tracking Error Report*, and *Quick Links*. You can rearrange the cards by dragging and dropping them into any desired order or location. You can also resize the cards to suit your needs.

3 Manage Message Logs

The Manage Message Logs (MML) app allows you to view all the technical logs for all the message data, phase by phase and, if necessary, retrigger certain events or their correlations for the message. The app:

- displays a list of all the messages used to update a process or for business actual event reporting
- displays log details for each message including its process flow and payload
- displays log details for each event including its process history and payload
- displays log details for each correlation about its process history, phase by phase
- enables historical events and correlations, within a retention period, to be retriggered.

3.1 In-app Help

When you launch the MML app, you can turn on in-app help that provides on-screen explanations of key fields and areas on the screen.

- To turn on in-app help:
- On the top right on the screen, click the [?](#) button.

Once in-app help is turned on, you can:

- search the displayed Help topics for text you type
- click the information icon to see help text on that topic
- hide the Help Topics Panel by clicking the Hide (>>) button on the bottom right
- toggle Help off

3.2 Filters

You can apply one or more filters to reduce the number of messages displayed. By default, the following filters are shown:

- **Tracking ID**: an identifier for the tracked business object in the message payload — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and multiple conditions. The value is case sensitive.
- **Message No**: an identifier for the message given by the source system — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and multiple conditions. The value is case sensitive.
- **Source ID**: an identifier for the source system — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and multiple conditions. The value is case sensitive.

- **Source Type:** select from the drop-down list one or more of:
 - SAP ERP
 - Visibility Provider
 - Internal
 - External
- **Received At:** the date and time when the message was received — click in the field to display the *Define Conditions* popup where you can set the operators to specify a search and multiple conditions.
- **Event Type:** the type of events that the message creates — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and multiple conditions. The value is case sensitive.
- **Error Message:** select one or more standard error messages from the drop-down list to filter the message logs that have status Error, Warning or Not Relevant
- **Status:** the final status of event processing — select from the drop-down list one or more of:
 - Success
 - Warning
 - Error
 - Pending
 - Not Relevant

i Note

For more information about the statuses of Pending and Not Relevant, see [Filters \[page 5\]](#)

Note that when you specify more than one filter, the filters are combined with a logical AND operator.

When you have completed your filter selection, click [Go](#).

You have the following options to alter how filters are displayed:

- You can hide the filters by clicking the ^ button.
- You can pin the filters to the top of the screen by clicking the pin button.
- You can change the default filters, by clicking [Adapt Filters](#). Here, you can save your own variants.

3.3 Views

You can select a view, also called a variant. The view determines the filter settings. There are two types of view, either:

- Standard: unfiltered so displays all available messages or
- one of the customized variants, if any have been created. These include some filters that may reduce the number of messages displayed.

After you select your view, its name is displayed on-screen. Click [Go](#) to display the corresponding messages.

An asterisk (*) is displayed after the view name whenever any additional filter selection(s) is made. You can save your selection at this time to create your own view.

To create your own view:

- specify one or more filters
- click the arrow to the right of the view
- enter a name for your view (case sensitive)
- You can also choose: [Set as Default](#) or [Apply Automatically](#)
- Save your view

By default, the following columns are shown: [Request ID](#), [Tracking ID](#), [Message No.](#), [Source ID](#), [Source Type](#), [Received at](#), [Event Type](#), [Error Message](#), and [Status](#).

You can change the default columns with the [Settings](#) button to display the [View Settings](#) screen.

3.4 Retention

The [Retention](#) button:

- appears on the Standard page
- allows you to change the retention period of the message logs

You can enter the number of days: values between from 1 to 90. The default is 30.

i Note

From the June 2023 delivery, you can set the retention period of the message logs to a maximum of 90 days, up from the previous limit of 30 days. But changing the retention period from 30 to 90 days doesn't mean that you can view the message logs older than 30 days immediately. This is because the message logs that were generated more than 30 days ago have already been deleted and are no longer available for viewing. The new retention setting only applies to logs generated from that point forward.

3.5 Message Details Page

At the top of the [Message Details](#) page, the message Request ID is displayed. There are further details of the message below such as Tracking ID and Message No. To the right, is the Status — color-coded and in a larger size font for at-a-glance viewing.

There are two tabs:

- [Process Flow](#)
- [Payload](#): the content of the original message payload in an XML file. You can click the copying button on the right to copy the payload.

Process Flow

The *Process Flow* is represented by the process flow diagram. All the incoming messages are processed asynchronously. Along the top of the Process Flow diagram, the flow starts from the left and typically involves multiple stages such as:

- *IDOC*: displayed only for SAP ERP source
- *Visibility Provider*: displayed only for Visibility Provider source
- *Write Service Payload*
- *Event*
- *Correlation*

The icon for each stage is color-coded, so you can see its status at a glance: green for success, red for error, and orange for pending or warning.

On the top right are icons to magnify or reduce the size of the diagram.

Below each stage is a block diagram indicating the key technical details of that stage. Further, you can also click a block to drill down for more information. For example, below:

- IDOC is Message No.
- Write Service Payload is Event Type — click to drill down to see the payload as a JSON string converted by SAP Business Network Global Track and Trace from the original message payload
- Event is Tracking ID — click to see the *Event Details* page including its event payload
- Correlation — click to see the *Correlation Details* page with logs of the processing phases

There can be multiple blocks below each stage depending on the process. Note that the system has a maximum limit of 1000 blocks in the process flow. Otherwise, the app will have performance issues.

Also, each block indicates its status such as success with a green tick or a red error. The final block in the flow also includes its final status in words such as Success.

Click the block(s) under the

- *Write Service Payload* stage to drill down and see its corresponding payload. This is useful to check the actual values sent and can be compared with the original message payload which you can display under the *Payload* tab.
- *Event* stage to drill down and see the *Event Details* page.
- *Correlation* stage to drill down and see the *Correlation Details* page.

The blocks are linked by arrows indicating the flow. If the flow was:

- successful, the arrow is unbroken
- unsuccessful, the arrow appears as a broken line with an error box. Click the error box to see a detailed error message.
 - A conversion error occurs between the *IDOC* and *Write Service Payload* stages
 - Otherwise, errors are validation errors

3.6 Event Details Page

At the top of the [Event Details](#) page, the event Request ID is displayed. There are further details of the message below such as Tracking ID and Model. To the right, is the Status — color-coded and in a larger size font for at-a-glance viewing.

There are two tabs:

1. [Process History](#): the process history of the message with its status, date and time for each time the message was triggered
2. [Payload](#): the payload of this event as a JSON string (this is different from the Write Service Payload). You can check whether important details such as the tracking ID and Alternative Key are correct or not. You can also click the copying button on the right to copy the payload.

In [Process History](#), two buttons might appear:

1. [View Correlated Processes](#): to display a list of all correlated processes on the right side. The button is shown only when the event is going to correlate with tracked processes.
2. [View Details](#):
 - For the process events or actual events that are going to correlate with tracked processes, the log details are displayed.
 - When an error occurs, an error message is displayed with details.

3.7 Correlation Details Page

At the top of the [Correlation Details](#) page, the Internal ID is displayed. There are further details of the correlation below such as Tracking ID and Model. To the right, is the Status — color-coded and in a larger size font for at-a-glance viewing.

There is a tab: [Process History](#).

In [Process History](#), there is a button: [View Details](#).

- For the process events' correlations, phases as below are displayed on the right:
 - Initialization
 - Merge Process
 - Data Persistency
 - Event to Action Internal: to log the status of all the actions that are executed within SAP Business Network Global Track and Trace
 - Event to Action External: to log the status of all the actions that involve third-party systems
- For actual events' correlations, phases as below are displayed on the right:
 - Event Validation
 - Event Handling
 - Data Persistency
 - Event to Action Internal

- Event to Action External
- By clicking each phase, its log details are displayed.
- When an error occurs, an error message is displayed with details.

If you have enabled the Event to Action Log of your model in the Manage Models app, another button [View Logs](#) appears. The logs are displayed by two phases:

- [Event to Action Internal](#): logs of "Event to Action Log" statements in your event-to-action script.

! Restriction

- For each process event or actual event, at most 100 event-to-action logs are saved. Total log size exceeding 2 MB is truncated.
 - The system keeps the logs for only two hours, and deletes the out-of-date logs once an hour.
- [Event to Action External](#): logs of the payload that is sent to
 - the tracking API when using the event-to-action function `sendTrackingRequest`
 - SAP Transportation Management when using the event-to-action function `forwardEventToTM`.

For more information on the [Enable/Disable Event to Action Log](#) button, "Event to Action Log" statements, and event-to-action functions `sendTrackingRequest` and `forwardEventToTM` of the Manage Models app, see [Guide for Model Administrators](#).

Above the [Logs](#) list, a Download icon is displayed for you to download the event-to-action logs.

3.8 Write Service Details Page

At the top of the [Write Service Details](#) page, the Write Service Request ID and Event Type are displayed.

There is a tab: [Payload](#). You can see the payload of the Write Service request as a JSON string converted by the GTT system from the original message payload.

In this tab, Write Service path and payload are displayed.

For the payload, you can click the copying button on the right to copy it.

3.9 Retrigger

The [Retrigger](#) button:

- appears on the [Event Details](#) page and [Correlation Details](#) page
- allows you to retrigger a selected process event, actual event or correlation, but not including an overdue event type.

When you click the [Retrigger](#) button, the system will refresh the page automatically 3 seconds a time (up to 10 times) until the reprocessing is completed. If the reprocessing is not completed, you cannot retrigger again.

Retriggering:

- reprocesses the selected item from phase one to the last phase
- allows you to fix an error then retrigger the item with the error and in so doing, clear the error
- generates a new entry in the *Process History* on the *Event Details* page or *Correlation Details* page

Note that if you retrigger an event on the *Event Details* page, it will restart all its following correlations.

If you retrigger a correlation on the *Correlation Details* page, it will only restart the selected correlation.

3.10 View Message List

Context

To view the message list, do the following:

Procedure

1. Launch the VL app.
2. Click the header tile of *Message Log View* card or click *Manage Message Logs* in the *Quick Links* card. Then you navigate to the MML app.
3. The home page displays a table of messages with high-level information about each. The list contains up to 20 messages. The message count is displayed at the bottom. For example: (20/64) indicates that 20 messages are displayed of a total of 64.
4. If there are more than 20 messages, click *More* to see the next 20.
5. As previously explained, you can set one or more filters or apply a view to reduce the number of messages displayed.

Results

Columns

By default, the message table displays the following columns:

- *Request ID*
- *Tracking ID*
- *Message No.*
- *Source ID*

- [Source Type](#)
- [Received At](#)
- [Event Type](#)
- [Error Message](#)
- [Status](#)

You can change the columns displayed with the Settings icon to display the [Columns](#) popup.

Sort Order

By default, the list is sorted by [Received At](#) in descending order. You can change the sort order of columns except [Tracking ID](#) and [Error Message](#) by clicking the Settings icon to display the [View Settings](#) popup. In the Sort section, you can specify [Ascending](#) or [Descending](#) for any of the columns.

3.11 View Process Flow and Payload

Context

To view the message process flow and payload, do the following:

Procedure

1. Launch the VL app.
2. Click the header tile of [Message Log View](#) card or click [Manage Message Logs](#) in the [Quick Links](#) card. Then you navigate to the MML app.
3. From the home page, click one of the messages displayed to drill down for more information.
4. The [Message Details](#) page appears.

Results

At the top of the [Message Details](#) page, the Request ID is displayed. There are further details of the message below such as [Tracking ID](#) and [Source Type](#).

There are two tabs:

1. [Process Flow](#): a diagrammatic representation of the process flow
2. [Payload](#): the code of the original message payload in an XML file.

3.12 View Event Payload and Logs

Context

To view the process or actual event payload, do the following:

Procedure

1. Launch the VL app.
2. Click the header tile of *Message Log View* card or click *Manage Message Logs* in the *Quick Links* card. Then you navigate to the MML app.
3. From the home page, click one of the messages for a process or actual event to drill down for more information.
4. The *Message Details* page appears.
5. In the *Process Flow* diagram, click the block below the *Event* stage.
6. The *Event Details* page appears.
7. Click the *View Correlated Processes* button to see the correlated tracked processes.
8. Click the *View Details* button to see the log details.

3.13 View Correlation Payload and Logs

Context

To view the correlation payload, do the following:

Procedure

1. Launch the VL app.
2. Click the header tile of *Message Log View* card or click *Manage Message Logs* in the *Quick Links* card. Then you navigate to the MML app.

3. From the home page, click one of the messages for an actual event to drill down for more information.
4. The [Message Details](#) page appears.
5. In the [Process Flow](#) diagram, click the block below the [Correlation](#) stage.
6. The [Correlation Details](#) page appears.
7. Click the [View Details](#) button to see the color-coded phase diagram.
8. If you enabled the Event to Action Log of your model in the Manage Models app, click the [View Logs](#) button to see the logs. Click the Download icon to download the logs.

4 Manage Event Logs

The Manage Event Logs (MEL) app allows you to view all the technical logs for all the event data, phase by phase and, if necessary, retrigger one or multiple events or their correlations. The app:

- displays a list of all the events (tracked process events and actual events), and their correlations
- displays log details for each event including its process flow, process history and payload
- displays log details for each correlation about its process history, phase by phase
- enables historical events and correlations, within a retention period (which is configured in the MML app), to be retriggered.

4.1 Filters

You can apply one or more filters to reduce the number of events displayed. By default, the following filters are shown:

- **Tracking ID:** an identifier for the tracked business object in the message payload — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and multiple conditions. The value is case sensitive.
- **Event Type:** the type of events that the message creates — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and multiple conditions. The value is case sensitive.
- **Received At:** the date and time when the event was received — click in the field to display the *Define Conditions* popup where you can set the operators to specify a search and multiple conditions.
- **Last Processed At:** the date and time when the event was last processed — click in the field to display the *Define Conditions* popup where you can set the operators to specify a search and multiple conditions.
- **Error Message:** select one or more standard error messages from the drop-down list to filter the event logs that have status Error, Warning or Not Relevant
- **Status:** the final status of event or correlation processing — select from the drop-down list one or more of:
 - Success
 - Warning
 - Error
 - Pending
 - Not Relevant

i Note

For more information about the statuses of Pending and Not Relevant, see [Filters \[page 5\]](#)

- **Retrigger Count:** the number of retrigger times of the event or correlation — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and multiple conditions.

- *Event/Correlation*: select one or more of *Event* and *Event Correlation* from the drop-down list. Your selection decides the target (event/event correlation) that the previous filters will affect.

4.2 Views

You can select a view, also called a variant. The view determines the filter settings. There are two types of view, either:

- Standard: unfiltered so displays all available events or
- one of the customized variants, if any have been created. These include some filters that may reduce the number of events displayed.

After you select your view, its name is displayed on-screen. Click [Go](#) to display the corresponding events.

An asterisk (*) is displayed after the view name whenever any additional filter selection(s) is made. You can save your selection at this time to create your own view.

To create your own view:

- specify one or more filters
- click the arrow to the right of the view
- enter a name for your view (case sensitive)
- You can also choose: *Set as Default* or *Apply Automatically*
- Save your view

By default, the following columns are shown: *ID*, *Tracking ID*, *Event Type*, *Received At*, *Last Processed At*, *Error Message*, *Retrigger Count* and *Status*.

You can change the default columns with the [Settings](#) button to display the *View Settings* screen.

A [Retrigger](#) button is displayed on the top right of the event table. You can select one or more of the events or correlations and retrigger them together. For more information on its function, see [Retrigger \[page 15\]](#).

4.3 Auto Retrigger Rules

The [Auto Retrigger Rules](#) button:

- appears on the top right of the overview page
- allows you to set up rules to retrigger certain events and event correlations automatically.

Add Auto Retrigger Rule

Context

You can create an auto retrigger rule.

Procedure

1. Click the *Auto Retrigger Rules* button. A popup appears.
2. Click *Add*
3. Fill in the following:
 - *Name*: mandatory and must be unique in all rules. Up to 255 characters.
 - *Description*: up to 255 characters.
 - *Status*: mandatory — select from the drop-down list one or more of Warning, Error or Not Relevant
 - *Error Message*: select from the drop-down list one or more of:
 - Event Correlation Failed
 - Event Match Failed
 - Event Match Failed But Not Relevant
 - Event to Action Failed
 - Event to Action Rate Limit Error
 - Forwarding Actual Event to TM Failed
 - Forwarding Event to Intelligent Insights Failed
 - Forwarding Tracked Process to Intelligent Insights Failed
 - Forwarding Custom Payload Failed
 - Forwarding Tracked Process Failed
 - Message Out of Date
 - Reference to Planned Event Failed
 - Tracked Process Check Failed
 - *Force Retrigger (Message Out of Date)*: check the box if you want to force retrigger events with the error message "Message Out of Date"
 - *Message Received At (From)*: define the date and time of the start of the messages that the rule applies to
 - *Event Type*: select from a list of the deployed models' event types
 - *Event Actual Technical Timestamp (From)*: define the start of the actual technical timestamp of events that the rule applies to
 - *Last Processing Phase*: the phase at which the event/correlation is last processed — select from the drop-down list one or more of:
 - Event Correlation
 - Initialization
 - Merge Process
 - Event Validation
 - Event Handling
 - Data Persistency
 - Event to Action External
 - Event to Action Internal

- *Max Retrigger Times*: mandatory and the maximum limit is 12
4. Click *Save* to save the rule. Or click *Save and Activate* to save and activate the rule.

Edit Auto Retrigger Rule

Context

You can edit an auto retrigger rule.

Procedure

1. Click the *Auto Retrigger Rules* button. A popup appears.
2. Click the rule you want to edit in the list.
3. Click *Edit*. You can edit all the fields except the name.
4. Click *Save* to save the rule. Or click *Save and Activate* to save and activate the rule.

Delete Auto Retrigger Rule

Context

You can delete an auto retrigger rule.

Procedure

1. Click the *Auto Retrigger Rules* button. A popup appears.
2. Find the rule you want to delete in the list. Click the cross icon at the end.
3. A confirmation box appears. Click *OK*. The rule is then deleted.

Activate/Deactivate Auto Retrigger Rule

Context

You can activate or deactivate an auto retrigger rule. If a rule is activated, the GTT system will filter the events and event correlations based on the rule and retrigger them every 5 minutes.

Procedure

1. Click the *Auto Retrigger Rules* button. A popup appears.
2. Find the rule you want to activate/deactivate in the list. Enable/disable the *Active* checkbox.
3. The rule is activated/deactivated immediately.

4.4 Event Details Page

At the top of the [Event Details](#) page, the event Request ID is displayed. There are further details of the message below such as Tracking ID and Model. To the right, is the Status — color-coded and in a larger size font for at-a-glance viewing. A [Retrigger](#) button appears on the top right.

There are three tabs:

1. [Process Flow](#): represented by the process flow diagram. All the incoming events are processed asynchronously. Along the top of the Process Flow diagram, the flow starts from the left and involves two stages: Event and Correlation.
2. [Process History](#): the process history of the event with its status, date and time for each time the event was triggered.
3. [Payload](#): the payload of this event as a JSON string. You can check whether important details such as the tracking ID and Alternative Key are correct or not. You can also click the copying button on the right to copy the payload.

In [Process History](#), two buttons might appear:

1. [View Correlated Processes](#): to display a list of all correlated processes on the right side. The button is shown only when the event is going to correlate with tracked processes.
2. [View Details](#):
 - For the process events or actual events that are going to correlate with tracked processes, the log details are displayed.
 - When an error occurs, an error message is displayed with details.

4.5 Correlation Details Page

You can navigate to this page by clicking a correlation item in the event table on the overview page, or by clicking the the block below the [Correlation](#) stage on the [Event Details](#) page.

At the top of the [Correlation Details](#) page, the Internal ID is displayed. There are further details of the correlation below such as Tracking ID and Model. To the right, is the Status — color-coded and in a larger size font for at-a-glance viewing. A [Retrigger](#) button appears on the top right.

There is a tab: [Process History](#).

In [Process History](#), there is a button: [View Details](#).

- For the process events' correlations, phases as below are displayed on the right:
 - Initialization
 - Merge Process
 - Data Persistency
 - Event to Action Internal: to log the status of all the actions that are executed within SAP Business Network Global Track and Trace
 - Event to Action External: to log the status of all the actions that involve third-party systems

- For actual events' correlations, phases as below are displayed on the right:
 - Event Validation
 - Event Handling
 - Data Persistency
 - Event to Action Internal
 - Event to Action External
- By clicking each phase, its log details are displayed.
- When an error occurs, an error message is displayed with details.

If you have enabled the Event to Action Log of your model in the Manage Models app, another button [View Logs](#) appears. The logs are displayed by two phases:

- [Event to Action Internal](#): logs of "Event to Action Log" statements in your event-to-action script.

! Restriction

- For each process event or actual event, at most 100 event-to-action logs are saved. Total log size exceeding 2 MB is truncated.
 - The system keeps the logs for only two hours, and deletes the out-of-date logs once an hour.
- [Event to Action External](#): logs of the payload that is sent to
 - the tracking API when using the event-to-action function `sendTrackingRequest`
 - SAP Transportation Management when using the event-to-action function `forwardEventToTM`.

For more information on the [Enable/Disable Event to Action Log](#) button, "Event to Action Log" statements, and event-to-action functions `sendTrackingRequest` and `forwardEventToTM` of the Manage Models app, see *Guide for Model Administrators*.

Above the [Logs](#) list, a Download icon is displayed for you to download the event-to-action logs.

4.6 View Event List

Context

To view the event list, do the following:

Procedure

1. Launch the VL app.
2. Click the header tile of [Event Log View](#) card or click [Manage Event Logs](#) in the [Quick Links](#) card. Then you navigate to the MEL app.

3. The home page displays a table of events and their correlations with high-level information about each.
4. As previously explained, you can set one or more filters or apply a view to reduce the number of events displayed.

Results

Columns

By default, the event table displays the following columns:

- *ID*
- *Tracking ID*
- *Event Type*
- *Received At*
- *Last Processed At*
- *Error Message*
- *Retrigger Count*
- *Status*

You can change the columns displayed with the Settings icon to display the *Columns* popup.

Sort Order

By default, the list is sorted by *Received At* in descending order, then sorted by *Tracking ID* in descending order. You can change the sort order of columns by clicking the Settings icon to display the *Define Column Properties* popup.

4.7 View Event Process Flow, Payload and Logs

Context

To view the process or actual event payload, do the following:

Procedure

1. Launch the VL app.
2. Click the header tile of *Event Log View* card or click *Manage Event Logs* in the *Quick Links* card. Then you navigate to the MEL app.

3. From the home page, click one of the events to drill down for more information.
4. The *Event Details* page appears.
5. In the *Process Flow* tab, you can see the event process flow.
6. In the *Process History* tab, click the *View Correlated Processes* button to see the correlated tracked processes, and click the *View Details* button to see the log details.
7. In the *Payload* tab, you can see the event payload.

4.8 View Correlation Payload and Logs

Context

To view the correlation payload, do the following:

Procedure

1. Launch the VL app.
2. Click the header tile of *Event Log View* card or click *Manage Event Logs* in the *Quick Links* card. Then you navigate to the MEL app.
3. From the home page, click one of the events to drill down for more information. (You can also click one of the correlations in the list to directly navigate to the *Correlation Details* page.)
4. The *Event Details* page appears.
5. In the *Process Flow* diagram, click the block below the *Correlation* stage.
6. The *Correlation Details* page appears.
7. Click the *View Details* button in the *Process History* tab to see the color-coded phase diagram.
8. If you enabled the Evnet to Action Log of your model in the Manage Models app, click the *View Logs* button to see the logs. Click the Download icon to download the logs.

5 Manage Integration Logs


The [Manage Integration Logs](#) app allows you to monitor the inbound and outbound messages that are processed from SAP Business Network for Logistics. You can view the integration logs using this app.

For solution owners, to navigate to this app, you need to launch the View Logs app first on the SAP Fiori launchpad. Then click [Manage Integration Logs](#) in the [Quick Links](#) section.

This can be integration logs between SAP Business Network for Logistics and SAP S/4HANA or any other backend SAP system (such as SAP Transportation Management) or any API or EDI system of carriers, network partners, network participants, or similar. Since SAP Business Network for Logistics follows a single integration system design for all customers and other partners, the [Manage Integration Logs](#) app aims to provide a visibility into integration logs for a particular customer or partner. Only the technical parties involved in an integration log can view the same in the app, ensuring data separation across all customers. The app also provides access to customer-facing payloads and enables the reprocessing of failed integration logs. The app provides standard SAP Business Network for Logistics integration logs only.

i Note

To use the app, you must add one or several roles to your role collection. The required role templates and application identifiers are described in the [Available Roles for Solution Owners](#) section and the [Available Roles for Data Contributors](#) section of the *Administration Guide for Solution Owners*.

For instructions on how to use the app, open the in-app help by selecting .

Shippers and solution owners can use the following features:

- You can search based on document ID and date/time.
- You can use separate tabs for [Logs](#) and [Documents](#):
 - In the [Logs](#) tab, there are two predefined filters: [All](#) (includes all messages in all statuses) and [Failed](#) (includes messages in status [Failed](#) or [Escalated](#)). Individual messages sent to or from SAP Business Network for Logistics are listed here.
 - The [Documents](#) tab provides an aggregated view based on predefined scenarios. Each scenario is a collection of document types based on SAP Business Network for Logistics apps. For more information about available scenarios, see [Scenarios \[page 29\]](#).
 - For each scenario, the [Manage Integration Logs](#) app provides an overall status. The status in the [Documents](#) tab is the status of the latest integration log within the aggregated scenario.
- You can reprocess escalated messages from either of the tabs.
- You can sort and filter on column level.
- You can download the table content to a Microsoft Excel file.
- You can view the payloads and error logs within the app.
- You can download the payloads.

Carriers and data contributors can only view the [Logs](#) tab.

5.1 Scenarios

Each scenario is a collection of document types based on SAP Business Network for Logistics apps.

SAP Business Network for Logistics supports the following scenarios and message types in the *Manage Integration Logs* app:

Scenario	Message Type
Dock Appointment Scheduling	GenericAppointment_In
Dock Appointment Scheduling	GenericAppointmentCancellation_In
Dock Appointment Scheduling	AppointmentConfirmation
Freight Settlement	TransportationOrderRequest-Settlement
Freight Settlement	TransportationOrderChargeElementRequest
Freight Settlement	TransportationOrderChargeElementConfirmationMessage
Freight Settlement	InvoiceRequest
Freight Settlement	LogisticsInvoiceCancel
Freight Settlement	LogisticsInvoice
Freight Settlement	BNTransportationOrderChargeElementRequest
Freight Document Response	FreightDocumentResponse
Gate Operations	GenericGateProcess_In
Gate Operations	GenericGateProcess_Out
Generic Freight Document	PostFreightDocumentGenericRequest
Generic Freight Document	DeleteFreightDocumentGenericRequest
Generic Freight Document	TransportationOrderGenericRequest_In
Generic Freight Document	TransportationOrderGenericRequest_Out
Location	LocationBulkReplicationRequest
Location	PutLocationData
Location	DeleteLocationData
Material Traceability	MaterialTraceabilityEventNotificationMessage
Material Traceability	PostMaterialTraceabilityEventNotification
Freight Booking	TransportationOrderBookingRequest
Freight Booking	TransportationOrderBookingConfirmation
Freight Booking	TransportationOrderBookingCancellationRequest
Freight Booking	PostFreightBookingRequest
Freight Booking	PostFreightBookingCancellation
Freight Booking	PostFreightBookingConfirmation
Freight Booking	BNAttachmentForConfirmation

Scenario	Message Type
Risk Analysis	UpdateLocationRisk
Freight Subcontracting	TransportationOrderRequest
Freight Subcontracting	TransportationOrderCancellationRequest
Freight Subcontracting	TransportationOrderConfirmation
Freight Subcontracting	PostFreightOrderForSubcontractingNotification
Freight Subcontracting	PostFreightOrderForSubcontractingCancellation
Freight Subcontracting	PutFreightOrderForSubcontracting
Freight Subcontracting	PostFreightOrderForSubcontracting
Freight Subcontracting	FreightOrderForSubcontracting_RE
Freight Subcontracting	FreightOrderForSubcontracting_CN
Freight Subcontracting	FreightOrderForSubcontracting_UP
Freight Subcontracting	ANSI - 990
Freight Subcontracting	IFTMIN
Settlement Disputes	TransportationDisputeCaseNotification
Tendering	TransportationOrderQuotationCreateRequest
Tendering	TransportationOrderQuotationCancellationRequest
Tendering	TransportationOrderQuotationCancellation
Tendering	TransportationOrderQuotationNotification
Tendering	QuotationConfirmation
Tendering	PostFreightRequestForQuotationCancellation
Tendering	PostFreightRequestForQuotation
Tendering	PostFreightQuotationNotification
Tendering	FreightQuotation_AP
Tendering	FreightQuotation_RE
Tracking	TransportationOrderGenericTrackedProcessRequest
Tracking	TransportationEventBulkNotification
Tracking	PutOrderForTracking
Tracking	DeleteOrderForTracking
Tracking	OrderEvents
Tracking	ANSI - 214
Tracking	IFTSTA

5.2 Available Statuses

A message in the *Manage Integration Logs* app can have different statuses.

The following statuses are available:

- **Completed:** The system assigns this status to a message when SAP Business Network for Logistics was able to process the document successfully.
- **Failed:** The system assigns this status to a message when there is a validation error that occurred during the first step of processing of the message. This can happen if there is a payload issue, missing mandatory fields, or a missing configuration.
- **Retry:** Depending on the nature of the error and the settings in the consuming application, an integration log can go to retry mode. In such cases, the log retries for a couple of times ranging from a couple of minutes to 30 minutes, after which the status goes into a final status – **Completed** or **Escalated**.
- **Escalated:** The system assigns this status to a message when the processing failed in backend of an app, or in an external API, or in the customer's backend SAP system. This usually denotes a connectivity failure at any of the above mentioned places. Reasons could be that a service is not available for a long period, or that there is an authentication issue, or some basic connectivity failure due to misconfigurations, or technical failures in a backend system. You can find a more detailed error information when you click the icon in the *Log Details* column.
The *Error* column displays the error code and description that the affected app sends when a call to SAP Business Network for Logistics fails. The description provides you with a more concrete context of the issue. You can sort or filter by error code to identify the logs with common failures, and take corrective actions (such as reprocessing the messages, fixing the root cause of the issue, informing SAP support about the error).
- **Reprocessing:** The system assigns this status to a message while it's being reprocessed. After you solve the configuration or connectivity issue in SAP Business Network for Logistics and select the *Reprocess* button, the system moves the message to this status. While a message has this status, you should just wait for it to complete reprocessing.

The overall status is derived from the latest status of an individual log associated with the scenario.

5.3 Reprocessing Integration Messages

When integration messages fail to reach the target system, this is reported in a message log. Depending on the kind of error, it can help to reprocess an integration message. However, not all integration messages can be reprocessed.

You can reprocess integration messages with the status *Failed* or *Escalated*. To do so, proceed as follows:

1. Select a message, or multiple messages, in the table.
2. Choose *Reprocess*.

When an escalated/failed message is reprocessed, newer logs are created in the internal integration system. When you try to reprocess an already reprocessed message, the *Manage Integration Logs* app refers to the latest logs in the internal integration system.

The reprocessing of a message is limited to 29 days. After 30 days, you won't be able to reprocess the message or download the payload. Log details are available to be viewed for 90 days.

For reprocessing purposes, there are two columns available:

- *Reprocessed*: Indicates whether an integration message has already been reprocessed or not.
- *Reprocessable*: Indicates whether a message log can be reprocessed or not. Not all messages with status *Failed* or *Escalated* are eligible for reprocessing. This is usually determined by a uniqueness check of a combination of several fields such as *Sender*, *Document ID*, *Document Type*, and *Source System*. In certain cases, the check is also extended to additional information, such as *Event Type* or *Reported Time*.

An integration message with status *Failed* or *Escalated* is the latest one in chronological order when grouped together with *Sender*, *Document ID*, *Document Type*, and *Source System*.

Example: A subcontracting request (*TransportationOrderRequest*) is sent from the transportation management (TM) system of a shipper to SAP Business Network for Logistics and fails. The same document is updated in the TM system and sent again. In such cases, SAP Business Network for Logistics would allow the reprocessing of the latest message only. The older integration messages will have the *Reprocessable* value set to *No*.

The same applies when the latest integration message from the TM system has the status *Completed*. Older messages with status *Failed* or *Escalated* are not eligible for reprocessing. Hence, the *Reprocessable* value is set to *No*.

In certain cases, such as an event notification in a tracking scenario, the event type and the reported time are also considered.



Example: If multiple events reported by a carrier or a carrier system fail in SAP Business Network for Logistics, all of these are relevant for reprocessing. In the uniqueness check, event type and reported time information is considered too. Thus, for the same freight order ID, shipper, document type (*TransportationEventBulkNotification*), and source system, it's possible to reprocess escalated logs for *DepartureEvent*, *ArrivalEvent*, etc. And for all these event logs, the *Reprocessable* value is set to *Yes*.

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