SAP Open Connectors FAQ

Do you have an error and are feeling lost in the vast world of APIs and SAP Open Connectors? Hopefully this article will provide some much needed context and direction.

Whenever you are working in the platform, you want to minimize the variables to isolate the issue.

Think of SAP Open Connectors as a layer on top of any original endpoints APIs. Likewise, any additional features you use on SAP Open Connectors such as formulas, transformations or bulk, add additional layers of functionality. More layers means more variables.

The goal of resolving issues in SAP Open Connectors is to tear off layer by layer of functionality until you find where the issue is.

Case Study

Let's say you have a formula, and it is failing. Lets go through the steps in a hypothetical situation:

Step 1. Review formula execution logs

Because we're working with a formula, let's start by looking at the formula execution logs to determine what step is failing.

You find it was failing on a Connector Request Step. Now you know that it's an API call that's failing. Let's remove the "layer" of formulas. From the execution log, you can see that the request is: `POST /MyCustomObject` . The request is using a common object with a transformation, that's another layer.

Step 2. Test outside of the formula

Get the payload that was being sent in the formula from the execution logs and test the API outside of the formula. When you call `POST /MyCustomObject` , you see that its failing with a 500 Internal Server Error. Perfect.

Step 3. Check the connector instance

Let's make sure the connector instance is working. You call another API on that connector instance without using your transformation and it works fine.

Let's say your transformation is mapped to `contacts` . Try transforming the data yourself and create a contact with the same data. You discover that works. So the transformation is the problem.

Step 4. Check your transformation

Call `GET /MyCustomObject` to see what the data looks like when you retrieve it. You find it looks weird. `firstName` is mapped to a date field. The problem is on the transformation.

Summary

This same strategy should be used with any "layer" on SAP Open Connectors, like events, bulk, Connector Builder. Remember that each feature you use adds another "layer" on top of the original API, whatever it may be. When debugging,

remove as many layers as possible to get to the root of the issue.