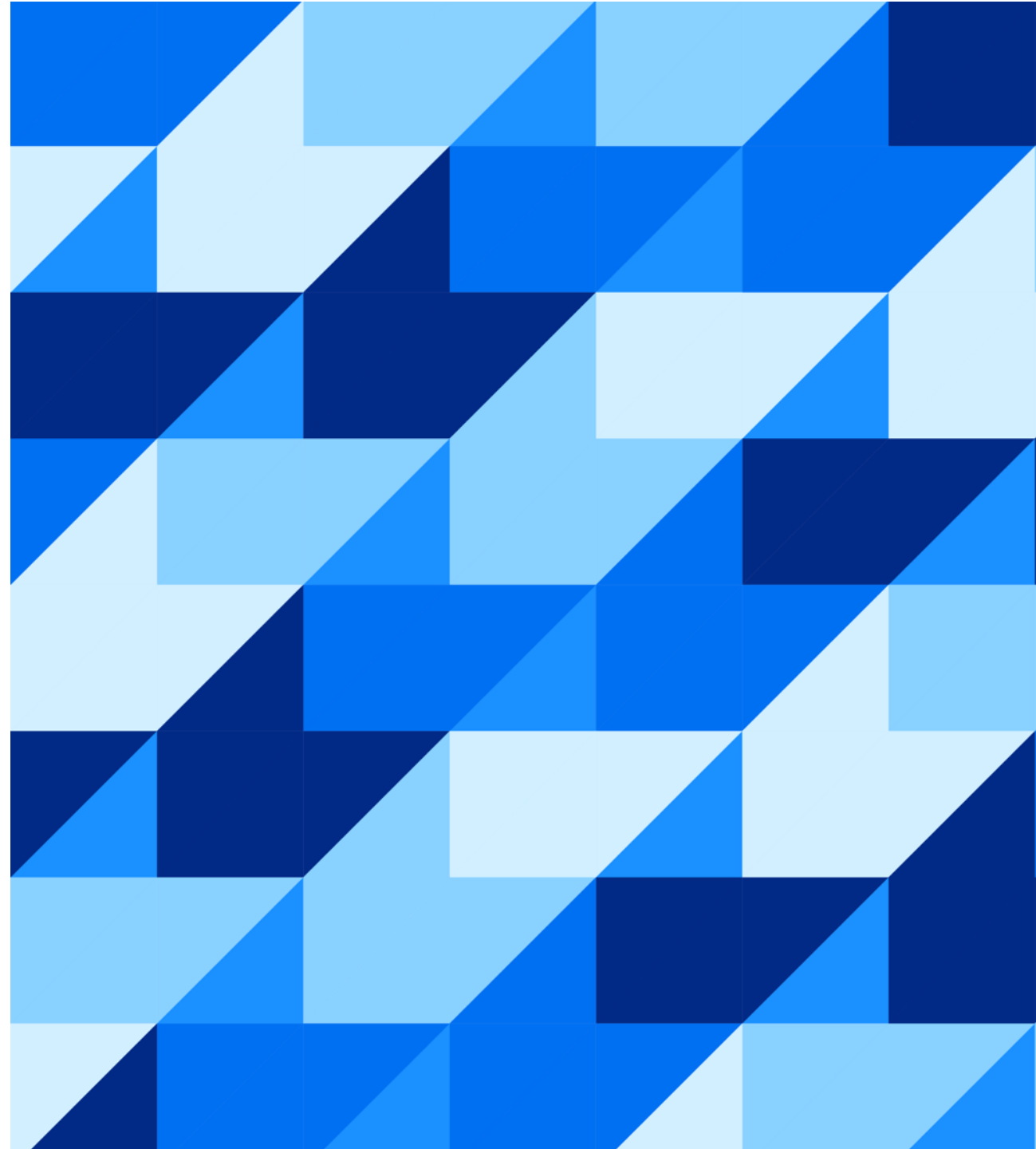


# Common System Errors Encountered During Supplier Registration

SAP  
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CONFIDENTIAL



# Introduction

This guide is created to help you navigate common errors faced during registration on SAP Ariba Business Network. If additional support is required, please contact SAP Help Centre by referring to this [guide](#).

# List of Common Errors

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[How to open InPrivate/ Incognito window in your browser?](#)



Click on the button to navigate to the required section.

# 1. Email notifications are not received

## Problem Description:

Why am I not receiving emails from SAP Ariba?

## Problem Solution:

Please confirm if you have received other emails from Ariba domain before? Otherwise, kindly perform the following steps:

1. Check your SPAM folder for notification email from sender: [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com)
2. Refer to SAP Help Article: [Why am I not receiving emails from SAP Ariba?](#)
3. Contact your IT department to resolve the issue related to your email server not allowing the emails to reach your inbox.

Your IT team will be able to:

- Whitelist the addresses below to ensure emails from SAP Ariba come through: Email domains [@ansmtp.ariba.com](mailto:@ansmtp.ariba.com), [@eusmtp.ariba.com](mailto:@eusmtp.ariba.com) and [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com)
  - Whitelist the static IP(s) of SAP Ariba into your system/browser. ([SAP Business Network IP](#))
4. Please raise an SAP Support ticket for further technical assistance by referring to the following guide: [PDF Guide](#) and inform them that you have performed the above 3 steps.



Example of Registration Invitation email from SAP Ariba

## 2. Can't log in to Ariba

### Problem Description:

Why am I not able to login to my SAP Business Network account?

### Problem Solution:

If you do not know your password or username, go to the [Supplier Login page](#) and click **Forgot Username** or **Forgot Password** to begin the reset process (click [here](#)).

Otherwise, there are several reasons why you may not be able to log into your SAP Business Network account.

Here is a list of links to troubleshoot common login issues:

- [I did not receive the password reset email](#)
- [My account is locked](#)
- [The password reset link is expired](#)
- [I can't access the former administrator's account](#)
- [I received an ANERR login error](#)

If you still can't access your account, you can [contact SAP Support](#) directly.

The image displays two screenshots of the SAP Business Network login interface. The left screenshot shows the 'Supplier sign-in' page with a 'Username' input field, a 'Next' button, and a 'Forgot username' link highlighted with a red box. The right screenshot shows the 'Password' input field, a 'Sign in' button, and a 'Forgot password' link highlighted with a red box.

### 3. The username and password pair you entered was not found

#### Problem Description:

Why do I get the below message on the SAP Ariba Login page?

The username and password pair you entered was not found

#### Problem Solution:

You entered an incorrect username or password. You might also receive this message in the following scenarios:

- Your password contains part of your username.
- Your browser is automatically filling in an invalid character or the incorrect username/password.
- You entered a username that is not currently valid for your account.
- You entered an incorrect password.
- You are not using a certified browser.
- Your cookies have not been cleared

To resolve these issues,

- Click **Forgot Username** or **Forgot Password** in the login screen (Click [here](#)).
- Please try to clear cache in your browser. (Click [here](#)). Alternatively, try using InPrivate/ Incognito window in your browser. (Click [here](#))

The screenshot shows a mobile-style login interface. At the top left is a back arrow. Below it is a greyed-out input field. A red-bordered box contains an error message: "The username and password pair you entered was not found." Below this is a "Password" label and an empty input field. A blue "Sign In" button is positioned below the password field. At the bottom, there are links for "Forgot password" and "New to SAP Business Network? Learn more".

# 4. Password and username retrieve

## Problem Description:

You may have forgotten your username or password for accessing SAP Ariba.

## Problem Solution:

1. Go to [Supplier Login page](#).
2. Fill in the information requested.
  - If you forgot your username, click **Forgot Username**. You are prompted for your email address. The email address you enter must match the email address associated with your user profile.
  - If you forgot your password, enter your username and then click **Forgot Password**. Usernames are case sensitive. You are prompted for your email address. The email address you enter must match the email address associated with your user profile.
3. Click **Submit**.
4. Your SAP Ariba solution sends an email to the email address associated with your user profile. Use the information in the email to retrieve or reset your information.

The image displays two screenshots of the SAP Ariba supplier sign-in interface. The first screenshot, titled 'Supplier sign-in', shows a text input field for 'Username' and a blue 'Next' button. Below the 'Next' button is a link labeled 'Forgot username' which is highlighted with a red rectangular box. At the bottom of this screen, there is a section for 'New to SAP Business Network?' with links for 'Register Now' and 'Learn more'. The second screenshot shows a 'Password' input field and a blue 'Sign in' button. Below the 'Sign in' button is a link labeled 'Forgot password' which is also highlighted with a red rectangular box. At the bottom of this screen, there is a section for 'New to SAP Business Network?' with a link for 'Learn more'.

# 5. Questionnaire not visible in your Ariba account

## Problem Description:

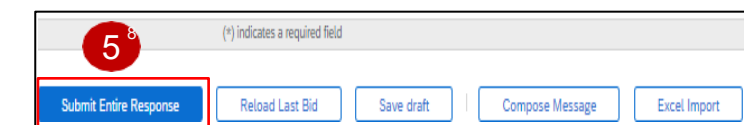
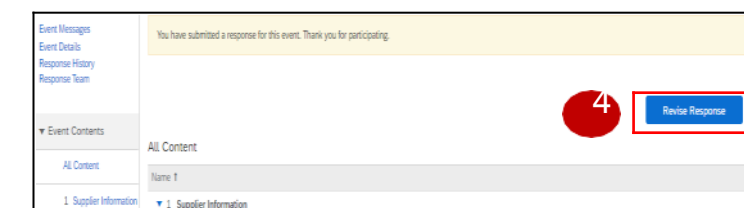
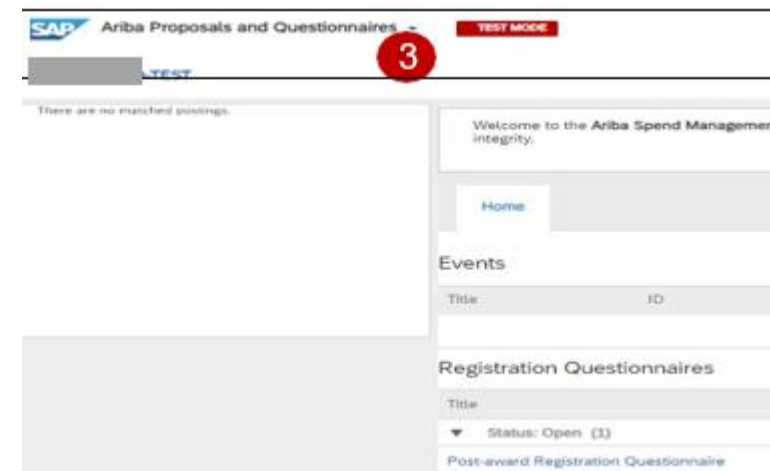
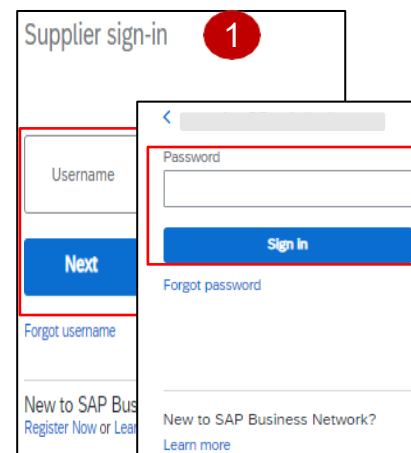
Questionnaires are not found in your account

## Problem Solution:

1. Did you start the registration with the invitation email link that was sent by SIA from email domain **@ansmtp.ariba.com**?
2. Check, if you're logged in to the correct Ariba account, which is connected to SIA for registration.
3. If yes to above, you can also access the questionnaire through the following method:
  - I. Log in [Ariba](#) with correct Ariba account that is connected to SIA.
  - II. Click on **Business Network** at the top left-hand corner > Select **Ariba Proposals & Questionnaire** > **SIA**
  - III. **Post-Award Registration Questionnaire** > Edit > **Submit Entire Questionnaire**.

*Note: If supplier can view SIA Questionnaire, but not able to submit.*

- *This would mean another person of the same ANID account has connected with SIA or the questionnaire has already been expired. As such, please contact your SIA Buyer for assistance.*



# 6. Duplicate Username

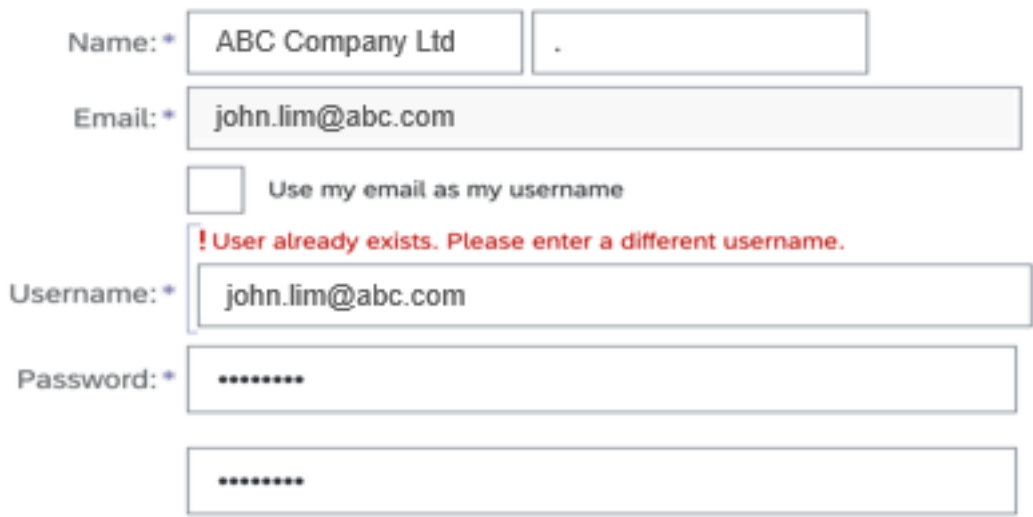
## Problem Description:

During new account creation process, you see an error message:

**!User already exists. Please enter a different username.**

## Problem Solution:

- This username you are entering have an existing Ariba Network account. As such, please click on “Sign-in” instead of “Sign-up”.
- Alternatively, you may try to use the “Forget password” option to reset password at [Supplier Login page](#) if you can't remember your password (click [here](#)).



The screenshot shows a registration form with the following fields and content:

- Name:** \* ABC Company Ltd [.]
- Email:** \* john.lim@abc.com
- Use my email as my username
- Username:** \* john.lim@abc.com
- Password:** \* [.....]
- [.....]

An error message, **!User already exists. Please enter a different username.**, is displayed in red text above the Username field.

# 7. Duplicate Account Warning

## Problem Description:

When you are registering a new account, you see an error message:

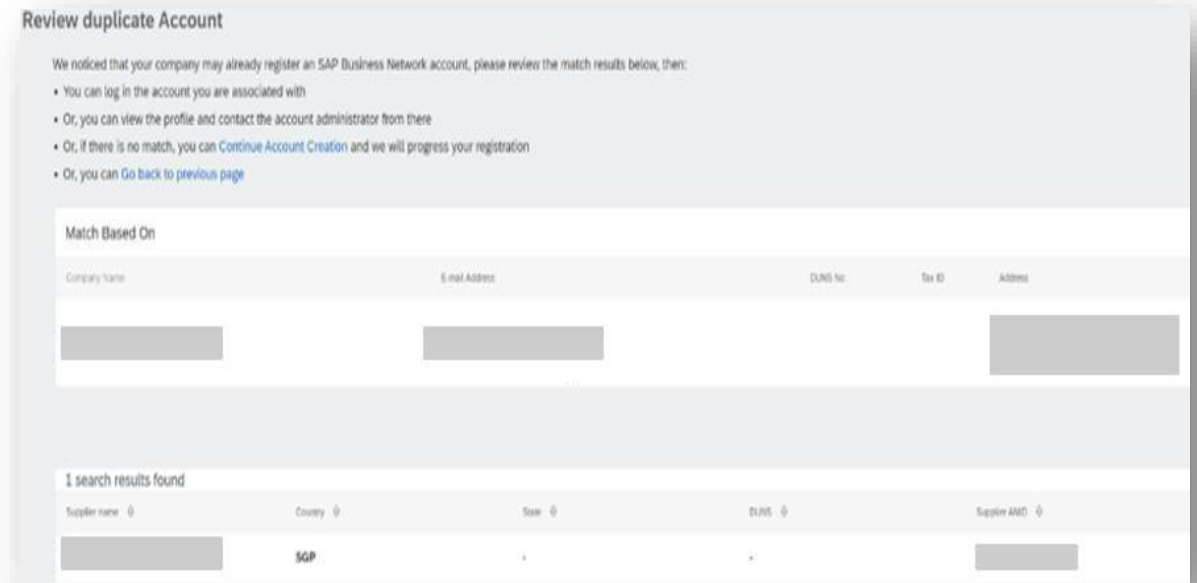
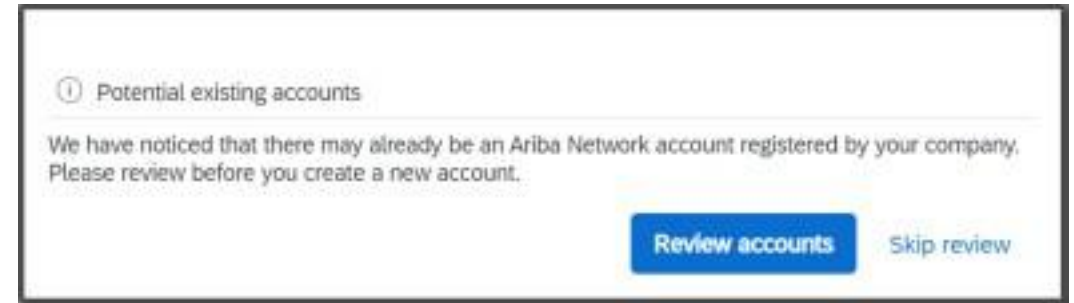
**We have noticed that there may already be an SAP Business Network account registered by your company. Please review before you create a new account.**

## Problem Solution:

Ariba Business Network has detected existing accounts registered under your company name, email domain, etc.

As such, please follow these steps:

1. Click **Review accounts** on the pop-up warning message.
2. Review the existing accounts. You can view the details of each account by clicking ... > **View profile**.
  1. If you find an existing account that you want to use, click **Contact administrator** to send a message to the account administrator requesting access. Then click **Send email**. Once the administrator of the existing account adds you as a user, you will be able to log in through the invitation using that account.
  2. If none of the displayed accounts are relevant, click **Continue account creation** to create a new account. Once the account is created and you have signed in, you will be linked to the buyer and any documents / events they have sent you.



## 8. Company already connected with a buyer company using a different account and Ariba Network ID (ANID)

### Problem Description:

When you try to sign in to view a sourcing event, you get the following error message:

Your company has already connected with this buyer company using a different account and SAP Business Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under **ANID ANXXXXXXXX**.

### Problem Solution:

This means the username you're trying to use is associated with an ANID that does not match the one currently connected to your company's profile, which indicates that your organization has more than one ANID.

To resolve this issue, provide the SIA buyer with your ANID number and the username you'd like to use and let them confirm if the ANID provided is matching the ANID of your profile from the buyer side.

Suppliers can access the events from only one ANID.

! Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact the account administrator of your company and request that they create you as a new user under **ANID ANXXXXXXXX**. For more information on registering for SAP Ariba Sourcing, please copy and paste the following URL <https://gateway.on24.com/wcc/gateway/elitesaparibacustsupport/1391535> in your browser and select the Sourcing Registration Quick Tip video.

Username:\*

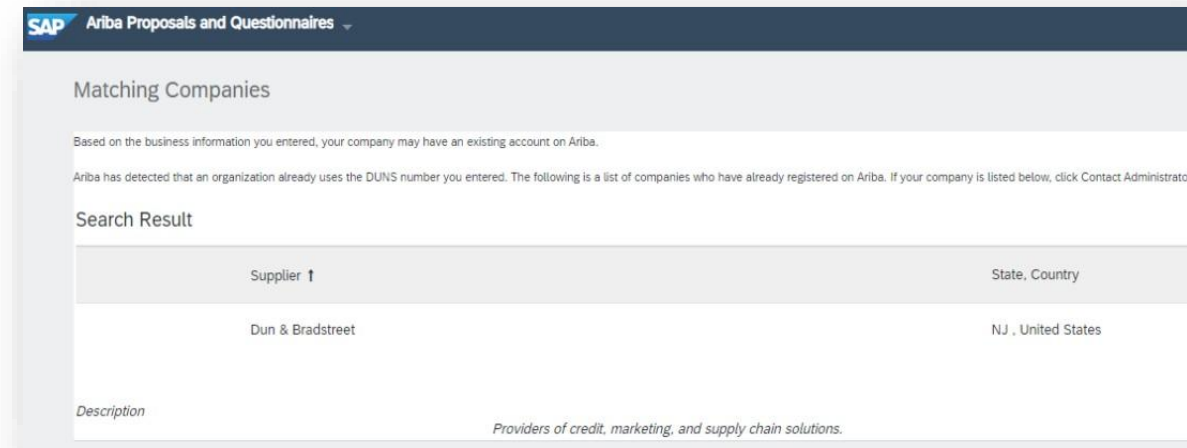
# 9. Duplicate D-U-N-S number

## Problem Description:

When you create new account during the registration process, you see an information about an organization, which already uses the DUNS number you entered.

## Problem Solution:

- You can leave the DUNS Number field empty during registration. It's an optional field.
- Alternatively, contact the administrator of the account that already uses the same ANID number.



# 10. Account already merged when registering with an existing account

## Problem Description:

You want to use the existing account to establish the connection with SIA, but you see an error message:

**!The username and password you entered has already merged to another Ariba Sourcing user account...**

## Problem Solution:

The username you are using is already tied to another user profile which is connected with SIA through sourcing event(s)..

To resolve this issue, **provide the SIA buyer with your ANID number and the username** you'd like to use and let them confirm if the ANID provided is matching the ANID of your profile from the buyer side.

Suppliers can access the events from only one ANID, if the ANID is not matched then you must log in from the ANID that is connected to your profile from the buyer side.

*If the problem persists, supplier to contact SAP Ariba Support for assistance. They can identify and rectify account conflict from their backend database.*

**! The username and password you entered has already merged to another Ariba Sourcing user account. Please enter another Ariba Commerce Cloud, Ariba Discovery, or Ariba Network username and password to merge to your Ariba Sourcing user account.**

Username:\*

Password:\*

[Forgot Username](#)

[Forgot Password](#)

# 11. Can't log in with the credentials used previously during participation in Sourcing events

## Problem Description:

You can't log in to SAP Business Network and fill in the Supplier Registration Questionnaire, because you see an error message:

Log in with the username and password that you have used previously when you participated in sourcing events with SIA....

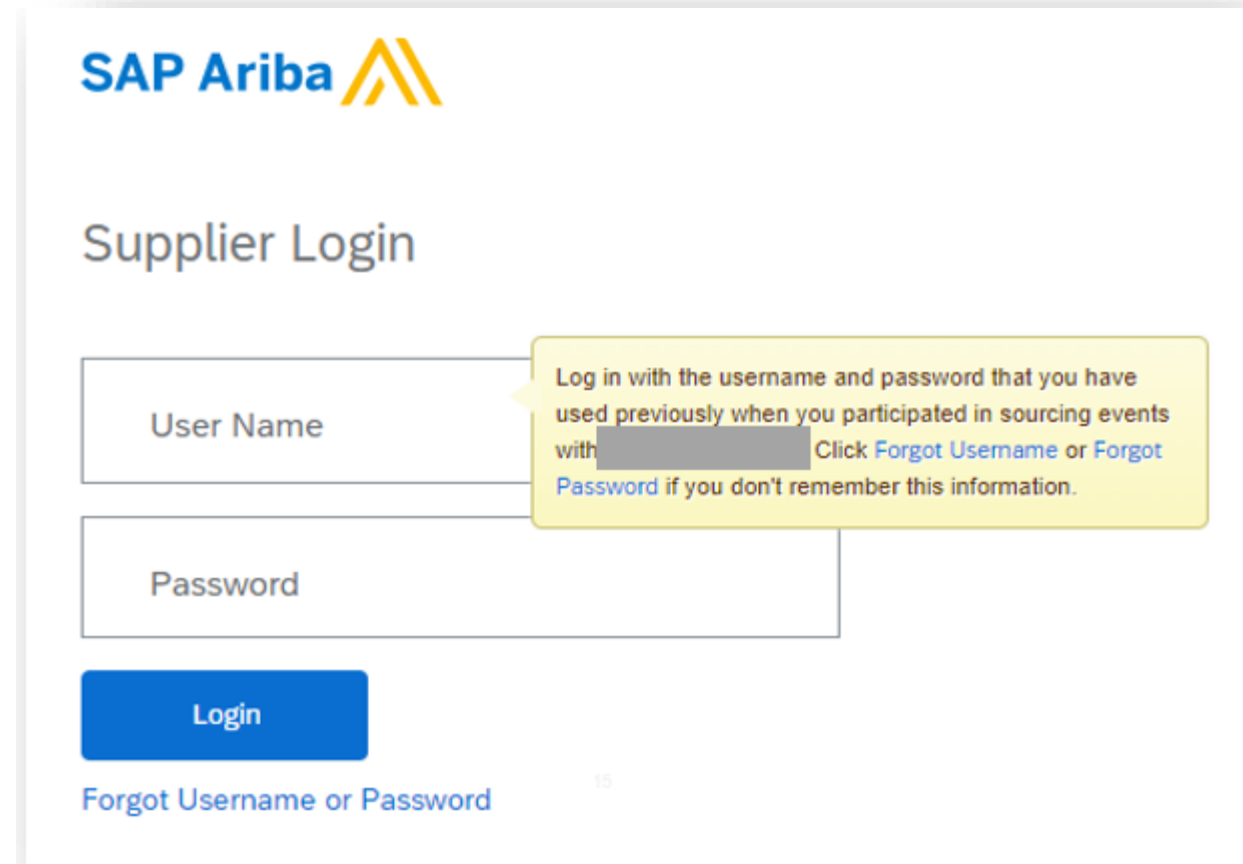
## Reason:

This email address is already associated with an existing SAP Ariba account. This usually happens when a supplier has multiple accounts, or a duplicate user profile was created.

## Possible Solution:

- Use the "Forgot Username or Password" feature on the SAP Ariba login page to reset/retrieve credentials of the initial account/s used to participate in SIA's sourcing events; or
- Contact SIA buyer who invited you to the sourcing event, and request to invite your existing account to the event, which can help consolidate your profiles and prevent future login issues.

If neither of the above steps resolve the issue, please contact SAP Ariba Support for assistance. They can help identify and rectify account conflict from their backend database.



The screenshot shows the SAP Ariba Supplier Login page. At the top left is the SAP Ariba logo. Below it is the heading "Supplier Login". There are two input fields: "User Name" and "Password". Below the "User Name" field is a blue "Login" button. At the bottom left is a link for "Forgot Username or Password". A yellow callout box with a pointer to the "User Name" field contains the text: "Log in with the username and password that you have used previously when you participated in sourcing events with [redacted] Click [Forgot Username](#) or [Forgot Password](#) if you don't remember this information."

## 12. Account already registered with given buyer.

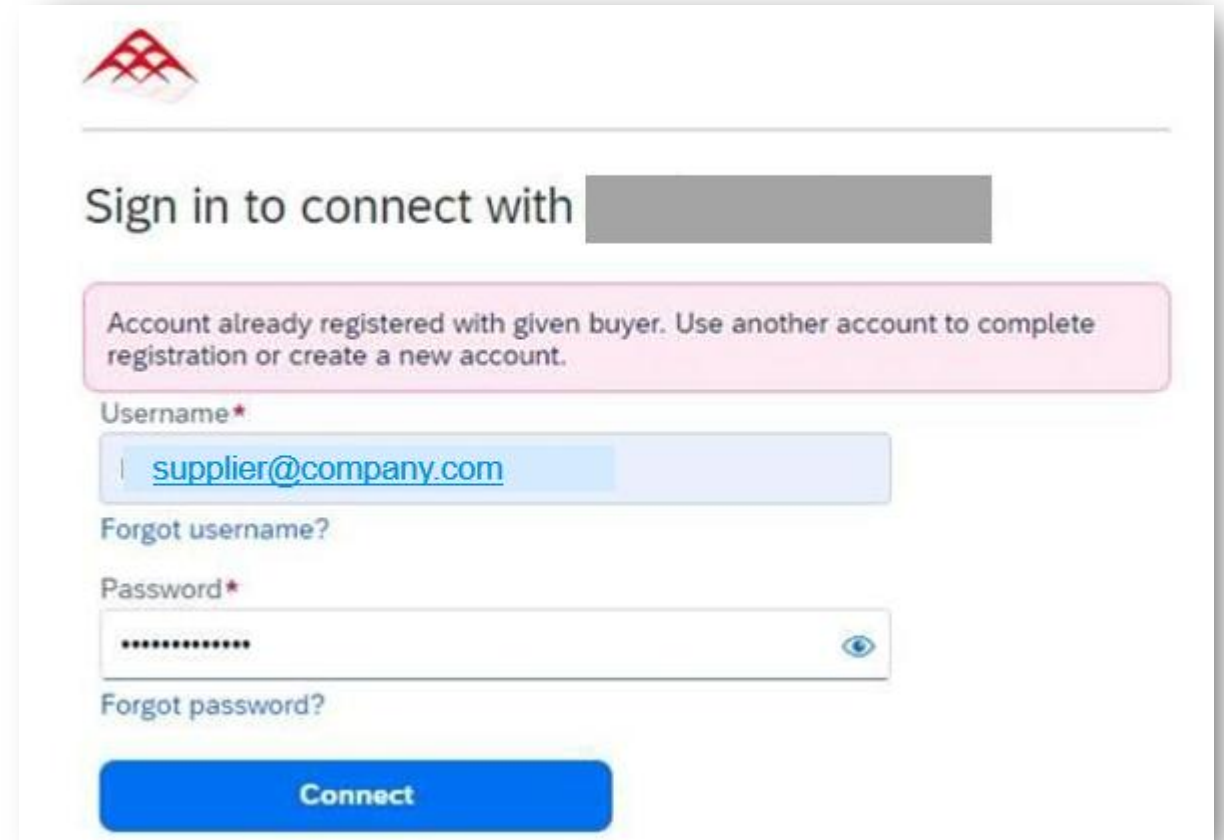
### **Problem Description:**

When you try to sign in to register with SIA or view sourcing event, you get the following error message:

**Account already registered with given buyer. Use another account to complete registration or create a new account.**

### **Problem Solution:**

*Supplier to contact SIA buyer. SIA buyer to raise internal IT ticket to request for delinking of AN ID and re-sending of invite.*



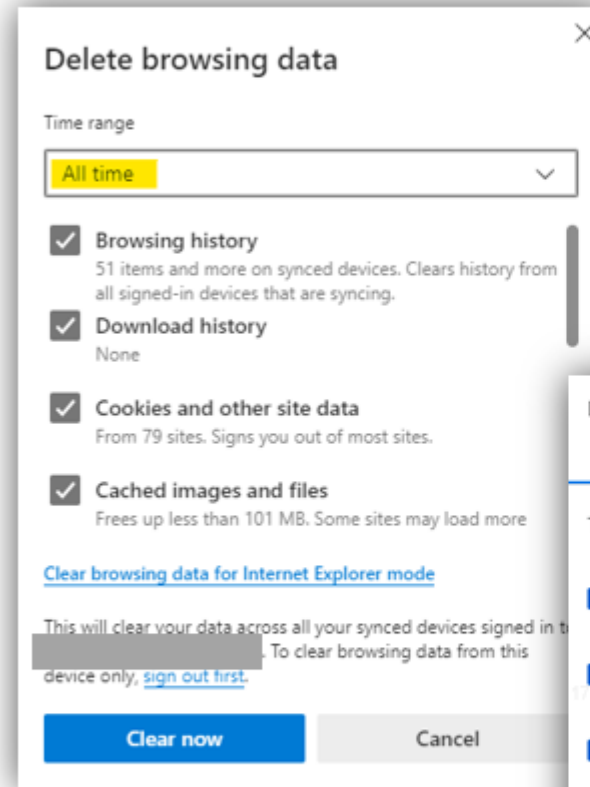
The screenshot shows a login interface for a system. At the top left is a red logo consisting of a diamond shape with internal lines. Below the logo is a horizontal line. The main heading is "Sign in to connect with" followed by a greyed-out area. Below this is a pink error message box containing the text: "Account already registered with given buyer. Use another account to complete registration or create a new account." Underneath the error message are two input fields. The first is labeled "Username\*" and contains the text "supplier@company.com". Below the username field is a link "Forgot username?". The second input field is labeled "Password\*" and contains a series of dots. To the right of the password field is an eye icon. Below the password field is a link "Forgot password?". At the bottom of the form is a blue button labeled "Connect".

# How to clear browser cache?

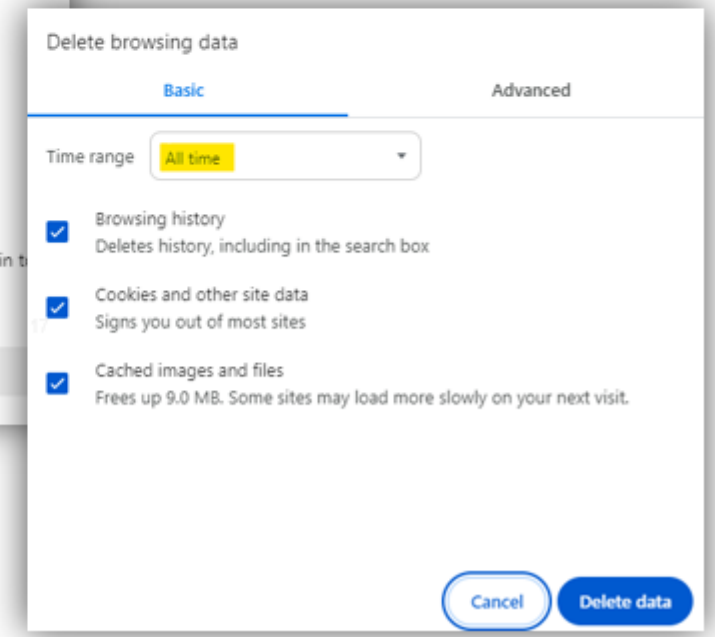
## To clear the cache in your browser:

1. Launch your browser
2. Press the Ctrl + Shift + Delete keys simultaneously.
3. In the "Delete browsing data" window that appears, make sure the "Cached images and files" option is selected.
4. You can also select any other types of data you want to remove, such as browsing history or cookies.
5. Choose the time range for which you want to clear the cache. We recommend to select "All time".
6. Click on the "Clear now" button.
7. Wait for the process to complete, then close and relaunch Edge.

Edge



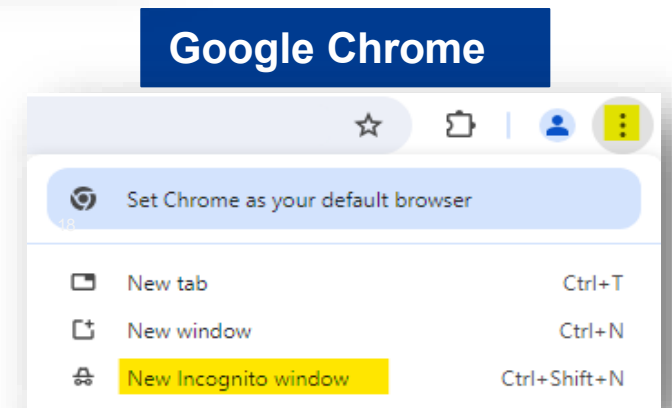
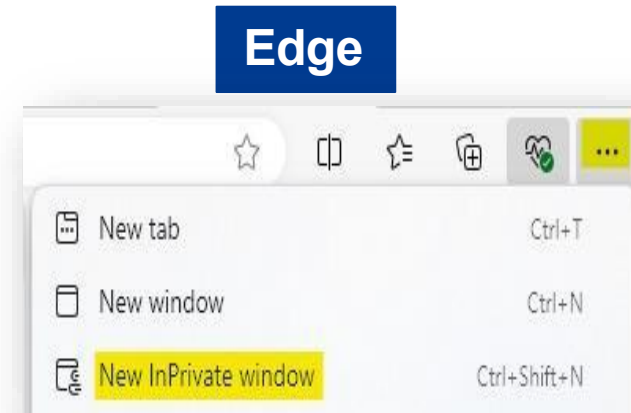
Google Chrome



# How to open InPrivate/ Incognito window in your browser?

## To open InPrivate/ Incognito window in your browser

1. Launch your browser
2. For Edge, choose new InPrivate window option from the dropdown menu.
3. For Google Chrome, choose new Incognito window option from the dropdown menu.



# Thank you.

Contact information:

