



Masayuki Sekihara

July 29, 2014 1 minute read

SAP Fiori – SAP Fiori launchpad troubleshooting

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Please feel free to update this document and share your findings and tips.

After you have updated UI_Add-on, please double check following points.

1. Double check the latest SP and mandatory notes.

- [SAP Fiori – UI Add-on 740 SP15 notes list, SAPUI5 library 1.28.31](#)
- [SAP Fiori – UI Add-on 750 SP03 notes list, SAPUI5 library 1.36.6](#)
- [Fiori runtime error \\$select \\$filter value is cut off on SAP_GWFND SP13](#)

2. Make sure that you have configured the launchpad

- [Configuration of SAP Fiori Infrastructure – SAP Library](#)

- Double check you have assigned system alias LOCAL to the UI OData services. [Activate OData Services for SAP Fiori Launchpad – Configuration of SAP Fiori Infrastructure – SAP Library](#)
- [SAP Fiori LL18 – System Aliases definition for Fiori](#)
- [SAP Fiori LL20 – Role and Authorization settings for SAP Fiori launchpad](#)
- These transaction can help you for checking objects in launchpad
 - `/UI2/FLC` – Fiori Launchpad Checks
 - `/UI2/FLIA` – Fiori Launchpad Intent Analysis

3. Clear metadata cache

- Transaction: `/IWFND/CACHE_CLEANUP` on Gateway
- Transaction: `/IWBEP/CACHE_CLEANUP` on Backend and Gateway
- 2017117 – Resetting the gateway metadata cache following UI add-on upgrade

4. Clear local browser cache

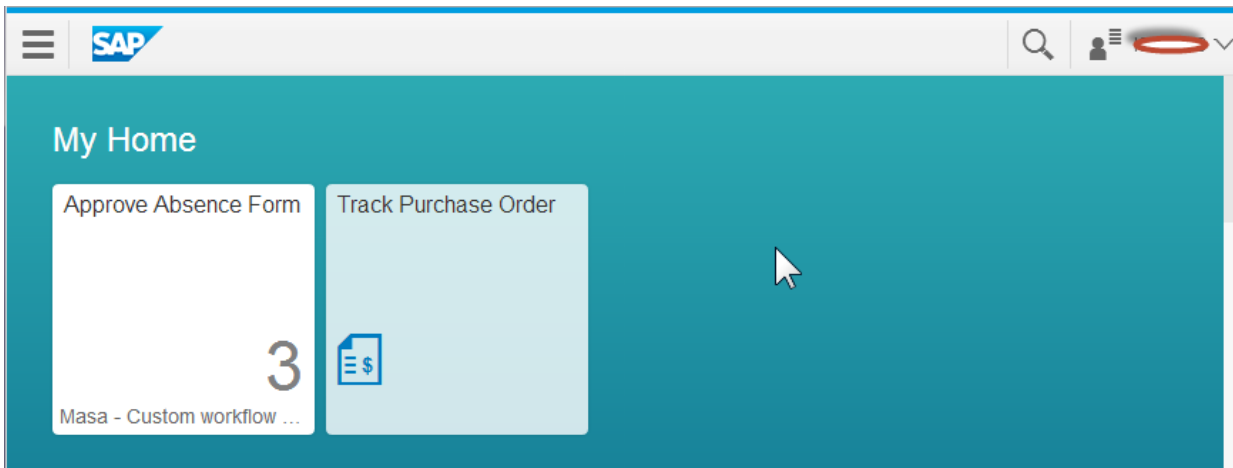
This is very important.

5. Clear the server side caches

[SAP Fiori – Cache Management](#)

6. Test without Custom Theme. Theme should be rebuilt.

First, test launchpad without custom theme. You should see deep blue background color.



If it works fine, rebuild your custom theme and test.

[Rebuilding Themes after Upgrades – User Interface Add-On for SAP NetWeaver – SAP Library](#)

7. Synchronize chip cache

Run the report `/UI2/CHIP_SYNCHRONIZE_CACHE`. Make sure there is no error in the table `/UI2/CHIP_CHDR`

Run the report `/UI2/DELETE_CACHE_AFTER_IMP`.

[1942166 – Problems with CHIP-XML in Pagebuilder Service](#)

8. If you still get “Unable to load groups” error, re-activate the OData services

[Fiori Launchpad Error: Failure – Unable to load groups Resolved!!!!](#)

9. If 1-8 steps did not help, Check troubleshooting steps

- [Troubleshooting – User Interface Add-On for SAP NetWeaver – SAP Library](#)

Assigned tags: [SAP Fiori LL17 – SAP Fiori launchpad troubleshooting](#)

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By **Masayuki Sekihara** , Jun 12, 2014

[SAP Fiori launchpad | SAP TechEd Lecture of the Week](#)

By **Aviad Rivlin** , May 25, 2015

[SAP Fiori apps reference library now with complete SAP Fiori Cloud content](#)

By **Thomas Reiss** , Apr 19, 2017

Related Questions

[Why SAP custom fiori app is not covering the full screen in SAP Fiori Launchpad on Portal.](#)

By **Sandip Mandal** , Dec 23, 2016

[Is there a Fiori Launchpad Built-in for Hana 2.0?](#)

By **Matthew Wong** , Mar 02, 2018

[Does SAP Fiori have 'on behalf of' functionality \(analogue to the SF Proxy feature\)?](#)

By **Former Member** , Jun 29, 2017

44 Comments

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Former Member

[July 31, 2014 at 9:53 am](#)

Thank you

Great summarize 😊

Like (0)



Former Member

[August 5, 2014 at 12:05 pm](#)

Thanks again [Masayuki Sekihara](#)

Very useful

Like (1)



Sandip Agarwalla

August 11, 2014 at 3:18 pm

Hi Masayuki

We just updated SAP_UI to SP09, Is it required to update the SAP_GWFND to SP09 too??

Currently the GW FND is at SP07.

Thanks

Sandip

Like (0)



Masayuki Sekihara | Post author

August 12, 2014 at 2:09 am

SAP recommendation is updating components by SPS: Support Package Stack. SAP_UI and SAP_GWFND are part of NetWeaver 740 and SPS are available.

Like (0)



TS Shanghai

August 13, 2014 at 7:15 am

Hi Masa,

Thanks for your tips. We just upgrade to UI SP09 and have error message "Failed to load groups" in lanuchpad.

Now, I follow your tips from step 1 to 8. Launchpad is working fine now! 😊

Like (0)



Akshay Gupta

September 28, 2014 at 4:56 pm

Hi,

I did the exact same above steps 1-8 (Applied so many notes 😞) and then everything as mentioned.

Still getting the error 'Failure – Unable to load group'.

Can't think of anything clever to look further, please kindly help if you recall something else?

Masa, Any advise? Have been really struggling to make this work so far and somehow looks like something has still been unlooked though I have been very meticulous and careful to execute all of the above steps.

And at last when the above steps didn't work, due to the desperation, tried the suggestion of [Golo Maichel](#) from thread [Fiori: Launchpad – Failure – Unable to load groups](#)

Golo Maichel wrote:

Hello,

we had the same error and fixed it by deleting the OData-Services and reconfigure them again:

Transaction /IWFND/MAINT_SERVICE

Select service ZINTEROP, delete SICF-Nodes (left bottom side), delete systemalias (right bottom side) and (important!) click again on ZINTEROP and choos "delete service".

After that "add service", select your Systemalias, click "get services", choose /UI2/INTEROP and click "add selected services".

*We also had to to this procedure for the service "ZTRANSPORT" and "ZPAGE_BUILDER_**"*

Good Luck!

Like other I had also upgrade to EHP7 & UI to SP09, after which started getting the Fiori launchpad error. Any help is truly appreciated.

Thanks in advance,

Akshay

Like (0)



Akshay Gupta

September 28, 2014 at 8:19 pm

Was able to resolve with a hunch.

Solution is [Fiori Launchpad Error: Failure – Unable to load groups Resolved!!!!](#)

Thanks Everyone!

~Akshay

Like (0)



Masayuki Sekihara | Post author

September 29, 2014 at 3:12 am

Please share that the step 9 is helpful or not enough.

Like (0)



Akshay Gupta

September 29, 2014 at 6:14 am

Yes Masa, ofcourse it truly does help.

Specifically the post

SAP Fiori LL17 – SAP Fiori launchpad troubleshooting

gave some ideas to look at other places.

I am glad that we have resources to look around and figure out the real root cause of errors.

Appreciate it.

Thanks,

Akshay

Like (0)



Kenny Zhang

August 19, 2014 at 9:30 am

Hi Masa,

Shall the app-specific add-on be upgraded too?

Kind regards,

Kenny

Like (0)



[Masayuki Sekihara](#) | Post author

[August 19, 2014 at 10:51 am](#)

Support Packages for apps were released as 5th delivery in July 2014.

Like (0)



Former Member

[August 21, 2014 at 4:19 pm](#)

Hi Masa,

I have the same issue after upgrading to SP09. I tried to rebuild the themes, but the theme designer is totally blank with messy code in Console tab...

Like (0)



[Chowdary Raghu](#)

[April 22, 2018 at 5:28 pm](#)

Dear Masayuki,

Hope you are good!! The blog is very helpful. Thank you so much for the blog.

I have issue with custom app. I have a custom app with single page(view). The view is having a background image. When run the app, it is working fine and also showing image.

My concern is, when I deploy the custom app to sap fiori launchpad, it does not show the image. How to fix the issue? Pls suggest me....

Waiting for your reply.

Thanks and Regards,

Raghuram

Like (0)



Former Member

[August 20, 2014 at 6:29 pm](#)

Hi Masa,

after SP09 we're unable to see any entries for catalog in launchpad designer (hangs on with text "loading") however .groups are loaded but when I double on groups nothing happens as well (nothing opens in right hand side). I went over your troubleshooting steps for no avail. Do you have a suggestion for checking as a starting point?

Best regards,

Berkin

Like (0)



Former Member

[August 21, 2014 at 4:30 pm](#)

Solved the problem by applying note

[2051051 – SAPUI5 upgrade to version 1.22.4 / 5](#)

(+ 20 other notes mentioned in 2051051)and covering Masa's checklist through steps 1 to 8.

Regards,

Berkin

Like (0)



Former Member

[August 21, 2014 at 4:58 pm](#)

Hi Berkin,

Implemented the note 2051051, and the SAPUI5 library is now 1.22.5, but still "Unable to load groups".

So I think using theme designer to rebuild themes is necessary?

Thanks,

Chloe

Like (0)



Former Member

[August 21, 2014 at 5:04 pm](#)

Hi Chloe,

I believe it is necessary if you are using a custom theme, otherwise SAP's own themes cannot be rebuilt. Did you also implement the other 20 notes mentioned in note 2051051? Those notes actually solved our problem.

Hope it helps.

Regards,

Berkin

Like (0)



Former Member

[August 21, 2014 at 5:11 pm](#)

Hi Berkin,

I've implemented all notes mentioned in note 2051051, and I'm using the default blue crystal. I guess I have to figure out the theme designer issue first cause it's totally blank.

I've also tried the theme designer HANA trial edition. However, nowhere to configure launchpad URL and publish the custom theme. Strange... 😞

Anyway, thank you very much for your suggestion!

Chloe

Like (0)



Former Member

[October 14, 2014 at 5:21 am](#)

Hi Berkin,

I am also the same issue as you of launchpad designer. Not able to create any new catalog. catalog search showing only loading text and groups are loaded but with nothing on the right hand side.

Before applying 2051051, did you apply any other note mentioned in the top list.

Like (0)



Former Member

[August 22, 2014 at 10:21 pm](#)

Implemented all the notes mentioned above and upgraded IW_BEP and IW_FND from SP07 to SP09 solved the issue.

Like (0)



Former Member

[October 14, 2014 at 5:12 am](#)

Hi

Thanks for the detailed article.

we have installed SP09. Now do all these notes I need to install manually one by one?

or is there any central note for them?

Thanks

Like (0)



[Masayuki Sekihara](#) | Post author

[October 20, 2014 at 10:48 am](#)

You can install SP10. You do not need to apply many notes.

Like (0)



Former Member

[November 20, 2014 at 8:38 am](#)

Hi Masa,

We are working on the old launchpad. So it is compulsory to install new launchpad to continue the work, because we are almost in the mid of the project.

Navdeep

Like (0)



Masayuki Sekihara | Post author

November 20, 2014 at 12:59 pm

New launchpad was available about 1 years ago. It does not make a sense using old launchpage.

Like (0)



Former Member

November 21, 2014 at 11:34 am

Is it possible to install Launchpad on ECC6 EHP5?

Like (0)



Former Member

November 21, 2014 at 11:34 am

Hi Experts,

Is it possible to install Launchpad on ECC6 EHP5?

Thanks

A J

Like (0)



Hemendra Sabharwal

February 13, 2015 at 10:48 am

Hi [Masayuki Sekihara](#),

In my "Admin view" for Fiori, the "Target Mapping Template" tile is missing, so I was trying to resolve this following above actions accordingly, but here I noticed that above link ([2017117 – Resetting the gateway metadata cache following UI add-on upgrade](#)) took me to SAP Corp site note.

Thanks,

Warm Regards

Hemendra

Like (0)



[Masayuki Sekihara](#) | Post author

[February 13, 2015 at 11:31 am](#)

Hi Hemendra,

Thanks for finding it. The link is corrected.

Regards,

Masa

Like (0)



[Ali Dai](#)

[March 24, 2015 at 3:21 pm](#)

Hi all,

I have error “NaN” is of type number, expected int for property “counter” of Element sap.m.StandardListItem#__item1-__xmlview0-catalogList-0”.

Any ideas how to resolve?

Like (0)



[Munagala Uday](#)

[April 7, 2015 at 5:01 am](#)

Hi [Masayuki Sekihara](#),

In my “Admin view” for Fiori, Intent Mapping window of Create Target Mapping is not appearing. So we applied the Note **2047349 — (Hotfix 1.22.3 for UI AddOn SP09 SC: UI2_SRVC)**, Now we are having issues in accessing the Admin view for Fiori Launchpad. Catalog is **keep on loading** and **not able to add new catalog**. What could be the exact issue and what exact mandatory notes we need to implement to work the admin page as expected for SAPUI version 9 ??

My sap_ui component version is 740 0009

Thanks.

Like (0)



Masayuki Sekihara | Post author

May 7, 2015 at 2:36 pm

Please look at [SAP Fiori – UI Add-on SP11 notes list](#), [SAPUI5 library 1.26.13](#) (beware of 1.26.12).

Like (0)



Former Member

September 15, 2015 at 9:40 am

Thanks

Like (0)



Former Member

December 9, 2015 at 1:39 am

Hello Sekihara-san,

Thank you for the detailed guide!

Thanks to this guide, I finally got catalog list on Launchpad Designer!

Although I couldn't apply latest patch 22 because of upload error but applied patch 21 and about 10 notes and resolved.

Still, catalogs are not show in Japanese, I'll continue to investigate...

Like (0)



Michael Appleby

January 14, 2016 at 6:01 pm

Please create a new Discussion marked as a Question. The Comments section of a Blog (or Document) is not the right vehicle for asking questions as the results are not easily searchable. Once your issue is solved, a Discussion with the solution (and marked with Correct Answer) makes the results visible to others experiencing a similar problem. If a blog or document is related, put in a link.

NOTE: Getting the link is easy enough for both the author and Blog. Simply MouseOver the item, Right Click, and select Copy Shortcut. Paste it into your Discussion. You can also click on the url after pasting. Click on the A to expand the options and select T (on the right) to Auto-Title the url.

Thanks, Mike (Moderator)

SAP Technology RIG

Like (0)



Tomislav Azinovic

January 15, 2016 at 8:48 am

Thanks for advice and useful instructions. i will use discussions for issue solving in the future, here is the link for discussion refering to my previous comment [Fiori app Error "Create supplier invoice"](#)

Best regards,

Tomislav Azinović

Like (0)



Former Member

April 15, 2016 at 8:56 pm

Hi Masayuki,

I just helped myself out of trouble with the launchpad using the transactions

- /UI2/FLC – Fiori Launchpad Checks
- /UI2/FLIA – Fiori Launchpad Intent Analyis

You may add them to section two of your troubleshooting guide.

For those using these transactions don't expect a fiori UX. The error indicator is the first column and the text with error details is on the right end of the table (you would need to scroll through numerous columns). But you can save a custom default layout for the grid to have the relevant information at hand. 😊

Best Regards,

Kai

Like (0)



barry neaves

April 19, 2016 at 3:30 pm

Hi

Great blog and a good reference page.

Please can you also add and link OSS Note 2269272 for when you get the "Reference Lost" in the Launchpad Designer. I know it's not technically the Launchpad, but as a one stop shop for trouble shooting and fixing Fiori Issues – it may help someone else...

Like (0)



Matthias Schmalz

October 13, 2016 at 8:11 am

Hi,

please also mention the Application Index above. The indexing is absolutely mandatory to be built up and has to be error free. Missing this is one common problem. Find more infos in the following note:

<https://launchpad.support.sap.com/#/notes/2364579>

Best regards

Matthias

Like (0)



Reza Ejersbo

October 28, 2017 at 11:12 am

Hi Masayuki.

Thanks for very advice.

We are using **Fiori launchpad**, we have problem to attach (all kind) of document to **Fiori launchpad**.

From **Fiori launchpad**, when we find the document that we want to attach. The document can be from (client, pc or server or) . When we push attach the document : there is nothing happened.

We get no error messages, and the document will not be attach.

I can not find any error or I donot know where should I look for error.

We need to attach this document for over customers in **Fiori launchpad**.

I hope you can help us with this.

BR

Reza

Like (0)



Former Member

January 2, 2018 at 5:56 am

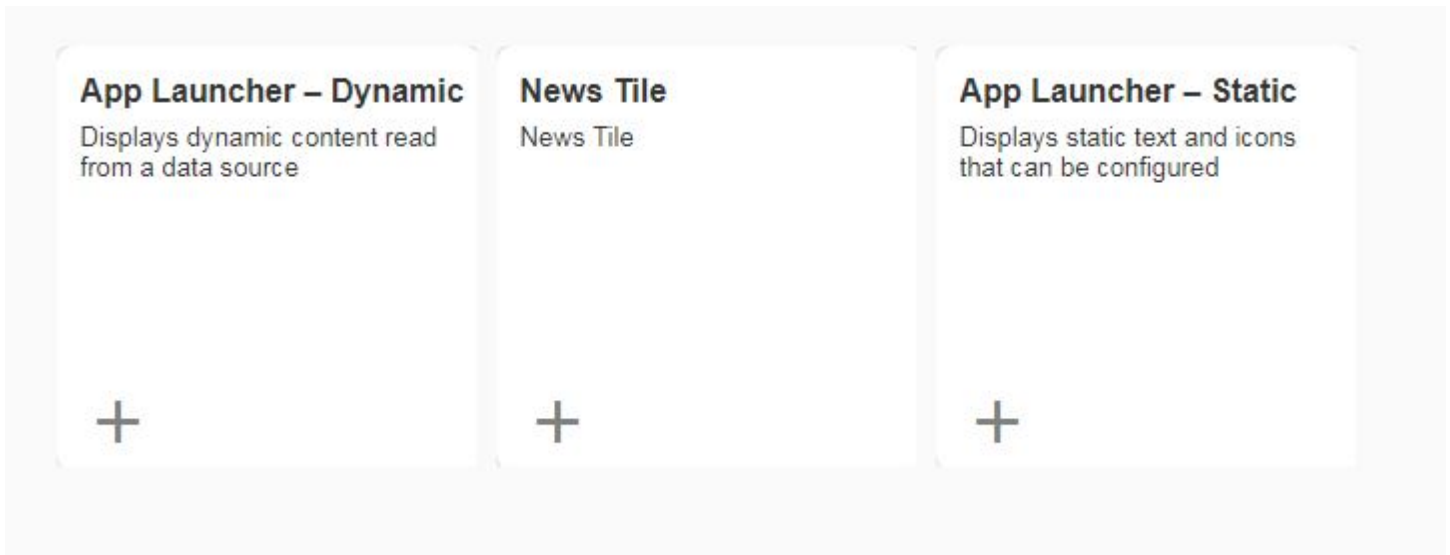
Hi Masayuki,

First and foremost.

Thank you for the very helpful blog.

It was only now that I read it and is trying to learn Fiori.

I still don't get to see the target mapping tile.



I executed all the steps you mentioned and still can't figure why.

SAP Gateway: Error Log

Re-Select

Search, Print, Filter, Export, Error Context, Active Source, Download to PC, Upload from PC, Summarize Logs

Overview

Line	Entry...	Date	Time	User	T100 Error ID	T100...	Error ...	ICF N...	HT...	B	Error Text
4	1	01/02/2018	13:11:25	[REDACTED]	/UI2/FND604	i	1	odata	404	<input checked="" type="checkbox"/>	Resource Chip not found.
3	1			[REDACTED]	/UI2/FND604	i	1	odata	404	<input checked="" type="checkbox"/>	Resource Chip not found.
2	1		13:11:24	[REDACTED]	/UI2/FND604	i	1	odata	404	<input checked="" type="checkbox"/>	Resource Chip not found.
1	1			[REDACTED]	/UI2/FND604	i	1	odata	404	<input checked="" type="checkbox"/>	Resource Chip not found.

I found this gateway error and not sure if this is the real cause.

Hope to get feedback/comment from you.

Regards,

EC

Like (0)



Tansu Aksu

February 25, 2018 at 6:15 pm

Hi Masayuki

I have bunch of KPIs built using CDS Views+Lumira designer. They are assigned to few groups such as “Finance KPIs”, “Logistic KPIs” etc. In each group there are several KPIs, so when you click to a group it runs all the tiles/KPIs under each group. Since I don’t use KPI Modeler, there is no “KPI Preview” option for each tile, hence there is no reason to run ALL KPIs under each group UNLESS the individual tiles have been clicked. Is there a way to configure each tile to be executed only when it’s clicked?

Regards

Tansu

Like (0)



Masayuki Sekihara | Post author

February 26, 2018 at 2:02 am

If you have an issue or a question, post is as a question. <https://answers.sap.com/index.html>

Like (0)



Mohammed Aarif

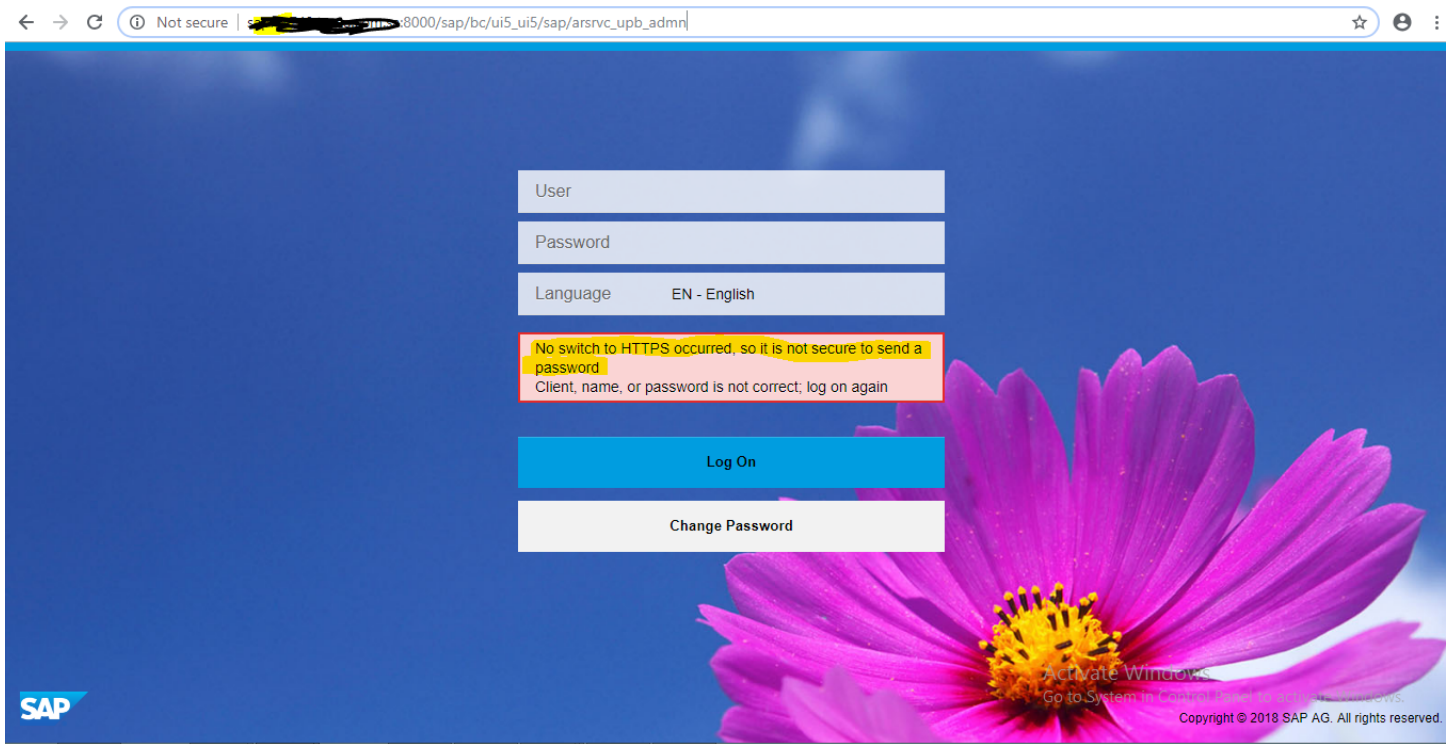
October 15, 2018 at 1:49 pm

Dear Masayuki,

we have doing implementation of SAP Fiori(SAP Netweaver 740) with SAP ECC 6.0 EHP 7(Back End Server).

Configuration on SAP Fiori Front End System(NetWeaver 740) when i am accessing Administrator panel
“http://ip address:8000/sap/bc/ui5_ui5/sap/arsvc_upb_admn”

i have get login page but coming error “No switch to HTTPS occurred, so it is not secure to send a password
Client, name, or password is not correct; log on again”



Please guide us regarding this error.

Regards,

Aarif

Like (0)



Masayuki Sekihara | Post author

October 16, 2018 at 1:17 pm

If you have an issue or a question, post it as a question. <https://answers.sap.com/index.html>

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