SAP Fiori Troubleshooting Path

Narrow the fault by layer, reproduce it safely, and collect evidence before changing configuration.

Request and diagnostic path

User / browser
Reproduce
URL, time, symptom

→

Launchpad
Content & role
Tile and intent

→

Gateway / OData
Service path
HTTP and error log

→

Backend app
Runtime
Business / system log

Triage sequence

1 REPRODUCE
Capture user, client, URL, app, timestamp, error text and whether other users are affected.

2 LOCALIZE
Use browser network evidence to locate the issue in launchpad, HTTP, OData or backend.

3 CHECK
Verify role, target mapping, service, ICF node, alias and Gateway/backend logs.

4 VALIDATE
Apply an approved correction and retest the same app flow with the affected user.

Technical coverage

AREA	CONFIGURATION / CHECK	EVIDENCE / VALIDATION
Launchpad content	Check tile/catalog visibility, target mapping, intent resolution and assigned business role.	Launchpad behavior and target resolution result
User access	Compare affected user role assignment, authorization result and service access.	User context, role evidence and SU53 where relevant
OData / ICF	Confirm required OData service and ICF node are active in the correct system/client.	Service registration, alias and HTTP response
Gateway runtime	Review /IWFND/ERROR_LOG or backend /IWBEP/ERROR_LOG around reproduction time.	Error context, request ID and sanitized trace
Client / cache	Check browser console/network and stale content; invalidate caches only when indicated.	Browser evidence and controlled cache retest

Operational note: Avoid broad cache invalidation or service changes until the affected layer is confirmed. Gateway error logs may not capture failures that occur before successful authentication.