

After upgrading SAP Kernel it is not possible to Transfer invoices error 101 - no SAP ErrInfo available

000045854 | Troubleshooting | Last updated 2026-09-09 | AP Essentials, eFlow, Process Director Accounts Payable, ReadSoft Invoices

Issue

After an SAP HANA Kernel patch is installed, invoices stop transferring into SAP. This has been observed across multiple integration paths, including:

- **Readsoft Invoices → Process Director (PD):** invoices processed using ReadSoft Invoices fail to reach Process Director Accounts Payable (SAP).
- **eFlow → SAP:** invoices processed in eFlow fail to transfer directly into SAP.
- **AP Essentials → Process Director (PD):** invoices from AP Essentials fail to reach Process Director Accounts Payable (SAP).

In all cases, the following error is seen:

```
<font face="Courier">101 - no SAP ErrInfo available
RETURN CODE: 18</font>
```

The product attempts to hand the invoice to SAP, but SAP doesn't respond properly, so the transfer fails and the invoice gets stuck.

Cause

Certain SAP Kernel patch levels contain a bug that breaks the communication for external products, regardless of which product is on the other end. The break happens silently, which is what produces the "no SAP ErrInfo available" error above.

The specific SAP Kernel patch levels known to **cause** this problem are:

SAP Kernel version	Affected patch levels
SAP Kernel 9.16	Patch Level 111
SAP Kernel 7.93	Patch Levels 420 and 421
SAP Kernel 7.53 (ECC)	Patch Level 1617

The following later patch levels **fix** the bug and do **not** cause this issue:

SAP Kernel version	Fixed patch level
SAP Kernel 9.16	Patch Level 114
SAP Kernel 7.93	Patch Level 422
SAP Kernel 7.53 (ECC)	Patch Level 1619

Solution

Update your SAP system to a Kernel patch level that includes SAP's fix:

- 1 Identify which SAP Kernel version and patch level your SAP system is currently running (your SAP Basis team can confirm this).
- 2 If you are on one of the affected patch levels listed above (9.16 PL111, or 7.93 PL420/421), install the latest patch level SAP currently offers (SAP may release further updates after this article was written).
- 3 Apply the update following your organization's standard SAP change-management/patching process.
- 4 Once the patch is applied, retest invoice transfer to SAP to confirm invoices now go through without the Error 101 / Return Code 18 message.

REFERENCES

- Check SAP's site for the latest available Kernel patch: <https://www.sap.com/>
- SAP Kernel patches are released and downloaded through SAP's own support channels (e.g., SAP Support Portal); consult your SAP Basis team for access.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45854>