

Password Reset / Unlock

Category: Access/Account

Sub-Category: User Account

Group: Password Reset / Unlock

Steps

1. Verify user identity (phone/email confirmation).
2. Guide the user through **self-service password reset**
3. Confirm if the account is locked, disabled, or if the password is expired.
4. In AD / portal, right-click the user account → select “Unlock Account”.
5. Save changes and confirm the account is active.
6. Generate a **temporary password** following organization password policy.
7. Provide the temporary password securely (encrypted email / ServiceNow notification / one-time SMS).
8. Ensure the “User must change password at next login” option is enabled.
9. Instruct the user to set a new password at first login.
10. Review SAP system password policies.
11. Fix backend scripts/configurations.
12. Perform config corrections in security settings.

SAP Access / Authorization Issues

Category: Access/Account

Sub-Category: User Account

Group: Access/Authorization to SAP Systems and Apps

Steps:

1. Validate user identity and confirm authorization request legitimacy.
2. Check if user already has the required role/profile.
3. If the role is part of a **pre-approved access matrix** → assign directly.
4. Inform user and request test confirmation.
5. Analyse missing authorizations using Authorization Trace or Authorization Check Log.
6. Identify which authorization objects/roles are missing.
7. Assign or adjust roles if within scope and document changes.
8. Test with user and confirm access.
9. Review and design complex/custom roles if standard ones do not cover requirements.
10. Coordinate with GRC team for risk analysis.
11. Transport role changes across SAP landscape.

VIM Workflow & Approval Issues

Category: Record To Report

Sub-Category: Financial Accounting

Group: VIM Workflow and Approvals.

Steps:

1. Verify user authorization catalogs/roles for invoice approvals.
2. Ask user to refresh/re-login into My Inbox if workflow not visible.
3. Check invoice header completeness and attachments visibility in VIM Workplace.
4. Re-open invoice PDF preview to confirm error reproduction.
5. Inspect VIM Flexible Workflow Configuration for the approval pattern/agent assignment.
6. Check workflow substitution rules → ensure approver is correctly substituted.
7. Re-trigger workflow if workflow instance stuck.
8. Check duplicate invoice check rules; remove duplicate status if incorrectly flagged.
9. Debug VIM engine configuration for approval routing errors.
10. Implement necessary Business Add-In for workflow routing logic.
11. Apply SAP Product Notes or Patches for VIM workflow issues.
12. Adjust DP Document Type setup if incorrectly assigned.
13. Validate FI/MM integration points (duplicate posting errors, vendor invoice blocking).