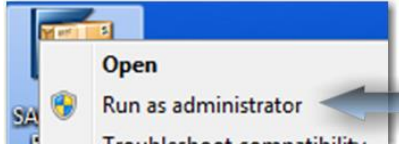


## Troubleshooting GUI Installation and/or Connection Issues

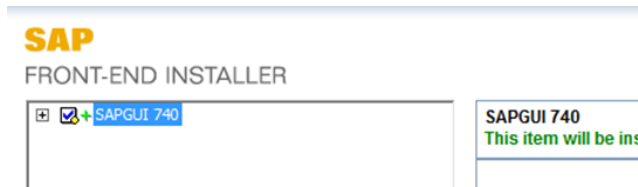
(Many of these screenshots are from earlier GUI versions than you are installing, but the solution still applies.)

**Problem:** Installation acts like it was stalled/stopped.

**Solution 1:** You did not right click and run as administrator. Restart the installation and run as administrator

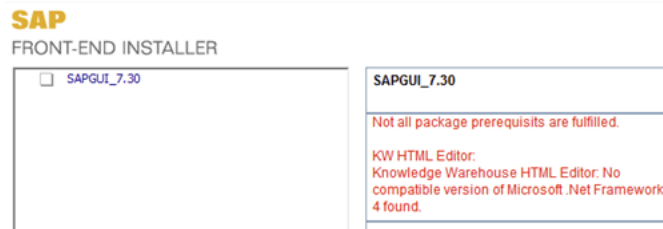


**Solution 2:** You did not check the check box. Restart the installation and check the box.



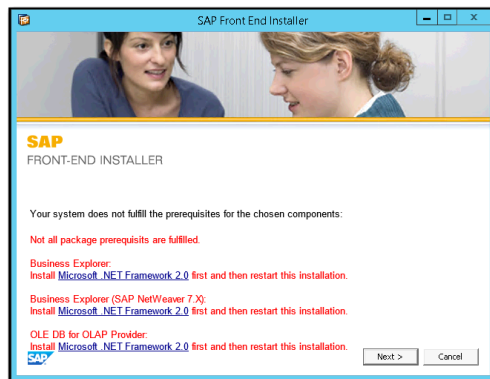
**Problem:** You get a message that not all package prerequisites are fulfilled.

**Solution :** Your computer needs additional software to install the SAP GUI.



The red font is usually an active link that will take you directly to a download of the needed software like the image below.

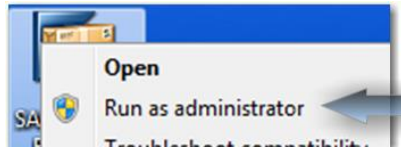
Double click on the blue link and complete the steps to install any missing software. If you do not have the link, search for the software on the web for installation.



Restart the GUI installation.

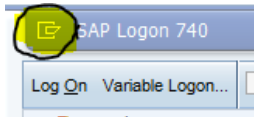
**Problem:** You got the GUI installed; but the UWM UCC systems are not displayed.

**Solution 1:** You did not right click and run as administrator. Restart the installation and run as administrator



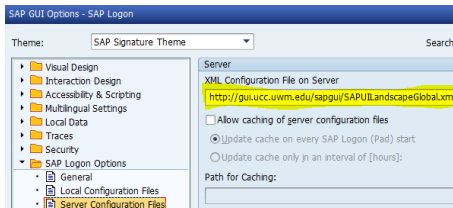
**Solution 2:** For some reason the XML configuration files did not populate.

Click the upper left icon.



Select Options

Drill into the SAP Logon Options folder and select Server Configuration files

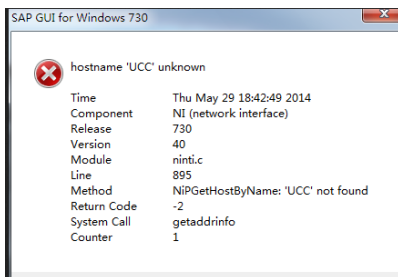


Look at the XML Configuration File field on the right side. If it is empty, type in

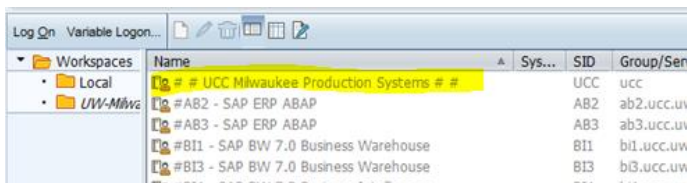
<http://gui.ucc.uwm.edu/sapgui/SAPUILandscapeGlobal.xml>

Select apply. Close your GUI and open SAP Logon.

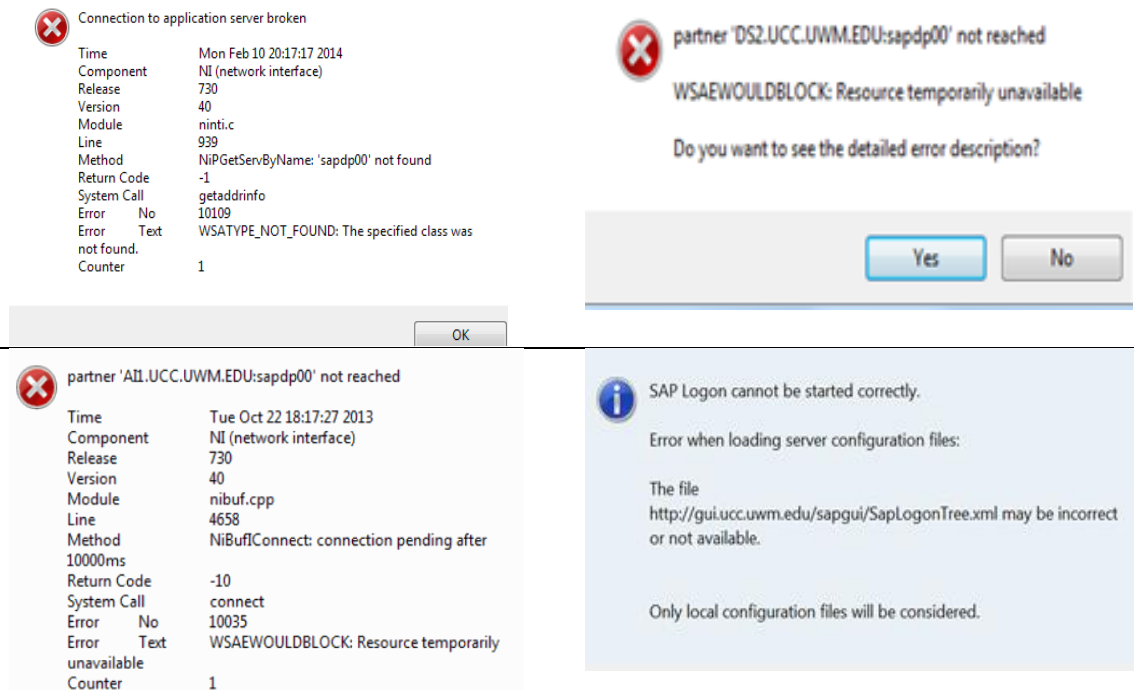
**Problem:** You got the GUI installed; the UWM systems are displayed, but when opening a system you get:



**Solution:** You are not selecting the correct system. The first line is not an active system. Select the system that your instructor has provided



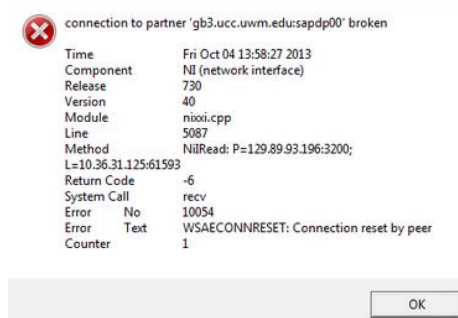
**Problem:** You are getting one of the below errors when selecting a system.



**Solution:** You have a firewall or antivirus program blocking your connection. Disable any firewall or antivirus software and try to connect again. Most likely port 3200 needs to be opened in the firewall. (Note the system maybe different than your system, but the error is specific to a firewall/antivirus issue.)

A firewall/antivirus connection issue can be at the individual computer level or the network level that the computer is using. Check both.

**Problem:** You have successfully connected to a system, but as you work you get disconnected.



**Solution:** A connection can be lost for many reasons. It is usually isolated. Log back on. (You will only lose the transactional data that has not been saved.) On occasion, this can be more frequent. The UWM UCC does not time-out IDs and the trouble is usually on the users network. Check with your network administrator to see if there is a 'timed-out' session limit and there are appropriate network resources to manage the connections. If you have not had problems in the past maintaining a connection, look at recent changes to the network.

**Problem:** On occasion, there have been .dll or other operating system errors during installation.

**Solution:** This indicates an operating system issue on the computer.

Un-install SAPGUI, SAP Business Explorer, and Engineering Client Viewer.

Restart the computer.

Make sure Windows Updates are current and restart your computer after updates.

Re-start the SAPGUI installer as Administrator

**Problem:** The GUI did not install on my tablet.

**Solution:** The SAPGUI is not supported for most tablets. The GUI is for full Windows operating systems. Only tablets that run full window operating systems functionality will support GUI installation.

If there are still problems, contact your instructor. A faculty with an account with the UCC can submit a help ticket. The UCC works with faculty, who need to coordinate the communication with the student. (A student should not contact the UCC directly. You will be re-directed to your faculty, ultimately taking longer to look at your issue.)

To facilitate an inquiry, provide as much system details as possible. This includes identifying your operating system, OS edition including 32 or 64 bit. Identifying your network. Is this a wired or wireless connection, work, home or campus network. Have you successfully connected before. Screen shots should be included. The more exact information provided, the better.