**Basic Troubleshooting**

Is the SAP router IP address belonging to an Orange SAP router?

The following IP addresses belong to Orange SAP Routers:

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| **Location** | **Hostname** | **Internal IP address** | **External IP address** |
| DC1 (zone2) | USDC1SAPR001 | 10.77.25.20 | 57.81.18.163 |
| DC1  (zone3) | USDC1SAPR002 | 10.72.32.67 | NA |
| DC1 (zone3) | USDC1SAPR003 | 10.72.32.65 | NA |
| DC2  (zone2) | USDC2SAPR01 | 10.78.25.20 | 57.81.18.164 |
| DC2  (zone3) | USDC2SAPR02 | 10.73.32.68 | NA |

The following are IBM SAP routers:

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| Target Server  & LPAR | Customer  host Name | Production IBM GSNMA (ODS) Name | Cluster Partner | DR Partner | IP address |
| USCV\_P595\_4\_20 | up1sap01op1 | uscvqap183bhpx2 | up1saph1op1 | up1sapd1op1 | 10.72.32.180 |
| USCV\_P595\_5\_14 | up1saph1op1 | uscvqap184bhpx2 | up1sap01op1 | up1sapf1op1 | 10.73.32.154 |
| USCC\_P595\_1\_22 | ud1sap01od1 | usccqap213bhpx2 | NA | NA | 10.73.32.133 |
| Blade | USDC1PSAPA08 | USDC1PSAPA08 | N/A | USDC2RSAPA38 | 10.72.18.119 |
| Blade | USDC1PSAPA09 | USDC1PSAPA09 | N/A | USDC2PSAPA01 | 10.73.18.48 |
| Blade | USDC1PSAPA24 | USDC1PSAPA24 | N/A | N/A | 10.72.18.19 |
| Blade | USDC2YSAPA03 | USDC2YSAPA03 | N/A | N/A | 10.73.51.91 |
| Blade | USDC1PSAPA09 | USDC1PSAPA09 | N/A | USDC2PSAPA01 | 10.73.18.48 |

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| **#** | **Error message** | **Cnxn** | **Parameters** | **Screenshot** | **ESP** | **Remedial action** |
| 1.1 | USDCXSAPR00X: route permission denied (<SRC>, <DST>, <SVC/PORT>) | R/3 | SAProuter: USDC1SAPr001  Server:  USDC1SAPr002  SAProuter: USDC1SAPr002  Server:  <SAP system>  SRC: 10.72.99.105  DST: 10.77.25.20  SVC/PORT:  320X | Service connection screenshot (external SAP router)  cid:image021.png@01D0A6B9.C7B89DF0  Service connection screenshot (internal SAP router)  cid:image022.png@01D0A6B9.C7B89DF0  SAP GUI for Windows screenshot  cid:image006.jpg@01D0AE88.A1F2E5E0 | Orange | Orange to configure necessary route permissions for the stated SAP system on the stated SVC/PORT on DC1 and DC2 Zone 3 SAP routers:  USDC1SAPR002  USDC1SAPR003  USDC2SAPR002 |

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| **#** | **Error message** | **Cnxn** | **Parameters** | **Screenshot** | **ESP** | **Remedial action** |
| 1.2 | USDCXSAPR00X: route permission denied (<SRC>, <DST>, <SVC/PORT>) | R/3 | SAProuter: USDC1SAPr001  Server:  <SAP system>  SRC: 10.72.99.105  DST: 10.77.25.20  SVC/PORT:  320X | Service connection screenshot (external SAP router)  cid:image005.jpg@01D0AE88.A1F2E5E0  Service connection screenshot (internal SAP router)  <NA>  SAP GUI for Windows screenshot  cid:image006.jpg@01D0AE88.A1F2E5E0 | Orange | Orange to configure necessary route permissions for the stated SAP system on the stated SVC/PORT on DC1 and DC2 Zone 2 SAP routers:  USDC1SAPR001  USDC2SAPR001 |

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| **#** | **Error message** | **Cnxn** | **Parameters** | **Screenshot** | **ESP** | **Remedial action** |
| 1.3 | SAP Web proxy: Destination server not reachable;  Route permission denied | HTTP | DC2 External SAP router:  57.81.18.164 USDC2SAPr001  DC2 Internal SAP router  10.73.32.68  USDC2SAPr002  SVC/PORT: 50200 | cid:image014.jpg@01D0A6F4.751C14B0 | Orange | Orange to configure necessary route permissions for the stated SAP system on the stated SVC/PORT on DC1 and DC2 Zone 3 SAP routers:  USDC1SAPR002  USDC1SAPR003  USDC2SAPR002 |
| 1.4 | SAP Web proxy: Destination server not reachable;  Route permission denied | HTTP | DC2 External SAP router:  57.81.18.164 USDC2SAPr001  DC2 Internal SAP router :  <blank>  SVC/PORT: 8081 | cid:image065.jpg@01D0A6F4.751C14B0 | Orange | Orange to configure necessary route permissions for the stated SAP system on the stated SVC/PORT on DC1 and DC2 Zone 2 SAP routers:  USDC1SAPR001  USDC2SAPR001 |

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| **#** | **Error message** | **Cnxn** | **Parameters** | **Screenshot** | **ESP** | **Remedial action** |
| 2.1 | USDCXSAPR00Y: route permission denied (<SRC>, <DST>, <SVC/PORT>) | R/3 | SAProuter: USDC1SAPr001  Server:  USDC1SAPr001  SAProuter: USDC1SAPr001  Server:  <SAP system>  SRC: 10.72.99.105  DST: 10.77.25.20 | Service connection screenshot (external SAP router)  cid:image004.jpg@01D0AE88.A1F2E5E0  Service connection screenshot (internal SAP router)  cid:image005.jpg@01D0AE88.A1F2E5E0  SAP GUI for Windows screenshot  cid:image006.jpg@01D0AE88.A1F2E5E0 | Accenture BASIS | SAProuter server 'USDC1SAPr001' specified twice, once with the external IP address and once with the internal IP address. BASIS team to maintain the correct SAProuter and Additional SAProuter data under the link <https://support.sap.com/system-data> -> [SID] -> "System" tab  Zone 2 system  SAProuter:  USDC1SAPr001 if device is in DC1  (57.81.18.163 external IP, 10.77.25.20 internal IP)  USDC2SAPr001 if device is in DC2  (57.81.18.164 external IP, 10.78.25.20 internal IP)  Additional SAProuter:  <Blank>  Zone 3 system  SAProuter:  USDC1SAPr001 if device is in DC1  USDC2SAPr001 if device is in DC2  Additional SAProuter:  USDC1SAPr002 if device is in DC1  (10.72.32.67)  USDC2SAPr002 if device is in DC2  (10.73.32.68) |
| **#** | **Error message** | **Cnxn** | **Parameters** | **Screenshot** | **ESP** | **Remedial action** |
| 2.2 | SAP Web proxy: Destination server not reachable | HTTP | External SAP router:  57.81.18.163 USDC1SAPr001  Internal SAP router:  10.77.25.20  USDC1SAPr001  SVC/PORT:  50000 | Web Browser screenshot:  cid:image003.jpg@01D0AE88.A1F2E5E0 | Accenture BASIS | SAProuter server 'USDC1SAPr001' specified twice, once with the external IP address and once with the internal IP address. BASIS team to maintain the correct SAProuter and Additional SAProuter data under the link <https://support.sap.com/system-data> -> [SID] -> "System" tab  Zone 2 system  SAProuter:  USDC1SAPr001 if device is in DC1  (57.81.18.163 external IP, 10.77.25.20 internal IP)  USDC2SAPr001 if device is in DC2  (57.81.18.164 external IP, 10.78.25.20 internal IP)  Additional SAProuter:  <Blank>  Zone 3 system  SAProuter:  USDC1SAPr001 if device is in DC1  USDC2SAPr001 if device is in DC2  Additional SAProuter:  USDC1SAPr002 if device is in DC1  (10.72.32.67)  USDC2SAPr002 if device is in DC2  (10.73.32.68) |
| **#** | **Error message** | **Cnxn** | **Parameters** | **Screenshot** | **ESP** | **Remedial action** |
| 2.3 | USDCXSAPR00Y: route permission denied (<SRC>, <DST>, <SVC/PORT>) | R/3 | SAProuter: USDC1SAPr001  Server:  pc000op1  SAProuter: pc000op1  Server:  <SAP system>  SRC: 10.72.99.105  DST: 10.72.32.185 | Service connection screenshot (external SAP router)  cid:image007.jpg@01D0AE88.A1F2E5E0  Service connection screenshot (internal SAP router)  cid:image008.jpg@01D0AE88.A1F2E5E0  SAP GUI for Windows screenshot  cid:image009.jpg@01D0AE88.A1F2E5E0 | Accenture BASIS | Non Orange SAProuter 'pc000op1' specified as the internal SAP router. BASIS team to maintain the correct SAProuter and Additional SAProuter data under the link <https://support.sap.com/system-data> -> [SID] -> "System" tab  Zone 2 system  SAProuter:  USDC1SAPr001 if device is in DC1  (57.81.18.163 external IP, 10.77.25.20 internal IP)  USDC2SAPr001 if device is in DC2  (57.81.18.164 external IP, 10.78.25.20 internal IP)  Additional SAProuter:  <Blank>  Zone 3 system  SAProuter:  USDC1SAPr001 if device is in DC1  USDC2SAPr001 if device is in DC2  Additional SAProuter:  USDC1SAPr002 if device is in DC1  (10.72.32.67)  USDC2SAPr002 if device is in DC2  (10.73.32.68) |

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| **#** | **Error message** | **Cnxn** | **Parameters** | **Screenshot** | **ESP** | **Remedial action** |
| 2.4 | Connection closed | R/3 | R/3 Support:  Closed | SAP GUI for Windows screenshot  cid:image012.jpg@01D0A6D4.C0AF35D0 | Accenture BASIS | BASIS team to open R/3 connection |
| 2.5 | Connection closed | HTTP | HTTP Connect – URLAccess:  Closed | SAP GUI for Windows screenshot  cid:image029.jpg@01D0A6AE.A2B07CE0 |  |  |

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| **#** | **Error message** | **Cnxn** | **Parameters** | **Screenshot** | **ESP** | **Remedial action** |
| 2.6 | No URL Maintained | HTTP | URLs:  No URL maintained | SAP GUI for Windows screenshot  cid:image013.png@01D0A6D4.C0AF35D0 | Accenture BASIS | BASIS team to maintain URL |