

SAP SSO Missing User Profile

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'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

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Title

SAP SSO Missing User Profile

Purpose:

Follow this procedure when a user reports SAP SSO missing user profile.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number SAP Service Requested (P16, J16, I16, PBW, etc.) Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

To Fix Error message about Services, log in as Admin.

5.

Install the SAP SSO - (Deploy-Application.exe)

The entire application must be installed locally on user's computer.

From File location (NAZ) : Z:\Applications\SAP - Full Installation Guide\SAPGUI 7.40 Patch Level 7 (NEW)\SAPGUI 7.40 Patch Level 7 (NEW)\File to Fix Login Production

6.

Check the SAP SSO Client Configuration

7.

On your computer on the right bottom side of the computer you see icon for SAP SSO Client.

8.

Click on it and the client opens.

Ensure the client certificate reflects your employee(network) ID and the user certificate must be green.

9.

If above highlighted entry with user employee(network) ID is missing please create profile entry manually.

10.

Update the below Host entry under Policy Groups tab.

<https://rwl-psla-p01.dc.fmcna.com:50101/>

11.

Once applied the certificate should show as updated.

12.

Set the profile as default right click on your profile entry. Select User Profile for SAP Application.

13.

This will put a star next to the profile.

14.

Open the SAP application and log in.

15.

Follow the resolution process.

16.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

SAP

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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