

SAP - How to activate history function/low speed connection error message

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Title

SAP - How to activate history function/low speed connection error message

Purpose:

Follow this procedure when a user reports SAP message How to activate history function/low speed connection error message

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

While logged into SAP, access the Options screen:

5.

Click on the Local Data tab and activate the History function:

6.

The Specialist can close the ticket, but if the below image is shown, proceed to step 7

:

7.

Got into the properties setting for the module the customer is trying to activate the history option for:

8.

Depending on which version of SAP Gui is installed on the computer, the specialist will need to click on either the 'Advanced' button or on the 'Network' tab.

9.

Depending on which version Gui is installed, the specialist will either have to uncheck the "Low speed connection" box or select the "High Speed Connection":

Incident Classification Requirements

Category

Software

Subcategory

SAP

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

Resolution Subcategory

SAP

Resolution Service

Install

Escalation Process

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

Escalation Group

DTI-EUX-HCL-HelpDesk-L1

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