SAP - Logon Balancing Error 88

Title

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Purpose:

Follow this procedure when a user reports Logon Balancing Error 88. NOTE: The Logon Balancing Error 88 message can occur if the pc does not have a network connection, there is a corrupt services file, or there is a server issue.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberIP Address of computerDetailed 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 the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Confirm the user can access the internet such as FMC4me or MSN.com. If the user is not able to access the internet refer to the support team for additional troubleshooting.

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5.

The Help Desk Specialist should confirm that the SAP server is up and running, by trying to connect to the same module that the customer is trying to connect to.

If the server is verified up, proceed to Step 6.If the Help Desk Specialist is not able to connect, they will need to make voice contact with the Major Incident Management team to address.

6.

Ask the user to reboot their PC. If after the reboot, they are unable to access SAP. The Help Desk Specialist will need to transfer the services file from their computer to the customers' computer via file transfer in PCAnywhere. The services file is located under the following directory:

C:\Windows\system32\drivers\etc (Windows XP)

NOTE: Select YES if prompted to replace the existing file on the customer's pc.

Once successfully transferred, the Help Desk Specialist, should ask the customer to try to connect to SAP.

If they are able to connect, the incident can be resolved.If they are not able to connect, the incident will need to be referred to the appropriate FSS group including the IP address of the PC and all troubleshooting that was performed prior to escalation.

7.

Follow the resolution 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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Install

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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