SAP SSO Load Balancing Error

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Title

SAP SSO Load Balancing Error

Purpose:

Follow this procedure when a user reports SAP SSO load balancing error.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberSAP 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.

Go to C:\Windows\System32\drivers\etc   Copy and replace these files below.

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.

Open SAP. Once open, right click on the service the user is requesting. Select the network tab.

7.

Ensure there is a check to the left of Activate Secure Network Communication.

8.

Open the SAP application.

9.

Follow the resolution process.

10.

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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