

# SAP - Manually install the SAP SLC certificate for SSO

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**Category:** {'link':

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Title

SAP - Manually install the SAP SLC certificate for SSO

Purpose:

Follow this procedure when a user needs the SAP SLC certificate loaded. If Group Policy is unable to get the certificate installed, this document shows you how to manually install the certificate.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported. As part of the SAP Secure Logon Client deployment, a certificate was sent to all workstations in the CORP.AD.FMCNA.COM domain.

Computers may not get the certificate for the following reasons:

Computer is in a test OUGroup Policy is corruptedUser only connects to the network via VPN or Wireless

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Copy \\corpfs01\FS\_win95\_APPS\Applications\SAP SSO\PSL\_Root CA.zip to the local hard drive on the target computer, perhaps C:\Temp.

5.

Remote to the target computer.

6.

Right click on C:\Temp\PSL\_Root CA.zip and choose Open. You should see the certificate PSL\_Root CA.crt.

7.

Right click on PSL\_Root CA.crt and choose Install Certificate.

8.

Choose Current User and click Next.

9.

Select Trusted Root Certification Authorities as the certificate store. Click OK and Next.

10.

On the screen that follows click Finish. Here is the certificate after it has been successfully installed:

11.

Follow the resolution process.

12.

If additional assistance is needed please send to the appropriate Field Systems Support team.

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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