

# SAP SSO is NOT on Desktop

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'https://fmcnaddev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

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'value': 'bf870a491bd7a51426ddeb16624bcb6d'}

Title

SAP SSO is NOT on Desktop

Purpose:

Follow this procedure when a user reports SAP SSO is NOT on Desktop

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.

Go to C:\Users\Z00385957\AppData\Roaming\SAP\Common and remove both SAP Landscape Files

5.

Upload

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.

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

7.

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

8.

Open SAP SSO from the desktop.

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

DTI-EUX-FSS

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