SAP - SAP I16 added to their SAP Log in screen

Title

SAP I16 added to the SAP Log in screen

Purpose:

Follow this procedure when a user needs SAP I16 added to their SAP Log in screen. For callers that report that they are missing the log in information for the I16 portal in SAP. The server info can be added by following the steps as shown below.

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 the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Launch the SAP logon pad, and click on the "New Item…" button.

NOTE: If the logon pad does not show any buttons on the side, open the Start Menu and run a search for "saplogon" in "All files and folders". Click the "saplogon.exe" that is located in the C:\Program Files\SAP\FrontEnd\SAPgui. (see below screen shot)

5.

Click the 'Next' button at the next screen:

6.

Make sure you change the 'Connection Type' to "Group/Server Selection" using the drop down menu. Fill in the information shown below and click the 'Next' button:

7.

Make sure "High Speed Connection(LAN)" is selected and click the "Finish" button:

8.

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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