

SAP – User Account Locked

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'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

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Title

SAP – User Account Locked

Purpose:

Follow this procedure when account comes up locked.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number SAP username 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 the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

The Help Desk Specialist will log into SAP and type in the transaction code su01 and then click on the green execute icon.

NOTE: The Help Desk Specialist will have to verify and log into the module that the customer is trying to log into. (Ex. P16, J16).

5.

The Help Desk Specialist will need to enter the individuals SAP username to be unlocked/reset and press

NOTE: The Help Desk Specialist will only be able to unlock an account and/or reset a password for the user's account-who is calling in.

6.

After pressing enter on the keyboard,

If the Alias field populates, the account is found in the system, and the Help Desk Specialist can continue. If the Alias field does NOT populate, if the Help Desk Specialist tries to then unlock the account and/or reset the password, they will receive the following error and will need to verify if the user has an account using SAP-How to look up a SAP account

7.

To check if the account is locked, the Help Desk Specialist will need to click on the padlock icon and unlock the account if necessary.

If the account is locked, the Help Desk Specialist will see one of two messages. Either that the account is _locked by System Manager or that the account is locked _due to incorrect logins.

Unless notified by a member of Network Security, the Help Desk can unlock the account, with one exception - Super User accounts.

To unlock the account, the Help Desk Specialist, will need to click the padlock icon

8.

If the account is not locked, then the Help Desk Specialist will see the below window. The Help Desk Specialist can click on the red X to bring them back to the previous screen.

9.

To reset the password for the account, The Help Desk Specialist should click on the icon

. Type in new password and confirm it.

The customer will then need to try to log in with the temporary password that the Help Desk Specialist reset it to.

10.

Once verified that they are logged in, or prompted for a password reset, the Help Desk Specialist can resolve the ticket.

11.

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Access Modification

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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