

SAP Analytics Cloud FAQ

This section answers commonly asked questions about SAP Analytics Cloud.

1. **Issue:** The user account not active in the popup when accessing Design Stories or Analytical Stories.

Solution:

- a. Check if the subject name identifier set in IdP and the one set in the system are the same.
 - b. If your subject name identifier is User ID, verify if the user's User ID in the system and the Login Name in IdP are the same (including the case).
 - c. If your subject name identifier is Email, verify if the user's email in the system and the email maintained in IdP are the same (including the case).
 - d. If the Email of the user is already used by some other user, then change the user's email in the existing user. Ensure that a unique email ID is updated for each of your users.
2. **Issue:** The user account is inactive for the new user created after IdP upload.

Solution: This scenario can occur if the email of the existing user was previously used or changed in any other user. For example: If a user1 is created with email test101@test.com, later is changed to test102@test.com, and now user2 is created with test101@test.com then for user2 the status displays as user inactive. Update Assertion Attributes for the SAC tenant in the IdP system and update the email ID of user1 in IdP to test102@test.com and now the user1 must log in to the system and access any of the existing stories. After a successful logon by the user1, create a user2 with test101@test.com and activate user2.