

SAP GUI

SAP GUI Troubleshooting Guide

Use this procedure to troubleshoot common SAP GUI connectivity errors.

TIPS

Use the steps that correlate with the error/issue your user is experiencing below. If these steps are unsuccessful in resolving the user's issues, please send an email to HeretoHelp@ofm.wa.gov that includes the error the user is receiving and the steps you have taken in an attempt to resolve the issue for further assistance.

SNC ERROR

Step 1

Locate the sncgss32.dll file in the download SAPGUI installation package (example: SAPGUI760_Pro_Install folder).

Step 2

Copy the sncgss32.dll file to C:\Windows\System32 if running 32-bit Windows OS.

Step 3

Copy the sncgss32.dll file to C:\Windows\System32 and C:\Windows\SysWOW64 folder if running 64-bit Windows OS.

Step 4

Attempt a successful HRMS connection using the SAP Logon Pad.

LOAD BALANCE 88 ERROR

Step 1

Check if sapmsRPO entry is present in the end of the services file.

Step 2

Services file is located in C:\Windows\System32\drivers\etc folder.

Step 3

If no sapmsRPO entry is found, open using Notepad, add the entry on the last line of the services file, and hit the Enter button. *

**NOTE: Ensure the services file does not contain an extension when saving the file after adding new entry*

Step 4

Attempt a successful HRMS connection using the SAP Logon Pad.

NO ENTRIES IN THE SAP LOGON PAD MENU (blank logon pad)

Step 1

Locate the file "SAPUILandscape.xml" from the SAP GUI installation package. The "SAPUILandscape.xml" file should be inside of the extracted SAPGUI7XXPRO folder.

Step 2

Copy "SAPUILandscape.xml" file to C:\Users\yyyyyyyy\AppData\Roaming\SAP\Common\ folder and replace the file with the same name already inside of the folder.

Step 4

Attempt a successful HRMS connection using the SAP Logon Pad.