

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 and the steps you have taken to resolve the issue for further assistance.

SNC ERROR

Step 1

Locate the **sncgss32.dll** file in the download SAPGUI installation package (example: SAPGUI800_PRO-PKG\SAPGUI800_PRO 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 64bit 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 at the end of the services file.

Step 2

Services file is 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 press the **Enter** key on the keyboard. *

**NOTE: Ensure the services file does not contain an extension when saving the file after adding new entry. Windows 10 will not allow the file to be saved directly in the `etc` folder so you may need to temporarily save it on the desktop or a temp folder and then copy and replace the `services` file with admin privileges in the `etc` folder.*

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\yyyyyyyyyy\AppData\Roaming\SAP\Common\ folder and replace the file with the same name already inside of the folder.

Step 3

Attempt a successful HRMS connection using the SAP Logon Pad.

HOSTNAME ‘SSVAPOLYHPhC4.ssv.wa.lcl’ UNKNOWN

This is a known issue for non-EAD agencies like WSDOT. There are two solutions for resolving the issue.

Solution 1

Add the following entry highlighted in yellow or all entries to the hosts file (located in C:\Windows\System32\drivers\etc folder) of the agency HR user workstation.

Example of entries in the workstation Hosts file:

HRMS HOST DNS

147.55.47.45	phrsapgrp.wa.gov
147.55.47.47	ssvapolyhphc1.ssv.wa.lcl
147.55.47.48	ssvapolyhphc2.ssv.wa.lcl
147.55.47.49	ssvapolyhphc3.ssv.wa.lcl
147.55.47.50	ssvapolyhphc4.ssv.wa.lcl
147.55.47.45	ssvciolyhphc.ssv.wa.lcl

Solution 2

Add all the entries above to your agency DNS server to allow all users to access HRMS servers.

Please contact your agency IT support and choose from the options above based on your agency policy.