

# Troubleshoot Post-SAP GUI Installation Issues & Errors

## NO ENTRIES IN THE SAP LOGON PAD MENU

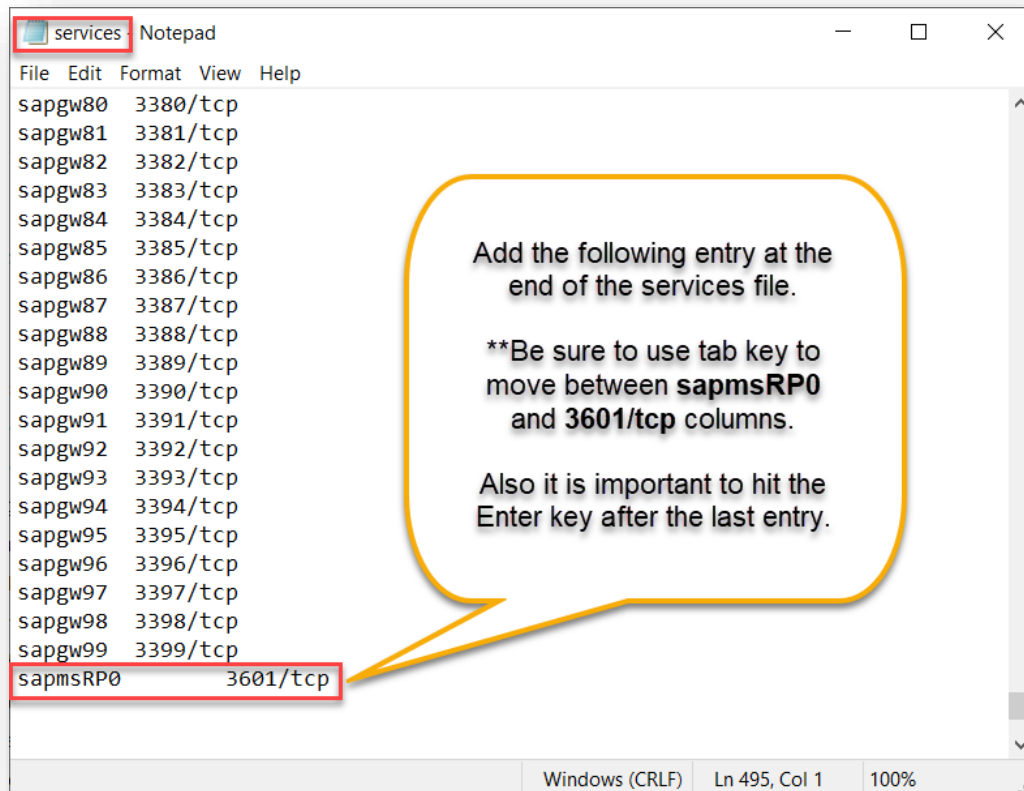
1. Locate the file “**SAPUILandscape.xml**” from the SAP GUI installation package. The “**SAPUILandscape.xml**” file should be inside of the extracted **SAPGUI760PRO** folder.
2. Copy “**SAPUILandscape.xml**” file to **C:\Users\yyyyyyyyyy\AppData\Roaming\SAP\Common\** folder and replace the file with the same name already inside of the folder.

## RECEIVING A SNC ERROR

1. Copy the **sncgss32.dll** file to **C:\Windows\System32** if running 32-bit Windows OS.
2. Copy the **sncgss32.dll** file to **C:\Windows\System32** and **C:\Windows\SysWOW64** folder if running 64-bit Windows OS.

## RECEIVING A LOAD BALANCE 88 ERROR

1. Check if **sapmsRP0** entry is present in the end of the services file.
  2. Services file is located in **C:\Windows\System32\drivers\etc** folder.
  3. If no **sapmsRP0** entry is found, open using Notepad and add the entry as indicated below\*
- \*Ensure the services file does not contain an extension when saving the file after adding new entry.



```
services Notepad
File Edit Format View Help
sapgw80 3380/tcp
sapgw81 3381/tcp
sapgw82 3382/tcp
sapgw83 3383/tcp
sapgw84 3384/tcp
sapgw85 3385/tcp
sapgw86 3386/tcp
sapgw87 3387/tcp
sapgw88 3388/tcp
sapgw89 3389/tcp
sapgw90 3390/tcp
sapgw91 3391/tcp
sapgw92 3392/tcp
sapgw93 3393/tcp
sapgw94 3394/tcp
sapgw95 3395/tcp
sapgw96 3396/tcp
sapgw97 3397/tcp
sapgw98 3398/tcp
sapgw99 3399/tcp
sapmsRP0 3601/tcp
```

Add the following entry at the end of the services file.

\*\*Be sure to use tab key to move between **sapmsRP0** and **3601/tcp** columns.

Also it is important to hit the Enter key after the last entry.

Windows (CRLF) Ln 495, Col 1 100%