Network connectivity and authentication

Applies to userXpress 2.0.0.0

Use SAP Logon connection definitions, configure SNC and establish the first SAP connection.

Network access

Destination	Required access
SAP application or message server, including SAProuter where configured	Permit userXpress to reach the server addresses and ports in your SAP connection definitions. Obtain these from your SAP Basis team.
`docs.delorion.tech`	Browser HTTPS access for online Help.
`support.delorion.tech`	HTTPS access from userXpress and the browser for support sign-in, requests and approved attachments.

SAP ports depend on the system and route.

If a proxy is used, check support access from both the application and the browser.

SAP Logon connection file

userXpress automatically detects the SAP Logon configuration file in your Windows profile on first start and uses it to list the available systems.

Use a different connection file

To use a different SAP Logon configuration file, select it in Settings. SAP Logon XML and legacy INI files are supported.

1. Open **Settings** → **Connections**.
2. Under **SAP Logon configuration**, locate **Configuration file**.
3. Use the browse button to select your SAP Logon configuration file, then choose **OK** to save.
4. Open **Control Panel** → **Connected Systems** → **Add** and check that the expected system is in the list.

If the file is missing or the list does not contain the system you need, correct the file selection or ask the SAP Basis team to update the connection definition. Changing the SAP user’s authorizations will not add a missing connection entry.

Configure SNC

Complete this section when the SAP connection uses Secure Network Communications (SNC). Your SNC provider must already be installed and configured for the administrator's identity. userXpress needs the provider's **32-bit DLL**, even on 64-bit Windows.

1. Open **Settings** → **Connections** and find **SNC library**.
2. Choose **Find installed libraries**, then select the correct provider from **Select an installed library**. The list shows its product, version and architecture. Selecting an entry sets the library override automatically.
3. If the provider is not found, enable **Use a library override for userXpress**, choose **Browse...** beside **Library path**, and select its DLL.
4. Check the status below the selection. Resolve a missing, unreadable or wrong-architecture library before continuing.
5. Choose **OK**. If the library setting changed, userXpress offers to restart. Choose **Yes** when you are ready, or **No** to restart later. The new library selection takes effect after restart.
6. Connect to the SNC-enabled SAP system using the configured logon method.

If IT manages the library through the Windows environment, leave **Use a library override for userXpress** cleared. The status shows the inherited setting and path.

An enabled override takes precedence for userXpress and does not change the Windows environment settings used by other applications.

Setting an SNC name on a SAP user record is a different operation. It does not install the provider or configure workstation trust.

Make the first connection

1. Open **Control Panel** → **Connected Systems** → **Add**.
2. Select the system, then enter the intended **Client** and **Language**.
3. For password logon, enter **User** and **Password**. For SNC single sign-on, the **User** and **Password** fields are disabled. The configured SNC identity is used.
4. Leave **Auto start** cleared for this first connection. Choose **OK** and wait for loading to finish.
5. Check the system/client in Control Panel and its data in the Global User Table and Global Role Table.

After the connection works, use AutoStart if you want it opened at subsequent starts. Saved passwords must be updated when the SAP password changes.

Connection problems

Symptom	What to check
The system is absent from the logon list	Check **Settings → Connections → SAP Logon configuration**, the file's accessibility and its system entries.
SAP cannot be reached or the connection times out	Check the workstation's network/VPN, SAP server availability and the configured SAProuter route with the Basis team.
SAP rejects the logon	Check the client, account status and authentication method. For a changed password, update the saved credentials. Avoid repeated attempts with a rejected password.
The SNC library is missing or has the wrong architecture	Select the installed 32-bit provider DLL under **SNC library**, save and restart userXpress.
Logon succeeds but loading is denied	Give the SAP security administrator the reported function or table and follow Diagnose a SAP authorization failure.
Support sign-in succeeds in the browser but does not return to userXpress	Keep the support wizard open. Check that browser and endpoint policies allow the return to `127.0.0.1` on the same workstation.

For an unresolved problem, retain the exact message, timestamp and affected system/client. Use Diagnostics to prepare the information for support.