Troubleshooting

Applies to userXpress 2.0.0.0

Resolve missing accounts, unavailable commands and partial operation results, then collect the relevant details for support.

Start with the message from the operation that failed. Use the affected system, client and user ID to distinguish its result from successful work in other clients.

No users appear after connecting

1. Open **Control Panel** → **Connected Systems** and find the intended client.
2. If AutoStart is still running, wait for its result in **Loading systems**. For a warning or failure, choose **Details** as described in Loading systems.
3. In the Global User Table, choose **Show Me** → **Clear All Filters** to remove both table criteria and search text.

If the client failed to connect, follow Connection problems. If SAP reports missing authorization, follow Diagnose a SAP authorization failure.

An action is unavailable

For an account command, select the accounts using the Global User Table's row checkboxes. Entering a filter narrows the list but leaves the selection unchanged.

If clicking the table selects individual cells, right-click and turn off **Cell Selection**. For a role command, select the roles in the Global Role Table.

Other windows enable actions after their required preparation:

- In **Mass User Create**, save the workbook and complete **Check** → **Format & Systems** before starting account creation. Follow Open and check.
- In the support wizard, select files and approve them before continuing. Follow Review and approve the files.
- During an operation, wait for its result before choosing another account action.

The Global User Table menu guide and Global Role Table guide identify the starting point and selection for each command.

SU01 or PFCG does not open

Use the message displayed by userXpress to choose the next action:

Message or state	What to do
The selection exceeds **Maximum SAP GUI windows**	Select no more than the available number shown in the message, or close existing SU01/PFCG windows. To change the limit, use Settings → Connections → SAP GUI. Choose the command again after changing the selection.
A selected record already has a window open or opening	Deselect that account or role and retry the remaining selection.
This SAP connection is interrupted.	Restore the connection, then select the affected records and try again.
SAP GUI requires a connection made with a Dialog user.	Reconnect with a SAP Dialog user authorized for the transaction in that client.

For individual opening errors, **SAP GUI launch failures** lists the transaction, record, system, client and message. Other windows opened by the same selection remain available. Resolve the listed errors, then select only those records for another attempt.

SU01 failures also appear on the affected Global User Table rows. Select one affected account, right-click and choose **Full Message** to read its error.

If SAP reports an authorization error, follow Diagnose a SAP authorization failure. For an installation or connection error, include the failure message, transaction, system/client and time in a support request.

SAP RFC library not found at startup

The **SAP RFC library not found** message identifies the missing file and required architecture. userXpress closes after this message.

Ask the workstation deployment administrator to install the matching SAP RFC runtime, then restart userXpress. Use the filename and architecture shown in the message when selecting the package. See System requirements.

Startup or a system load is slow

Use Measure performance to capture the affected session. For a slow account operation, perform that operation after the measured startup and open its entry in the report.

Include the system/client, operation, approximate time and selected account or role count in the support request. The report separates SAP work, local processing and display time.

Some accounts changed and others did not

1. Open Activity History to find the affected account and its recorded **Outcome** and **Notes**.
2. For an account message in the Global User Table, select that account alone, right-click and choose **Full Message**.

3. Resolve the reported problem, then select only the accounts that require another attempt.

A command can contain several steps. For example, a password reset can succeed while its unlock fails. Repeat the failed step using its own command where available. The password guide explains this case.

For interrupted spreadsheet creation, use Mass User Create recovery. The saved creation results determine which accounts a resumed run skips.

The change succeeded but refreshing the table failed

Select the affected accounts and choose **Users** → **Refresh**. This retrieves their SAP information again. A refresh failure does not undo the preceding change.

If newly created accounts are missing from the table, disconnect and reconnect the client to load its account list again. See Creation completed with a display warning.

Read the application log

Use **Display Errors Log** on the main toolbar when support needs the application message associated with a problem.

1. Open **Display Errors Log** after the problem occurs.
2. Choose **Refresh Display** to load the latest entries.
3. Use **Time** and **Message** to find the relevant entry. The filter row beneath a heading narrows the displayed entries.

Include the time and message in the support request. The support wizard offers the application log as an attachment for review.

Online Help does not open

Help on the main toolbar opens the manual in your browser. If Windows cannot open the browser, userXpress displays the documentation address. Open that address manually.

You can also open the userXpress manual directly.

For the relevant feature guide:

- **Mass User Create** → **Help** → **View Help** opens Mass User Create.
- The **?** button in SNC assignment opens the SNC variable reference.

Contact support

Choose **Information** → **Create support request**, or open the Delorion support portal.

Include what you tried, the expected result, the actual message and the affected system/client. The wizard fills in the application version and offers relevant logs. Follow Create a support request to select attachments and submit the ticket.