USERXPRESS
BY DELORION

userXpress documentation

Help

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Activity History

Applies to userXpress 2.0.0.0

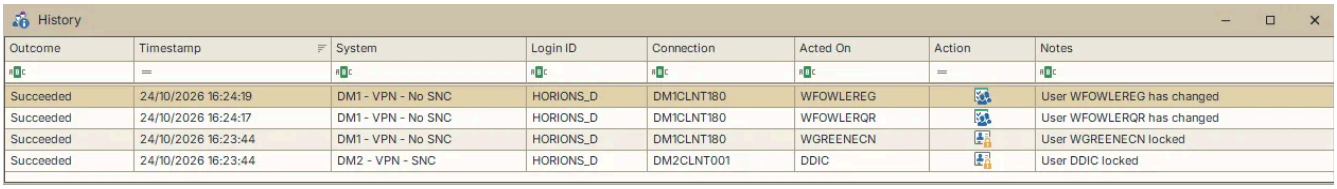
Find recorded account-operation results, distinguish successes from failures and use the messages to resolve an incomplete change.

Use **Activity History** to look back at recorded account operations in your open userXpress session. It is useful after changing several accounts, when you need to find an individual result or the SAP message for a failure.

Find an operation

1. Choose **Activity History** on the main toolbar. The newest records appear first.
2. Use the filter row beneath **System**, **Connection** or **Acted On** to find the affected account and client.
3. Read **Outcome** and **Notes** for the operation.

To return to the full history, clear the values you entered in the filter row. Closing the history window keeps its entries available for the rest of the session. Choose **Activity History** again to reopen it.



*This history shows successful account changes and locks. The **Notes** column identifies the result for each account.*

Read the columns

- **Timestamp**: When the operation's activity record was created. The initial order is newest first.
- **System**: The SAP system description for the connection used.
- **Login ID**: The SAP user logged on through that connection.
- **Connection**: The system/client identifier, such as `DEMCLNT100` for system `DEM`, client `100`.
- **Acted On**: The account on which the operation was performed.
- **Action**: The operation, such as locking an account or setting an initial password. Recognized operations are shown with their action icon.
- **Notes**: The operation's message or recorded details. Read this to understand a failure or skipped change.
- **Outcome**: The recorded result, as described below.

Use **System**, **Connection** and **Acted On** together. An account with the same user ID in another client has a separate result.

Interpret the outcome

- **Succeeded**: the recorded operation completed successfully.
- **Failed**: the operation reported a failure. Read **Notes** to identify the failed part. An operation with several steps can have completed some changes before the failure.
- **Skipped**: the account was omitted from that operation. Read the explanation in **Notes**.
- A blank **Outcome**: the record has no separate outcome value. Use **Action** and **Notes** to interpret it.

For example, a password reset and an unlock can have separate results. If the password was set but the unlock failed, resolve the unlock failure and use **Users** → **Unlock** for that account. See Password and lock results.

A Global User Table refresh error concerns retrieving the displayed information. It does not undo a completed SAP change. Select the affected account and choose **Users** → **Refresh** to retrieve its values again.

New entries and failure notifications

A number beside **Activity History** indicates entries added since you last viewed the history. Open the window to mark those entries as viewed.

After an operation reports failed updates, an **Updates failed** notification offers access to the history. Click the notification to open the recorded results. Use **Outcome** and **Notes** to find the affected accounts.

Turn activity recording on or off

1. Open **Settings** → **Diagnostics**.
2. Select **Record user activity** to record subsequent account operations. Clear it to turn recording off.
3. Choose **Apply** or **OK**.

The history belongs to the open application session. When support needs a message from it, include the affected account, connection, timestamp and **Notes** text in the support request.

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.

Measure performance

Applies to userXpress 2.0.0.0

Measure startup and account operations, read timing and memory results, and export a diagnostic report for support.

Use **Information → Diagnostics** when loading a SAP client or performing an operation is slow. **Measure next session** restarts userXpress and records startup and subsequent operations until you close the application.

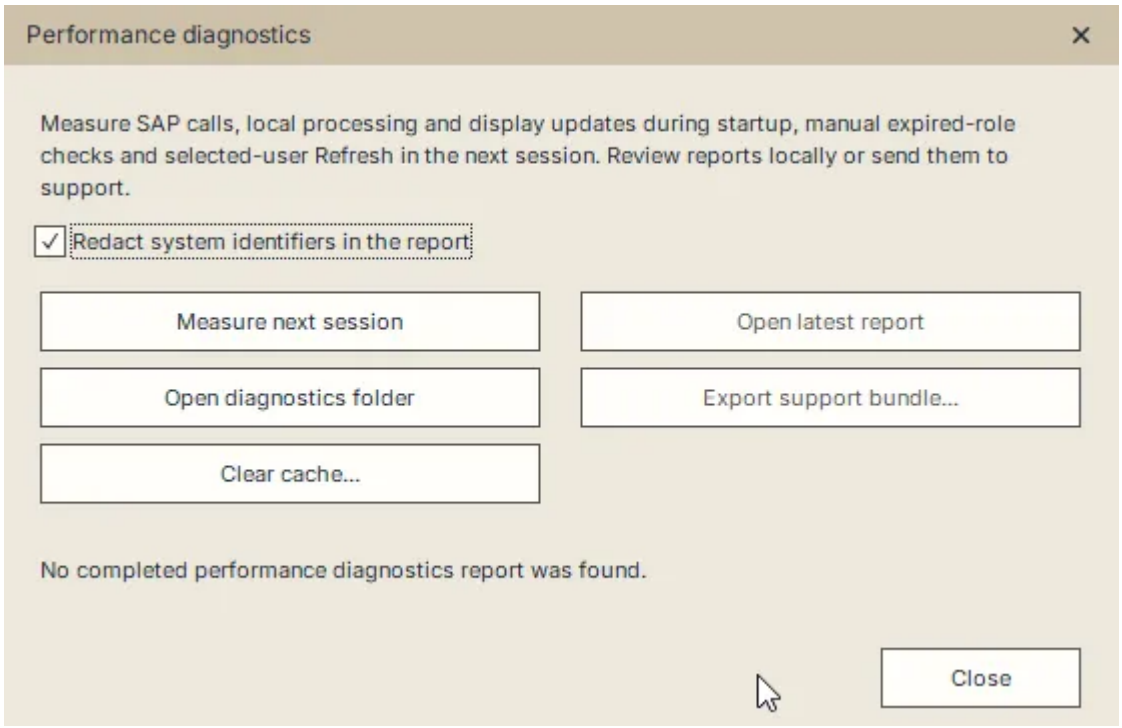
The report separates time spent reading SAP data, processing it and displaying the results. It also records memory use during startup. Use it to identify which part of the work took time and give support the measurements for that session.

Measure the next startup

Save any open workbook edits before starting this procedure. The measurement restarts userXpress.

1. Open **Information → Diagnostics** on the main toolbar.
2. Choose whether to keep **Redact system identifiers in the report** selected. It replaces system descriptions with aliases and omits SID/client values. Clear it when support needs to identify the systems by name in the report.
3. Choose **Measure next session**, then **OK** to close and restart userXpress.
4. Enter your passphrase after restart and let AutoStart finish loading the configured clients.
5. Open **Information → Diagnostics → Open latest report** to view the results in your browser.

The main-window title includes **Performance diagnostics active** during the measured session. The request applies to one session. After you close userXpress, your next ordinary launch uses normal operation without diagnostics.



Measure an operation after startup

Keep the measured session open to capture the operation that is slow. For example:

- To measure a selected-account refresh, select the accounts in the Global User Table and choose **Users** → **Refresh**.
- To measure an expired-role search, open **Roles** → **Expired Roles**, set its search criteria and run the search.
- To measure a role-content search, set the criteria in Content Filter → Edit Role Content Filter and apply them.

Wait for the operation's result, then choose **Information** → **Diagnostics** → **Open latest report**. The report's **Contents** lists recorded operations with their start times and results. Choose the matching entry to inspect its measurements. Each invocation has its own entry.

Opening or closing the diagnostics window leaves measurement active. Close userXpress when you have finished capturing the session. The report remains available through **Open latest report** after you start the application again.

Find and read the report

Open latest report opens the newest available HTML report. It works offline. **Open diagnostics folder** opens the saved reports in File Explorer, where each session has its own folder.

Start with **Session summary**. **Session active / partial** means the application is still recording that session. The separate startup and operation results show whether those parts have finished.

Startup measurements

- **Startup phases** shows elapsed time from application start.
- **Time allocation by component** separates SAP work, userXpress processing and display work.
- **Measured time by operation** identifies operations that account for the most measured work across clients.
- **System loading timeline** shows when each client loaded and which loads overlapped.
- **Operation duration by system** helps identify a step that took longer in one client than in others.

Parallel work overlaps. The sum of several clients' measured work can exceed the time you waited for them to load.

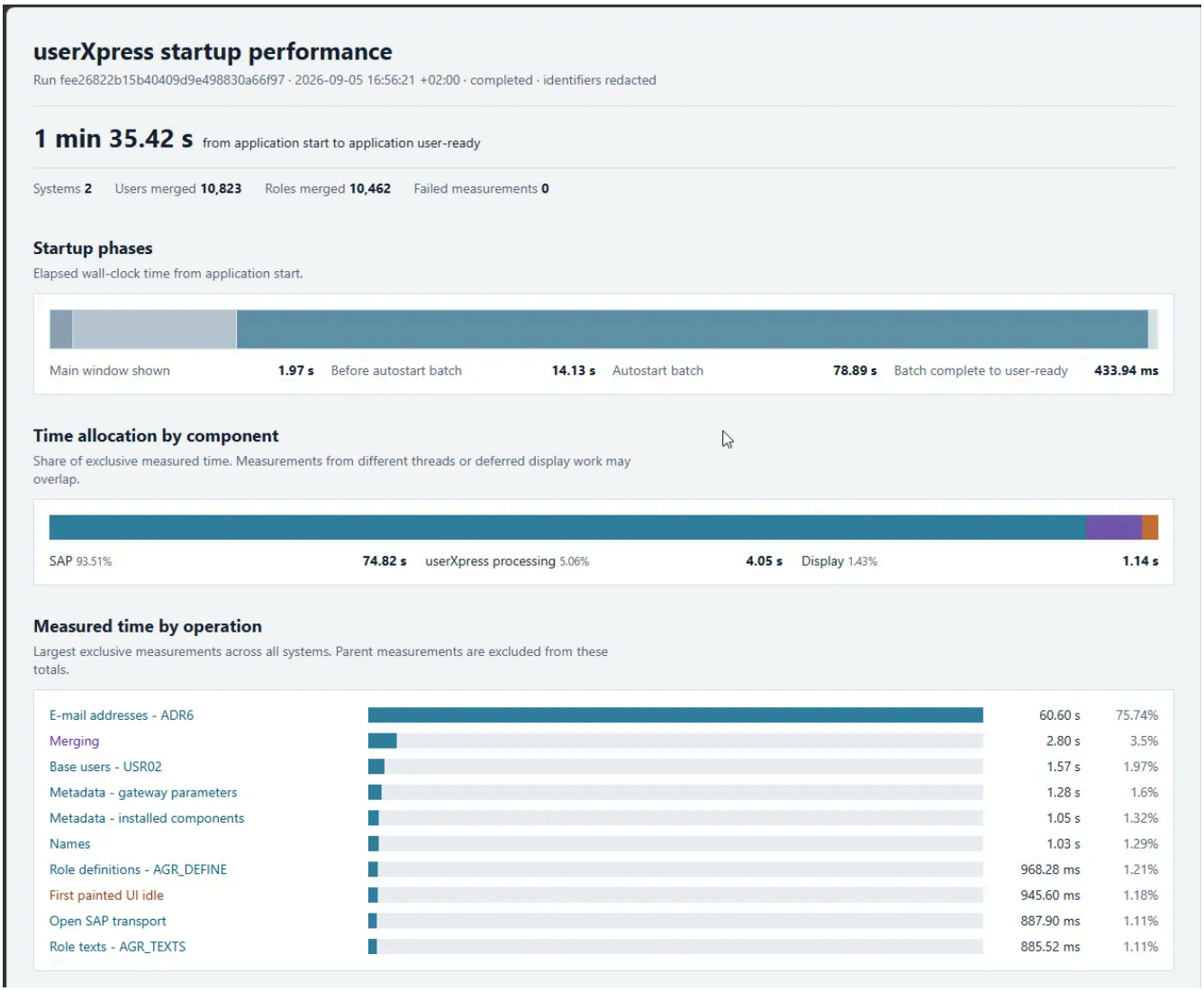
Detailed measurements

Expand a system under **Detailed measurements** to see its steps. Open an operation from **Contents** to see the phases of that operation.

- **Elapsed**: Time for the step, including its child steps.
- **Self**: Time for the step after excluding child-step time.
- **Input** and **Output**: Record counts measured for that step. A blank count means it was not recorded.
- **ms/input** and **ms/output**: Time per input or output record. Use these when comparing similar operations with different record counts.
- **Status**: Whether the measurement completed, failed, was cancelled or was skipped. A skipped step was disabled or did not apply to that run.

Use either a parent's elapsed time or its child measurements when comparing durations. Adding both counts the child time twice. Time between manually started operations is excluded from their durations.

A failed or cancelled operation has measurements for the work performed before it stopped. Read its result and criteria before comparing it with a completed operation.



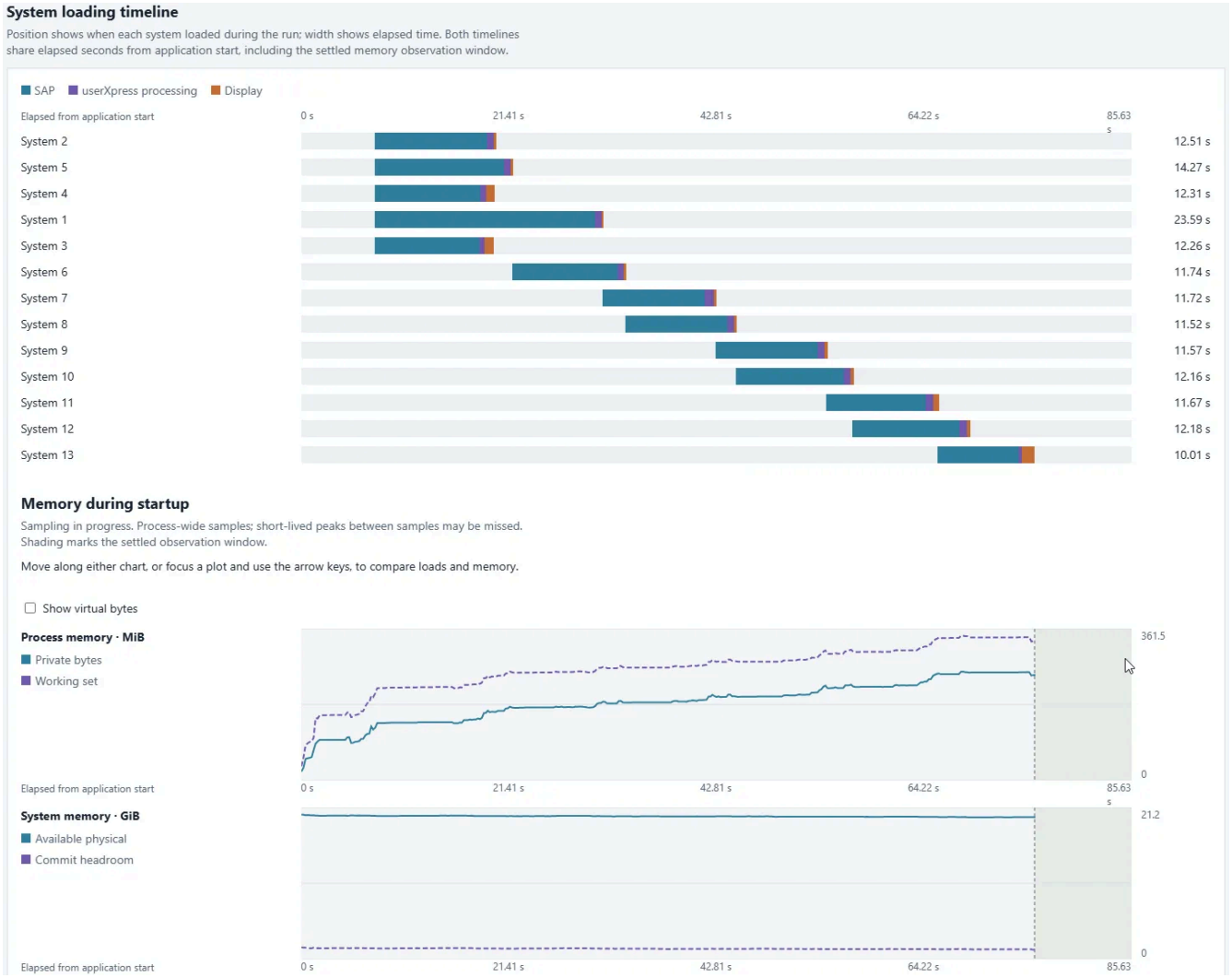
Memory during startup

Use **Memory during startup** alongside **System loading timeline** to see memory use while clients loaded.

Move the pointer along either chart. The readout shows the elapsed time, active loads and nearest memory sample. For keyboard navigation, focus the chart and use the left/right arrow keys. **Home** and **End** move to the beginning and end.

- **Private bytes** measures memory committed exclusively to the userXpress process.
- **Working set** measures process memory resident in physical RAM.
- **Available physical memory** shows RAM available on the workstation.
- **System commit headroom** shows how much more memory Windows can commit within its limit.
- Select **Show virtual bytes** to include the virtual address space used by the process.

The summary shows the baseline, sampled peak and settled values after loading. **Unavailable** means the report has insufficient samples for that value. The measurements are samples, so a short peak between samples can be missed.



The loading timeline and memory charts share an elapsed-time scale, so you can compare memory use with the clients loading at that point.

Make two runs comparable

When support asks for another report, keep the same accounts, clients and operation choices unless the request calls for a change. Describe differences in the workstation, network, record counts or settings with the report.

For a selected-user refresh, for example, use the same selected accounts in both runs. This makes the timing difference easier to interpret.

Review and share a report

1. Open the report and identify the session and operation you want to send.
2. Choose **Information → Diagnostics → Export support bundle...**.
3. Select a destination and save the ZIP. userXpress confirms that the bundle was created.
4. In a support request, use **Add file...** to attach that ZIP.

The ZIP contains the latest report folder, including the HTML report and accompanying data. Export creates a local file. The support wizard handles selecting and approving files for upload.

For a smaller attachment set, select **This is a startup or loading issue — include the performance report** in the support wizard. It includes the latest report's summary and measurement files. Use the ZIP when support needs the complete report, including its memory data.

System-identifier redaction applies to the generated diagnostics. Review other attachments separately because application logs and screenshots can contain their own system or user details.

Clear cached loading data

Use **Clear cache…** when support asks you to repeat loading without saved metadata, table counts or loading history. Clearing the cache makes subsequent operations retrieve that information again, so their next run can take longer.

1. Open **Information** → **Diagnostics**.
2. Choose **Clear cache…**.
3. Choose **OK** in the confirmation.

userXpress reports the number of cache files removed. If it reports that the cache could not be fully cleared, include that message in the support request before treating the next measurement as a run without cached data.

If a report is missing

- **Open latest report** and **Export support bundle…** are disabled: an HTML report is not yet available. Use **Open diagnostics folder** to locate a previous session, or start a capture with **Measure next session**.
- **Measure next session** is disabled: diagnostics are already active. Perform the operation you want to measure in that session.
- The application closed before the operation finished: retain that session's report folder and describe the failure time and message in the support request.
- Export failed: read the displayed error. If the destination is unavailable, choose a writable location and export again.

Create a support request

Applies to userXpress 2.0.0.0

Describe a problem, choose diagnostic files and create a ticket or add information to an existing support request.

Use **Information → Create support request** to send a problem description and selected diagnostic files to Delorion Support. Create a new ticket for a new problem, or add information to an existing ticket when continuing an investigation.

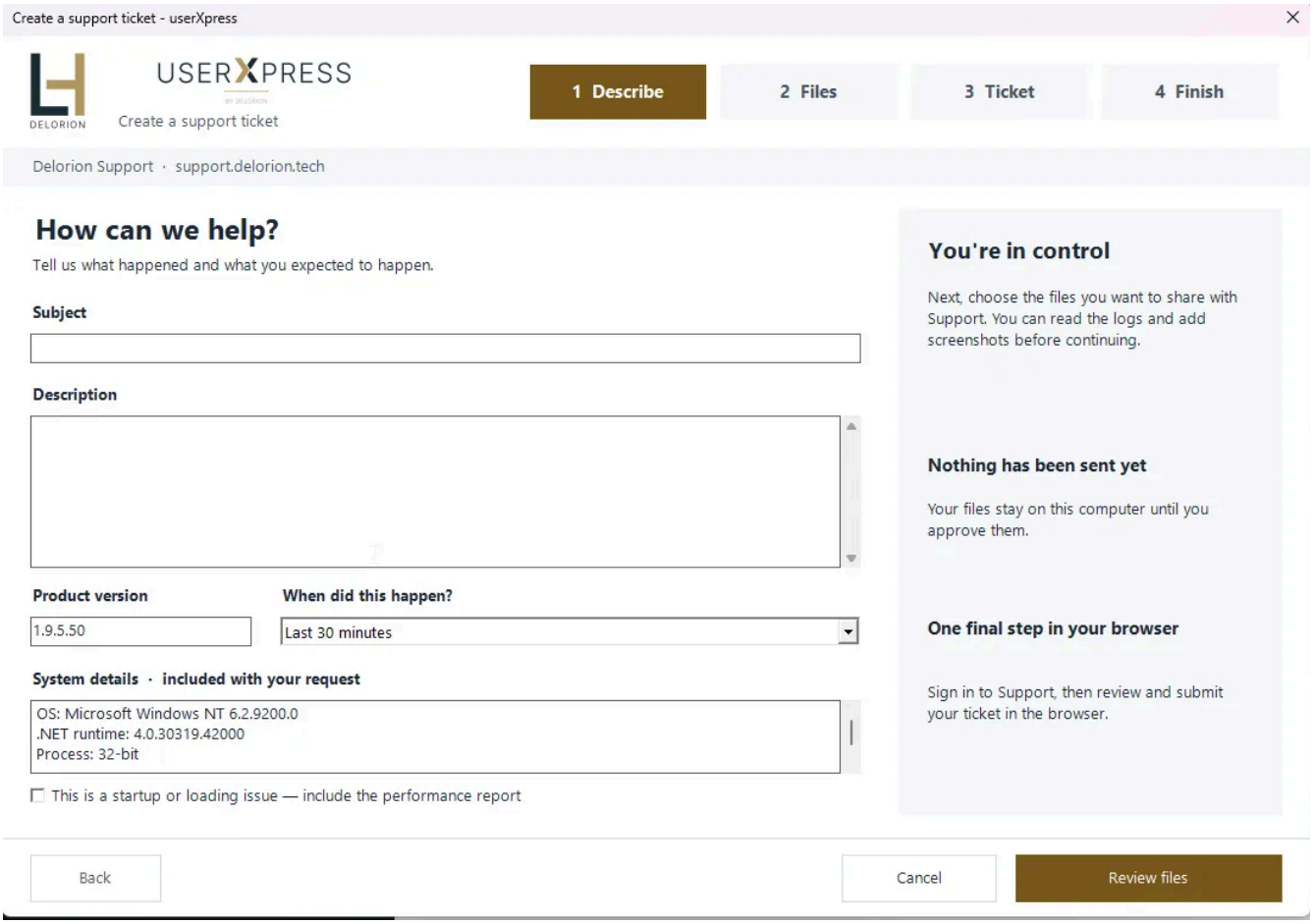
You need internet access and a Delorion Support account associated with your organisation. The wizard prepares the request and uploads the files you approve. You finish by choosing **Submit** in the support portal.

Describe the problem

1. Open **Information → Create support request** on the main toolbar.
2. Enter a **Subject** identifying the problem. In **Description**, explain the action you took, the expected result and what happened. Include the exact message and the affected system/client where relevant.
3. Choose **When did this happen?**: **Last 30 minutes**, **Last 2 hours**, **Today** or **Last 7 days**. This selects archived logs by their modification time. The current logs are included when available, and the selected files retain their full contents.
4. **Product version** is filled in automatically. Edit **System details** if you need to add context about the workstation or connection.
5. For a performance problem, select **This is a startup or loading issue — include the performance report** to attach files from the latest available diagnostic session. Capture a session first when you need measurements of the problem.
6. Choose **Review files**.

For example, use a subject such as “Selected-user refresh stops for client 100”. Describe how many accounts were selected, the client, the message and whether other clients finished.

The subject accepts 3–240 characters, the description 10–50,000 characters and system details up to 500 characters. Describe the problem without including passwords or license keys.



Review and approve the files

The wizard suggests application logs, an exception log and a generated version/environment summary. It also includes the performance files you requested.

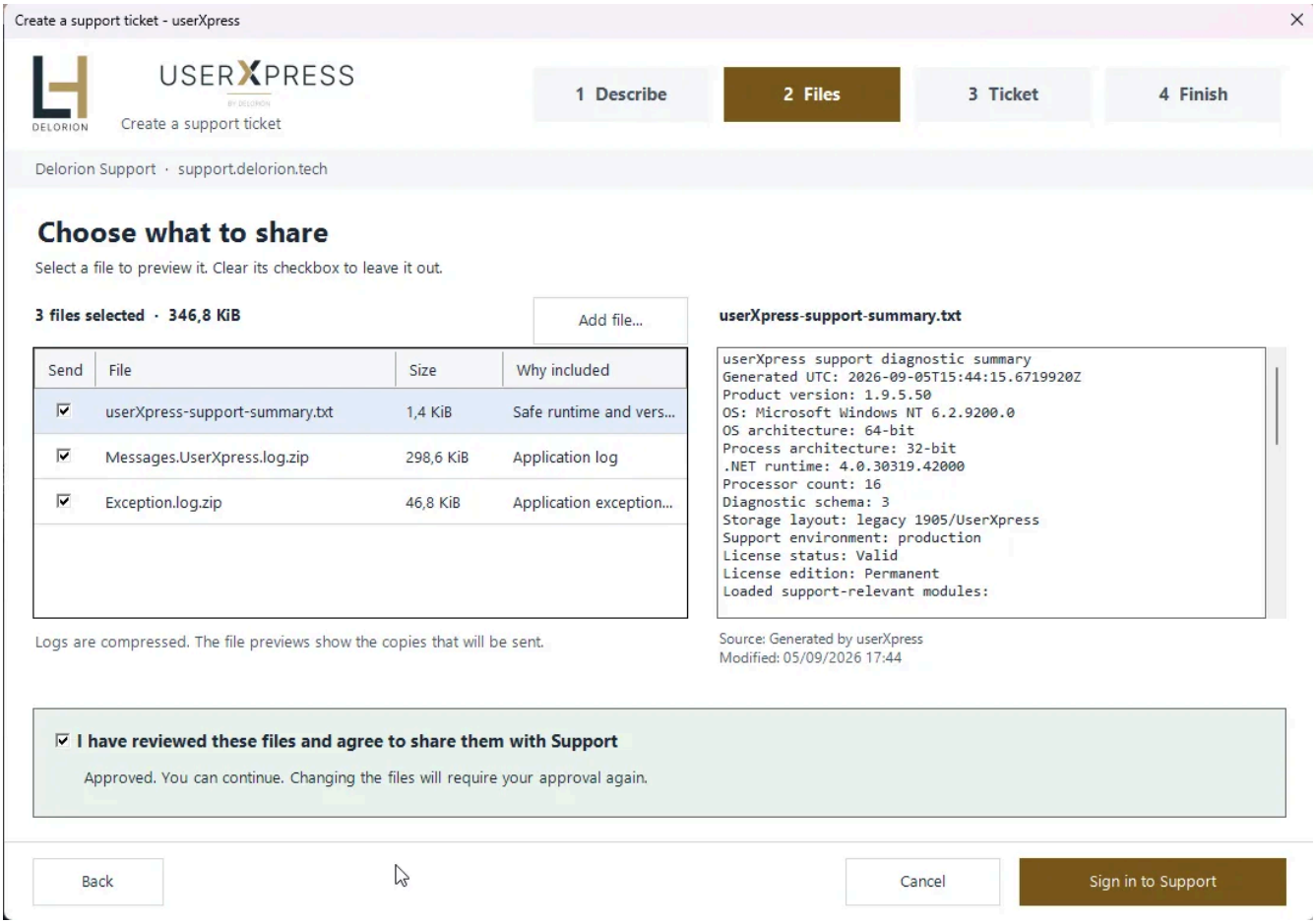
1. Select a row to read its preview. **Why included** explains the suggestion. The details below the preview identify the source and modification time.
2. Clear **Send** for any file you want to exclude.
3. To add a screenshot, PDF, text file or diagnostic archive, choose **Add file...**. Added files are selected for sending automatically.
4. Select **I have reviewed these files and agree to share them with Support**.
5. Choose **Sign in to Support**. If you have already signed in during this wizard, choose **Choose ticket**.

The file list shows the copies prepared for upload. Log files are compressed. A truncated preview displays only part of the file, while uploading sends the complete prepared file. Open the original separately when you need to review the rest or inspect a binary attachment such as a screenshot or PDF.

Logs and screenshots can contain account names, system names and paths. Use **Send** to exclude files you do not want to share. Review added files for passwords or other confidential content before selecting them.

At least one file is required. The generated summary is available when there are no logs to attach. A request can include up to 20 files, with a maximum of 25 MiB per file and 100 MiB in total. The displayed file sizes are the sizes prepared for upload.

Changing the file selection clears approval. Select the approval checkbox again after reviewing the new selection. Returning to **Describe** and choosing **Review files** rebuilds the list, so add any manually selected files again.



Sign in and choose a ticket

The browser opens for sign-in. Use your Delorion Support account, then return to the wizard after the browser confirms sign-in.

To register a new account, use the email address known to Delorion and complete email verification in the browser. Return to the wizard and choose **Resume sign-in** or **Sign in to Support** as displayed.

Choose the destination for your request:

- **Create a new ticket** uses the subject and description you entered.
- **Add to an existing ticket** lists recent userXpress tickets for your organisation. Select the ticket by its reference and subject. **Status** and **Updated** help identify it. Your description and files become a public update on that ticket. Choose **Refresh tickets** to reload the list.

Choose **Continue to create ticket** or **Continue to update ticket**. For an existing ticket, choose **OK** in the confirmation naming that ticket. The wizard then sends the approved files.

If the ticket you need is outside the recent list, open it in the support portal to continue the existing conversation there.

Finish in the browser

The final step shows each attachment as **Waiting**, **Sending…** and then **Ready**. After the files are uploaded, the portal opens to the prepared request.

1. Review the ticket destination, description and attachments in the portal.
2. Choose **Submit** to create the ticket or post the update.
3. Use the ticket reference shown by the portal for subsequent correspondence.

While the wizard remains open, **Review & create ticket** or **Review & update ticket** reopens the prepared request. Choose **Close** when you have finished.

If you cannot continue

Create support request is disabled

Point to the button to read its tooltip. Open the Delorion support portal directly and include that message with the problem description.

Sign-in was cancelled or did not return

Keep the wizard open and finish any registration or email-verification step in the browser. Use **Resume sign-in** or **Sign in to Support** to try again. **Cancel sign-in** stops the browser sign-in attempt while keeping the selected files available in the wizard.

If sign-in still fails, include the displayed error in a request through the support portal.

The file step will not advance

Select at least one file and approve the selection. If a size or count limit is reported, clear **Send** for files you want to exclude, then approve the revised selection.

No performance report is available

Measure a session, then start the support request again to include its results. You can also leave the performance option clear and send the available logs with a description of the delay.

Preparation failed before file upload

The wizard returns to the ticket step and displays the error. Correct the reported problem, then use **Continue to create ticket** or **Continue to update ticket** again.

An upload failed or was cancelled

The wizard reports that some files may have arrived and asks you to start a new request. Close the wizard and reopen **Information → Create support request**. Submission still takes place through **Submit** in the portal. If you already submitted a request, add the information to that ticket instead of creating another one.