
LaGov ECC Connectivity Troubleshooting Guide

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Introduction

This document serves to list solutions to common problems with installing and configuring the **SAP GUI 770** program which provides users with access to LaGov ECC. The document also contains steps for resolving connection issues. Before calling the help desk to report problems you may be able to resolve them yourself. Locate the problem reported in the list below and follow the instructions to troubleshoot and resolve the issue.

Common Errors

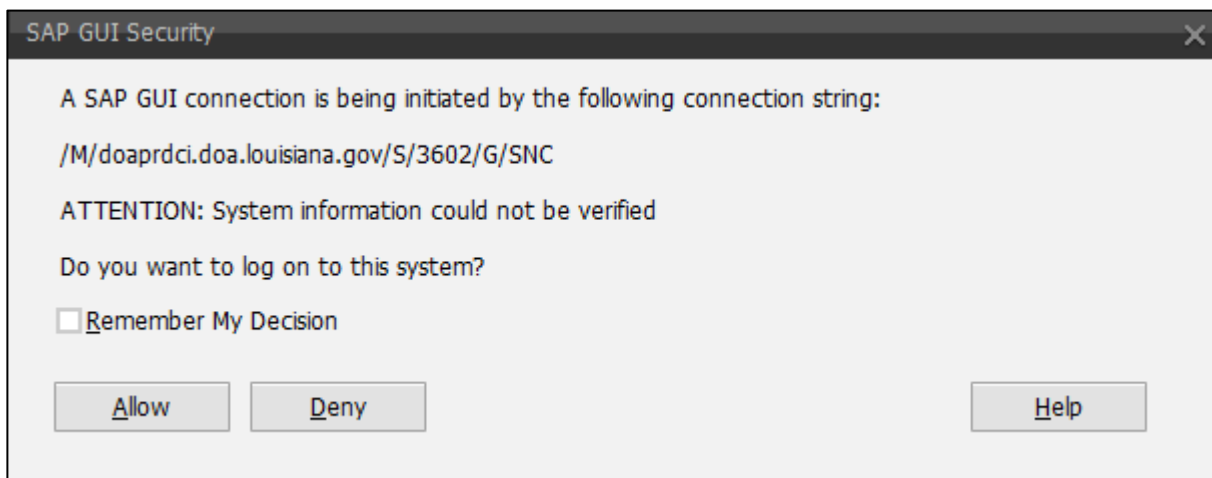
I. Connection to partner 'doaprdci.doa.louisiana.gov:32[##]' broken

User may receive this error when working in the LaGov ECC system. This indicates that the network connection which is required was interrupted.

Solution: This problem is resolved by logging back into the system using the appropriate desktop shortcut.

- 1) Click open the LaGov ECC icon located on the user's desktop. Login to the System.
- OR
- 2) Click open the LaGov Portal icon located on the user's desktop. Login to the System.
 - 3) If this does not resolve the problem, make sure you can connect to other network/internet sites. Try rebooting the PC and try again.

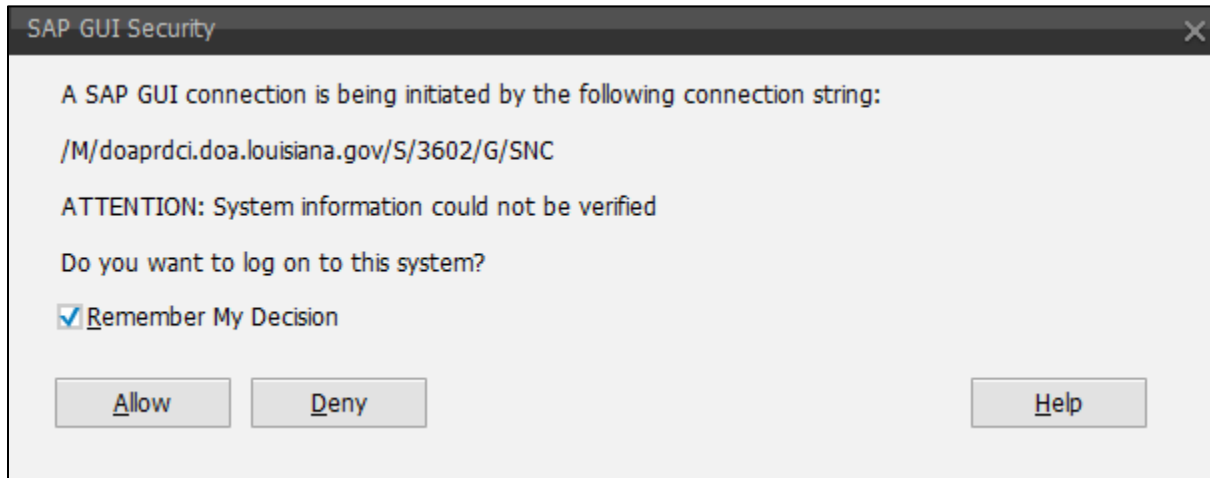
II. SAP GUI Security: SAP GUI Connections Are Started Via the Connection String



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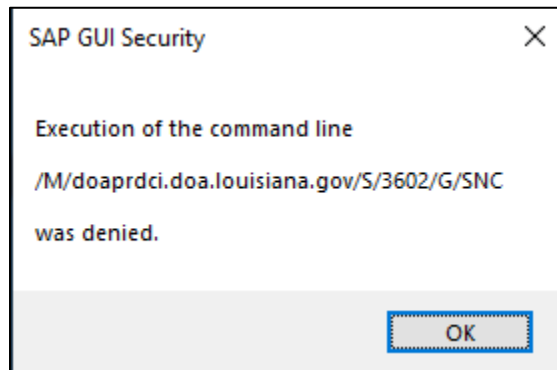
User may continue to receive this pop up message box on every login.

Solution: Select 'Always allow' and 'OK'. Pop up box will no longer appear on login.



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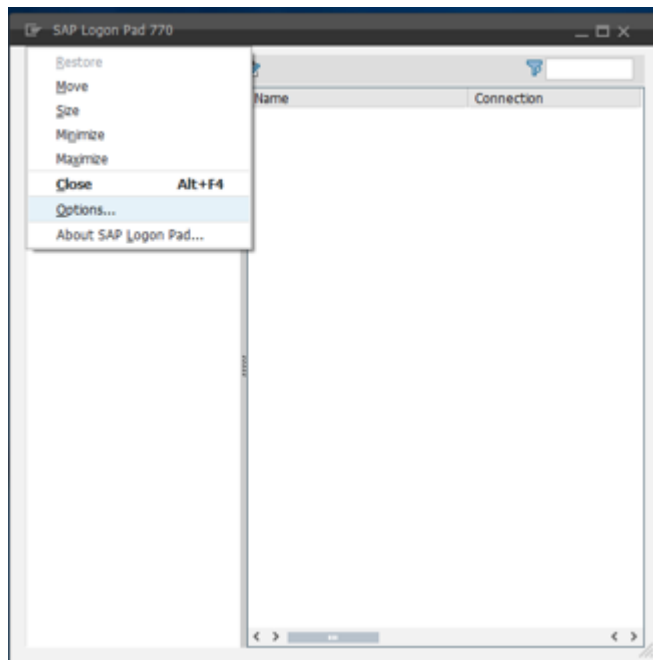
III. SAP GUI: Execution of Command Line Was Denied



User is receiving this message because they selected “Deny” rather than “Always Allow” when they received the SAP GUI pop-up message box as shown in Section II.

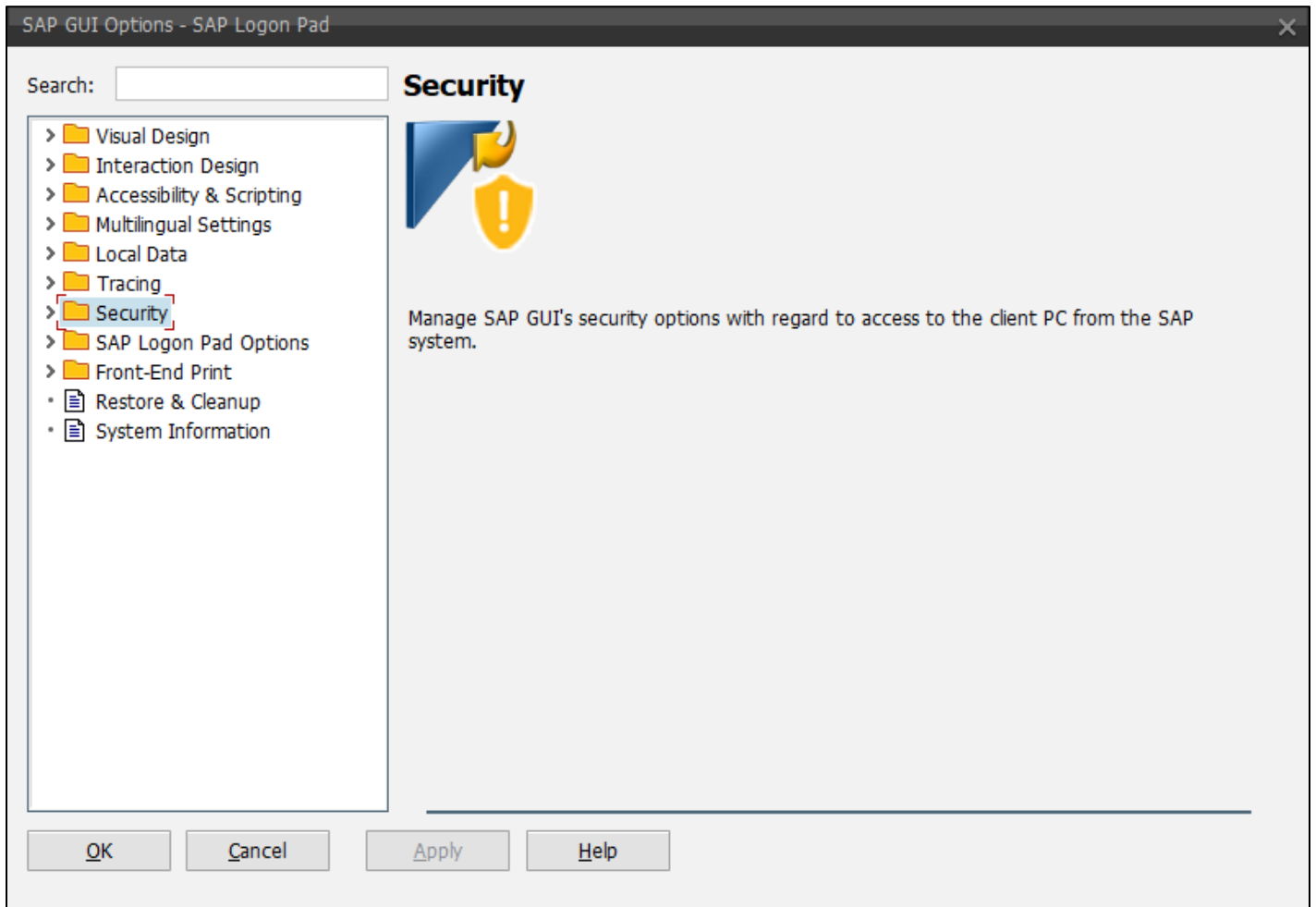
Solution: Reset the security settings back to the default configuration using the following steps.

- 1) Click on the upper left corner of the SAP Logon Pad window as shown below. Then select options.



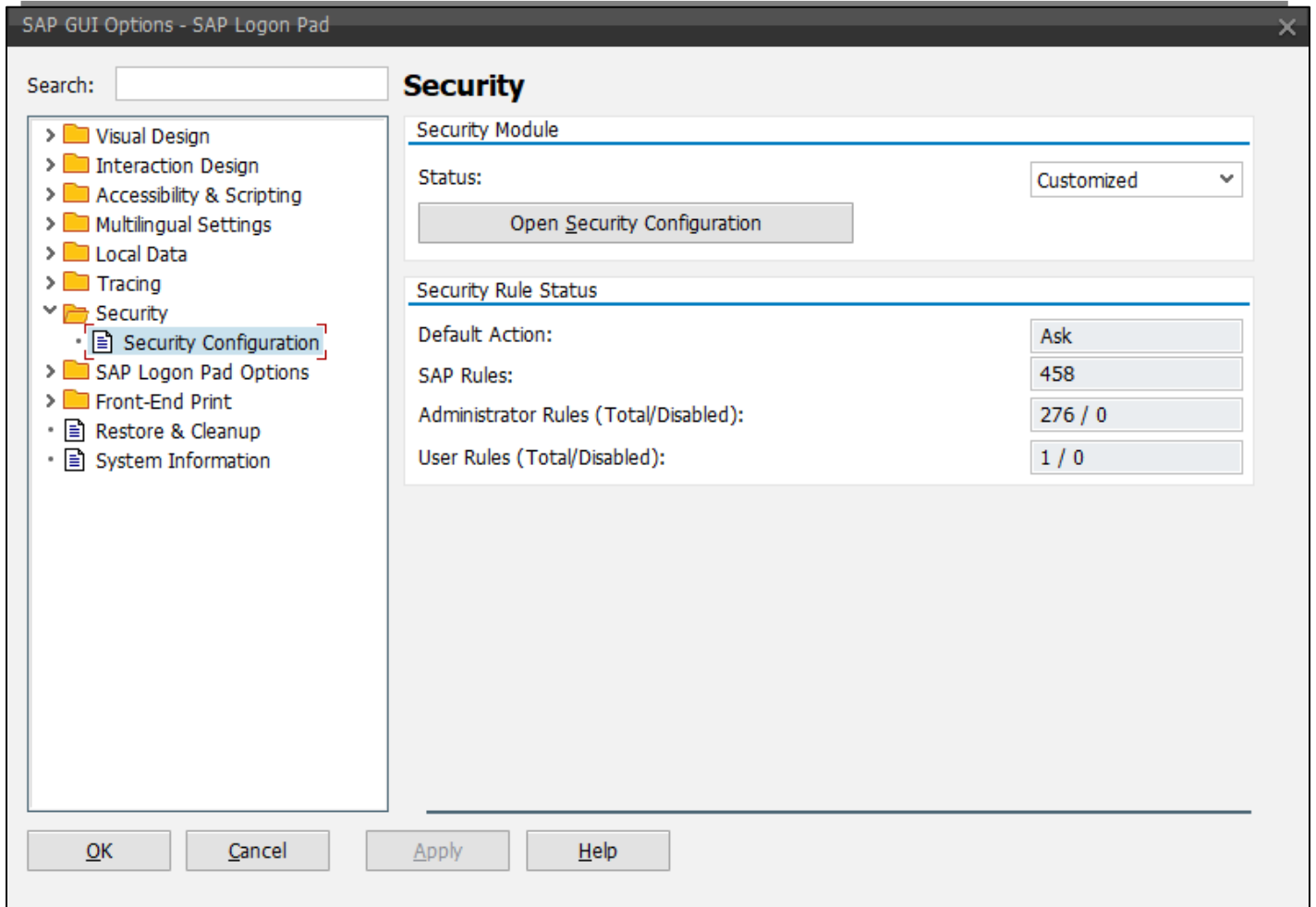
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2) The SAP GUI Options – SAP Logon Pad screen will appear as shown below.



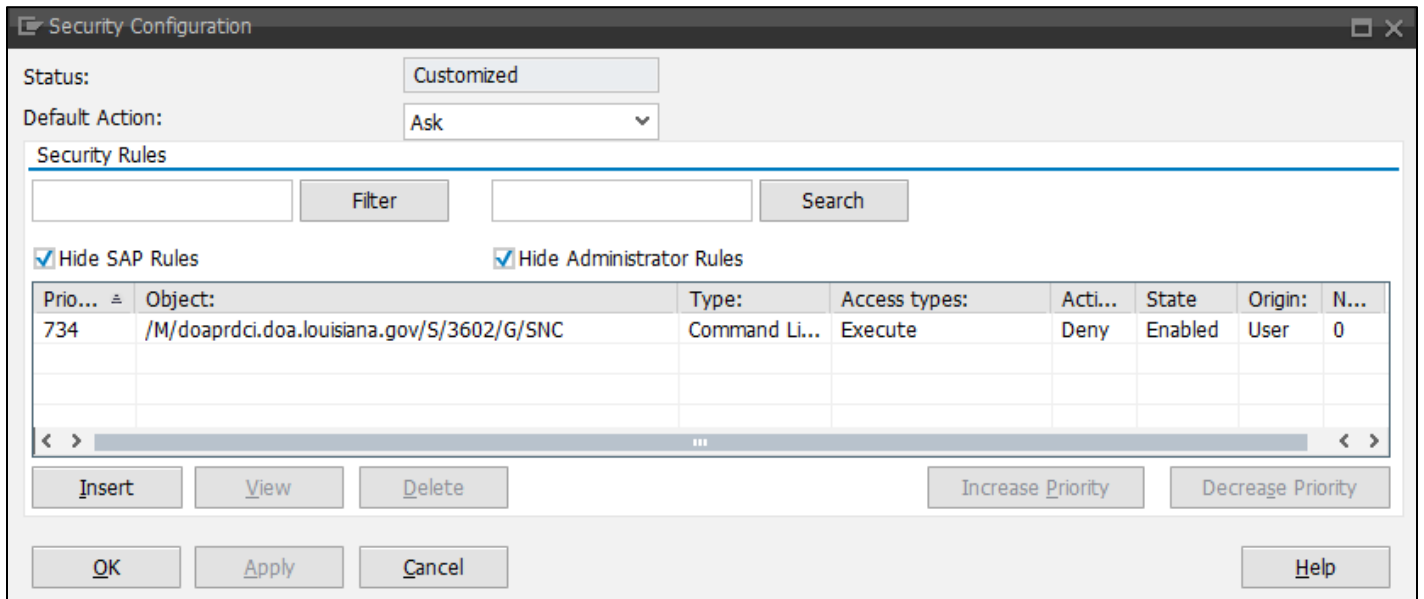
3) Click on Security Settings located within the folder labeled “Security” and expand that section to access “Security Settings”. Once open, click the “Open Security Configuration” button.

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- 4) Locate the entry within Security Rules showing SNC in the Object name. Highlight the line and click on the Edit button.



- 5) When the following screen appears, Change the Action setting to "Context-Dependent".

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Rule Properties

Origin: User

Type: Command Line

Object: /M/doaprdci.doa.louisiana.gov/S/3602/G/SNC

Action: Context-Dependent Access types: Context-Dependent

Security Rule

System	Network	Client	Transaction	Screen Name	Screen Number	Access types:	Acti...	State

Insert Delete Up Down

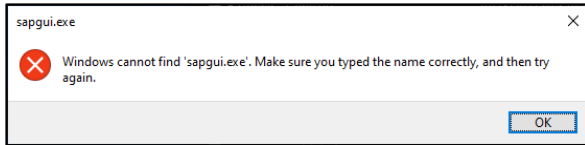
Use '/' as a path separator in directory, file, registry key, and registry value names.
Use '\' to escape the characters '[', ']' and '\' in object names: for example, '\[' instead of '['.

OK Cancel Help

- 6) Select insert. Then select OK to close this screen.
- 7) You will return to the SAP GUI Options –SAP Logon Pad screen. Select OK.
- 8) Close out any open SAP windows.
- 9) Then log back into the system and select “Always Allow” when you receive the SAP GUI Security pop message box.

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IV. LaGov ECC selection error if SAPGUI has been uninstalled.



SAP GUI is not installed.

Solution: Install SAP GUI. The software can be found behind the My Work > Download tab in LEO

V. Logon Balancing Error 88

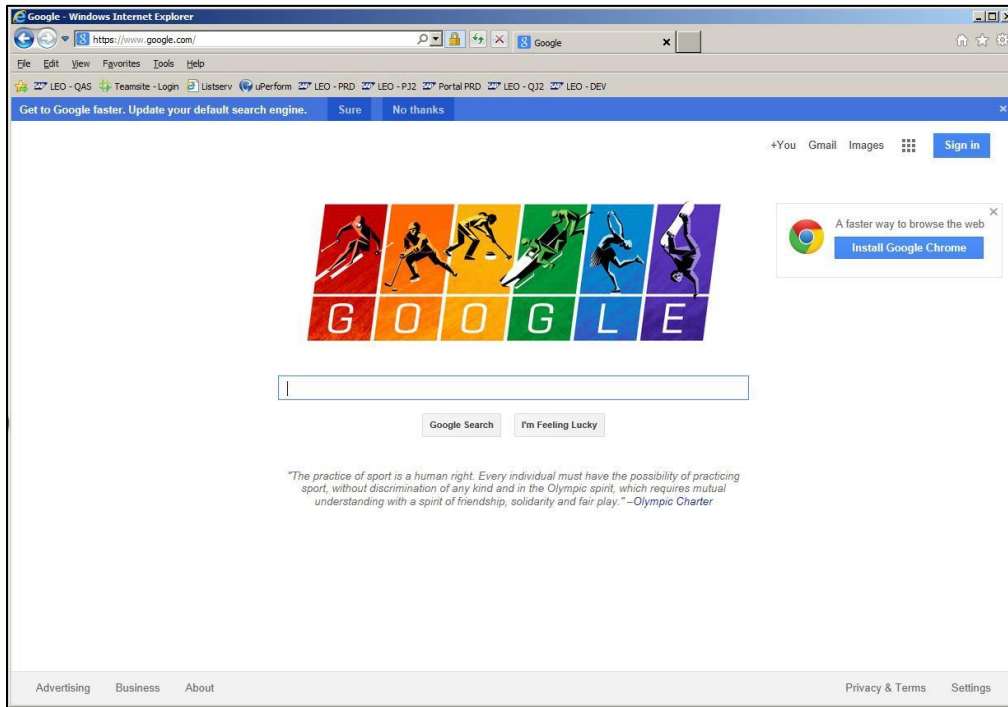
User is receiving “Logon Balancing Error 88” when attempting to log in.

Solution: There are many factors affecting a user’s ability to connect to LaGov ECC, ranging from configuration on the local PC to network issues. This section guides you through the steps to determine if you are experiencing connectivity issues.

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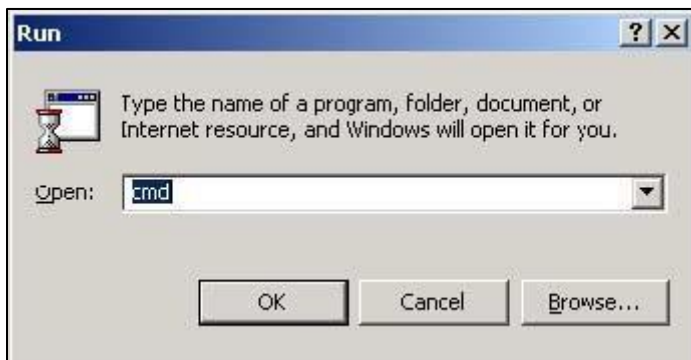
Network Connectivity Test 1

The user should be asked to check if he/she can reach “outside” internet sites via the web browser (for example, ask the user to connect to www.google.com, and refresh the page by pressing F5 or clicking *Refresh* to confirm connection). If the user cannot connect to the Internet, the LAN technicians for his/her building should be contacted to resolve any connection issues.



Network Connectivity Test 2

If the Internet connection test proved successful, the user should perform an FTP test. Open a command prompt by clicking Start- > Run, then type cmd in the dialog box and click OK.



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The Windows command prompt appears. The user should enter the following command and press enter: *ftp sapftp.doa.louisiana.gov*

If successful, the prompt will show “connected” and prompt for a user ID.



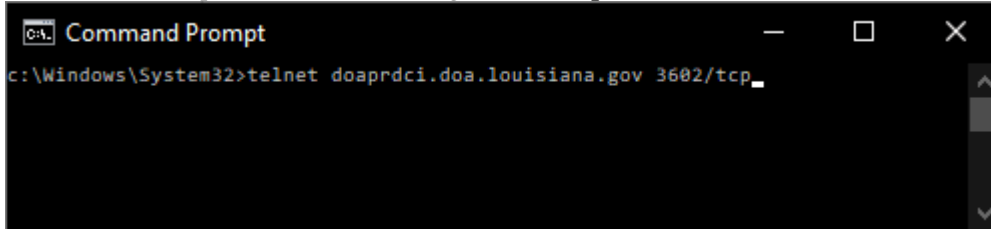
```
Command Prompt - ftp sapftp.doa.louisiana.gov
c:\Windows\System32>ftp sapftp.doa.louisiana.gov
Connected to sapftp.doa.louisiana.gov.
220 (vsFTPd 3.0.2)
200 Always in UTF8 mode.
User (sapftp.doa.louisiana.gov:(none)):
```

The user should terminate the connection by pressing CTRL-C (control and c simultaneously). If the connection failed, then it is possible that the user’s network is preventing connection, and the user should contact his/her LAN administrator.

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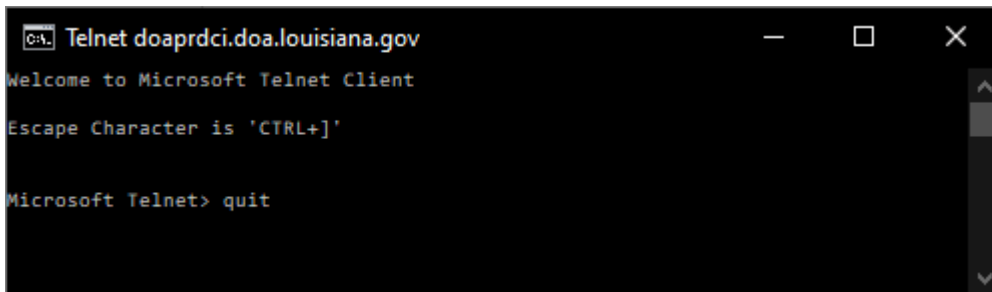
Network Connectivity Test 3

Using the same command prompt as the previous test, the user should enter the following command and press enter: `telnet doaprdci.doa.louisiana.gov 3602/tcp`



```
Command Prompt
c:\Windows\System32>telnet doaprdci.doa.louisiana.gov 3602/tcp
```

If the connection is successful, the screen will go blank. The user should press CTRL-] (control and the right bracket simultaneously), then type `quit` at the telnet prompt and press enter.



```
Telnet doaprdci.doa.louisiana.gov
Welcome to Microsoft Telnet Client
Escape Character is 'CTRL+]'
Microsoft Telnet> quit
```

If the connection fails, then the user is unable to connect to the LaGov ECC system on port 3602. The user's network is blocking connections on that port, and the user should contact his/her LAN administrator.

The LaGov ECC System requires that the following ports not be blocked (by a firewall, for example):

doaprdci.doa.louisiana.gov – TCP PORTS to be opened for incoming and outgoing 3200 – 3399, 3602

doaprrdd1.doa.louisiana.gov – TCP PORTS to be opened for incoming and outgoing 3200 – 3399

doaprrdd2.doa.louisiana.gov – TCP PORTS to be opened for incoming and outgoing 3200 – 3399

doaprrdd3.doa.louisiana.gov – TCP PORTS to be opened for incoming and outgoing 3200 – 3399

The LAN administrator should verify that these ports are not blocked.

Conclusion

Please submit a [Help Desk Ticket](#) if additional assistance is needed or if you are experiencing any other

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issues.