(Many of these screenshots are from earlier GUI versions than you are installing, but the solution still applies.)

Problem: Installation acts like it was stalled/stopped.

Solution 1:   You did not right click and run as administrator. Restart the installation and run as administrator
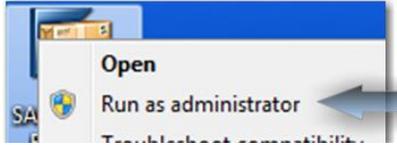
Solution 2:   You did not check the check box. Restart the installation and check the box.
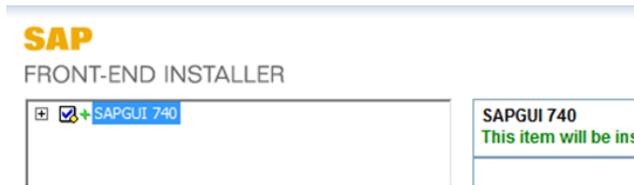
Problem: You get a message that not all package prerequisites are fulfilled.

Solution :   Your computer needs additional software to install the SAP GUI.
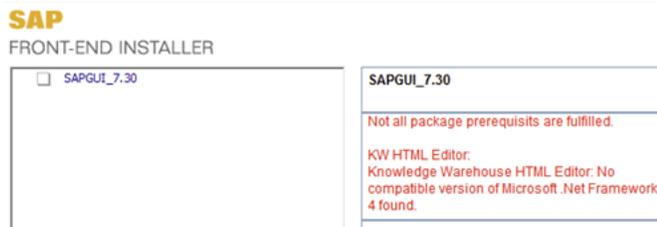
The red font is usually an active link that will take you directly to a download of the needed software like the image below.

Double click on the blue link and complete the steps to install any missing software. If you do not have   the link, search for the software on the web for installation.
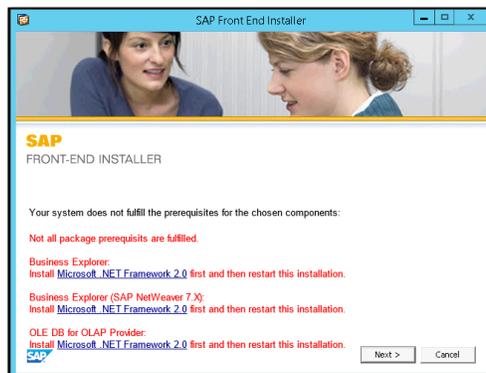
Restart the GUI installation.

Problem: You got the GUI installed; but the UWM UCC systems are not displayed.

Solution 1: You did not right click and run as administrator. Restart the installation and run as administrator
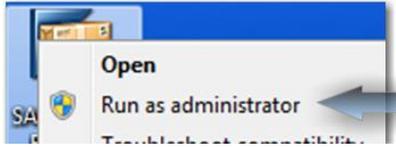
Solution 2: For some reason the XML configuration files did not populate.

Click the upper left icon.
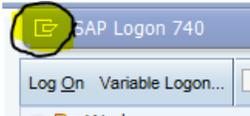
Select Options

Drill into the SAP Logon Options folder and select Server Configuration files
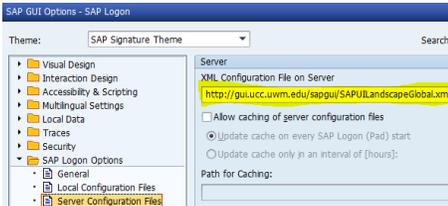
Look at the XML Configuration File field on the right side. If it is empty, type in

http://gui.ucc.uwm.edu/sapgui/SAPUILandscapeGlobal.xml

Select apply. Close your GUI and open SAP Logon.

Problem: You got the GUI installed; the UWM systems are displayed, but when opening a system you get:
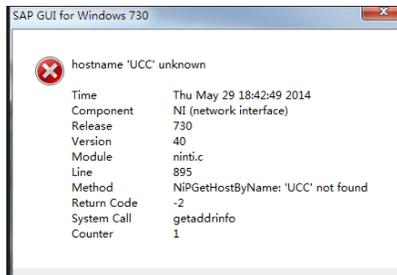
Solution: You are not selecting the correct system. The first line is not an active system. Select the system that your instructor has provided
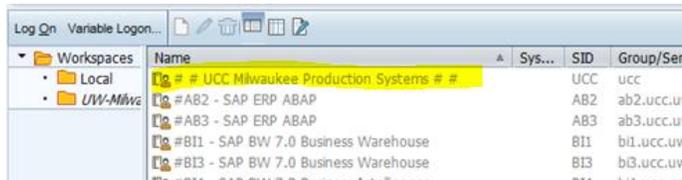
Problem: You are getting one of the below errors when selecting a system.

Connection to application server broken

Time	Mon Feb 10 20:17:17 2014
Component	NI (network interface)
Release	730
Version	40
Module	ninti.c
Line	939
Method	NiPGetServByName: 'sapdp00' not found
Return Code	-1
System Call	getaddrinfo
Error No	10109
Error Text	WSATYPE_NOT_FOUND: The specified class was not found.
Counter	1

OK

partner 'DS2.UCC.UWM.EDU:sapdp00' not reached

WSAEWOULDBLOCK: Resource temporarily unavailable

Do you want to see the detailed error description?

Yes   No

partner 'AI1.UCC.UWM.EDU:sapdp00' not reached

Time	Tue Oct 22 18:17:27 2013
Component	NI (network interface)
Release	730
Version	40
Module	nibuf.cpp
Line	4658
Method	NiBufIConnect: connection pending after 10000ms
Return Code	-10
System Call	connect
Error No	10035
Error Text	WSAEWOULDBLOCK: Resource temporarily unavailable
Counter	1

SAP Logon cannot be started correctly.

Error when loading server configuration files:

The file http://gui.ucc.uwm.edu/sapgui/SapLogonTree.xml may be incorrect or not available.

Only local configuration files will be considered.

Solution: You have a firewall or antivirus program blocking your connection. Disable any firewall or antivirus software and try to connect again. Most likely port 3200 needs to be opened in the firewall. (Note the system maybe different than your system, but the error is specific to a firewall/antivirus issue.)

A firewall/antivirus connection issue can be at the individual computer level or the network level that the computer is using. Check both.

Problem: You have successfully connected to a system, but as you work you get disconnected.

connection to partner 'gb3.ucc.uwm.edu:sapdp00' broken

Time	Fri Oct 04 13:58:27 2013
Component	NI (network interface)
Release	730
Version	40
Module	nixxi.cpp
Line	5087
Method	NiIRead: P=129.89.93.196:3200; L=10.36.31.125:61593
Return Code	-6
System Call	recv
Error No	10054
Error Text	WSAECONNRESET: Connection reset by peer
Counter	1

OK

Solution: A connection can be lost for many reasons. It is usually isolated. Log back on. (You will only lose the transactional data that has not been saved.) On occasion, this can be more frequent. The UWM UCC does not time-out IDs and the trouble is usually on the users network. Check with your network administrator to see if there is a 'timed-out' session limit and there are appropriate network resources to manage the connections. If you have not had problems in the past maintaining a connection, look at recent changes to the network.

Problem: On occasion, there have been .dll or other operating system errors during installation.

Solution: This indicates an operating system issue on the computer.
Un-install SAPGUI, SAP Business Explorer, and Engineering Client Viewer.
Restart the computer.
Make sure Windows Updates are current and restart your computer after updates.
Re-start the SAPGUI installer as Administrator

Problem: The GUI did not install on my tablet.

Solution: The SAPGUI is not supported for most tablets. The GUI is for full Windows operating systems. Only tablets that run full window operating systems functionality will support GUI installation.

If there are still problems, contact you instructor. A faculty with an account with the UCC can submit a help ticket. The UCC works with faculty, who need to coordinate the communication with the student. (A student should not contact the UCC directly. You will be re-directed to your faculty, ultimately taking longer to look at your issue.)

To facilitate an inquiry, provide as much system details as possible. This includes identifying your operating system, OS edition including 32 or 64 bit. Identifying your network. Is this a wired or wireless connection, work, home or campus network. Have you successfully connected before. Screen shots should be included. The more exact information provided, the better.