Authorization Problems

The University of Mississippi
End User Documentation
2/2011

SAP Support: 662.915.5222
E-Mail: sap@olemiss.edu

SAP Web Site
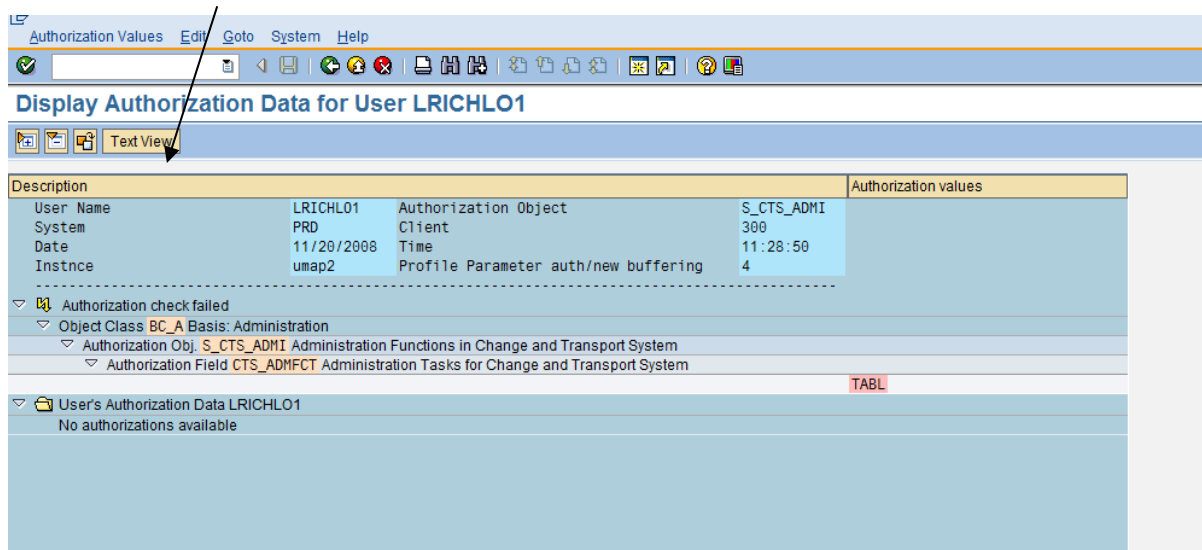https://my.olemiss.edu/irj/portal

If you receive a message from SAP that states that you do not have authorization and you believe you should have authorization because of the training you have attended, please do the following.

1) Verify the transaction code.
2) Call SAP Support at 915-5222 or send e-mail to sap@olemiss.edu.
3) If you are asked to send an SU53 report, please follow these steps.

Be sure you have two sessions open. Generate the error.

In the Command Field Box type /OSU53, press enter or follow the menu path – Systems > Utilities > Display Authorization Check. If the system will not allow you to get to the Command Field, you can go to your second session and type in SU53.

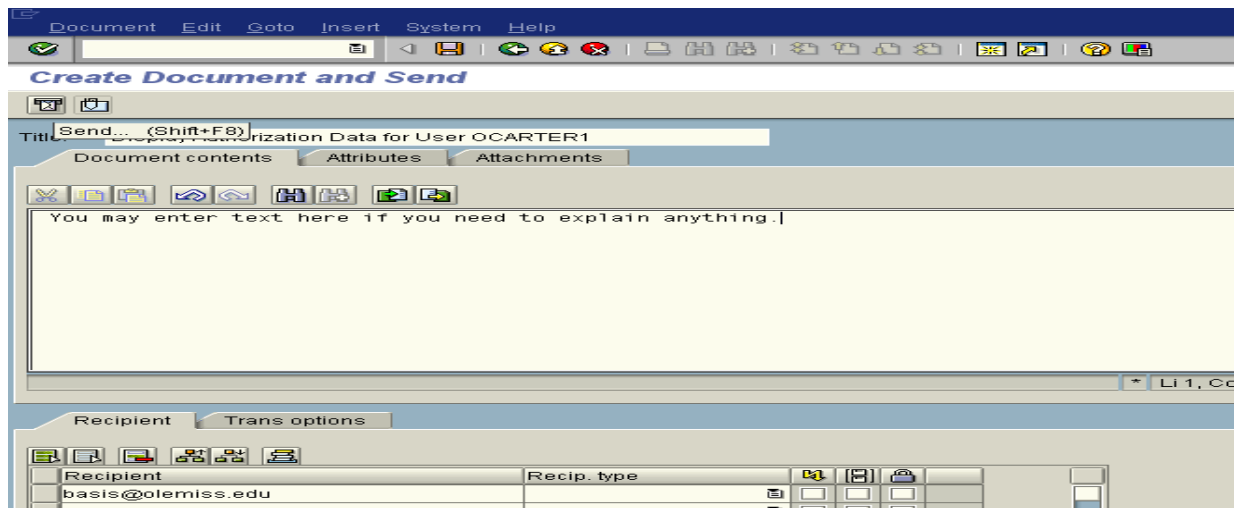When the SU53 report is displayed click on the 'Text View' icon.

When the text view is displayed, click on System>List>Send.
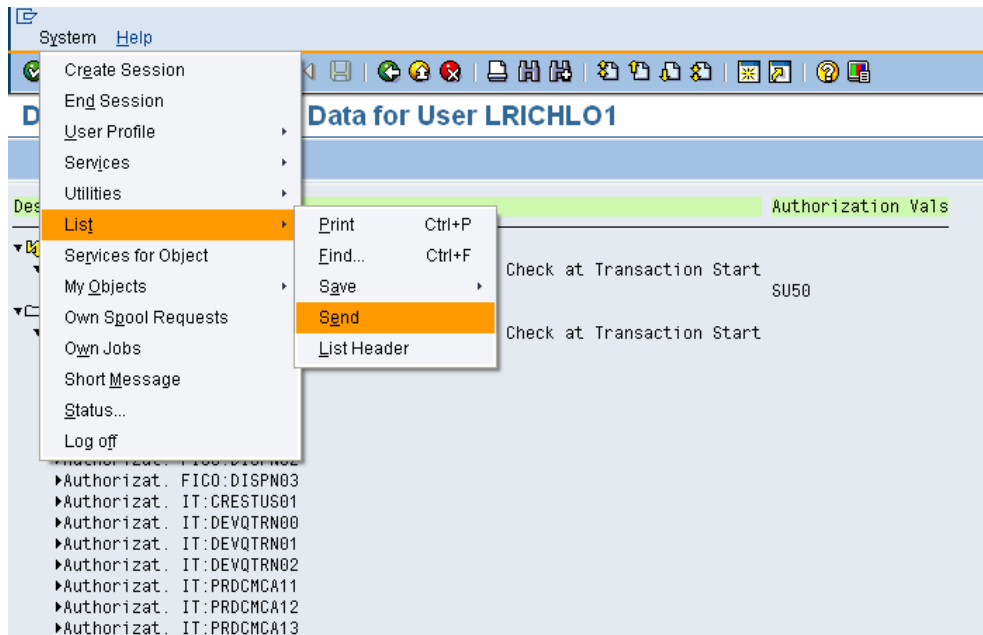
Recipient: basis@olemiss.edu
sap@olemiss.edu

Document contents: Please include which system (QAS, PRD, etc.) you are in when you get the error. Inform Basis that you have copied sap@Olemiss.edu.
Send: Left-click on the Send Icon.

The basis team will receive the e-mail and try to correct any problems as quickly as possible. Note: the "e-mail job" that picks these up and sends them is only executed every five minutes. Once they have tried to correct the problem, you will receive a "pop-

up" in SAP asking you to log off and log back on. If there is still a problem, you must do this process again. If you do not continue with this process, we have no way of knowing if the problem is resolved. SAP may require several of these authorization checks before the problem can be corrected.

Please remember you will not receive access unless you have

1) A signed SAP Authorization Form on file with SAP Training. The form must indicate that you are to receive access and you must have been granted an SAP License.
2) A signed SAP User Agreement on File within two weeks or account will be locked.
3) You have attended the needed training class or classes and access has been granted.
4) The access is needed to perform your job duties.

If you receive an ABAP Run Time Error – do not send an SU53. Call SAP Support at 915 - 5222.

Note: Sometimes SAP does not give an authorization error when there is actually an authorization problem. Therefore when you call SAP Support, you may be asked to process an SU53 (Authorization Check) when you are experiencing problems and have not received an authorization error message.