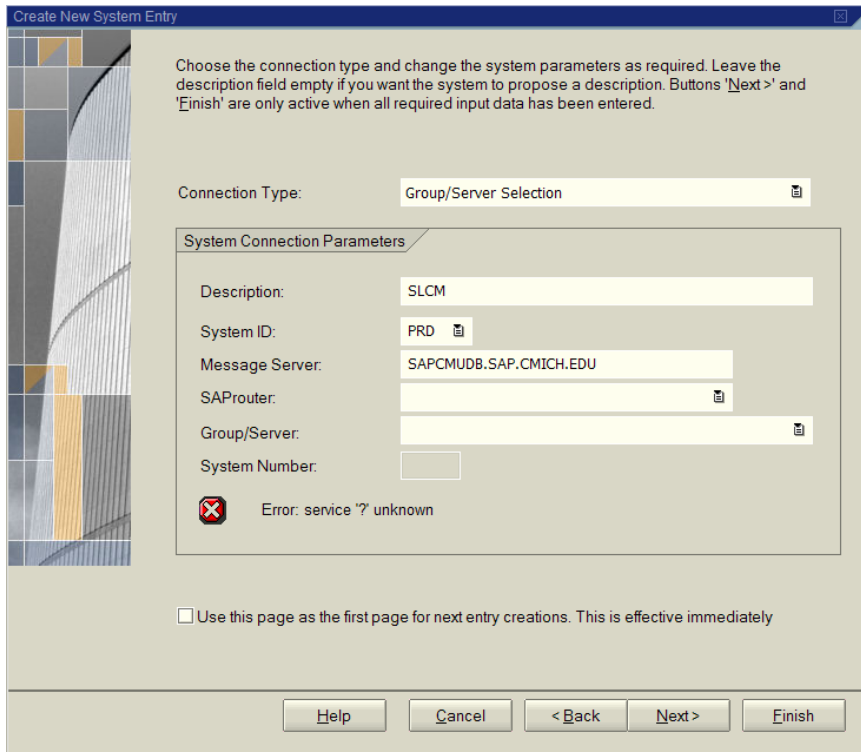


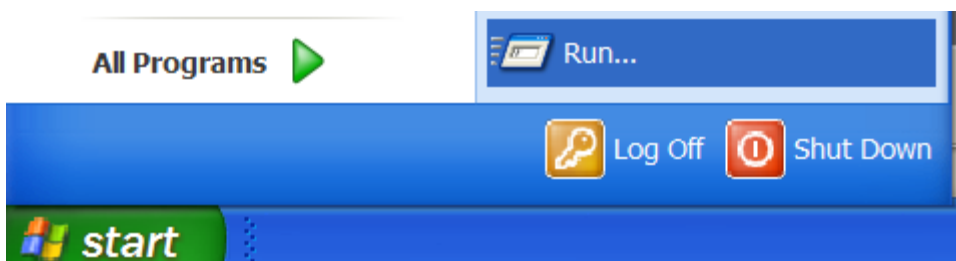
# Handling Logon Group Problems

Sometimes the logon groups do not populate. If that happens the following procedures should help.

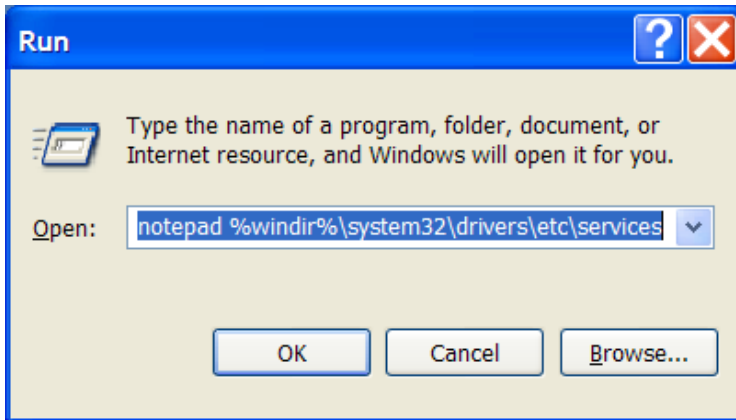


If this error occurs click the **Cancel** button.

This will require the user to add a line to the Windows services file on their computer.

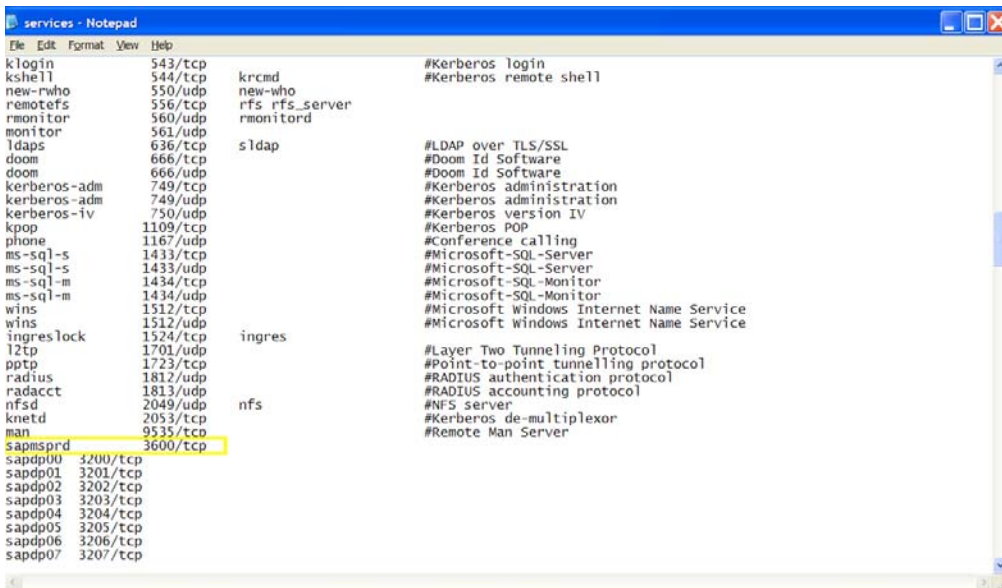


Click on the Windows **Start** button and click on **Run**



Enter 'notepad %windir%\system32\drivers\etc\services' in the **Open** command line.

Click the **Ok** button



The highlighted code needs to be added to the file.

Scroll down to find sap files and then place your cursor before the first sap file and press Enter on the keyboard.

In the space you created type 'sapmsprd 3600/tcp'.

Click on **File** at the top of the screen and select Save.

Now the drop down selection for the Group/Server should populate.