

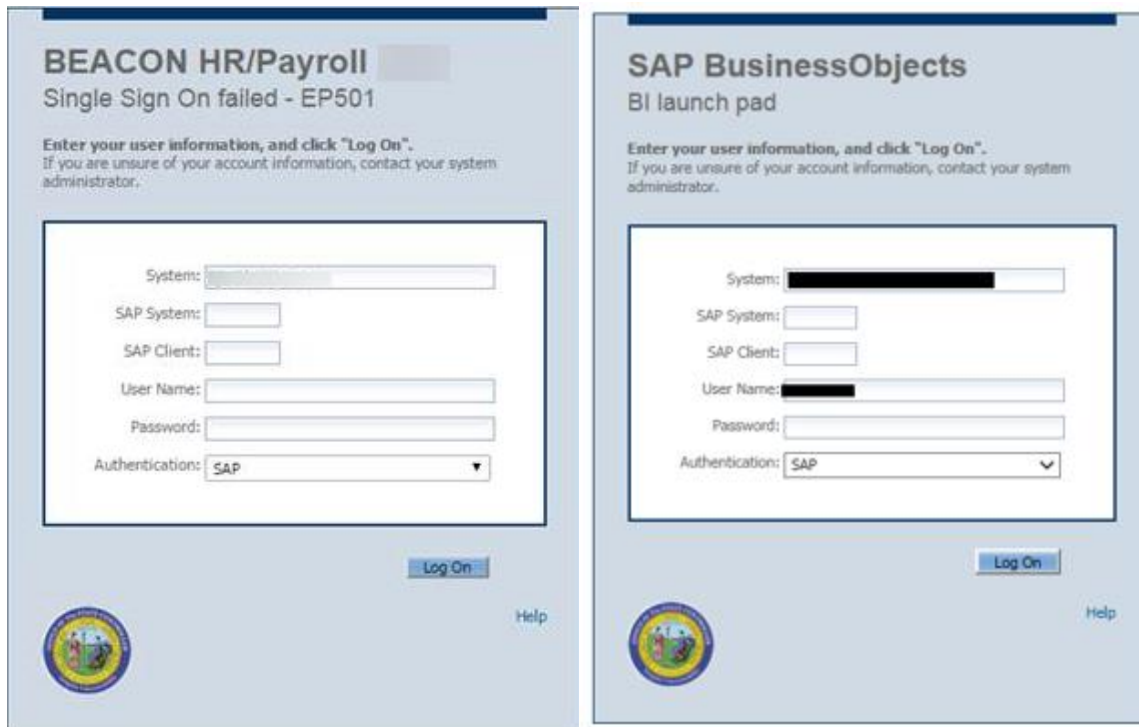
## Unable to Access Business Objects – BI Launch Pad Screen Displays

**Problem:** After clicking the *Business Objects* tab in the portal, one of the error screens below displays instead of the Business Objects launch pad screen.

**Cause:** The login process is not working correctly, or the maximum number of licenses has been reached.

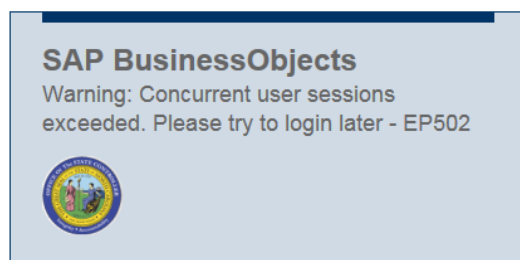
**Actions:** Please send an e-mail to BEST Shared Services at [Best@osc.nc.gov](mailto:Best@osc.nc.gov) with a snapshot of your screen and request that a ticket be created. BEST should forward the ticket to the **Functional SAP Portal Support** team.

*Error messages displaying that the login attempt has failed:*



The image shows two side-by-side screenshots of login screens. The left screen is titled "BEACON HR/Payroll" and displays the error message "Single Sign On failed - EP501". The right screen is titled "SAP BusinessObjects BI launch pad" and displays a similar error message. Both screens have a "Log On" button and a "Help" link.

*Error message displaying that the number of concurrent licenses has been exceeded:*



The image shows a screenshot of an error message for SAP BusinessObjects. The message reads: "Warning: Concurrent user sessions exceeded. Please try to login later - EP502". There is a logo in the bottom left corner of the message box.