Clarity - Connection between Clarity and SAP

Problem:

Cannot connect to SBO – common

Solution:

When parameters such as database name, company name, user name, or password are incorrect, it will cause a problem.

These are case sensitive and spaces in the wrong place will cause this problem.

If these are correct then you are going to want to look at the DI API file. If this is not installed or is not the latest patch or even expired then it will give you this same message.

 If the DI API is expired it will tell you that when you go into SAP and prompt you to do an update.

Please note:

Database name is the Server Name.

Company Name is the Company ID