

SAPNote 599053

Symptom

Workplace Logon fails if Logon Tickets are used and username or password include a comma. The Browser shows error messages like "Incomplete logon data" or "Name or password is incorrect".

AGate.trc shows:

```
E* MprfRfcConnectWithTicket failed. Connect string = USER=PAL_ITS  
PASSWD=***** CLIENT=000 LANG=EN ... GETSSO2=1, msg = Name or  
password incorrect. Please re-enter.
```

or

```
*E* MprfRfcConnectWithTicket failed. Connect string = USER=PAL,ITS  
PASSWD=***** CLIENT=000 LANG=EN TRACE=0 ... GETSSO2=1,  
msg = Incomplete logon data..
```

This can also happen with other Flow File Applications as long as they are set up to logon via SSO Logon Tickets.

Other terms

SAPXGinet, SAPMPBOR, SSO2, Rfc

Reason and Prerequisites

- Flow File Application (~xgateway=sapxginet)
- ~mysapcomgetsso2cookie=1 (set in service file)
- user or password includes a comma

Solution

The reason are unquoted attributes in XGinet/MPBOR when connecting with the RFC Connect String. The Connect String must look like:
Connect string = USER="PAL,ITS" PASSWD="*****"

Please install ITS 46DC4 patch level 446, ITS 610C1 patch level 24 or ITS 620 patch level 3.