

## 2825180 - Database Connection Is Lost When Logging on to SAP Business One

Component: SBO-BC-SLD (System Landscape Directory), Version: 5, Released On: 01.03.2021

### Symptom

A company database user cannot log on to an SAP Business One company; the following database related errors are returned:

1. *Connection to the database is lost; contact your system administrator (ODBC -1102) [Message 131-183]*
2. *[SAP AG][LIBODBCHEDB DLL][HDBODBC] General error; 258 insufficient privilege: Not authorized 'Company Info' (CINF)*

Navigate to the SAP Business One client logs in the path `C:\ProgramData\SAP\SAP Business One\Log\SAP Business One\${UserFolder}\BusinessOne folder`, you can find some error messages as follows:

*Cannot connect to company DB with DB user: B1\_XXXXXX\_RW # #*

or

*Cannot connect to company DB with DB user: SAPB1\_DB\_USER\_XXXXXX# #*

### Reproducing the issue

#### Scenario:

1. Log on to the SAP Business One client.
2. Choose a company.
3. Log on to the company database.

#### Expect behavior:

You can log on successfully without error.

#### Actual behavior:

The logon fails with the following error messages:

- *Connection to the database is lost; contact your system administrator (ODBC -1102) [Message 131-183]*
- *[SAP AG][LIBODBCHEDB DLL][HDBODBC] General error; 258 insufficient privilege: Not authorized 'Company Info' (CINF)*

### Solution

SAP intends to provide a patch or patches to solve the problem described. The section **References** below will list the relevant patches once they become available, and the **Related Info** content of relevant patches available in the SAP Support Portal will show this SAP Note. Be aware that these references can only be set at patch release date. SAP delivers patches only for selected releases at its own discretion, based on the business impact and the complexity of the implementation.

#### Workaround:

You can refresh the database user from the SLD control center by performing the following steps:

1. Log on to the SLD control center.
2. On the *DB Instances and Companies* tab, select the company for which the logon failed.
3. Click the *Refresh Database User* button.
4. The company database user is refreshed and you can try and log on again to SAP Business One.

If the error still appears, perform the following steps:

1. Logon to SLD Control Center
2. Go to *DB Instances Tab-> Companies* -> Find the Database User for the database which is locked. Make a list. (Database user starts with B1\_\*\*\*\*\*\_RW)
3. Stop all the Business One related services on the machine. Server Tools, Service Layer etc.
4. Close all the SAP Business One Clients.

5. Go to HANA database - > *Security* - > *Users* -> Click the user which you want to unlock (point 1 B1\_\*\*\*\*\*-RW) -> Click **Activate** User.

6. Also check both these users and unlock if needed: B1\_SBOCOMMON and B1\_SBOCOMMON\_RW

7. You should now be able to log into SAP Business One, if the issue still persists please contact SAP Business One Support.

## Products

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### Products

SAP BUSINESS ONE 10.0

## This document is referenced by

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SAP Note/KBA	Title
3020474	<a href="#"><u>Database Connection Failure When You Log On To SAP Business One, version for SAP HANA</u></a>
2948656	<a href="#"><u>Overview Note for SAP Business One 10.0 FP 2008, version for SAP HANA</u></a>
2948670	<a href="#"><u>Overview Note for SAP Business One 10.0 FP 2008</u></a>