

TOES "Locks Up " When I Click the Back Button

A small number of agencies have reported that their TOES system locks up if they click on the "BACK" button (Diagram 1) in the SAPGUI software. The root cause of this has not yet been determined and has been referred to SAP.

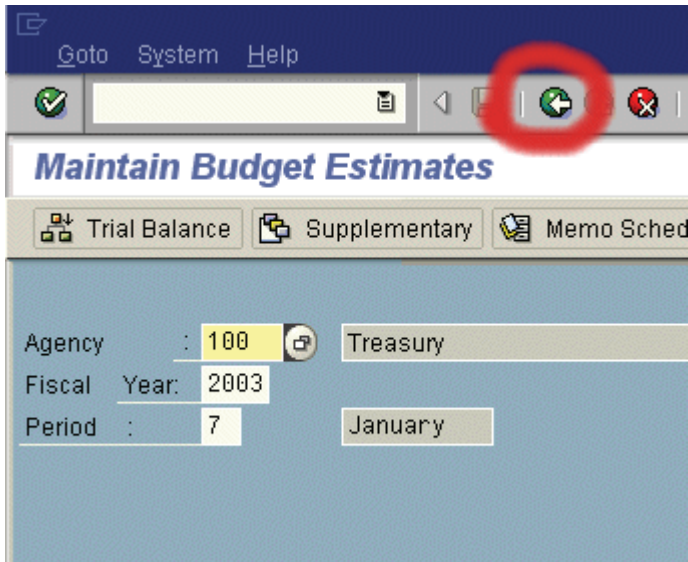
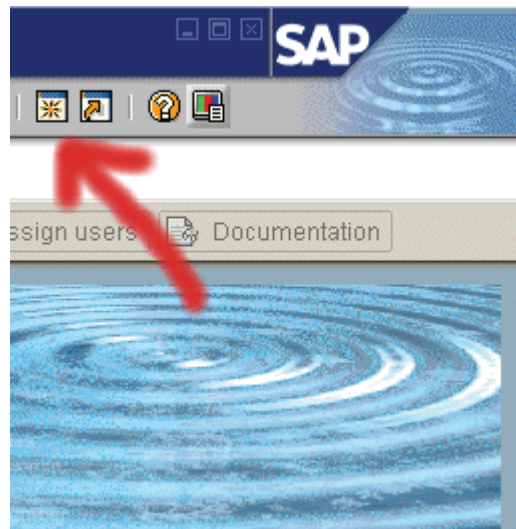


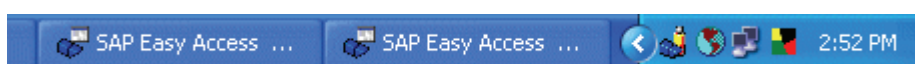
DIAGRAM 1

In the interim, the following workaround has been tested and found to eliminate this issue.

- 1 Once your main menu appears, click on the "Create a new session" button

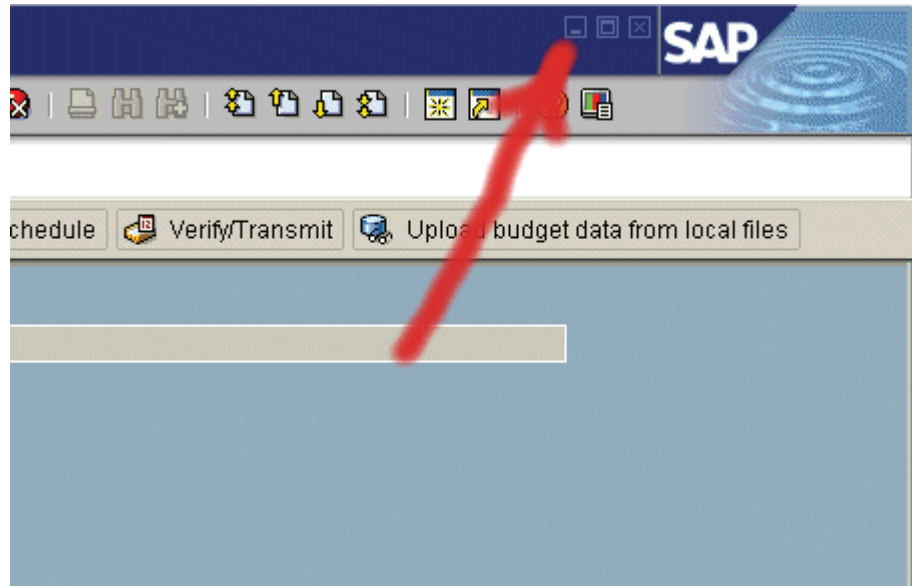


- 2 You will now have two "SAP Easy Access" icons on your task bar at the bottom of your screen, the left most one is the original session. The one on the right is the one we just manually started.



- 3 Click on the one on the left (the original session).to bring it to the front of your screen.

- 4 Minimize it



- 5 Do all your work in the second session. You can now consistently use the BACK button.