

1 issue description

Error message when starting coresuite addon: **The requested look up key was not found in any activation context** . This error message appears to be thrown for a number of different reasons.

2 search terms

"Der angeforderte Nachschlüssel konnte in keinem aktiven Aktivierungskontext gefunden werden."

"The requested look up key was not found in any activation context"

"De aangevraagde zoeksleutel kan in geen enkele actieve activeringscontext worden gevonden."


"A chave de procura solicitada não foi encontrada em nenhum contexto de ativação ativo."

"De aangevraagde zoeksleutel kan in geen enkele actieve activeringscontext worden gevonden."

3 troubleshooting steps/tips

- delete the SM_OBS_DLL from %temp% if previously loaded
- check if the correct DI is loaded during the start of the addon (check %temp% for SM_OBS_DLL)
- check if there are multiple Networkcards etc on the Licenceserver, respectively check the DNS settings
- verify if the issue only occurs if addon is set to start automatically

4 solution

 There is still no unambiguous solution for this issue available. Please refer to the the **remarks** section of this note!

The majority of reported cases seem to relate to **XP Clients** only. In case of the issue occurring on XP Clients, please proceed with solution approach 4.7(**Install additional coresuite addon (coresuiteStartUp)**)

4.1 DI API re-install

Client

1. Deinstallation DI API (via Add/Remove Programms)
2. Delete the directory SM_OBS_DLL (%temp%)
3. Reboot the machine
4. Installation of DI API (from the respective SBO upgrader)

Server (two installations are found on most servers due to the DI installation which is performed automatically by the SBO Server installation)

1. Deinstallation DI API (via Add/Remove Programms)
2. Delete the directory SM_OBS_DLL (%temp%)
3. Reboot the machine
4. Installation of DI API (from the respective SBO upgrader)

4.2 manual DI API registration

In case the DI API reinstall did not help, the respective SAPbobsCOM (SAPbobsCOM2007.dll or SAPbobsCOM88.dll) will need to be **registered manually**.

Use the following command in cmd (admin-rights are needed):

32bit server: %systemroot%\System32\regsvr32 „C:\.<Path to DI>...\SAPbobsCOM2007.dll"

64bit server: %systemroot%\SysWoW64\regsvr32 „C:\.<Path to DI>...\SAPbobsCOM2007.dll"

alternatively, go to Start->Run; type: regsvr32 and drag the dll to be registered into the Run Window

4.3 SAP Business One Licence Server

According to **SAP Note 1135705**, the Server on which the SAP Business One Licence Server is installed, must NOT have more than one network card installed prior to the SAP Business One Licence Server installation; also this Server should not be configured for dial-up or VPN .

4.4 UI corruption

According to SAP SBO Support, this error message can occur in cases of corrupt clients (Sometimes this error is a consequence of UI corruption). Please proceed as per following steps:

1. uninstall the add-on - refer to SAP note [819501](#)
2. uninstall SAP Business One client
3. delete %temp%\SM_OBS_DLL folder
4. rename the SAP Business One client folder
5. reboot the computer
6. install the SAP Business One client again
7. install add-on again

Also, please refer to SAP Notes [808354](#) and [852031](#)

4.5 Setting for Addon Launch

Intensive testing on unrelated systems showed that the issue occurs often under following conditions:

- a) on XP systems only
- b) after upgrade from 2007A to 8.81
- c) if the the launch of the addon is set to *automatic*

The issue does not occur in case of the addon launch set to *mandatory* or *manual*. Please test this in your customer system.

4.6 Create new user (for testing)

On one system, it showed that the Super User that was used for testing "never" worked. Once a new Super User was created, is was no problem to start the Addon without the error msg. This "solution" requires further investigation.

4.7 Install additional coresuite addon (coresuiteStartUp)

Intensive testing on XP Clients showed that the error message on the automatic Start of coresuite could be avoided by installing an additional addon called coresuiteStartUp. It has now been agreed that the official solution offered by coresystems for this issue occuring on XP Clients is to use this additional addon. This additional addon will have no negative impact on performance of SAP Business One or any addon.

1. download the [coresuiteStartUp.zip](#) attached to this document
2. unzip, and install like any other addon
3. set the addon launch for this addon to automatic (same as for coresuite addon)

5 remarks

As per above, the error message "*The requested look up key was not found in any activation context*" does not simply occur for one isolated scenario. The error message appears to be connected to SAP Business One's DI API respectively to the mechanism of connecting Addons. Coresystems as the provider of the Addon has no influence on this mechanism.

Also, please note the behaviour has also been reproduced in connection with SAP Addons such as Fixed Assets and XL Reporter.

If neither of the above solution approaches solves the issue, further analysis is required.

Please note that the order of suggested possible solutions is random and might have to be applied in combination e.g. the DI API might need to be registered manually as well as the Addon start to be set to "mandatory".

In case the behaviour can be reproduced in relation to the Addon Start Method, a Customer Message for SAP should be created ([Sample Text for Customer Message attached](#))