


SAP Business One Notes

 **1135705 - Logon to Business One is slow for end users - if several network cards installed**

Version 7 **Validity:**
10.07.2013 - active

Language English

Symptom

A SAP Business One client that is not installed on the same machine as the license service might take several minutes to log on successfully due to a delay in establishing a connection with the license server.

After logon, SAP Business One functions as expected.

The reason for the delay may be one of the following:

- The server or PC on which the license server is installed has more than one network card.
- There is a dial-up & VPN interface-configured server.
- An alternative IP address has been configured when there is only one network card.

Note: This can happen when you install the license service on a machine with more than one network card ALREADY installed.

Installing additional network cards on a single network card machine with a license service already installed might not produce this issue.

This issue may lead to Business One 9.0 workflow service not working ("Failed to connect company from workflow service").

Solution

For SAP Business One 8.82 PL05 and higher, perform the following steps to solve the problem:

1. Change registry entry, add the IP address of the License Server computer.
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\TAO
For example: -ORBEndPoint iiop://10.59.39.60:30000 -ORBDottedDecimalAddresses 1
2. Use the IP address instead of the computer name for the License Server address wherever License Server address is needed, such as SAP Business One client, DI API, Bli, and so on.

For SAP Business One 8.82 PL04 and lower, you can use one of the following workarounds:

- Disable additional network cards in the Network Connections. Also, make sure there is no dial-up interface or VPN interface set up, and restart the server. Note that you can re-enable the additional network card after the restart. This will resolve the issue until the next restart.
 - Check if there is an additional IP address assigned for single network cards (Start-->Run-->cmd-->ipconfig). If there is more than one IP address displayed, ensure there is only one address assigned.
 - Install the license server on a machine with a single network card.
 - Disable all network cards, restart the license server, and then enable the network cards again.
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Header Data

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Other Components SBO-BC-LIC License Mechanism
Priority Recommendations/additional info
Category Performance

Validity

Software Component	Version
SAP BUSINESS ONE	2005 A
	2005 A SP01
	2005 B
	2007 A
	2007 B
	8.8
	8.81
	8.82