

SAP - BI Logon Error: Account information not recognized

Issue

Client reports one of the following errors when trying to access SAP Business Objects / BI Launch Pad website:

- Account information not recognized: You must change your password

- Account information not recognized: Failed while trying to log on user USERNAME. RFC error: "ID:AM Type:W Number: 286 ADRT (USER_OR_PASSWORD_INCORRECT)" (FWM 00013).

blocked URL blocked URL

Resolution

Confirm that they are using the correct username/password. If they are using other SAP systems, like PE1, then the password from that system will not work here.

Advise how to reset their SAP PB1 password ([script](#)) and how to update the new for the Business Objects logon ([script](#)).