

EHS - Troubleshooting

Welcome to the EHS troubleshooting. You will find here most of the error messages, their meaning and solutions.

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How to find some help?

At first, you will find here the most common issues spotted by the users and the way to solve it by yourself.

In a second time, please contact [SBS Support](#).

Please include in your mail: the description of the issue, with screenshots and error messages. If possible, in case of wrong values indicate what the figures should be.

When generating EHS documents

SDS being released without Solvay logo

Problem: SDS being released without Solvay logo, with the error message showing `{error: graphic file not found: E:\WWW\graphics\A_SOLVAY.PNG}`.
[blocked URL](#)

Solution: To solve this problem, you need to contact Local Infrastructure team and correct "graphics" file in `C:\Program Files (x86)\SAP\FrontEnd\SAPgui\wwi`.

For user in China, please contact china.infra-servicedesk@solvay.com.

For APAC user exclude China, please contact apac.infra-servicedesk@solvay.com.

When Saving EHS documents

Cannot save SDS

Problem: After SDS generated successfully, you want to save it into your laptop. But saving is disabled with the following error message.
[blocked URL](#)

Solution: To solve this problem, you need to contact Local Infrastructure team and correct "wwi.ini" file in `C:\Program Files (x86)\SAP\FrontEnd\SAPgui\wwi`.

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