

# 500 SAP Internal Server Error, Termination with RABAX\_STATE for Benefits Enrollment, new employee

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### Context

- This article provides information for new benefits-eligible employees trying to enroll in benefits, but receive error "500 SAP Internal Server Error, ERROR: Error message(termination: RABAX\_STATE)."
- Error occurs when user clicks on the "continue" button after the first page to Create a Record for Family Members Overview.
- Error is related to no authorization for Benefits Enrollment. User's enrollment record may have expired and therefore this short dump, termination error occurs.

### Troubleshooting Steps

1. Check to see if the user is an employee: [hd:Check the status of a user via Rolesweb]
2. Check the position start date for an employment position: [Report on time group membership and or position start date](#)
  - If the position start date is set to 7/1 through 6/30, then user may be a part of a 9-mth MAP appointment, which has work dates of 9/1 through 5/31 of each year, but pay dates of 7/1 through 6/30.
3. Get the steps that user took immediately before receiving the error.
4. Get a screen capture of the error message.
5. [Escalate to HR Welcome Center team](#) as they can extend the user's benefits record (Infotype: 0378-Benefits Adjustment Reasons) to complete enrollment.
  - Note: If the user is extended, then the Benefits Enrollment role will be assigned the next day.

### See Also

- [Access denied error for Benefits Enrollment during the Open Enrollment period](#)
- [Access Denied error for Benefits Open Enrollment HD troubleshooting steps](#)