

Why do I get the error message "Misc. failure - no credentials cache file found" when I try to start up SAP on a Windows NT machine?

Q: Why do I get the error message "Misc. failure - no credentials cache file found" when I try to start up SAP on a Windows NT machine?

Answer

You will get this message if the path for Kerberos is not correct. The correct path for Kerberos is c:\Programs\Kerberos. To check if it is set correctly you must be logged in as a member of the Administrator group:

1. From the Desktop, go to **Start > Settings > Control Panel > System > Environment Panel**
2. In the **System Variables** column click on: **Path**
3. The **Value** field should have **c:\PROGRAMS\KERBEROS** (it may appear as c:\PROGRA~1\KERBEROS) before **c:\net\mit** in the string. Edit the entry if necessary. Consider removing c:\net\mit from the string if it is not needed for other programs.
4. Click the **Set** button.
5. Click the **OK** button.
6. Log on to SAP.