500 SAP Internal Server Error, Termination with RABAX_STATE for Benefits Enrollment, new employee

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: [hd: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