1124126 - WTS: "CSapEditorCtrl::GetObject: Object xx does not exist"

Version	1	Type	SAP Note
Language	English	Master Language	German
Priority	Recommendations / Additional Info	Category	Installation information
Release Status	Released for Customer	Released On	11.12.2007
Component	BC-FES-WTS (Windows Terminal Services)		

Please find the original document at https://launchpad.support.sap.com/#/notes/ 1124126

Symptom

You use the SAP GUI for Windows on a Citrix terminal server. When you call the SAPScript Editor, the system issues the error message "CSapEditorCtrl::GetObject: Object ?? does not exist", in which "??" is replaced by a numerical value.

Other Terms

WTS, Citrix, dump, termination, 15, 27, 49, memory tuning, memory optimization, memory optimizer

Reason and Prerequisites

You have activated the "Citrix Memory Optimizer" on your terminal server (further information about this tool is available under http://support.citrix.com/article/CTX106023&searchID=-1). Unfortunately, SAP GUI for Windows and "Citrix Memory Optimizer" are not compatible with each other. When you use the memory optimizer to optimize SAP GUI files, the problem that is described above occurs.

Solution

You can use the following options to avoid this problem in the future:

- Completely deactivate the memory optimizer.

- Exclude the SAP GUI directory and all of its subdirectories from the optimization. To do this, use the entries of the directories (for example, C:\Program Files\SAP\FrontEnd\SAP GUI for Windows*.*) under the key HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SFO\ProcessExclusionList.

If the problem has already occurred, you must use the ADSCleaner tool from Citrix to release the SAP GUI files from the optimization (this tool is located under http://support.citrix.com/article/CTX108542).
Alternatively, you can also reinstall the SAP GUI.

Other Components

Component	Description

BC-SRV-SCR	SAPscript

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