



MAGIC System Maintenance / Down Message

One of the benefits of MAGIC is that it is typically available all the time; however, MAGIC will need to be unavailable, at times, for system maintenance and backups. The dates/times of system unavailability will be posted on the [MMRS Website](#).

However, if you try to access the system while it is down, you will see one of the following messages on the log-on screen.

Also, because MAGIC is comprised of different components (e.g. ECC, SRM, CRM) there may be times when only one or two of the components are down. If you are able to log into the portal, but try to access a particular component that is down, you will receive one of the same messages when trying to access that component.

500 Internal Server Error

SAP NetWeaver Application Server

Error: Application error occurred during the request processing.

[SAP Technology Troubleshooting Guide](#)

Details: WebApplicationException log ID is [[C0000AA010400A4C000000080000C0EB](#)].



Internet Explorer cannot display the webpage

What you can try:

- It appears you are connected to the Internet, but you might want to try to reconnect to the Internet.
- Retype the address.
- [Go back to the previous page.](#)

Most likely causes:

- You are not connected to the Internet.
- The website is encountering problems.
- There might be a typing error in the address.

[More information](#)