BO - Troubleshooting

- My report disappeared! What do I do now?
- An error has occurred : A timeout error has occured
- 503 Service Temporarily Unavailable
- Rich Client can not refresh BO report data
- Connection Failed. The server has reached the maximum number of simultaneous connections.
- Error Message : The SQL is not ready
- Universe not found. (Error: WIS 00501)
- Can not download excel file (word document) from BOXI platform
- Enable to open report using Internet Explorer 9 (Receive Invalid Path Error)

if you are not able to find the solution, please send an email - SBS Support to our customer support team.

Get Support

My report disappeared! What do I do now?

By default, every report is open in a new window. Maybe you just moved to another window, to check you can:

Option 1: Press Alt + Tab and see if there is another Infoview window (Internet Explorer icon) open.
Option 2: Click on the bottom toolbar on every Infoview tab that you have, until you find the report you were working with.

Note: If you are using Internet Explorer 7 or 8, you may need to check the tabs inside your browser as well.

An error has occurred : A timeout error has occured

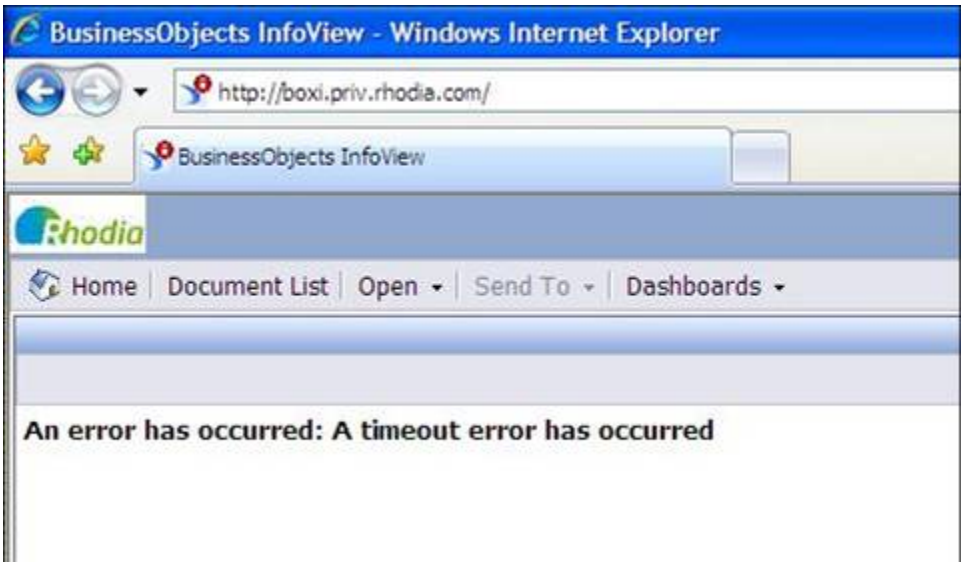
Problem

When navigating in BO, I get an error message "A timeout error has occured".

Solution

This occurs when Business Objects window is idle for a long time.

If you receive this message, click the above button to make Business Objects active again without needing to close and reopen it.



503 Service Temporarily Unavailable

Problem

When you access the BO Infoview page, it displays a message "503 Service Temporarily Unavailable".

This is usually due to some BO server beeing unavailale either because of a crash or because of a scheduled reset.

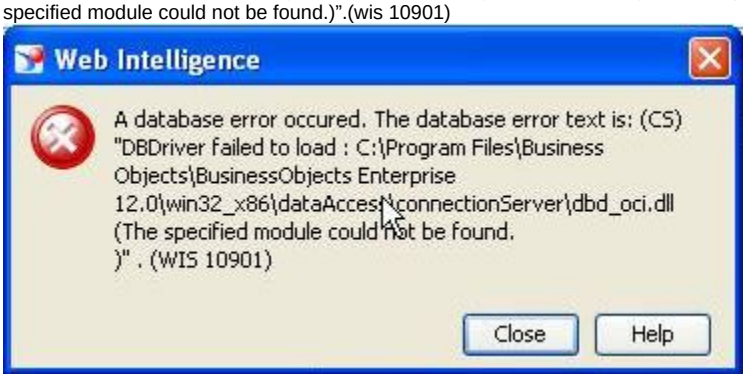
Solution

- Check the IS Support Portal news section for BO news : it is possible the server unavailability was scheduled or an explanation is posted.
- Try the alternative URL for Business Objects: http://frparboap1:8080/InfoViewApp/logon.jsp

Rich Client can not refresh BO report data

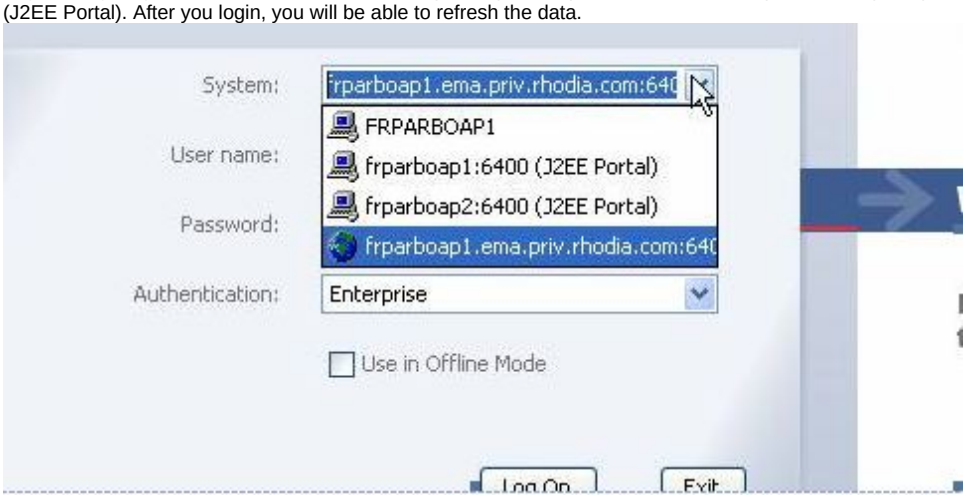
Problem : You can login BO server Via Rich client, but when you refresh the BO report, an error message will pop up:

“DBDriver failed to load : C:\Program files\Business objects\BusinessObjects Enterprise 12.0\win32_x86\dataaccess\connectionserver\dbd_oci.dll(The specified module could not be found.)”.(wis 10901)

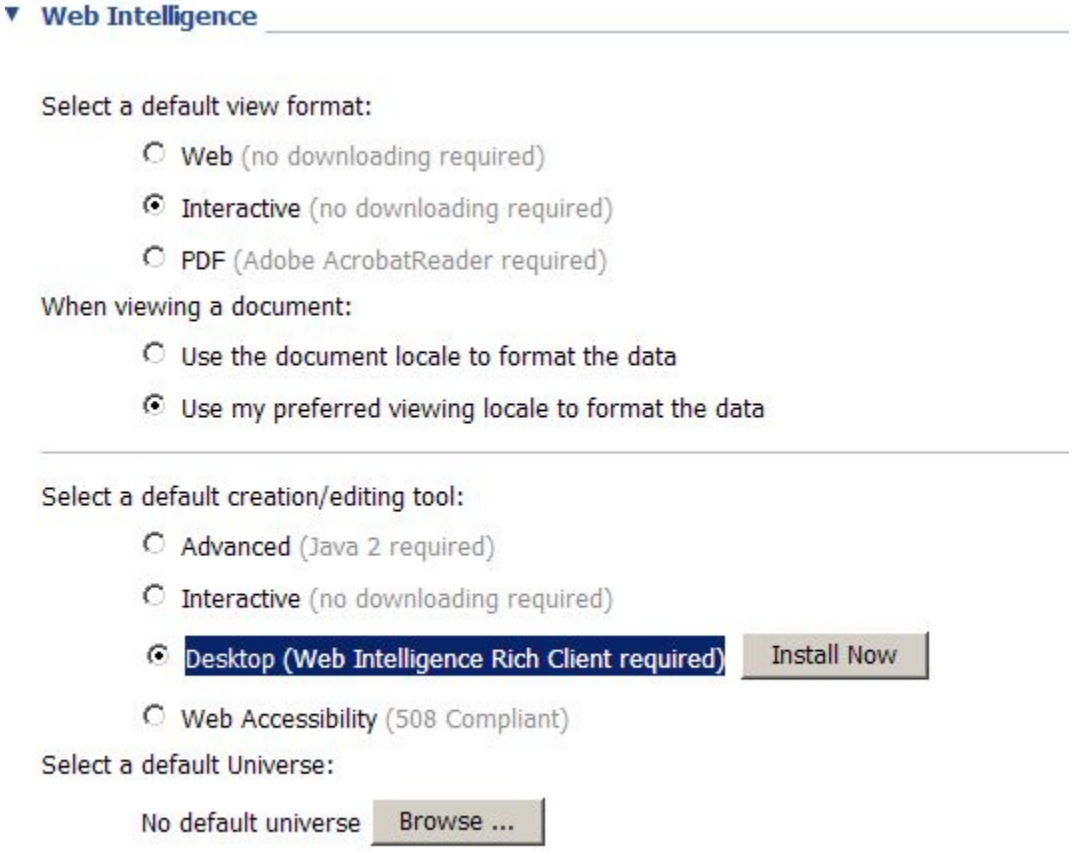


Solution

1. Logout, Login again and select the connection: frparboap1.ema.priv.rhodia.com:6400 (J2EE Portal) or frparboap2.ema.priv.rhodia.com:6400 (J2EE Portal). After you login, you will be able to refresh the data.



B. If yourf PC do not have above connection, follow the step to import the connection:
B1. Login web Intelligence(http://boxi.priv.rhodia.com/InfoViewApp/logon.jsp),
In Preference --> Web Intelligence --> Select a default creation/editing tool:
Set option to “Desktop (Web Intelligence Rich Client required)”

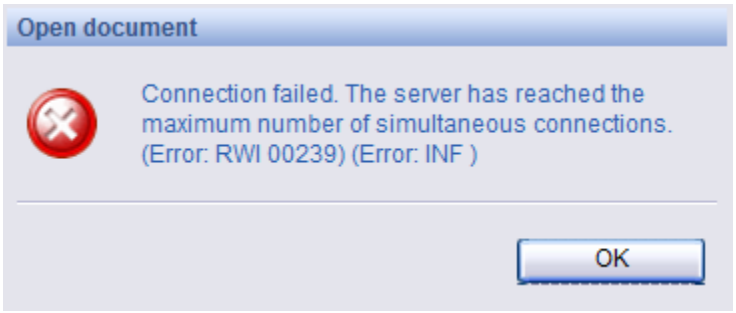


B2, Edit any BO report in folder "My Favorites", system will run the BO Rich Client to edit the report automatic.
B3. Close all the Rich Client, and run Rich Client again, you will find the connect in logon windows

Technical info:
The two connection is saveda in folder C:\Users\%userid%\Documents\My Business Objects Documents\LocData

Connection Failed. The server has reached the maximum number of simultaneous connections.

Problem
Once connected to BO, when I click on a report to open it, the report doesnt open and there is an error message "Connection failed. The server has reached the maximum number of simultaneous connections (Error: RWI 00239) (Error:INF)



Solution

Error is due to too many processes running on the BO server, usually due to a IT script problem. This is not specific to you and all users will have the same error.

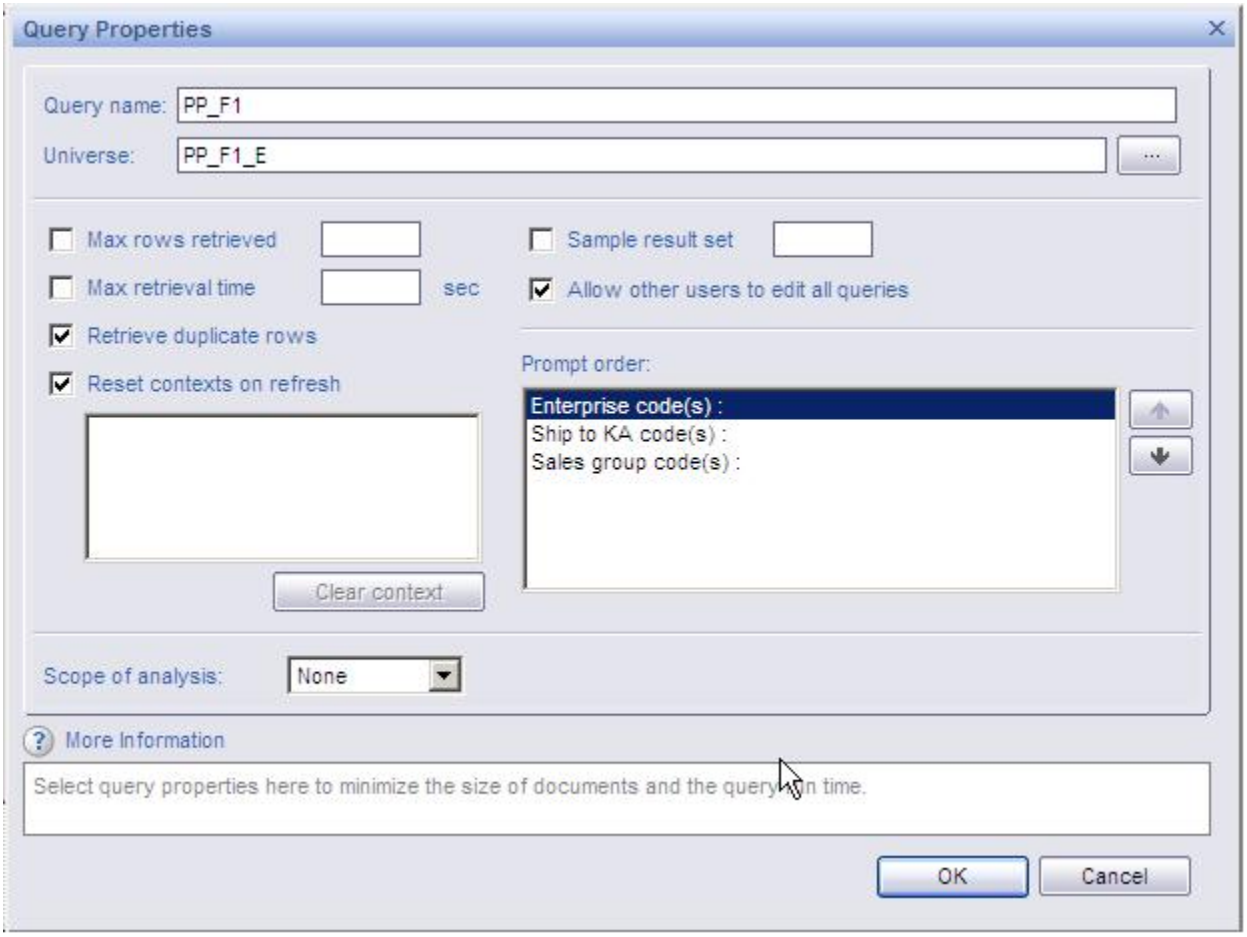
Please notify the SBS Support so they can solve the issue.

Error Message : The SQL is not ready

Problem

You refresh a query and before the prompts you get the following message "The SQL is not ready" :

Solution :
In case of multiple queries , ensure that checkbox "Reset contexts on refresh" is unchecked.

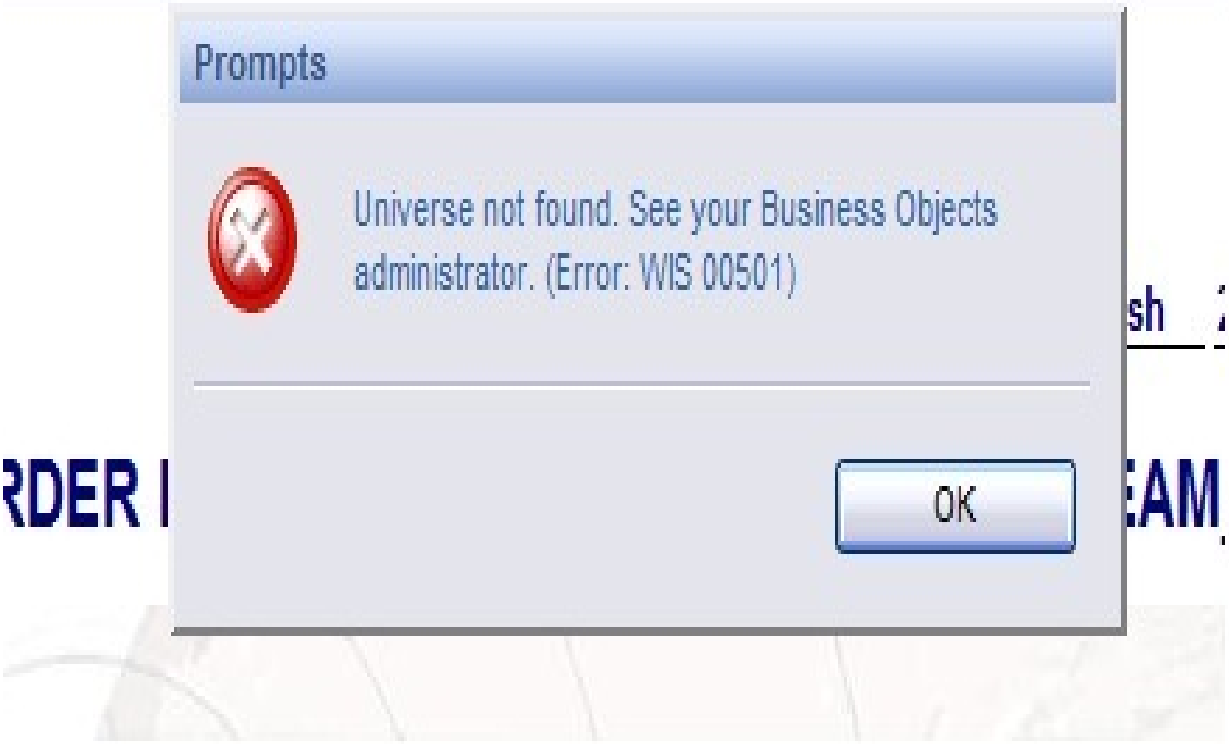


Universe not found. (Error: WIS 00501)

Problem

When navigating in BO, I get an error message "Universe not found, See your Business Objects administrator. (Error: WIS 00501)"

Solution
This is system-wide issue; affecting all users. Contact :SBS Support .



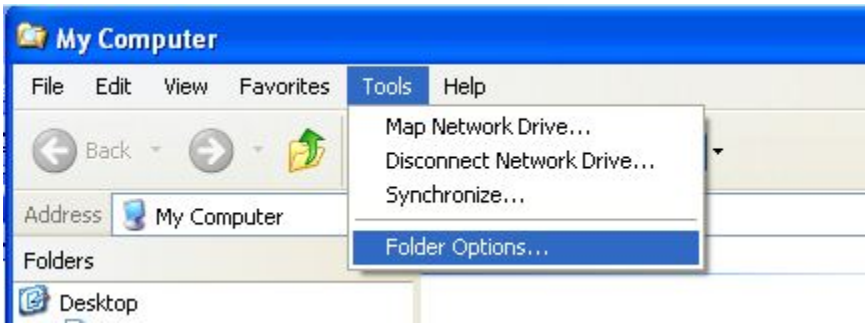
Can not download excel file (word document) from BOXI platform

Problem
When open a excel file or word document in BOXI, I am not able to save the file into PC.

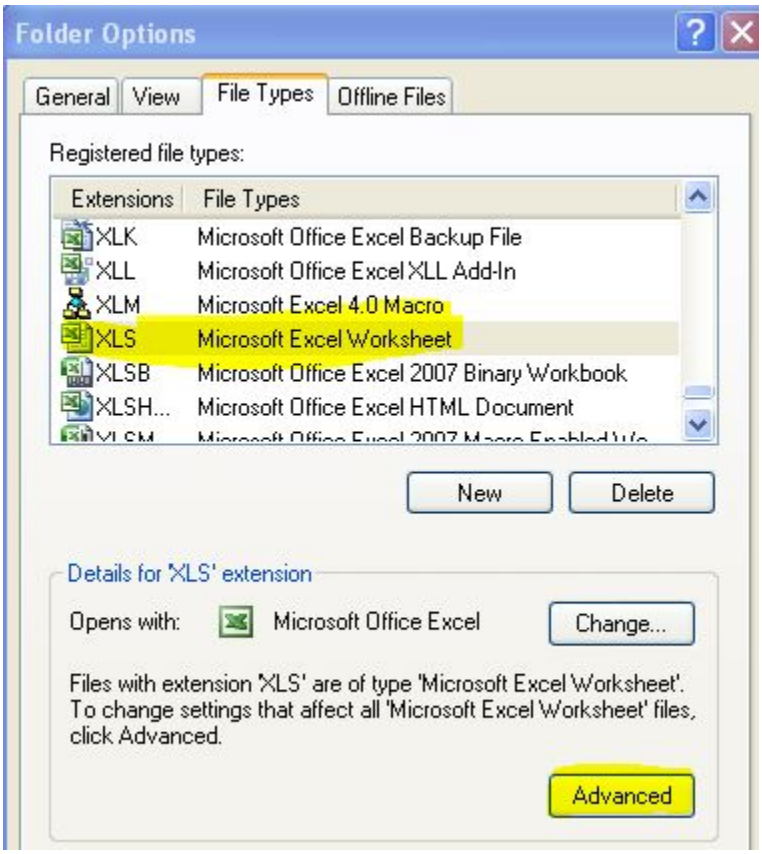
Environment
Window XP

Solution
Set Up Following in Windows-explorer and try again.

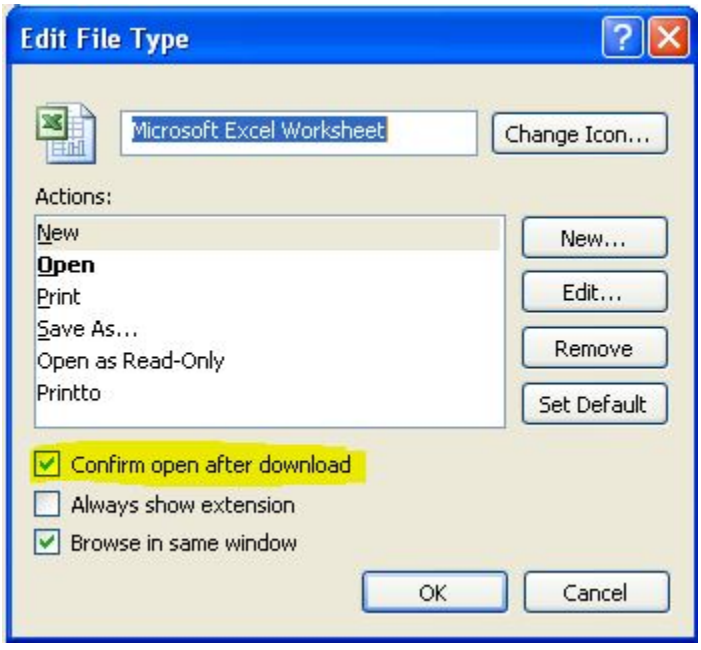
1, Windows-explorer -> Tools -> folder options



2, In Folder Options -> File Types -> Coose Extensions "XLS" --> Advanced

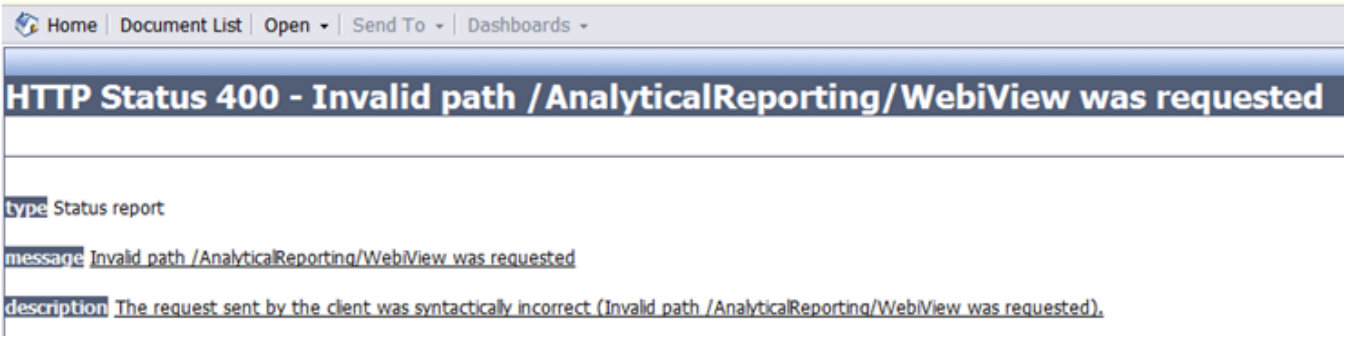


3, Check "Confirm open after download" --> OK



Enable to open report using Internet Explorer 9 (Receive Invalid Path Error)

Problem :
When opening a BO report while using Internet Explorer 9, I get a "HTTP Status 400 - Invalid path / AnalyticalReporting/Webview was requested" Error.



Solution :
This happens because BOXI does not (and will not) support Internet Explorer 9.

To run the reports correctly you need to use a previous version of IE or use a different internet browser (Chrome, Firefox...).