

# BO - FAQ

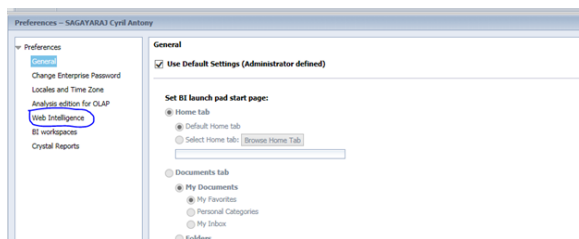
How to change to java mode

For web intelligence Applet cannot be loaded error, please follow the steps to rectify

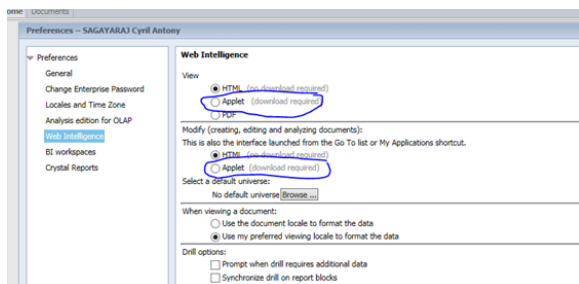
- 1) Log into BI4 portal, once logged in select 'Preference' as shown in the screen below



- 2) Once you have selected preference you will get the screen below, once in the below screen select 'Web intelligence'



- 3) Once you select 'web intelligence' you will get the screen as below, in it please check if 'HTML' is selected if it is 'HTML' select 'Applet' as shown in the screen below



- 4) Once you have selected 'Applet' in both the places 'scroll down and select 'save and Close'



- 5) Log off and log in now, once your trying to open a report it will open in java mode, if any pop up screen arises say yes.

Export issue

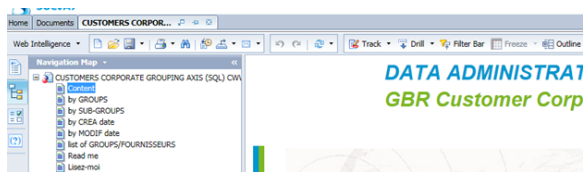
- 1) Once you are in the Report you want to save



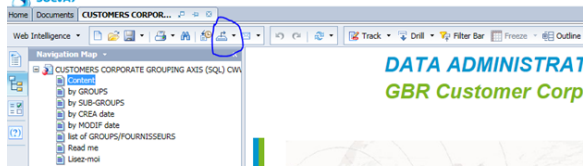
if you are not able to find the solution here, please contact [SBS Support](#) to our customer support team.



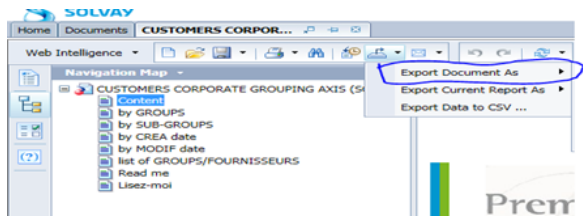
Get Support



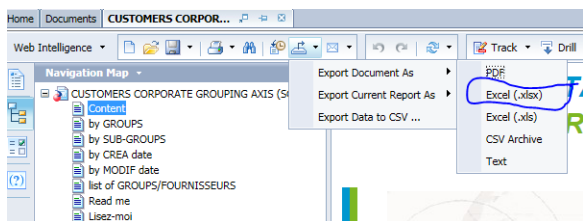
2) Select the drop down icon marked in the screen below



3) Once you have selected the Icon you will get the list as shown below



4) You can export the Report in the desired format you required as shown in the Image below



5) Once you have done the above step you will get a pop up screen below where it will pop to save the report



6) You can save the report in the desired location using 'save as' option.



- Account related
  - I don't remember my password or my login is locked
  - How to change my BO password?
  - How to request an account deletion/deactivation ?
  - How to set my Preferences?
- General Navigation
  - What to do if I receive a Timeout error message?
  - How to save a core report in my favorites folder
  - How to send a query to another user (to BO inbox)?
  - How to send a query to another user (to Email)?
- Broadcasts (Reports sent automatically)
  - What is a broadcast ?
  - How to create or modify a scheduled report (broadcast) ?
  - How to get removed from a broadcast ?
- Report navigation
  - How to visualize and refresh a core query?
  - How to export the report to Excel or PDF?
  - What are the differences between each type of filter?
  - Can BO show all report results in one page ?
  - I changed the filter. Do I need to re-execute?
  - Sometimes the object names are different from what they are in SAP, how can I know their meaning?
- Design
  - How to create a custom version of the reports?
  - How to turn a report into a chart?
  - What are the differences between sections and breaks?
  - How to insert a break or set as section
  - How to modify the report layout?
  - How to add a filter?
  - How to remove one filter?
  - How to remove many filters?
  - How to add an object?
  - How to remove an object?

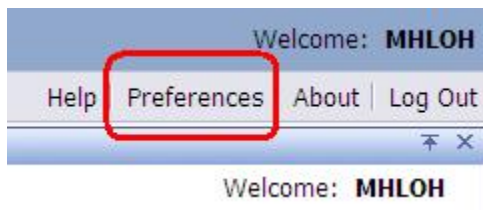
## Account related

### I don't remember my password or my login is locked

1. Please contact [SBS Support](#).
2. Specify your need
  - Business Objects password reset
  - Business Objects login unlock
3. Wait for Help Desk to open an UR (User Request)
4. Help Desk will contact you when the solution is executed

### How to change my BO password?

1. Log on to BO link: <http://boxi.priv.rhodia.com/InfoViewApp/logon.jsp>
2. On the **top right** there is a Preferences option. Click on the **Preferences** button.



3. Select on **CHANGE PASSWORD**
4. Key in old password



5. Key in new password. Twice to confirm.
6. Click on **OK** button. It will bring you back to the HOME page.
7. If still encountering difficulties, please contact the [SBS Support](#)

## How to request an account deletion/deactivation ?

To request the deactivation or deletion of an existing BO account, you can fill the [online form](#). Select the Application Type "User Deletion" and enter the login of the account to be deleted.

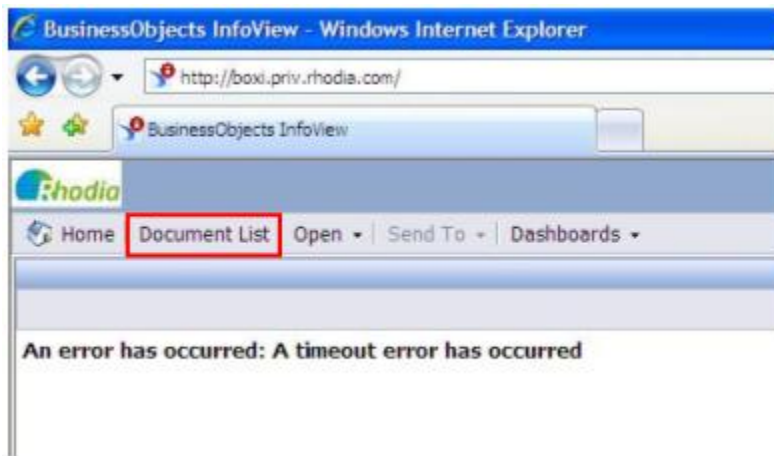
## How to set my Preferences?

1. Log into BO link: <http://boxi.priv.rhodia.com/InfoViewApp/logon.jsp>
2. On the **top right** there is a Preferences option. Click on the **Preferences** button.
3. Please refer to the screen shot for a guide on the preferences setting.

| <i>Default Value</i>                               | <i>Recommended Value</i>                                       |
|----------------------------------------------------|----------------------------------------------------------------|
| Home                                               | Home                                                           |
| Folder                                             | Folder                                                         |
| 10                                                 | 30                                                             |
| The four items are checked                         | None                                                           |
| In the InfoView Portal                             | In a single fullscreen browser window , one document at a time |
| Use browser locale                                 | Use browser locale                                             |
| Local to web server                                | Local to web server                                            |
| Use browser locale                                 | Use browser locale                                             |
| Web                                                | Interactive                                                    |
| Use my preferred viewing locale to format the data | Use my preferred viewing locale to format the data             |
| Advanced                                           | Interactive                                                    |
| none                                               | none                                                           |
| Unchecked for all 3 items                          | Synchronzed Drill on Report blocs Checked , all other uncheck  |
| On existing report                                 | On existing report                                             |
| Prioritize easy data processing in Excel           | Prioritize easy data processing in Excel                       |

## General Navigation

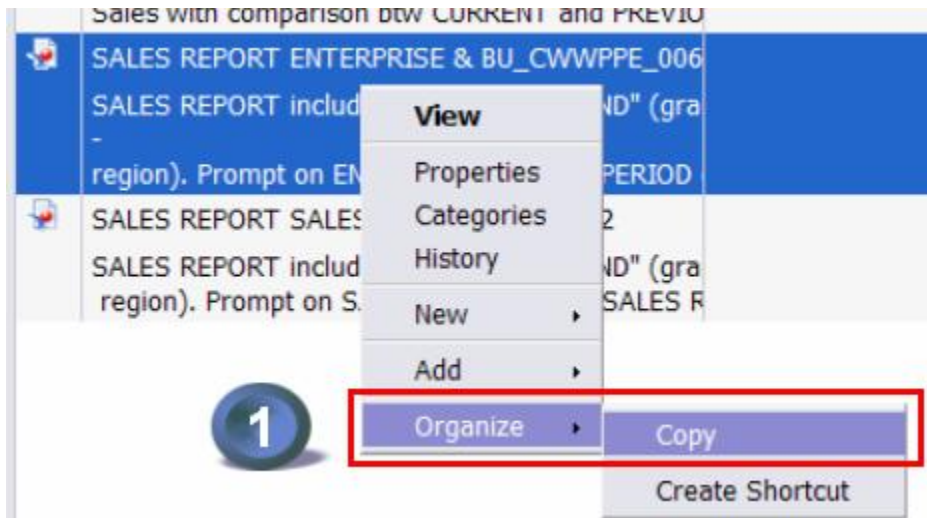
What to do if I receive a Timeout error message?



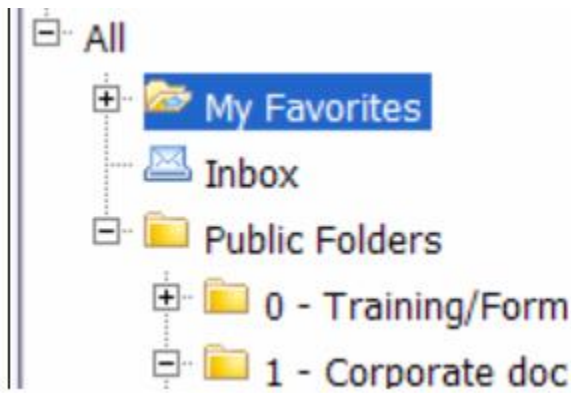
- This occurs when Business Objects window is **idle** for a long time
- If you receive this message, click the **above** button to make Business Objects **active** again without needing to close and reopen it

## How to save a core report in my favorites folder

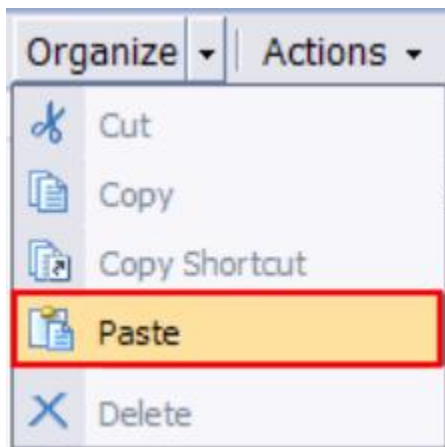
1) Right click the report and choose the option: Organize > Copy



2) Go to your favorites folder and click it to select it

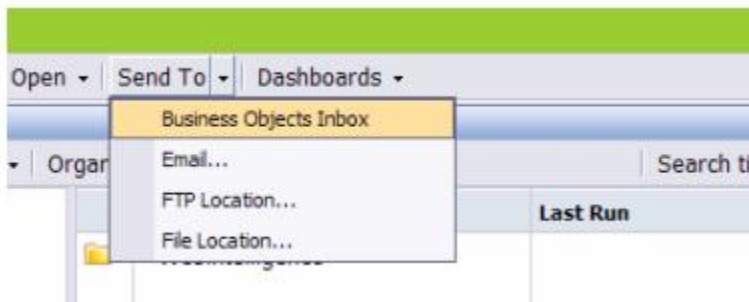


3) Click on Organize in the toolbar and choose Paste to create a copy of the report in your favorites folder



How to send a query to another user (to BO inbox)?

1. Select a report, then click on Send To button ? Business Objects Inbox



2. Uncheck the "Use default settings" option to enable the user selection box

**Title:** SALES REPORT ENTERPRISE 8

**Description:** SALES REPORT including "MOI (with state-region). Prompt on ENTERPRISE flag = N).

**Created:** 16/06/2009 14:25

**Last Modified:** 16/06/2009 14:25

**Last Run:** Never

**Destination:** Business Objects Inbox

☒ Use default settings

3. Select the desired recipients by searching their names and moving them to the right panel by clicking on the > arrow. While searching, remember to select Users List from left panel before typing in the second and the following recipients names in the search field.

**Available**

Search title:

1 of 1

**Search result for: "rmoribe" in "User List"**

User List

| Title   | Full Name     |
|---------|---------------|
| RMORIBE | MORIBE Rafael |

**Selected**

1 of 1

| Title   | Full Name     |
|---------|---------------|
| RMORIBE | MORIBE Rafael |

## How to send a query to another user (to Email)?

1. Select a report, then click on Send To button Email

Open ▾ | Send To ▾ | Dashboards ▾

Organ ▾

Business Objects Inbox

Email...

FTP Location...

File Location...

Last Run

2. Populate the fields and select "Deliver Document(s) as Attachment"

From:  Add placeholder... ▼

To:  Add placeholder... ▼

Cc:  Add placeholder... ▼

Subject:  Add placeholder... ▼

Message:

Add placeholder... ▼

☒ Deliver Document(s) as Attachment

## Broadcasts (Reports sent automatically)

### What is a broadcast ?

A broadcast is a report that is sent automatically to users on a scheduled basis.

The report can be sent in several formats (Excel, PDF...) to an email or to a business objects inbox. It can be scheduled to be sent on a daily, weekly or monthly basis.

### How to create or modify a scheduled report (broadcast) ?

As a user you cannot create new broadcasts or modify the existing ones.

For any new broadcast, or a change in an existing one, please contact the ISF Application Helpdesk.

For a new broadcast make sure you mention :

- The report to be broadcasted (where to find it and the name)
- The schedule of the broadcast (which day to start and frequency : weekly, daily, monthly...)
- The format : PDF, Excel
- The targets : emails or BO account lists (If Email, specify the Subject to be used).

For an update, please make sure you mention the name of the report or the subject of the email

### How to get removed from a broadcast ?

To be removed from a broadcasted report list, please contact [SBS Support](#) saying that you would like to be removed from that broadcast.

## Report navigation

### How to visualize and refresh a core query?

1. With the report opened you can refresh data by clicking the highlighted button



2. Here you can find the available data to fill the prompts. Replying to all prompts is necessary to refresh data. •Here you can find the available data to fill the prompts. Replying to all prompts is necessary to refresh data

**Prompts**

Reply to prompts before running the query.

|   |                                       |
|---|---------------------------------------|
| ✓ | Enterprise (s) ? ENTRP00110           |
| ✓ | First Year/month (YYYY/MM) ? 2006/11  |
| ✓ | <b>IECRA (s) ? IECRA00029</b>         |
| ✓ | Last Year/month (YYYY/MM) ? 2009/02   |
| ✓ | Prompt 1-Currency 2-Kilo Currency ? 2 |
| ✓ | Prompt Currency ? EUR                 |
| ✓ | Prompt Qty Unit ? TO                  |

3. Here you can find the available data to fill the prompts. Replying to all prompts is necessary to refresh data. This window displays the selected data to be used as a filter. To select data click the Refresh Values button, highlight all required data from the left panel and move to the right panel by clicking the > button.

**Refresh Values** 

To see the content of the list, please click the Refresh values button

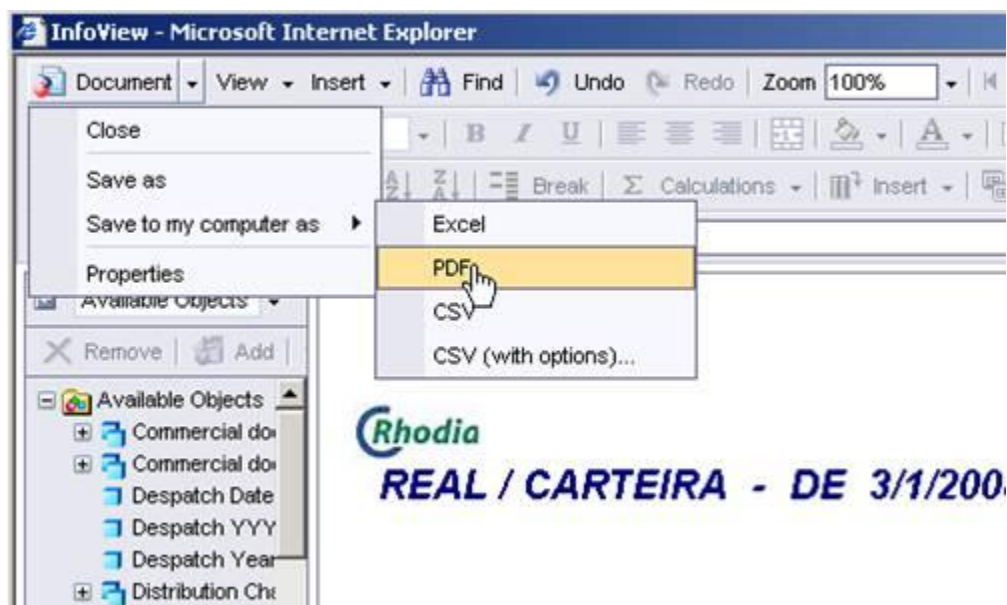
IECRA (s) ?

> IECRA00029

<

Enter your search pattern here 

How to export the report to Excel or PDF?



1. Go to "Document"
2. Click on "Save to my computer as"
3. Select PDF and save the document

## What are the differences between each type of filter?

In Business Objects there are 5 types of filters :

- **Predefined filter :**  
Defined by the Admins directly in the universe.  
Cannot be removed by End Users .Can be used in the queries by Key Users.



- **Custom filter**  
Defined by the Key User in the query.  
Cannot be removed by End Users.



- **Prompt filter (For Key Users)**  
Value is dynamically determined when executing the report via a prompt  
Defined by the Admins. Can be added by the Key Users in the queries.  
Cannot be removed by an End User.



- **Report filter**  
Added directly in the report. It can be added either on one full page (report) or one table.  
End users can edit.

| Legal entity | Ship to geographical zone | Plant name | Month | Year    | Year/month | Year/Quarter |
|--------------|---------------------------|------------|-------|---------|------------|--------------|
| ASIA AND     | 6059 / BAL                | 02         | 2014  | 2014/02 | 2014/Q1    |              |

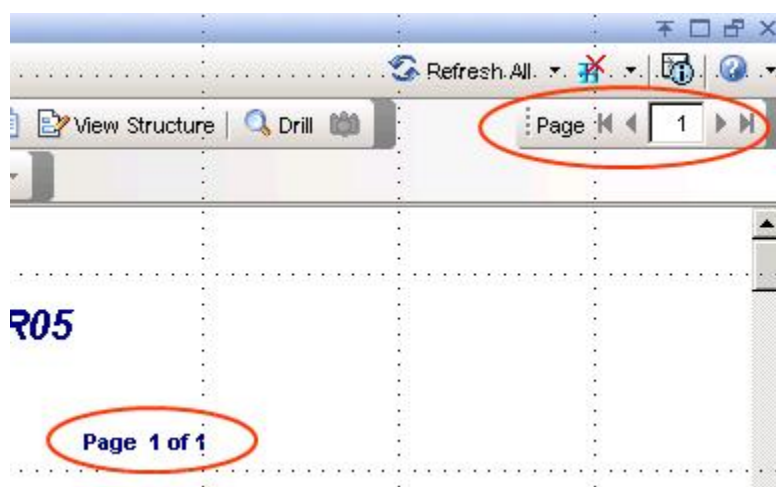
- **Simple filter**  
Added directly in the report.  
Allows to filter only on a single value  
End users can edit.

## Can BO show all report results in one page ?

In BO WEB there is a limit on how much data will be shown in the same page. If there are too many rows, it will be displayed in several pages.

Usually the BO report will have an indicator showing the page number.

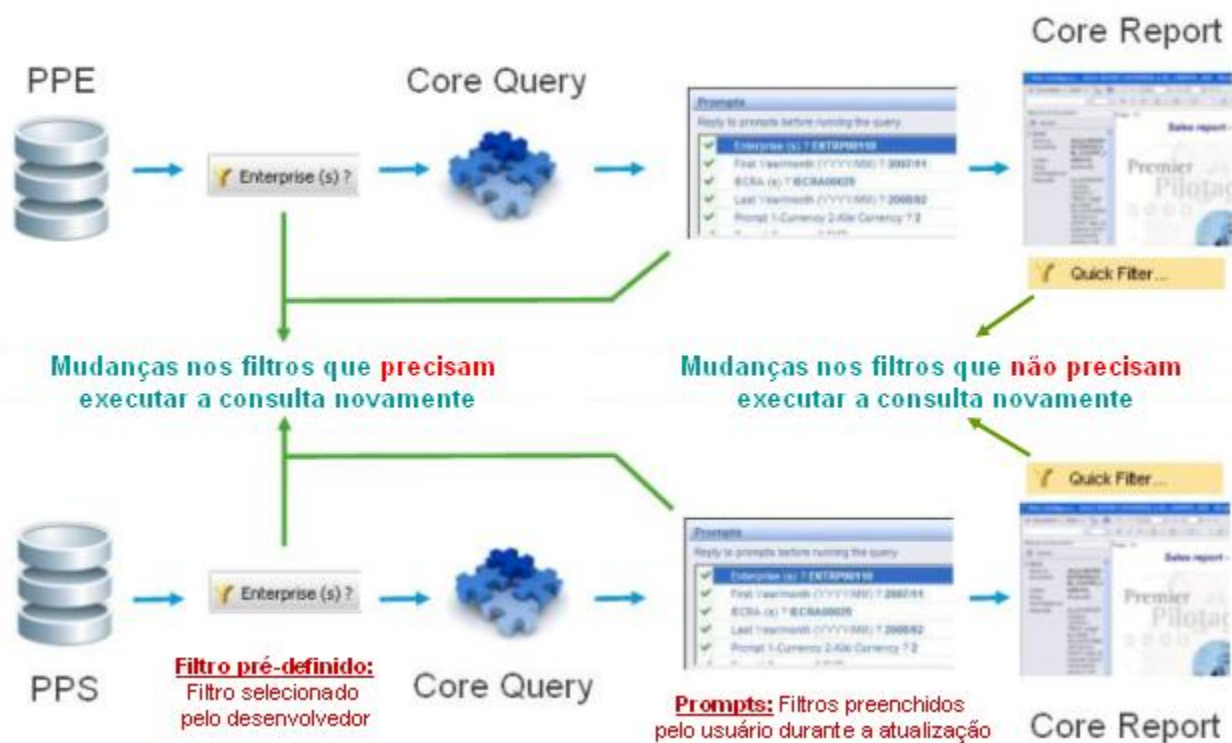
You can navigate on the other pages by using the Page Arrows in the BO tool bar (see picture below).



The only way to display all the data at once in the same "Page" is to export the report to Excel. You will then have all the data in the same Sheet.

## I changed the filter. Do I need to re-execute?

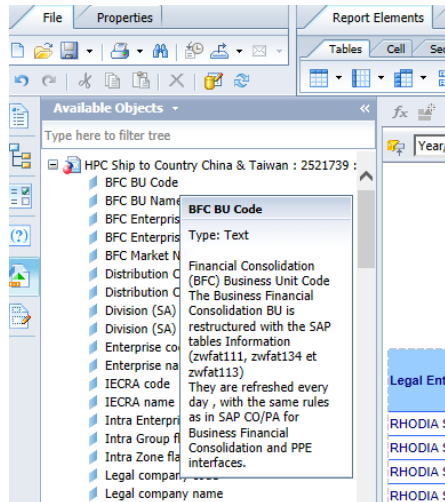
**NOTE :** If you are using Internet Explorer 7 or 8, you may need to check the tabs inside your browser as well.



Sometimes the object names are different from what they are in SAP, how can I know their meaning?

In BO some object names are different from what they are in SAP, in the description of object we can know the corresponding fields in SAP. If the objects are coming from non-SAP system, we can also know the relevant information in description.

In the "available objects" tab, we just easily put mouse on the object name, it's description can show.



## Design

### How to create a custom version of the reports?

- You can drag and drop the objects at the scope of the report. You can associate many objects on the same table.  
**Note:** You can add an object in a new column or replace existing objects on the same table. The images below shows how to do these different actions.

### Adding a object in a new column

| Enterprise Co | IECRA Code | Legal c | Payer name or ENT |
|---------------|------------|---------|-------------------|
| ENTRP00020    | IECRA00066 | 6068    | BAKER PETROLITE   |
| ENTRP00020    | IECRA00066 | 6068    | LAMBRA            |
| ENTRP00020    | IECRA00066 | 7424    | NALCO             |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |

### Replacing an existing object

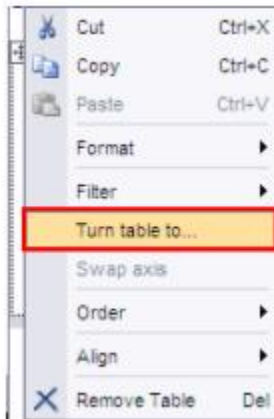
| Enterprise Co | IECRA Code | Legal c | Payer name or ENT |
|---------------|------------|---------|-------------------|
| ENTRP00020    | IECRA00066 | 6068    | BAKER PETROLITE   |
| ENTRP00020    | IECRA00066 | 6068    | LAMBRA            |
| ENTRP00020    | IECRA00066 | 7424    | NALCO             |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNA |

### How to turn a report into a chart?

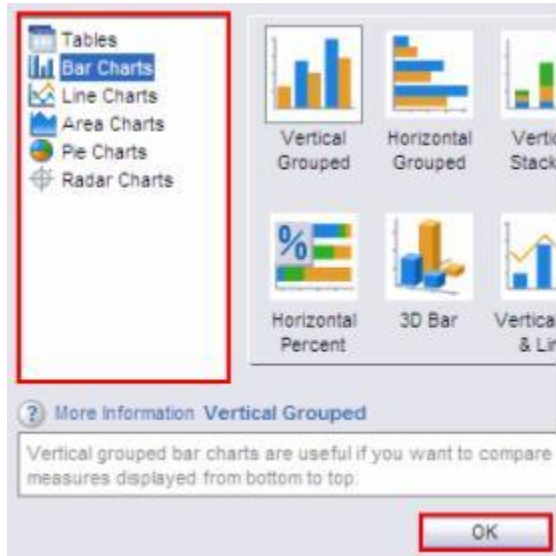
1. Select the table to be transformed

| Best Volume                |           |      |
|----------------------------|-----------|------|
| Ship to name or group name | Qty in TO | %    |
| 1                          |           |      |
| Top 40                     |           |      |
| Others                     |           |      |
| Total                      |           | 100% |

2. Right click the four-way arrow and select "Turn table to..."



3. Select the desired chart aspect and click on the OK button



## What are the differences between sections and breaks?

- Break is the BO functionality where you can group a column's cells according to the left column of this cells group.
- Section is when you drop a header (object) to the top of your report's scope.
- Note:
  - The main difference between section and break is:
    - The breaks generate **sub-totals and general total**.
    - A (object) column set as a section generates **sub-totals but no general total**.
- We advise you to use break (Ship-to carat zone and Ship-to country name columns), add the calculation (sum on Actual Sales (EUR) for an automatic display of sub-totals and general total and then assign the section concept to the Ship-to geographical zone (ML) for both parameters to be simultaneously taken into account.

## How to insert a break or set as section

## Inserting a break

1. Right click the column and choose Break ? Insert.

| Payer name or INT         | Payer Ge         | Payer name       | Ship to name  |
|---------------------------|------------------|------------------|---------------|
| ADECOL INDUSTRIA (LATI AM |                  | ADECOL INDUSTRIA | ADECOL INDUST |
| ADECOL INDUSTRIA (LATI AM |                  | ADECOL INDUSTRIA | ADECOL INDUST |
| ADECOL INDUSTRIA (LATI AM |                  | ADECOL INDUSTRIA | ADECOL INDUST |
| ADECOL IND                | Set as section   | INDUSTRIA        | ADECOL INDUST |
| AGENA RESI                | Insert           | GRAS E C         | AGENA RESINAS |
| AGENA RESI                |                  | SPINAS E C       | AGENA RESINAS |
| AGRO QUIM                 | Format           | MICA MAR         | AGRO QUIMICA  |
| AGRO QUIM                 | Filter           | MICA MAR         | AGRO QUIMICA  |
| AGRO QUIM                 | Turn table to... | MICA MAR         | AGRO QUIMICA  |
| AQUA QUIM                 | Swap axis        | MICA LTD         | AQUA QUIMICA  |
| AQUA QUIM                 | Break            | Insert           |               |
| AQUA QUIM                 |                  | Properties       |               |
| AKZO NOBI                 | Sort             | TEL ETR          |               |
|                           | Calculation      | TEL ETR          |               |

2. Done. You've made a break at Payer Name

| Payer name or ENT | Payer Co | Payer name        | Ship to name      | Material |
|-------------------|----------|-------------------|-------------------|----------|
| ADECOL INDUSTRIA  | LATIN AM | ADECOL INDUSTRIA  | ADECOL INDUSTRIA  | ABEX EP  |
|                   | LATIN AM | ADECOL INDUSTRIA  | ADECOL INDUSTRIA  | OBSSP    |
|                   | LATIN AM | ADECOL INDUSTRIA  | ADECOL INDUSTRIA  | RHODAP   |
|                   | LATIN AM | ADECOL INDUSTRIA  | ADECOL INDUSTRIA  | RHODAS   |
| ADECOL INDUSTRIA  |          |                   |                   |          |
|                   |          |                   |                   |          |
|                   |          |                   |                   |          |
| Payer name or ENT | Payer Co | Payer name        | Ship to name      | Material |
| AGENA RESINAS E C | LATIN AM | AGENA RESINAS E C | AGENA RESINAS E C | AGRO I   |
|                   | LATIN AM | AGENA RESINAS E C | AGENA RESINAS E C | RHODAP   |
| AGENA RESINAS E   |          |                   |                   |          |
|                   |          |                   |                   |          |
|                   |          |                   |                   |          |
| Payer name or ENT | Payer Co | Payer name        | Ship to name      | Material |
| AGRO QUIMICA MAR  | LATIN AM | AGRO QUIMICA MAR  | AGRO QUIMICA MAR  | RHODAC   |
|                   | LATIN AM | AGRO QUIMICA MAR  | AGRO QUIMICA MAR  | RHODAC   |
|                   | LATIN AM | AGRO QUIMICA MAR  | AGRO QUIMICA MAR  | RHODAC   |
| AGRO QUIMICA MAR  |          |                   |                   |          |

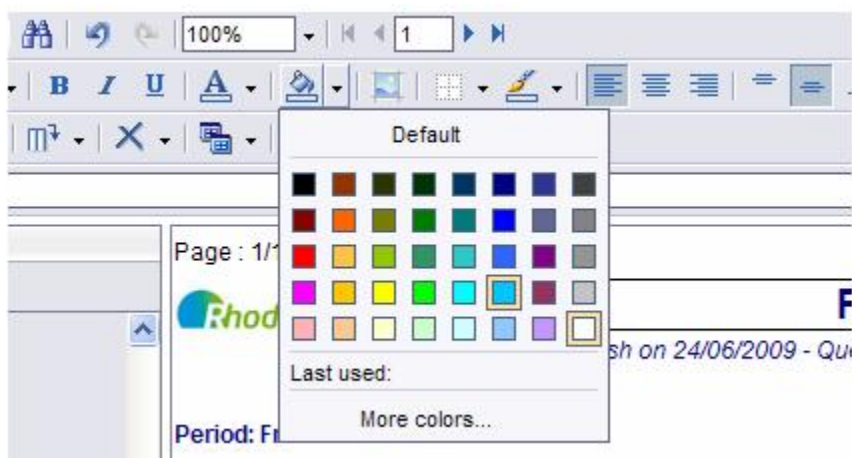
## Setting as section

1. Drag and Drop the object that you want to set as a section

| Player name or EMT | Player Ge        | Player name |
|--------------------|------------------|-------------|
| ASHLAND            | LATIN AM         | ASHLAND RE  |
| ASHLAND            | LATIN AM         | ASHLAND RE  |
| ASHLAND            | LATIN AM         | ASHLAND RE  |
| BASF               | LATIN AM         | BASF SWA    |
| BASF               |                  |             |
| BASF               |                  |             |
| BASF               | Set as section   |             |
| BASF               | Insert           |             |
| BASF               | Format           |             |
| BASF               | Filter           |             |
| BASF               | Turn table to... |             |
| BASF               | Swap axis        |             |
| BASF               | Break            |             |
| BASF               |                  |             |

2. Done. You've made a section at Payer Name

| 2VS QUIMICOS SA DE CV |                   |                   |                          |
|-----------------------|-------------------|-------------------|--------------------------|
| Player No             | Player name       | Ship to name      | Material Name or L Year  |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | DANTARX BL 240 T 026871  |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | DANTARX BL 240 T 026871  |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | DANTARX BL 240 T 026881  |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | DANTARX LP 330 030671    |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | DANTARX LP 330 026881    |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | D"OBI"MRATARE AS 026711  |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | D"OBI"MRATARE AS 026811  |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | D"OBI"MRATARE AS 026811  |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | DHODAPAC BR 785 T 026711 |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | DHODAPAC BR 785 T 026711 |
| LATRI                 | ANDVS QUIMICOS SA | DZVS QUIMICOS SA  | DHODASOLV DEE 18027112   |
|                       |                   |                   |                          |
| 3M                    |                   |                   |                          |
| Player No             | Player name       | Ship to name      | Material Name or L Year  |
| ALSA                  | 3M PHILPPINES INC | 3M PHILPPINES INC | RHODACAL 125-55 026711   |
| ROTHN                 | 3M CO             | 3M CO MINNESOTA   | RHODACAL 25 12 026711    |



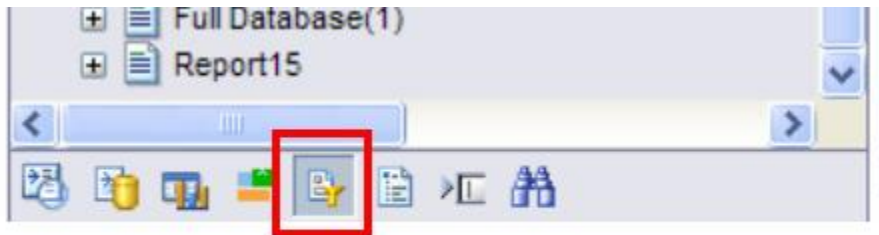
## How to add a filter?

| er name or EIT | Payer country name | Payer Ge | Payer name         | Sh |
|----------------|--------------------|----------|--------------------|----|
| E WESTCHEM     | AUSTRALIA          | AUSTRAL  | ABLE WESTCHEM 3-   | AB |
| E WESTCHEM     | AUSTRALIA          | AUSTRAL  | ABLE WESTCHEM 3-   | AB |
| E WESTCHEM     | AUSTRALIA          | AUSTRAL  | ABLE WESTCHEM 3-   | AB |
| LAND           | NEW ZEALAND        | AUSTRAL  | ASHLAND NEW ZEAL   | AS |
| LAND           | NEW ZEALAND        | AUSTRAL  | ASHLAND NEW ZEAL   | AS |
| LAND           | NEW ZEALAND        | AUSTRAL  | ASHLAND NEW ZEAL   | AS |
| LAND           | NEW ZEALAND        | AUSTRAL  | ASHLAND NEW ZEAL   | AS |
| LAND           | NEW ZEALAND        | AUSTRAL  | ASHLAND NEW ZEAL   | AS |
| LAND           | NEW ZEALAND        | AUSTRAL  | ASHLAND NEW ZEAL   | AS |
| ER PETROLITE   | AUSTRALIA          | AUSTRAL  | BAKER PETROLITE (D | BA |

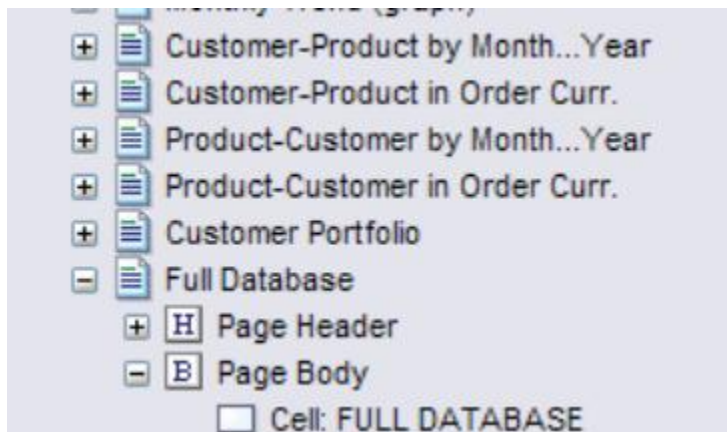


## How to remove many filters?

1. Choose Document Structure and Filters view



2. Find the tab where the filter you want to remove is



3. Look for the table/chart you want the filter to be removed

4. Left click on the filter you want to remove or update to select it. Be sure you selected the filter before deletion to avoid deleting the report instead



5. Right click the button at Filter Structure and select the Remove Filter option



## How to add an object?

1. Choose the Available Objects view



2. Drag and drop the objects at the scope of the report. It is possible to:

### Replace one column by the selected object

| Enterprise Co | IECRA Code | Legal c | Payer name or ENT       |
|---------------|------------|---------|-------------------------|
| ENTRP00020    | IECRA00066 | 6068    | BAKER PETROLITE         |
| ENTRP00020    | IECRA00066 | 6068    | LAMBRA                  |
| ENTRP00020    | IECRA00066 | 7424    | NALCO                   |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |

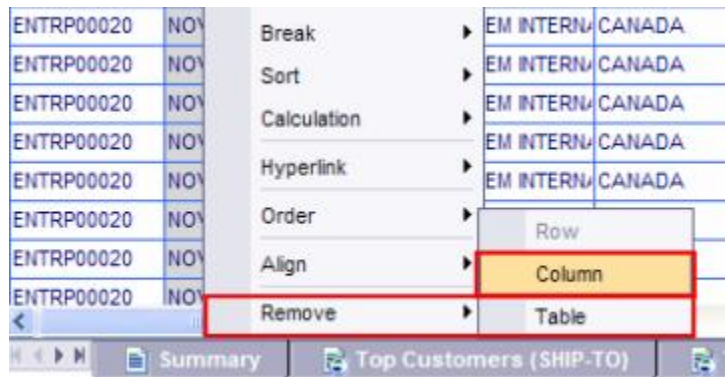
### Add the column to the table

| Enterprise Co | IECRA Code | Legal c | Payer name or ENT       |
|---------------|------------|---------|-------------------------|
| ENTRP00020    | IECRA00066 | 6068    | BAKER PETROLITE         |
| ENTRP00020    | IECRA00066 | 6068    | LAMBRA                  |
| ENTRP00020    | IECRA00066 | 7424    | NALCO                   |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |
| ENTRP00020    | IECRA00066 | 7424    | SYNERCHEM INTERNATIONAL |

## How to remove an object?

1. Right click the column containing the object to be removed
2. Choose "Remove" option
3. Choose "Column" option

Errors messages and main issues



Go to [Business Objects Troubleshooting](#) section