

BW - FAQ

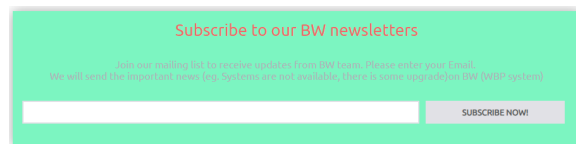
- [General](#)
 - [How to receive the BW newsletters](#)
- [Installation related](#)
 - [Before a training, how to check if Analysis works correctly or not?](#)
 - [How to check my Saplogon version](#)
 - [How to check Analysis for Microsoft version](#)
- [Account related](#)
 - [How to get an access to BW reports?](#)
 - [I do not remember my BW user name. How do I find it ?](#)
 - [How to reset the BW password ?](#)
 - [How to deactivate or delete an account ?](#)
 - [I received an email about account being disabled soon. What to do ?](#)
- [Ligon related](#)
 - [Which BW server should I select ?](#)
 - [What languages are supported by BW ?](#)
- [Broadcasts \(Reports sent automatically\)](#)
 - [What is a broadcast ?](#)
 - [How to create or modify a scheduled report \(broadcast\) ?](#)
 - [How to get removed from a broadcast ?](#)
 - [How to display local \(Chinese, Korean...\) characters in descriptions of some fields like material, customer, etc. in BW reports ?](#)
- [Navigation](#)
 - [What is a "Core Query" and "Core Workbook" ?](#)
 - [What difference between a query and a workbook ?](#)
 - [How to delete many values in a prompt](#)
 - [How to avoid refreshing the whole workbook when I uncheck the "Merge Variables"](#)
- [Report results](#)
 - [BW will not repeat all the values in each line and instead will show a blank value. Is there a way to have BW repeat the values ?](#)
 - [When I run my BW report, the data I get is obsolete and has not been updated. Why ?](#)
 - [When I run my BW report, there is error message about size limit](#)
- [Errors messages and main issues](#)

General

How to receive the BW newsletters

To see the newsletters for BW, you can subscribe to Mailjet to receive news by email :

1. Go to [Mailjet widgets](#)
2. Enter your email address
3. Click on Subscribe now.
4. If you already subscribed, the system will tell you that "This email is already existing".
5. In case you subscribed successful, email from Mailjet will send to your mailbox, you need to confirm again by click on "Click here to Subscribe"



Subscribe to our BW newsletters

Join our mailing list to receive updates from BW team. Please enter your Email. We will send the important news (eg. Systems are not available, there is some upgrade on BW (BWIP system))

Subscribe to our BW newsletters 

 IT Innovation & Data Factory <contact@communication.solvay.com>
to me

SOLVAY newsletter

Please Confirm Your Subscription BW FICO

Thank you very much for your subscription to our newsletter. To finalise it, please click on the button below. If you didn't ask to subscribe or you have changed your mind, simply ignore this email.

[CLICK HERE TO SUBSCRIBE](#)

If you are having troubles with the button, copy/paste the following URL in your browser: <https://xyjok.mfLwSub47aGw9ZW5CvVlmYzt1seW0vayZ0P7hRRS2fEWYtYWM3nizaw0TYQ2W83MDY1H7TNZG7Mz0pMD6Y2UwJnc9S2xWjmYVWwPWFub24ua2FzZW12aWxnc0Bzb2x2YXcuY29l>

Thank You

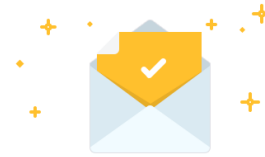
IT Innovation & Data Factory

If you get this screen, your email is already subscribed.

Link to subscribe - group of BW:

- BW (All reports)
- FICO (Financial and Controlling)

Newsletter Registration



Congratulations, you have successfully subscribed BW!

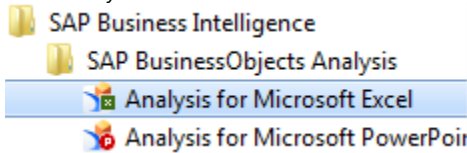
Installation related

Before a training, how to check if Analysis works correctly or not?

1. In Windows Start menu / All Programs, there should be a folder "SAP Business Intelligence" in which there is "Analysis for Microsoft Excel".

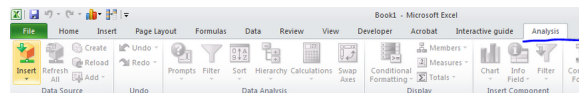


2. Click on Microsoft Windows Start Button
3. Click on "SAP Business Intelligence" Folder
4. Click on "SAP Business Objects Analysis" folder
5. Select Analysis for Microsoft Excel

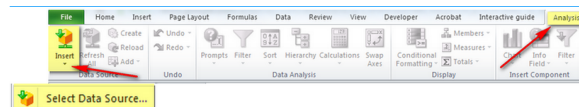


If you don't have this, please see how to contact your local IT Infrastructure helpdesk via: [Solvay infrastructure Local Team](#)

By clicking "Analysis for Microsoft Excel", you can open Excel with a tab "Analysis".



Click insert and then "Select Data Source".



If you see the following window, just click "Skip" to go to the next interface. Otherwise, just ignore this step.



Warning

Normally this window must not be displayed.

When you get this that means the Ao_app config file is the default one.

A specific one should have been installed within the Solvay installation package.

The following "Select Data Source" interface shows. WBP is the BW server.

BW - Production - WBP

[blocked URL](#)

[blocked URL](#)

After you select the BW server (WBP), you can click OK to logon automatically with SSO or click Cancel to manually input a User /Password .

Please note if you don't have a WBP account, you will not be able to logon.

To connect the server you will get one of these windows

How to check my Saplogon version

To check the Saplogon version :

Execute the "SAP Logon" program. It should be in your Program Files --> SAP Front End --> SAP Logon :

If you do not find this it means the SAP Logon is not installed on your PC.

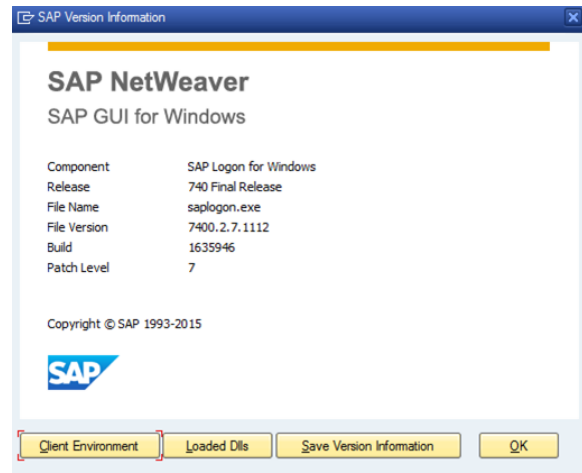
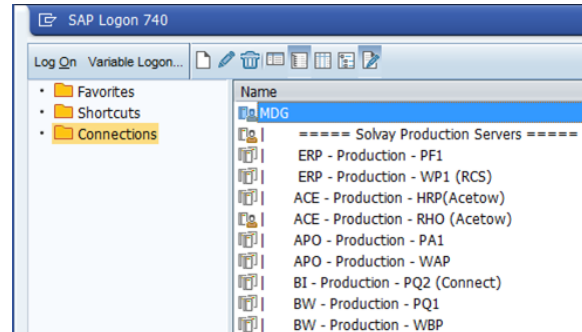
This will open a SAP window displaying the list of all SAP Servers. Click on the top left corner of the window and then select About SAP Logon...

This will open a new window that displays the exact version number :

The current release is 7.4 and the Patch Level is 7, so if yours is not exactly the same, please contact the infrastructure Service desk tem to upgrade your SAPUI.

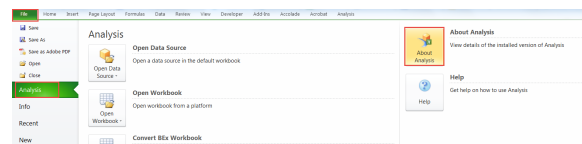
[blocked URL](#)

[blocked URL](#)



How to check Analysis for Microsoft version

1. Open Microsoft Excel
2. Select "File" menu and on the left hand menu, select Analysis. Then, click on about Analysis



Account related

How to get an access to BW reports?

Refer to the procedure [Getting BW installed](#)

I do not remember my BW user name. How do I find it ?

Note that generally your BW login will be the same as your WP1 or PF1 login.

If still not ok, Please contact [SBS Support](#).

How to reset the BW password ?

You can reset your password yourself by using the [SAP GRC Access Control portal password self service](#).

The first time you will need to set the answers your two secret questions.

Alternatively you can ask directly for a password reset to [SBS Support](#).

How to deactivate or delete an account ?

Please contact [SBS Support](#).

I received an email about account beeing disabled soon. What to do ?

Once per month the IS Security team sends a reminder to users which have not used their account for more than 3 months.

If you do nothing, the account will be disabled and then deleted automatically by IS.

If you want to keep the account, just log in once into Business Warehouse.

Logon related

Which BW server should I select ?

Usually it's WBP, please refer to [BW - Server List](#) .

What languages are supported by BW ?

[blocked URL](#)

The tool itself (tool bars, menus...) can be displayed in many languages but most of the reports are only designed in the **English (EN) language** so we recommend to select that language.

You can choose the language in the connection screen by clicking on "Options >>"

If no language is selected, the default language defined within your account is applied.

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 [SBS Support](#).

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 forward the email you received saying that you would like to be removed from that broadcast.

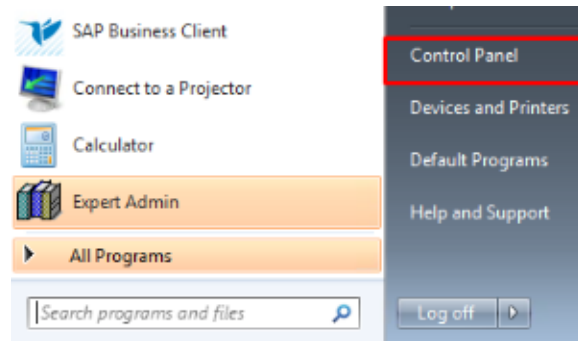
How to display local (Chinese, Korean...) characters in descriptions of some fields like material, customer, etc. in BW reports ?

For Chinese, Korean and other non-EN(FR, and PT) users, usually they should use EN to logon BW. But sometimes, users need descriptions to be in local languages. For example, they would like to know the Chinese descriptions of materials. In such case, users can do the following two things to get the local language descriptions. But this is not perfect, because the dimensions and key figures in BW might be in technical names (instead of local languages) and not recognizable.

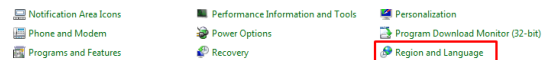
- To set "Chinese" in Windows Control Panel / Regional and language options
- To logon BW with the language, for example, ZH for Chinese, KR for Korean, etc..

Here are the detailed steps:

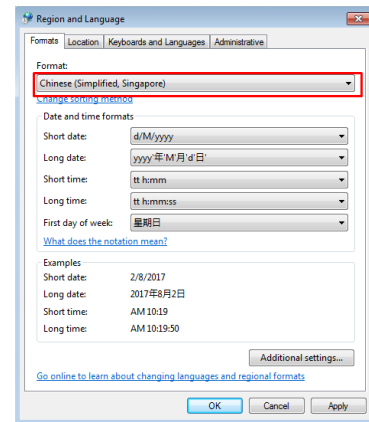
1. Choose Start -> Control Panel



2. Double-click on "Regional and Language Options" and you will see a popup screen.

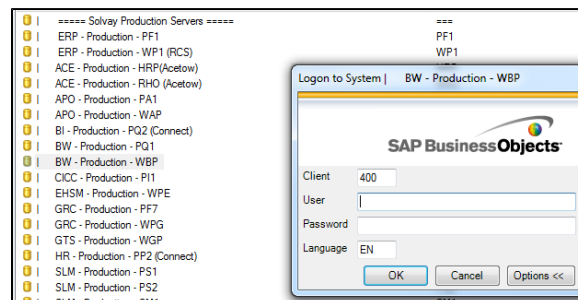


3. Under the "Regional Options" tab, select "Chinese (any country)"



4. Click on the "OK" button.

5. When you logon BW, input the local language, ZH for Chinese for example.



6. Select the report to refresh.

Please note here that the folder or report names might not be the same as in the English environment, because they are not maintained in local languages.

Search	Folders	View	Role
		Description	Technical Name
		FIWC - Working Capital	ZR_RCS_CA_M24
		FIWC - Working Capital	ZR_RCS_CA_M24_TEST
		GTS - Global Trade Services Reporting	ZR_RCS_CA_M22
		IM - Stocks	ZR_RCS_CA_M03
		Latin America	000000255
		Polyamide	000000133
		BW - Actual stock VS Safety stock Comparison (Core Query)	BW_QRY_MPR_IC001_0033
		BW - Assistance cleaning of the material (Core Query)	BW_QRY_MPR_IC001_0003
		BW - Average Turn - 3 month (Core Query)	BW_QRY_MPR_IC001_0027
		BW - Consignment Stock Analysis (Core Query)	BW_QRY_MPR_IC004_0001

7. After you refresh the report, the descriptions in Chinese are displayed, but the names of dimensions (Material, Customer) or Key figures might be in technical names and unrecognizable

Material Plant	Material	Material	记录数
102379	*OBS*PA66TOW R100 1.9/2	*OBS*PA66TOW R100 1.9/220/WET FULLDULLG	1
106741	白炭黑 Z175GR 12KG EVA B4	白炭黑 Z175GR 12KG EVA BAG	1
106740	白炭黑 Z195GR 13KG EVA B4	白炭黑 Z195GR 13KG EVA BAG	1
106739	白炭黑 Z195GR 20KG EVA B4	白炭黑 Z195GR 20KG EVA BAG	1
11466	正戊腈 150公斤/桶	正戊腈 150公斤/桶	1
114203	**OBS**NN-二甲基癸酸酰胺(208L蓝色硝化棉180K	**OBS**NN-二甲基癸酸酰胺(208L蓝色硝化棉180K	1
133343	*OBS* BAKER BPB59396CH	*OBS* BAKER BPB59396CHV 1000KG IBC	1

Navigation

What is a "Core Query" and "Core Workbook" ?

"Core" means that it is standard content that was created for anyone: it does not have any specific rules that restrict the usage to a specific Business Unit or country or zone.

Other reports are "Specific" : GBU Specific, Country Specific (ex : for tax purposes).

What difference between a query and a workbook ?

A Query is an object that contains the way to extract the data from the database. It defines the fields (Characteristics), calculations (Key Figures), filters from the database.

A Workbook is an excel file with one or more embedded Queries. It can have several queries is used to save the result and the layout of the report.

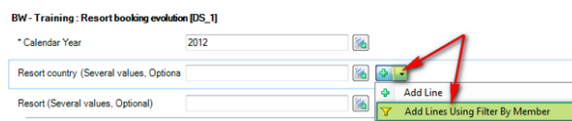
A typical use is to execute a query, change the layout and then save the result as a workbook.

The BW team provides both queries and worbooks to users (Workbooks are usually used because we can include documentation in the excel sheets).

[How to open query and workbook](#)

How to delete many values in a prompt

- Step 1 : In the Prompt, Select « + » and choose « Add Lines using Filter By Member ».
- Step 2 : Uncheck the "Select all" checkbox.
- Step 3 : Only check the Companies/Plants you want to access to.



How to avoid refreshing the whole workbook when I uncheck the "Merge Variables"

[Refresh a Data Source or a Workbook](#)

Report results

BW will not repeat all the values in each line and instead will show a blank value. Is there a way to have BW repeat the values ?

By default in the BW queries, it will not "repeat the key values" in each line. This is because it usually makes it easier to read the results. But it also prevents you to use some excel features (filters, sorts, pivot) since the values are empty.

Users can change the output display [here](#)

When I run my BW report, the data I get is obsolete and has not been updated. Why ?

The BW data is not updated in real-time. Mostly BW is going to copy the data from the sources one time per day ([see details](#)).

It is possible that the copying of the data is still in progress or has not been done since the new data was created. If possible, please retry after the loading process is completed. If not solved, please contact [SBS Support](#)

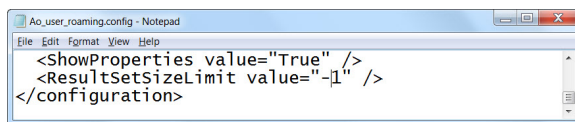
When I run my BW report, there is error message about size limit

When run the report and you get error message below

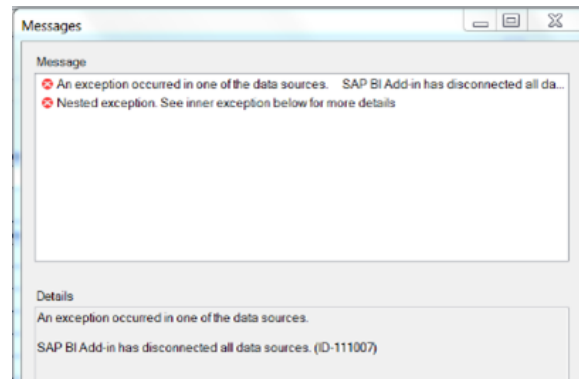
Solution:

Please note that SAP recommend that the number of cells in the workbook should not more than 500,000 cells (rows x columns). Please try to reduce number of cells by removed unused characteristics or key figures from the report. If it is really required to have more than 500,000 cell, you can change the configuration below. However, in some report may have the new issue about "out of memory" for this configuration.

1. Change the configuration file at C:\Users\<Windows ID>\AppData\Roaming\SAP\Cof\Ao_user_roaming.config
2. Insert `<ResultSetSizeLimit value="-1" />` just before `</configuration>` or if it already existing, modify the value to "-1" instead of "500000" as default



[blocked URL](#)



Errors messages and main issues

Go to [Business Warehouse Troubleshooting](#) section