

BW - Troubleshooting

Welcome to the Business Warehouse troubleshooting documentation. You will find here most of the error messages, their meaning and solutions



Please read carefully this Troubleshooting page. You'll find here the most common issues spotted by the users and the way to solve it by yourself. If you need further assistance, go to [Service One](#). Do not forget to describe as accurately you can your issue, insert screenshot(s), error messages... In case of wrong values indicate what the figures should be.

- When opening Analysis
 - SSO error when open BW file from local PC from Analysis version 2.8
 - Server list is not available (Blank page).
 - Do not Find my document (Query or Workbook?)
 - After an Excel crash, the Analysis menu is no longer visible
 - Launcher errors
 - The launcher is exited with error
 - The Launcher fails with TYPE_E_LIBNOTREGISTERED message
 - Customization does not have the permissions required to create an application domain
 - Installation and troubleshooting : Installation Check
 - My report and Analysis are opened in two Excel programs
 - Error message "Cannot run the macro "CallbackAfterWorkbookClosed""
 - Error message "Installation error "Missing Active X""
 - Can't access to SAP Logon
 - Why the folder/query/labels names are not as usual when I logon BW Analysis?
 - When insert Data source, get errors like
 - "Value cannot be null", "Index out of range", "Item already ...", "Object reference is not an instance..."
 - BI Add-in has disconnect, Dereferencing of the NULL reference, Program error in class SAPMSSY1 method : UNCAUGHT_EXCEPTION
 - Analysis is very slow for opening file
- When saving workbook
 - Can't save workbook onto WBP server
 - Why there is no data after I save the workbook ?
- When Refreshing
 - Can't refresh a workbook from others
 - The variants can not be used
 - The message "Size limit of result set exceeded" returns
 - I Get the message "No Authorization"
- When saving a file in google drive
 - Can't run BW report/query after downloading file into Excel from google drive
- When Filter by Member
 - Unable to see the list of all members
- In Design Panel
 - In Design Panel the windows width of Rows and Background Filter are not maximized
 - Red Cross in Columns or Rows
 - Can't click on the right Analysis Design panel
 - How to duplicate a crosstab
- Miscellaneous
 - Mouse is always displayed as a Timer
 - Whenever Analysis is closed, a "MS Excel has stopped working" window will show
 - Workbook takes several minutes to open or crash when Analysis for Office is activated
 - How to index a cell from an Analysis crosstab in a new sheet
 - Why after upgrade of SAPLogon(to V7.40) and Analysis(to V2.1.3), Analysis becomes very slow to response ?
 - LastDataUpdate, LastDataUpdateMaximum (Function SAPGetSourceInfo)
 - Analysis for Office Word Error (2010, 2013, 2016)
 - When expand the hierarchy or hidden key figures, BW is error and disconnected

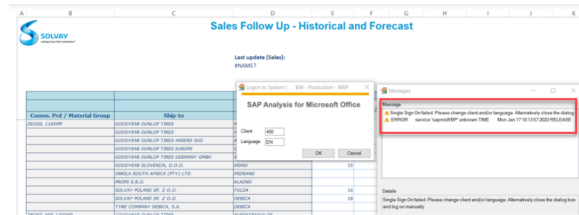
When opening Analysis

SSO error when open BW file from local PC from Analysis version 2.8



Problem

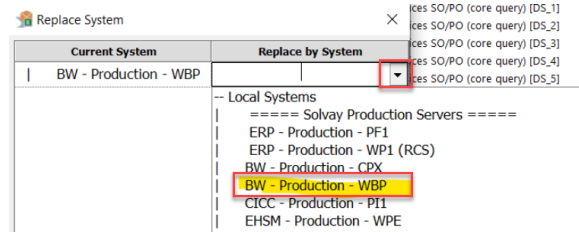
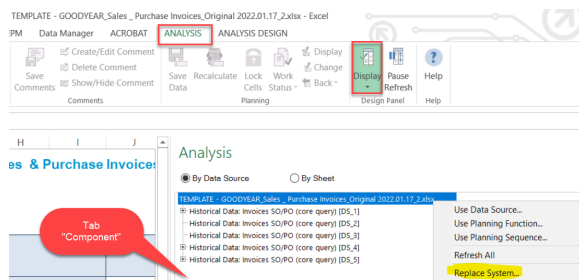
Error message "Single Sign On Failed. Please change client and language." when you open the file and try to refresh or enter new prompt



Solution

1. Open directly the xlsx file, and cancel all the messages and go to tab Components, and right click the file name, and choose "Replace System"
2. Choose the WBP system
3. Save the file. Then, you should be able to refresh and change prompt normally.

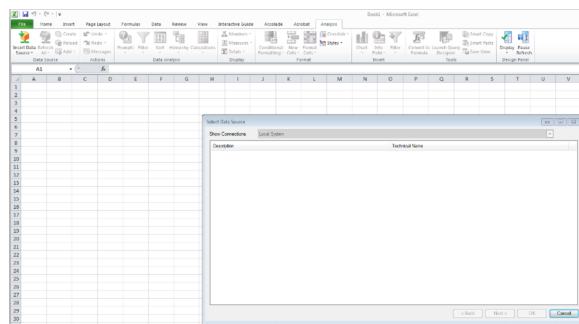
💡 This is require only one time but it is important that the file must be saved.



Server list is not available (Blank page).

Problem

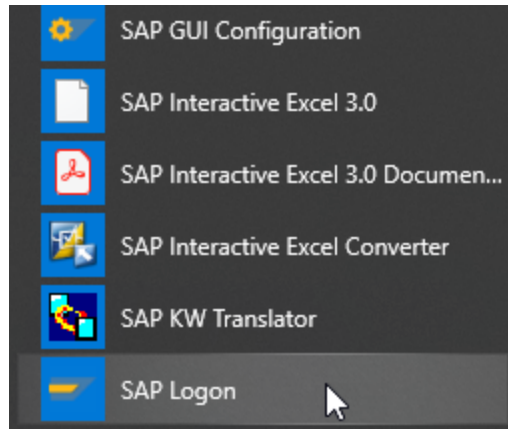
Server list is not available (Blank page).



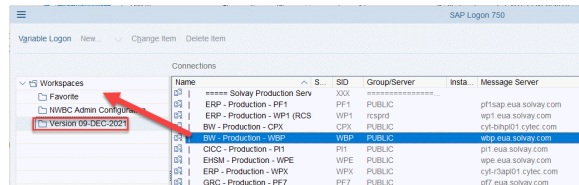
Solution

Add the favorite to trigger the server list in BW analysis

1. Close all Excel
2. Open SAP Logon



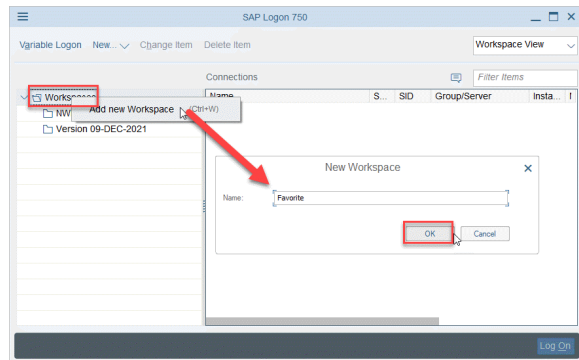
3. Drag and drop WBP to Favorite or any folder



4. If it is not exist any folder, you may create manually

5. Open Analysis Excel again.

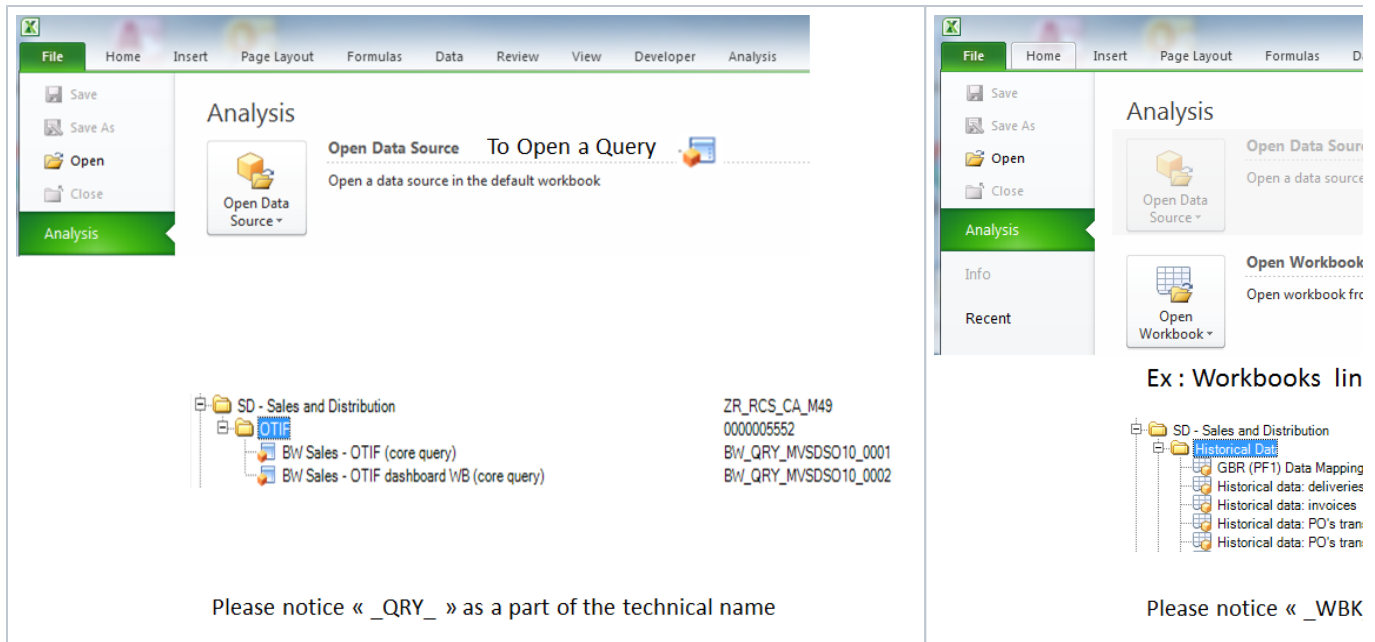
More detail of issue about server list: [Server list](#), [SSO](#)



Do not Find my document (Query or Workbook?)

Be aware that the way to open a query or a workbook from the server are quite different.

How to open a Query	How to open a Workbook
---------------------	------------------------



Role not visible

Take care that when clicking "Open Workbook" no workbooks are assigned to a role that one is not displayed in your list of granted roles.

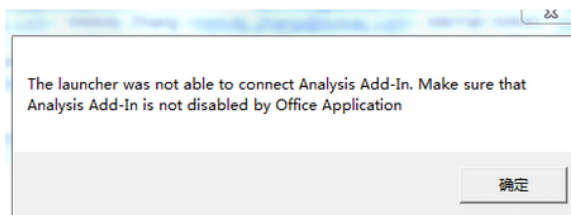
It's the same if no queries are assigned to a role that one is not visible by clicking "Open Data"

After an Excel crash, the **Analysis** menu is no longer visible



Problem

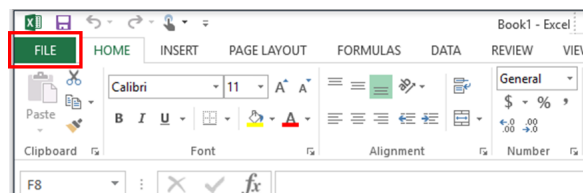
After a Microsoft Excel crash, you reopen Analysis but the Analysis bar is no longer visible in the menu with the following error message :

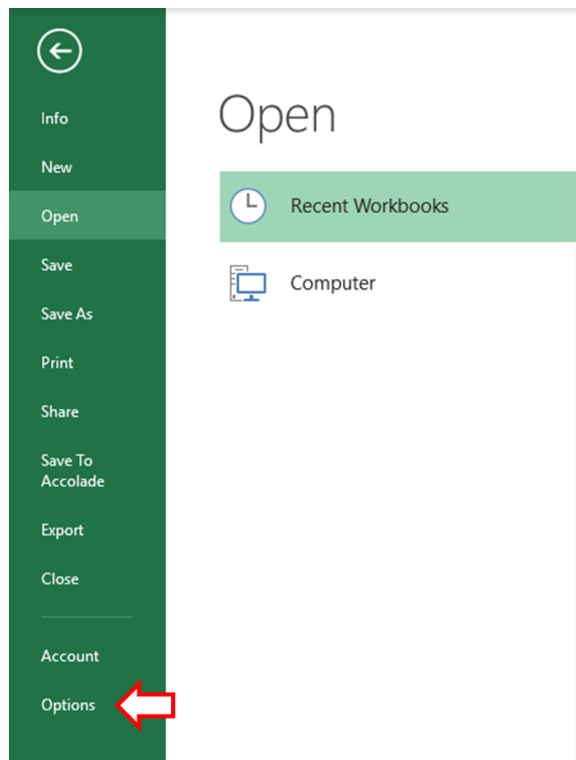


Solution

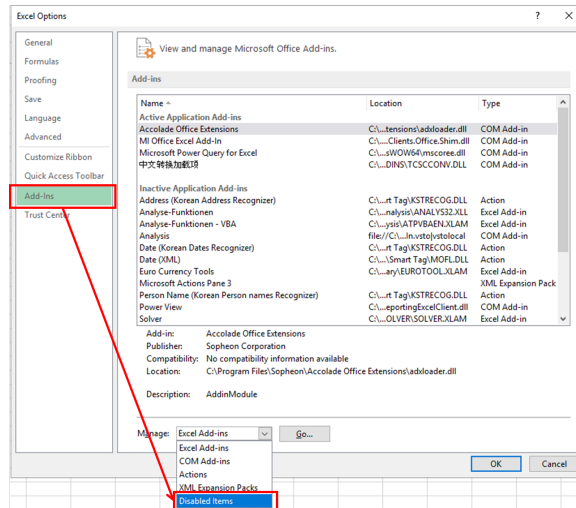
To solve this you need to reactivate the Analysis add-in which has been deactivated by the Excel application.

1. Open Excel -> File -> Options

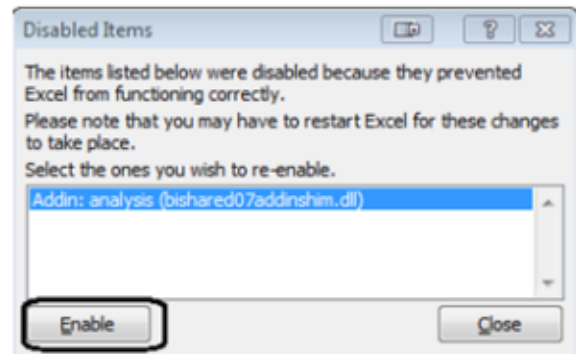




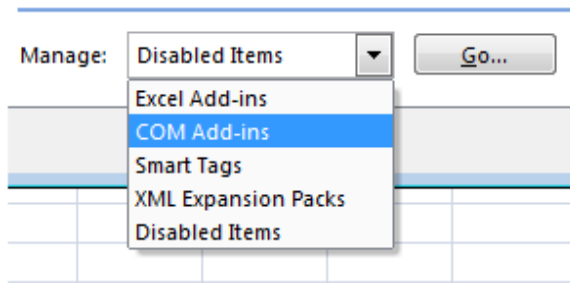
2. Open "Options" -> Add-Ins -> In Manage, select "Disabled Items" -> Go.



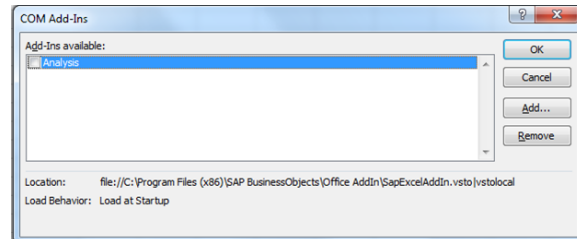
3. In the "Disabled Items" dialog box, select the Analysis Add-In one and click on "Enable".



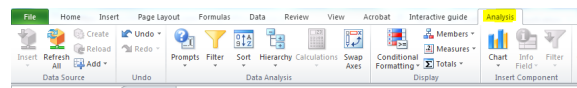
4. In Manage box, select "COM Add-ins", press Go



5. Check the box in front of "Analysis", then click OK.



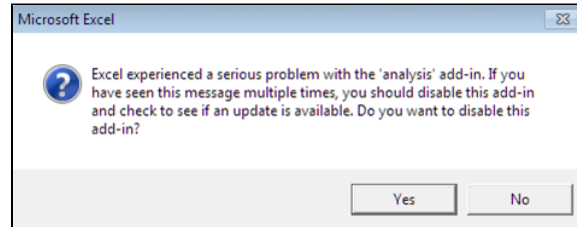
6. Then Analysis ribbon is reactivated.



Recommendation

To avoid that we recommend when you get the following message to answer No instead of Yes

Clicking Yes button disable the add-in Analysis, No button bypass that and it's what we need.



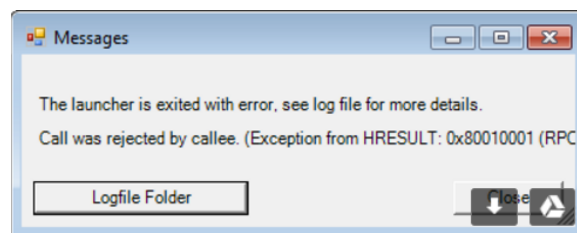
Launcher errors

The launcher is exited with error



Problem

With the version 2.1.3, for some users, when they open Analysis by the icon "Analysis for Microsoft Excel", the following error message will be displayed.



So far, we haven't found*.

Workaround : the user need only to open Excel application ("Microsoft Excel 2010/13") instead of the Analysis for Microsoft Excel one.

After Excel is opened, Analysis add-in is enabled and so available too.

The Launcher fails with TYPE_E_LIBNOTREGISTERED message



Problem

With the version 2.5.2 you try to start Analysis Office by using the launcher (e.g. from the Windows start menu :Analysis for Microsoft Excel).

Excel is started but the launcher shows an error.

The log file contains the entry:

```
ERROR|addins.launcher|Com.Sap.Cof.Launcher.CrLauncherUtils.GetOfficeAddin|1
```

```
|System.Runtime.InteropServices.COMException (0x8002801D): Library not registered.
```

```
(Exception from HRESULT: 0x8002801D (TYPE_E_LIBNOTREGISTERED)) at Microsoft.Office.Interop.Excel._Application.  
get_COMAddIns()
```

reason : Microsoft Office 2010 (Win7) or Microsoft Office 2013 (Win10).Additionally Skype for Business 2016 is installed.

Thus : installation of Skype for Business creates an invalid registry node that causes this error.



Solution

Follow the following excerpt of a Microsoft article about that

1. In the registry check the nodes below HKEY_CLASSES_ROOT\TypeLib\{2DF8D04C-5BFA-101BBDE5-00AA0044DE52}
2. For Excel 2010 there is a node "2.5", for Excel 2013 there are "2.6" and "2.7".
3. Skype for Business 2016 creates an empty node "2.8".
4. Remove the node "2.8".

Finally start the launcher of Analysis Office again.

Follow all these instructions from above only when using version of Excel (2010 or 2013)!

Customization does not have the permissions required to create an application domain



Problem

With the version 2.5.2 you try to start Analysis Office by using the launcher and you get a pop up with that message.

The result is it's not possible to add the Analysis tool in Excel.



Solution

To fix that issue related to the VSTO Office component you must ask your local infrateam to add the following keys in the registry .

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\VSTO Runtime Setup\lv4
```

```
"EnableVSTOLocalUNC"=dword:00000001
```

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\VSTO Runtime Setup\lv4
```

```
"EnableVSTOLocalUNC"=dword:00000001
```

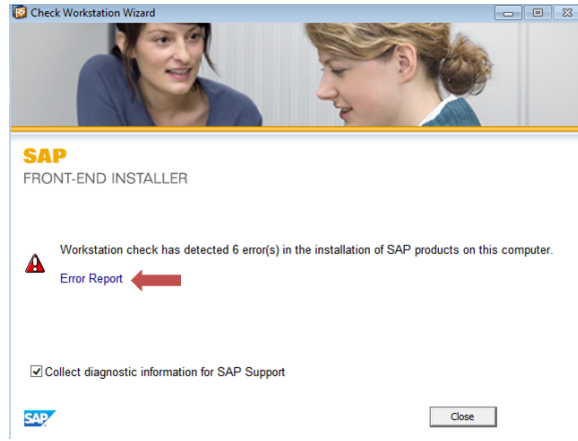
Installation and troubleshooting : Installation Check

How to check your installation in case of an error message :

- Press Start - Run
- Enter nwcheckworkstation
- Continue the appearing wizard
- Before clicking Finish make sure Checkbox "Collect diagnostic information for SAP Support" is checked
- Press Finish
- When the process is finished you get that screen >>

Close

If you get that list the installation is a correct one, if the list is different an installation must be redone.

[illegible]

My report and Analysis are opened in two Excel programs

 Solution

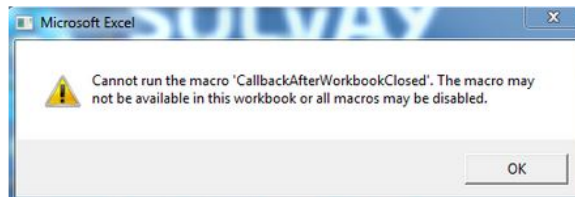
You need to first open "Analysis for Microsoft Excel", then open your BW file (by File --> Open or Recent).

Go to [Open a workbook \(saved on your local drive\)](#) for more detail.

Error message "Cannot run the macro "CallbackAfterWorkbookClosed""

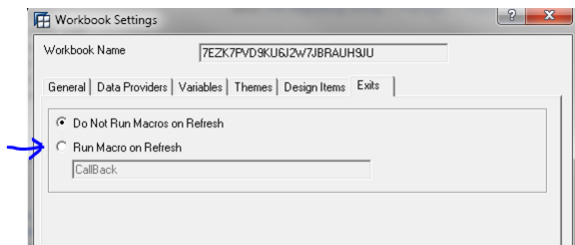
 Problem

Get the following error when opening Analysis, and the mouse cursor is all the time in "refreshing" status even no refreshing at all.



 Solution

In Analyzer 7, change the following Workbook setting to "Run Macro on Refresh".



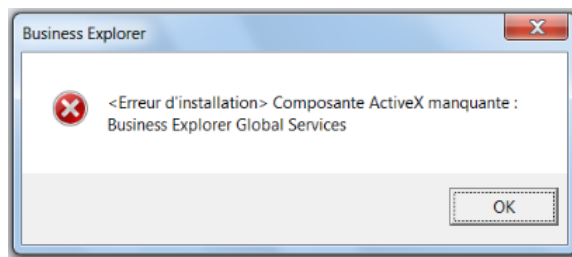
Error message "Installation error "Missing Active X""

Problem

the user is trying to use a reporting tool that is no more installed in his/her computer



1. Check the tool you are trying to use is already installed (Start / All programmes / ...)
2. If the tool is BW Analyser 3.x, please use Analysis tool instead.
3. If the tool is BW Analyser 7.x or Analysis, please contact your local Service Desk Infra to reinstall the tool



Can't access to SAP Logon

Please read it first

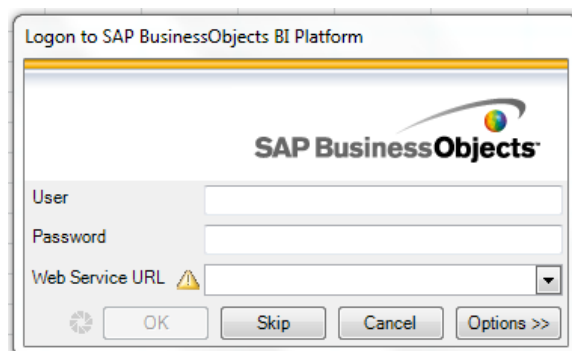
With the version 2.1 SP3 & 2.5 SP2 the following paragraph is useless.

But if you need to follow it that would mean than your setup AO config file implemented on your computer is not the good one.

So mention it to your local infrateam

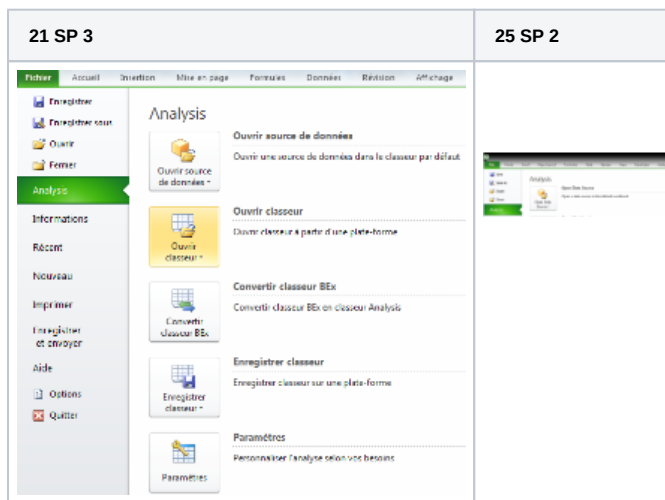
Problem

When opening a query/workbook, this screen is displayed, instead of the SAP Servers list.



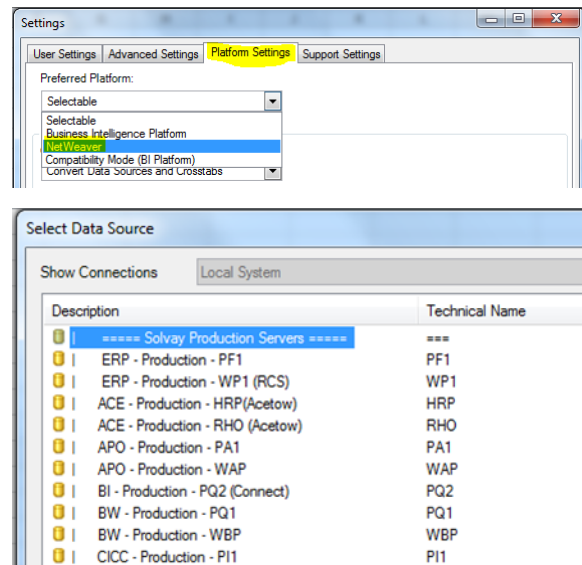
1. Click SKIP button

2. On the File >Analysis menu, go to Settings :



3. On Platform Settings tab, select option "NetWeaver" as Preferred Platform.

4. Close all eXcel files and restart eXce, open Datasource and then get hereunder screen then select the server WBP to access the BW reports.

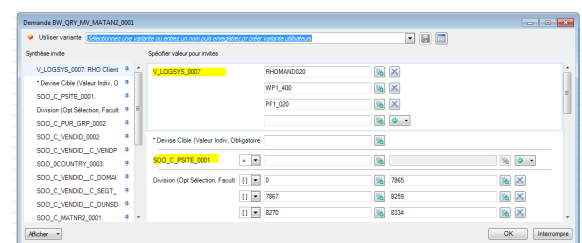
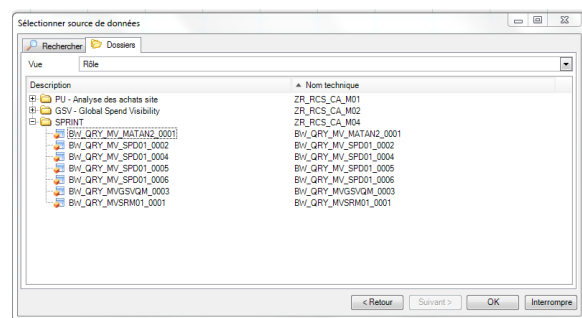
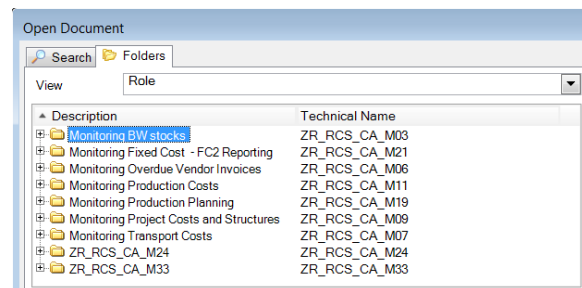


Why the folder/query/labels names are not as usual when I logon BW Analysis?



Problem

The folder/query/labels names look as below



The reason might be the user's default logon language being not EN or FR or PT.

In the following example, it's ZH(Chinese), but the folder names in ZH are not well maintained.



Solution 1

Apply the following process

SAP BW User : Language

For short term, when logging change the language to EN as shown.



Solution 2

The automatic logon with SSO select your native language which is not English. The solution is to force Analysis to use EN language.

1. File / Analysis / Parameters / Advanced parameters
2. Check "Allow Client and Language Selection for SSO Logon"
3. Activate the option by ticking it
4. Press "OK", close eXcel, restart Analysis. you can select the "EN" language via the following popup >>

blocked URL

When insert Data source, get errors like

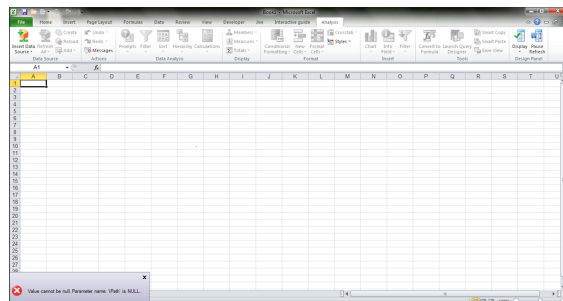
"Value cannot be null", "Index out of range", "Item already ...", "Object reference is not an instance..."



Problem

In case of the following messages :

Value cannot be null, Index out of range, An Item with the same Key has already been added, Object reference is not an instance of an object



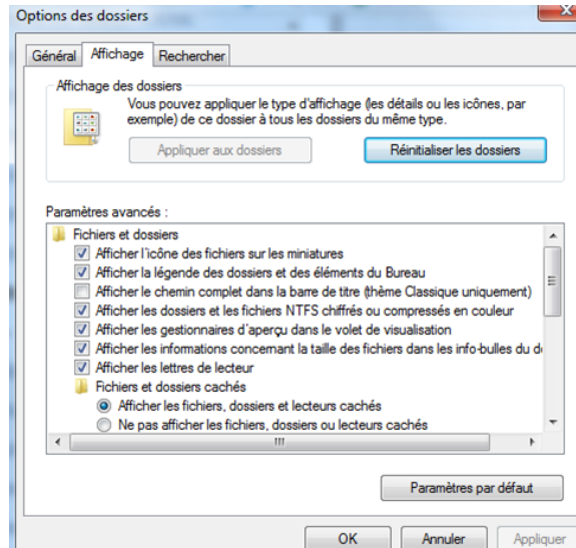
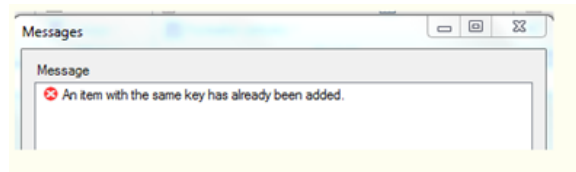
✓ Solution

The cause of these issues : the SAPUILandscape.xml which contains the path to the server list is corrupted.

Solution : Go to the directory C:\Users\<UserID>\AppData\Roaming\SAP\Common

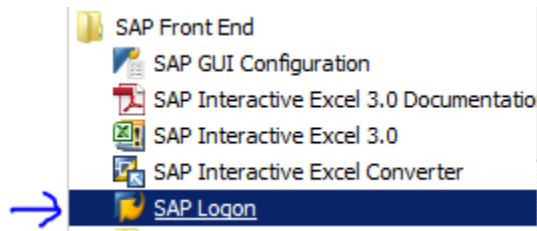
delete the existing SAPUILandscape.xml file, then opening the saplogon that will automatically generate a new SAPUILandscape.xml file in the directory (see process herebelow).

AppData is usually an hidden folder, so to display it you need to open first the configuration panel > Folder Options and click the corresponding unhide option.



A potential source of a corrupted SAPUILandscape.xml is to connect a server via the Variable logon tab (saplogon launchpad)

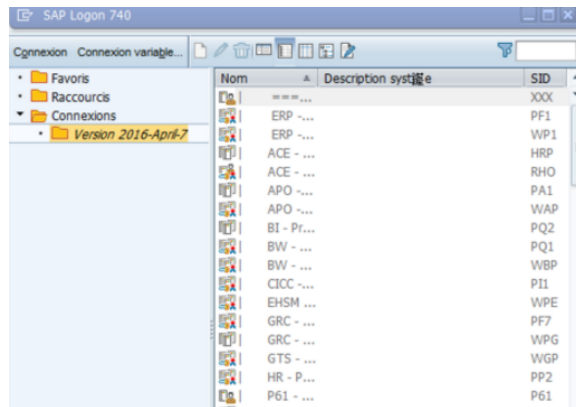
1. Close Analysis.
2. Open SAPLogon



3. Click on "Connexions" folder and its sub-folder, make sure there is a list of servers here. If there is no server list here, please contact IS Infrastructure team to install it.

4. Select a server ex WBP and drag & drop it in "favorites"

5. Close the saplogon



❌ Unsuccessfull

If that process doesn't solve the issue, need to ask for Infradesk local team for a reinstallation of the SAP Analysis tool

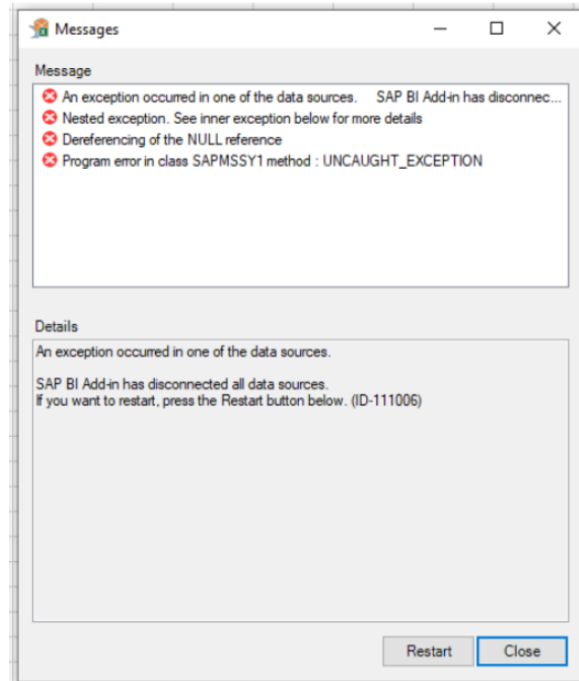
BI Add-in has disconnect, Dereferencing of the NULL reference, Program error in class SAPMSSY1 method : UNCAUGHT_EXCEPTION

❌ Problem

Rootcause is the cache on the PC is damage somehow.

✓ Solution

Delete all the file under folder C:\Users\<user ID>\AppData\Roaming\SAP AG\SAP BusinessObjects Advanced Analysis\cache (SAP Note 2436298)



Analysis is very slow for opening file

- One of the reason is that program error in Excel and it causes excel creating a lot of custom styles. Analysis will try to read them all before opening the file, which may cause more than 10 minutes to open the file

Problem

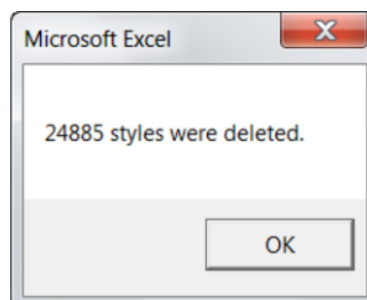
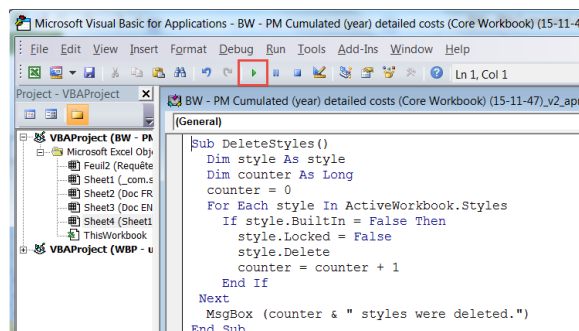
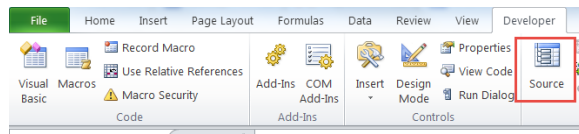
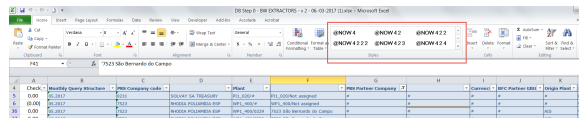
The solution is [SAP note 1899658](#)

- Open the problem file
- Goto source code
- Copy the coding below and run following macro to delete the custom styles

```
Sub DeleteStyles()
    Dim style As style
    Dim counter As Long
    counter = 0
    For Each style In ActiveWorkbook.Styles
        If style.BuiltIn = False Then
            style.Locked = False
            style.Delete
            counter = counter + 1
        End If
    Next
    MsgBox (counter & " styles were deleted.")
End Sub
```

- After run the marco (may spend a few minutes depending on how many styles in the file), it will show result like this
- Delete the macro and save the file as .xlsx the same. If macro is not deleted, it may be force to save as .xlsm

Note: the [standard program](#) is also available but the problem sometime Solvay network is not allow to download .EXE file.



When saving workbook

Can't save workbook onto WBP server

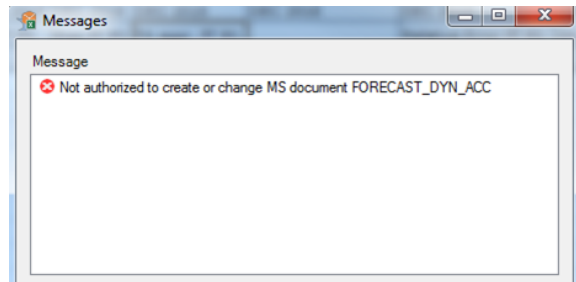
❗ Problem

Users can't save a workbook onto the WBP server (My documents or role folder)

✅ Solution

Message is due to the fact that **No permission** has been granted to any user onto either the BW production server WBP or BW Quality one WBQ

To save a personal document you need to use the Save or Save As Windows options



Why there is no data after I save the workbook ?

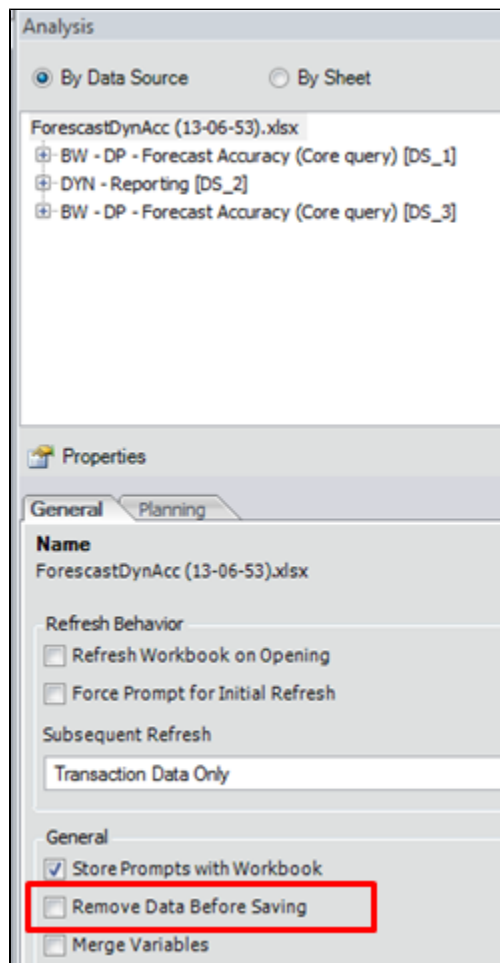
❗ Problem

Why there is no data after I save the workbook ?

✅ Solution

In Design Panel / Components tab, on workbook level, uncheck the "Remove Data Before Saving" option.

BW team use this option to save a template (with no real data) on the server. So for many workbooks on the server, this option is checked by default.



When Refreshing

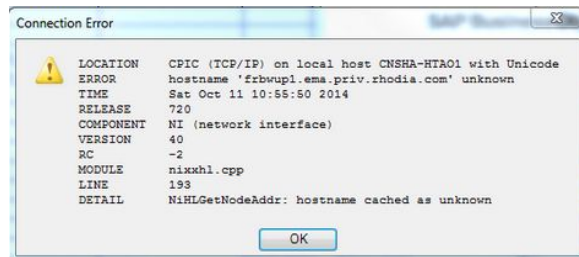
Can't refresh a workbook from others





Problem

I can't refresh a workbook from my colleague with error message >>

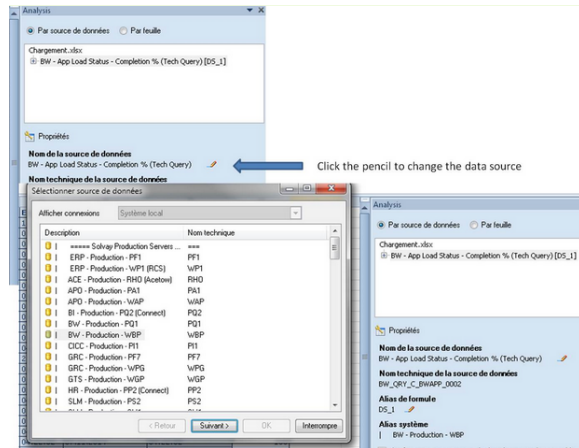


Solution

The issue is due to your SAPLogon.ini being different from your colleague. You may need to ask local IT to upgrade your SAPLogon.ini.

Or a temporary solution :

In Design panel / Components tab, relocate the data source:

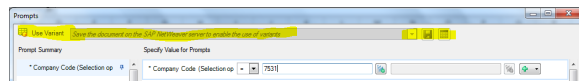


The variants can not be used



Problem

When refreshing a query, it's not possible to use, modify or save a variant



Solution

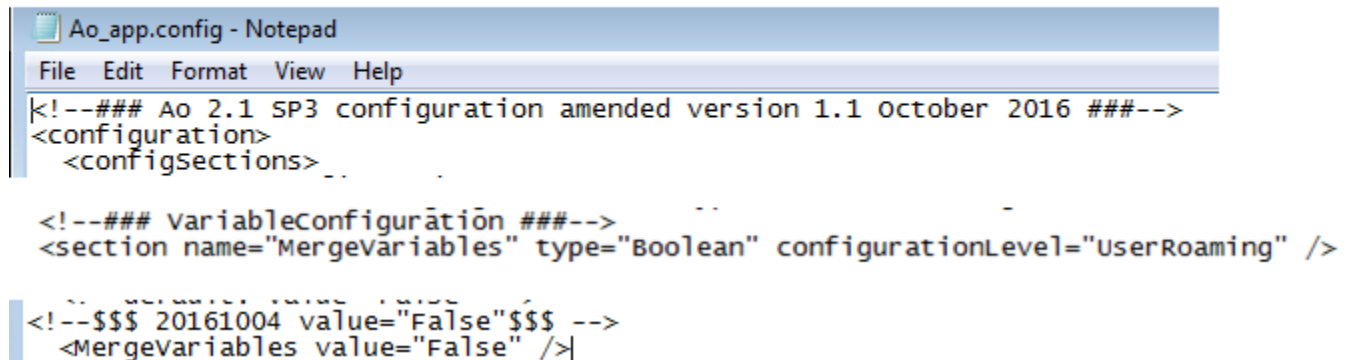
The option "Merge variable" is selected on the Analysis Design Panel (components tab), so you need to deselect that option to enable the variants.

Today the default value is "False" meaning that the check box Merge Variables (design panel > component tab) is no more preselected when a workbook is saved either on your PC or on the server.

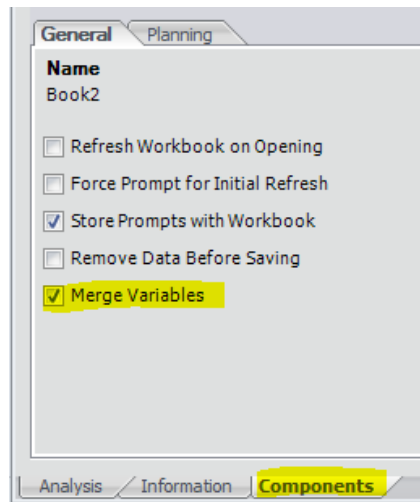
Previously the default value was set up to True, and so without any specific action workbooks were saved with the merge variables option ticked.

That parameter is managed and set-up in the Ao_app file, hereunder an extract of the today version.

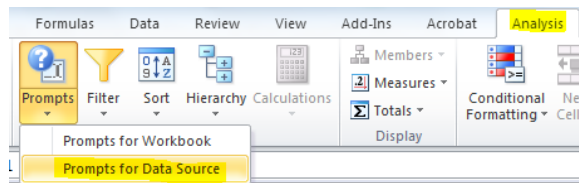
C:\ProgramData\SAP\Cof\Ao_app.config



1. Uncheck the "Merge Variables"



2. Refresh one query at a time

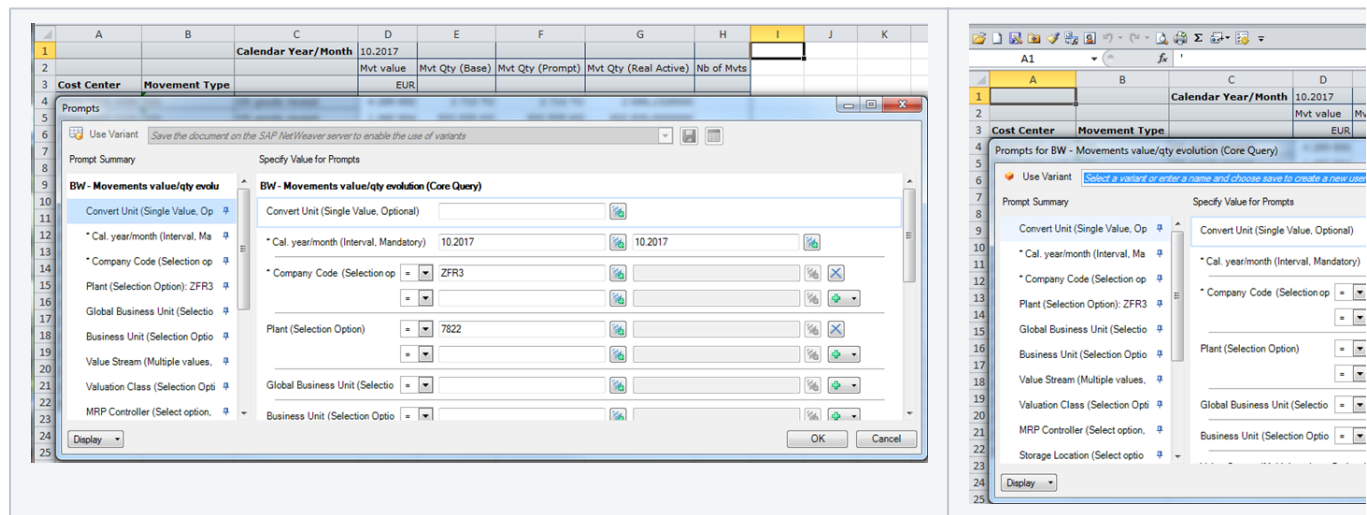


When you open a Core Query or a document saved locally containing a unique Data Source to access the "Use Variant" functionality within the prompt you must select the Prompts for Data Source option.

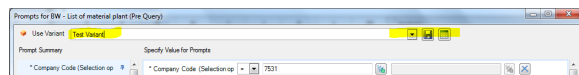
In case you choose The Prompts for Workbook the "Use Variant " will be unable.

To get the both options, your cursor must be in a crosstab cell, if not only the Prompts for Workbook will be available and so the variant option greyed .

Example on the left screenshot no choice (cursor cell I1), on the right one "Prompts for Data Source option" is available and so the variant option is ungrayed (cursor cell A1)



3. You can now use variants



The message "Size limit of result set exceeded" returns



When you refresh with a broad condition, there are a lot of data to retrieve, the message "Size limit of result set exceeded" is displayed in AO instead of the data.

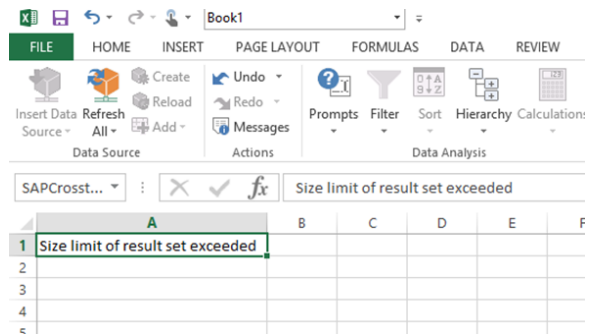
Solution

In Analysis for Office, there is a default limit of 500.000 data cells for the result set. This limit exists because of a memory limitation in .NET framework.

When the report retrieves too much data from the backend and end up reaching the limit of data cells, the message "Size limit of result set exceeded" will be shown in AO instead of the expected data.

SAP does not recommend to change the result set default limit of Analysis for Office.

The limit of data cells has been set up to take into account the BW backend system limitation parameter. Size limit = 1 000 000 cells.



I Get the message "No Authorization"

Problem

You get that error message when you try to refresh a query /workbook because you do not have the correct authorization to execute the query or to select this perimeter.

Solution

You are trying to access an entity to which you do not have access. It is recommended to narrow your selection to one Company, one Plant or one PRS code in the Prompt area, even if the field description indicates it as optional.

If you need to access all Companies or Plants, fill the prompt with an authorization scope = SOLVAY & # (from 01 Jul 2023 [the Authorization scope SOLVAY is replaced by ECO & SCO](#))



As a Solvay employee, you can only see the data of legal entities included in the authorization scope = SOLVAY (ECO & SCO from 01 Jul 2023).

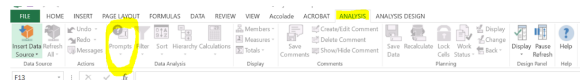
When a legal entity is sold, it is excluded from the authorization scope = SOLVAY and included in a new authorization scope for instance:

- ACETOW
- BUTACHIMIE
- DAIKIN
- ECOSERVICE
- INDUPA
- LANXESS
- SPARROW
- VINYTHAI
- ...

When saving a file in google drive

Can't run BW report/query after downloading file into Excel from google drive

Problem



When downloading into Excel a BW report/query file from Drive, is not possible to run "Analysis" ---> the Prompts icon is "gray out" and a new tab appears in the file named "_com.sap.ip.bi.xl.hiddensheet"

_com.sap.ip.bi.xl.hiddensheet

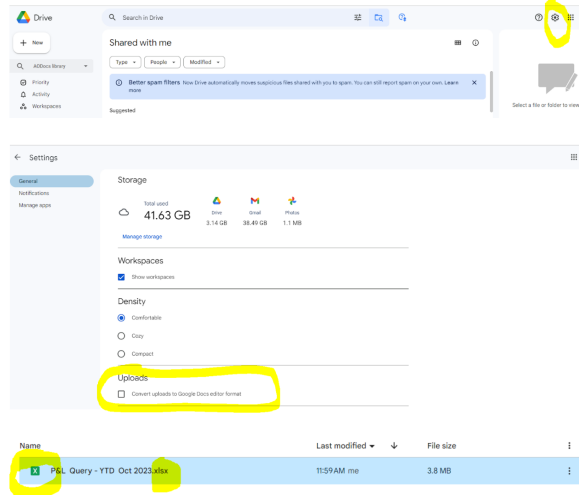


Solution

The BW report file has to be loaded into Drive in Office format to avoid having BW issues when downloading.

1. You need to change first the settings in the Drive to unflag the box "Convert uploads to Google Docs editor format".

2. Upload the BW report file into Drive and it will be shown as ".XLS" so you can now download it and run BW with no issues.



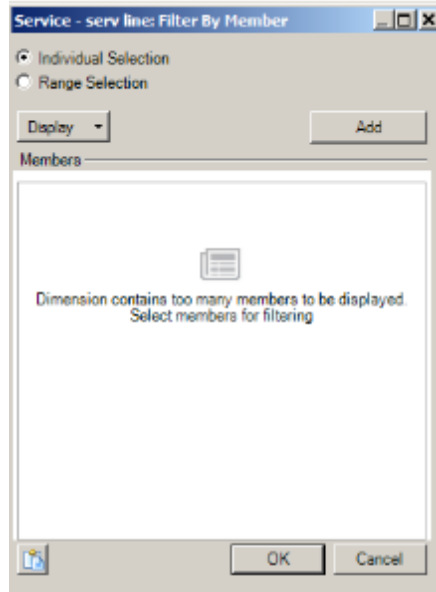
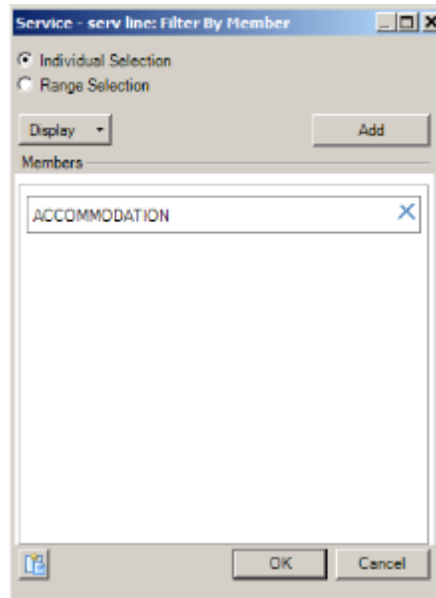
When Filter by Member

Unable to see the list of all members



Problem

When you do "Filter by Member", you can't select from a list.

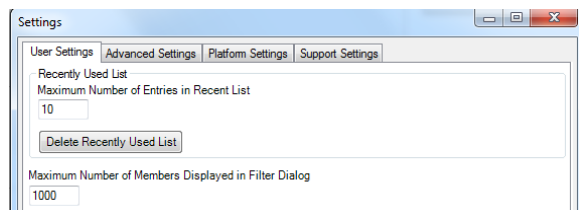


Solution 1

The reason for the two windows above is that the items number exceeds the Maximum number.

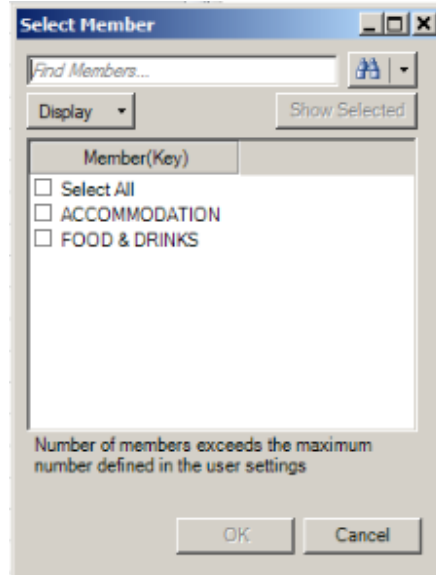
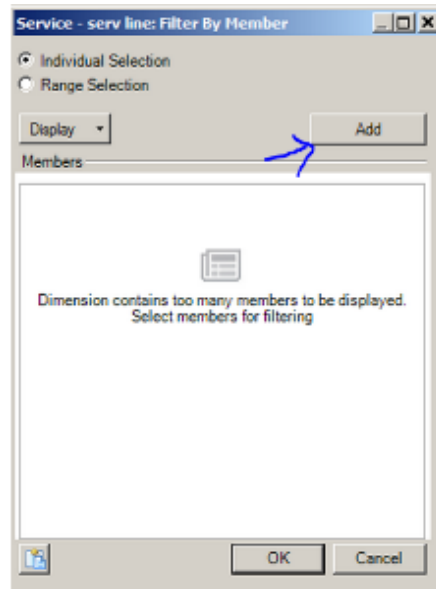
So open the Settings and look at the "Maximum Number of Members Displayed in Filter Dialog"

Change the Maximum if it's too small.



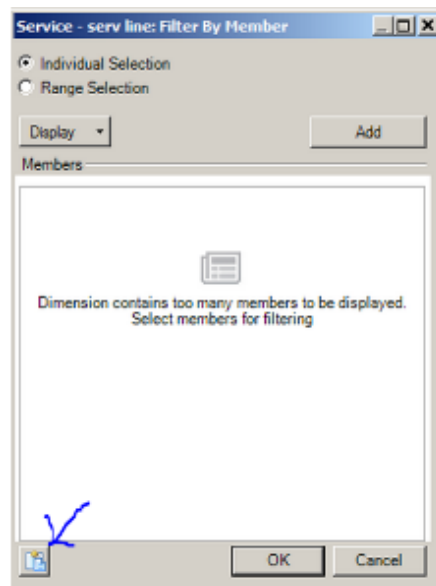
Solution 2

Click "Add" to get the "Find Members" window. Then do a search.



Solution 3

Choose "Paste from Clipboard".



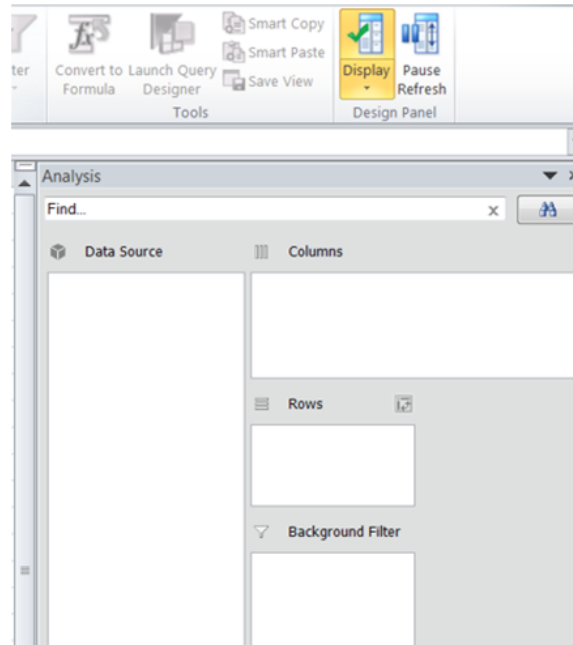
In Design Panel

In Design Panel the windows width of Rows and Background Filter are not maximized



Problem

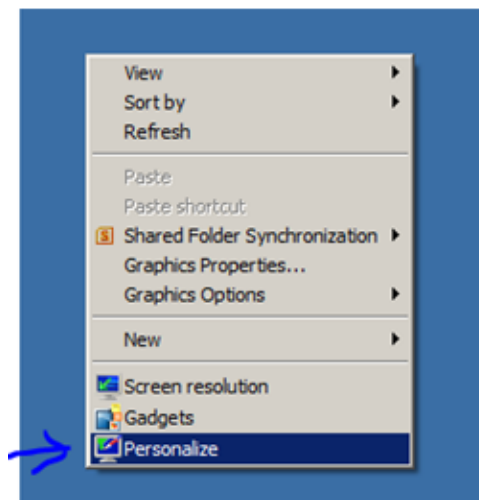
Unable to maximize the width of the windows.



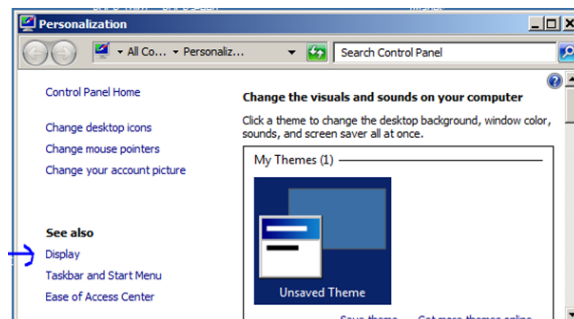
Solution

Open the Windows Control Panel, then navigate: Appearance and Personalization > Display.

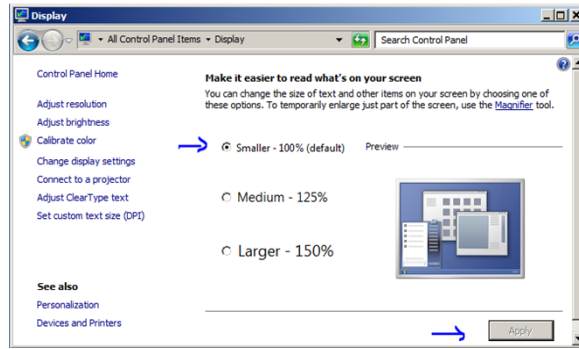
1. Right click on desktop, and select "Personalize".



2. Click on display



3. Select "Smaller - 100%(default)", and apply. You need to relog to make the change effective.



Red Cross in Columns or Rows



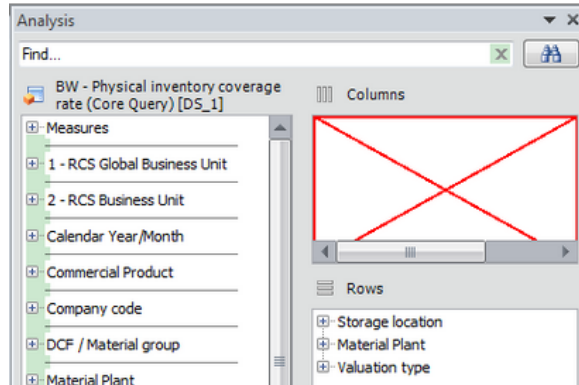
Problem

There is a red cross in the frame "Columns" or "Row"



Solution

1. Save your work
2. Close all Excel files
3. Restart Analysis tool
4. Refresh your query/workbook



Can't click on the right Analysis Design panel



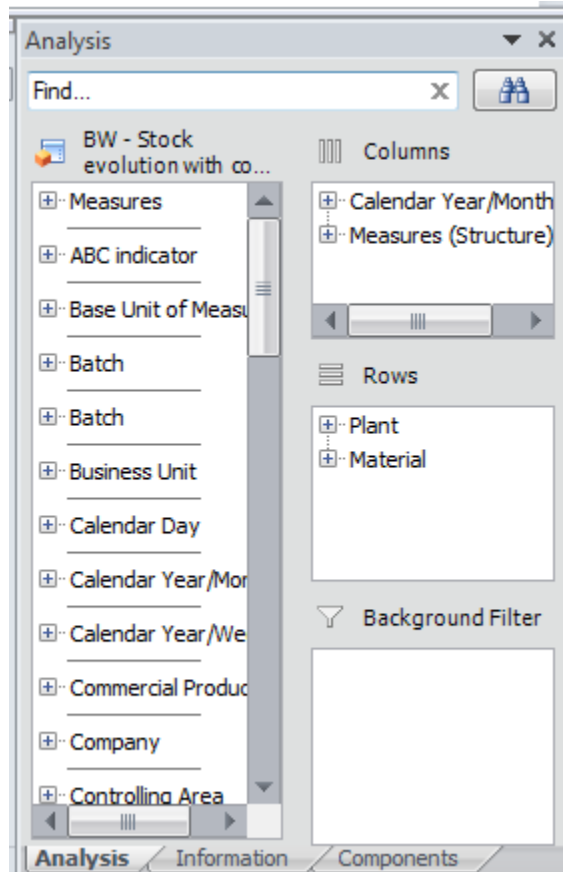
Problem

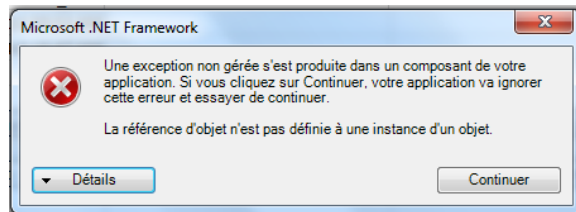
After opening a workbook, users receive an error message if they click on the Analysis Design Panel, at the right side of the screen



Solution

Refresh the workbook first, and then click on the Analysis Panel





How to duplicate a crosstab

Problem

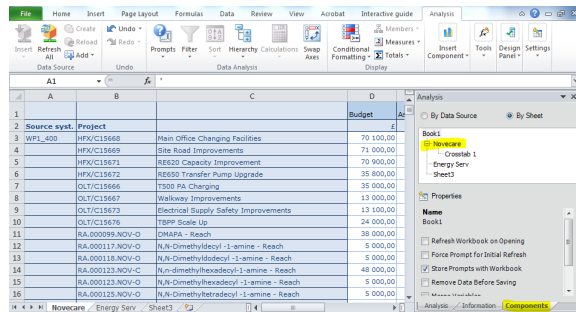
You want to duplicate your existing query to filter the new one in an other way (ex a different perimeter, a different lay out).

You have duplicated the eXcel sheet to get a new sheet, but you are unable to refresh the new one (query).

By using the eXcel sheets Duplication functionality you only copy/paste Data but none BW links.

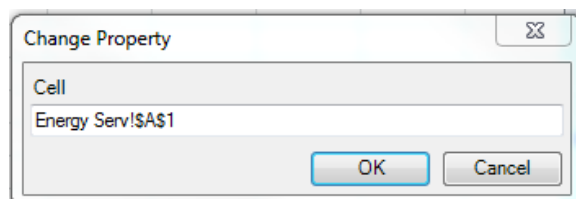
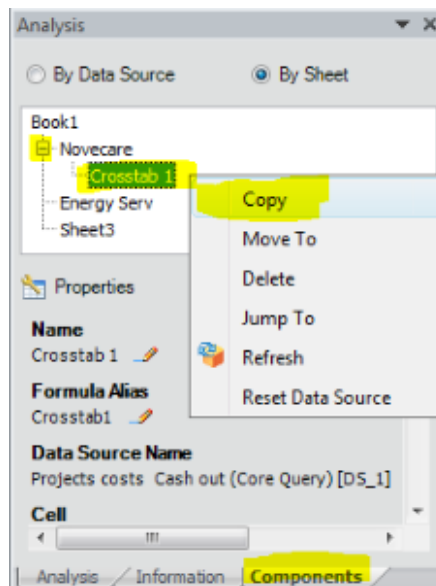
So you can't refresh the copied crosstab.

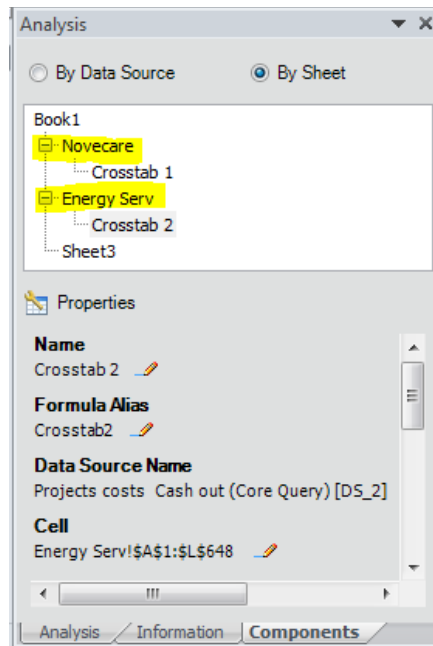
1. Go to the Components tab within the Analysis Panel
2. Click on "By Sheet" to see the Excel sheets which are linked to a BW query (the ones which have a "+").
In the example, only the sheet "Novecare" is linked to BW query.



Solution

1. On excel, go to the new sheet (in the example, "Energy Serv").
Please remind that your new table will be build where you have clicked.
2. Go to the right Analysis Panel / Components.
3. Click on "By Sheet".
4. Unroll the "+" to see the existing crosstab linked to BW query.
5. Right click on the crosstab and select "Copy"
6. Your excel file now have 2 similar queries that can be refreshed/filtered/modified independently.





Miscellaneous

Mouse is always displayed as a Timer



Problem

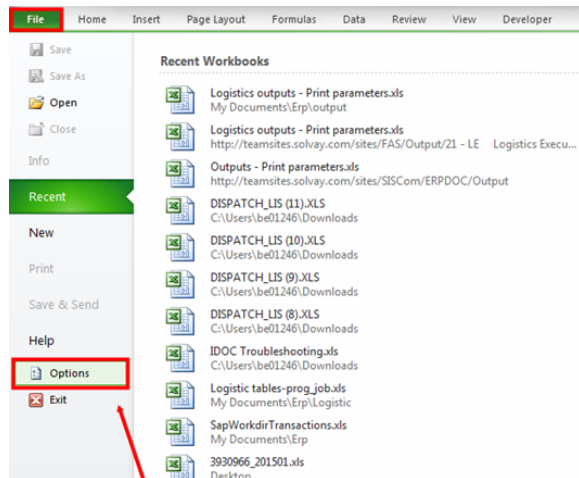
Once the refresh is over, the mouse still appears as a Timer, even if the user can normally works on Analysis.



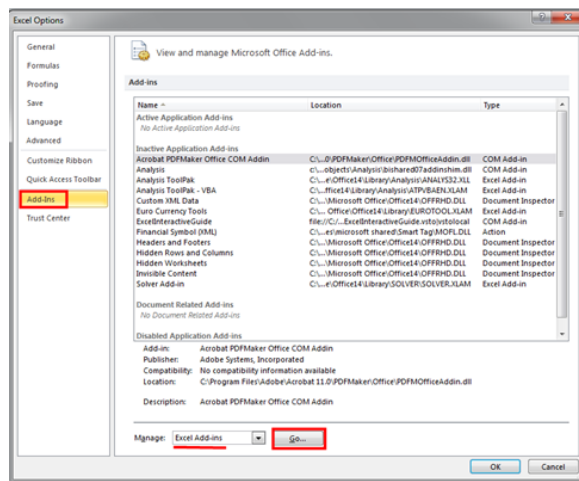
Solution

Untick the « Analysis Toolpak and the Analysis Toolpak-VBA

1. In Excel, go to File / Options



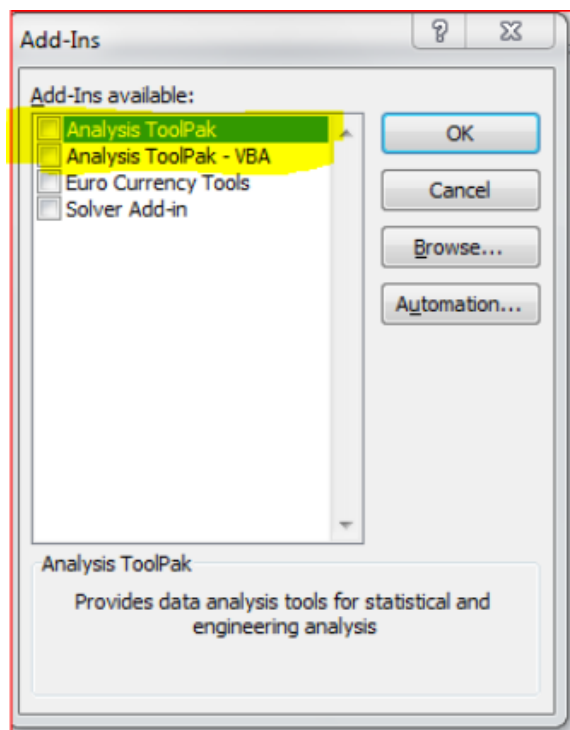
2. Check in the Add-ins – Excel Add-ins



3. Untick the « Analysis Toolpak and the Analysis Toolpak-VBA

OK

Click



Whenever Analysis is closed, a "MS Excel has stopped working" window will show



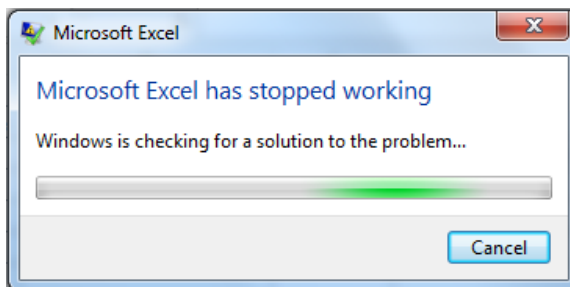
Problem

After Analysis is opened, when we try to close it, the following window shows. Then some seconds later, Excel was reopened without Analysis tab.

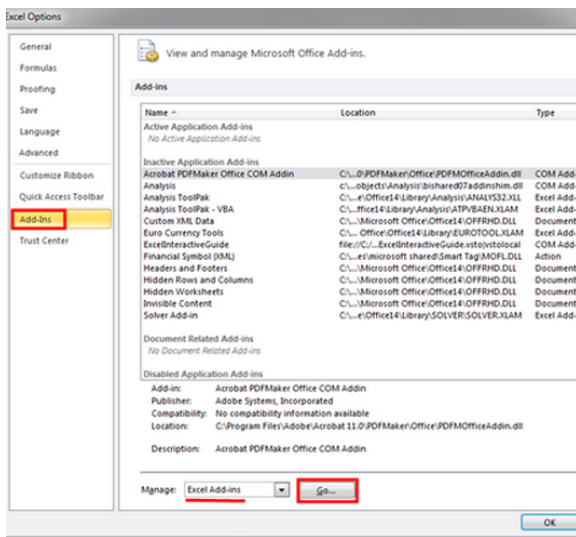


Solution

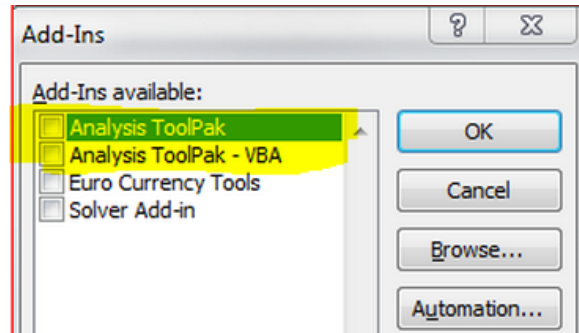
Uncheck "Add-Ins"



1. Go to Excel / File / Options / Add-ins, then select "Excel Add-ins" in "Manage"; click Go.



2. Uncheck all the boxes below.



Workbook takes several minutes to open or crash when Analysis for Office is activated



Problem

Opening a workbook with Analysis, edition for Microsoft Office is either very slow or causes Analysis, edition for Microsoft Office to crash.

There's a glitch in Excel 2010 and 2007 (fixed in Excel 2013) that can be the source of the problem

Are you affected ?

Open your Excel Files, go to the

1. Home Ribbon
2. Click on the drop down  for Cell Styles.

If you have hundreds of weirdly named styles as shown in the illustration then it's indicative of problems to come.



Solution

To restore cell styles to the default setting you need to ask someone in the IS team to run the program [XLcleanerDotNET 4.0.exe](#) and follow the [procedure](#).

In case, you can't download .EXE file, you may do it manually by [this solution](#)

How to index a cell from an Analysis crosstab in a new sheet



Solution

When you are on a non Analysis tab and wish to define a formula in a cell using symbol = and go to an Analysis tab for obtaining the reference of the needed cell, this operation doesn't work because of the behavior of the Analysis tool which deceives eXcel.

The workaround solution to solve that "bug" : on the bad tab (Analysis one) select the cell where you deposit the link and before erasing it, copy the needed reference from the bar of formula at the top under the ribbon of icons.

Then paste this formula in the appropriate cell.

Why after upgrade of SAPLogon(to V7.40) and Analysis(to V2.1.3), Analysis becomes very slow to response ?



Solution

LastDataUpdate, LastDataUpdateMaximum (Function SAPGetSourceInfo)

V25SP2

Within the version 2.5 SP2 a new data update value is available : The last data update maximum value .

Function `SAPGetSourceInfo("DS_1"; "LastDataUpdate")` & `SAPGetSourceInfo("DS_1"; "LastDataUpdateMaximum")`

That function returns an info field value for a data source. The info field label can be inserted using the `SAPGetInfoLabel` function. The property names correspond to the info field values that are available for data sources on the Information tab in the design panel.

The formula consists of 2 parameters and is made up of the following arguments:

- Data Source

Enter the formula alias for the data source. You can set the alias when configuring the data source on the Components tab in the design panel.

- Property Name You can enter the following property names:
 - LastDataUpdate
 - LastDataUpdateMaximumThis property is related to MultiProviders.

For MultiProviders, the property LastDataUpdate returns the date of the last update of all InfoProviders in the MultiProvider.

The property LastDataUpdateMaximum returns the date of the last update of a single InfoProvider of the MultiProvider.

Example: A MultiProvider contains three InfoProviders. The date when all three InfoProviders were updated successfully for the last time, is the LastDataUpdate. The date when a single InfoProvider was updated for the last time, is the LastDataUpdateMaximum.

Analysis for Office Word Error (2010, 2013, 2016)

[blocked URL](#)

Analysis version 25SP2

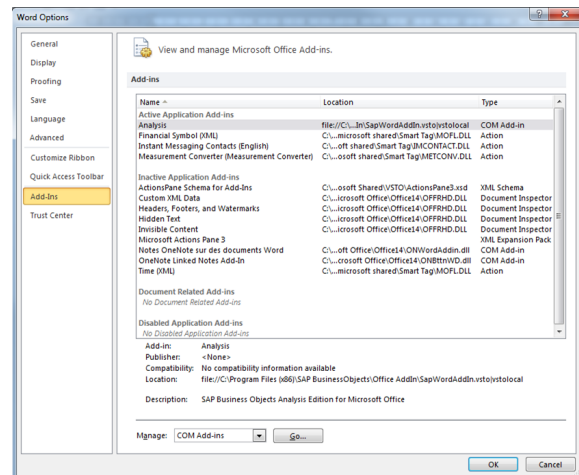
Problem

When opening Microsoft Word you get the error message >>

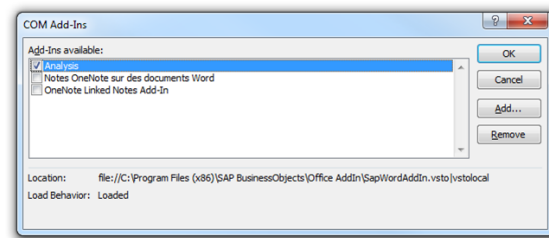
Solution

To fix locally the trouble, you need to open The Word Options tab

Within the options choose the Add-ins one :

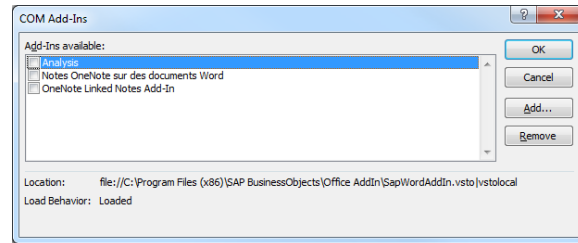


First via the Manage feature select COM Add-ins then press Go to get the following Pop up



Then untick Analysis option and press OK to remove the Analysis Add-in from word.

Close Word and reopen it , the trouble has been shot.



When expand the hierarchy or hidden key figures, BW is error and disconnected

[blocked URL](#)

When click on + of the key figure. There is an error popup and then disconnect from BW.

[blocked URL](#)



Solution

Root cause is Analysis version 2.1 is not support. [How to check Analysis version](#)

Solution You need to ask your [local helpdesk infrastructure team](#) to install Analysis 2.5 or higher, which is in SAP GUI 7.5 package