

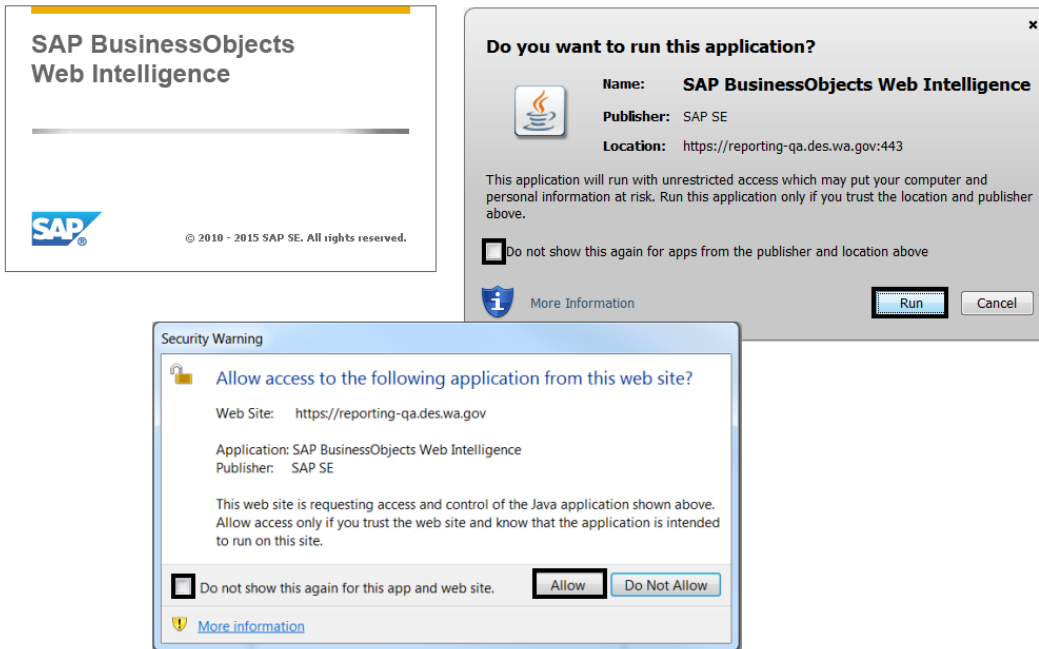
Troubleshooting

Warning Messages

SAP Business Objects Web Intelligence (Run/Allow Access)

You may receive system prompts for SAP Business Objects Web Intelligence.

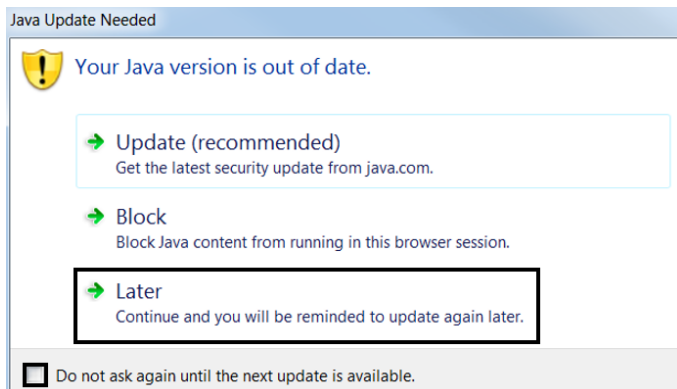
➔ You can bypass these by selecting the checkbox next to 'Do not show this again ...'.



Your Java version is out of date

You may receive system prompts for Java.

➔ You can bypass this for future reference by selecting the checkbox next to 'Do not ask again ...'.



Web Intelligence Session Time Out (Java/HTML)

Web Intelligence (WebI) session time outs may occur if your query or report runs longer than 10 minutes.

- ✓ If you have a query or report that will run longer than 10 minutes, use the WebI scheduling feature and/or use filters to narrow the data results.

WebI Time Out (Java)

By default, agency users will be using Java. This format is sometimes referred to as 'Java applet' and offers the most functionality for agency WebI users.

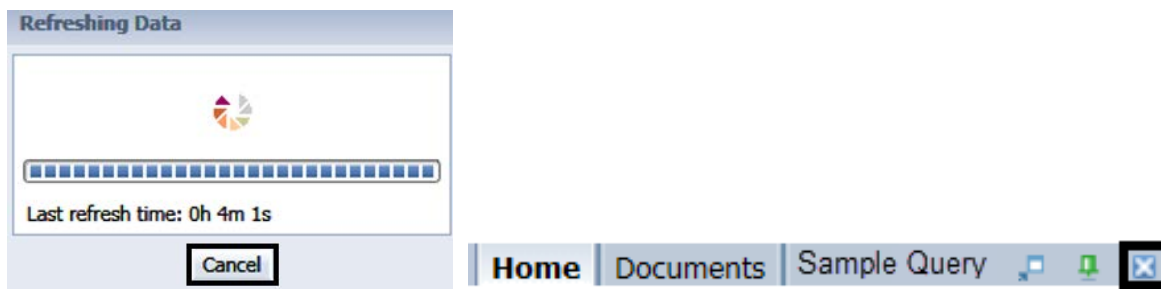
→ If you are using Java, WebI will notify you for a query time out.



WebI Time Out (HTML)

OFM Enterprise Reporting team and other technical users may be using HTML.

→ If you are using HTML, WebI will **not** notify you for a query time out. The status of the query remains in processing mode. Select 'Cancel' and then close the query tab.



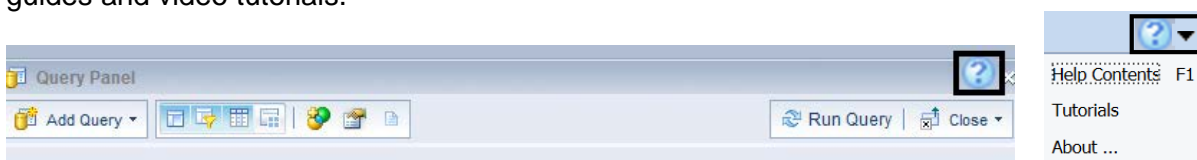
Resources

SAP Web Intelligence (WebI) Resources

These resources are not specific to WWA, however, you may find useful information on using WebI reporting analysis tools for reports and ad hoc queries.

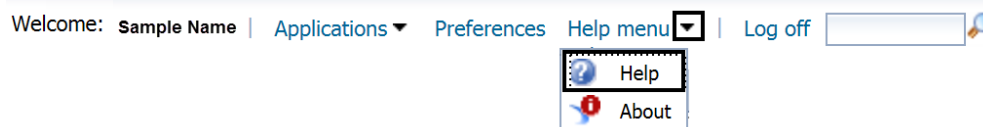
Help Icons

- ✓ These links provide access to SAP Web Intelligence resources, including SAP Help Portal for reference guides and video tutorials.



Help Menu

- ✓ This link on the BI launch pad header banner provides access to SAP Web Intelligence resources, including SAP Help Portal for reference guides and video tutorials.



SAP Web Intelligence Reference Guide

https://help.sap.com/viewer/product/SAP_BUSINESSOBJECTS_WEB_INTELLIGENCE/4.2.7/en-US

OFM Resources

OFM Enterprise Reporting website

- ✓ Reference materials and job aids providing information about using WWA EDW.
<https://ofm.wa.gov/it-systems/enterprise-reporting-er>

OFM Help Desk

- ✓ If you need additional help or troubleshooting information, please contact the OFM Help Desk HereToHelp@ofm.wa.gov or 360.407.9100. The Help Desk will route your request to a System Analyst or an Enterprise Reporting consultant who can provide you with additional information.