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Your Java version is out of date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 Java](image)

**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.

![WebI Time Out HTML](image)

**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 Icons](image)

**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.

![Help Menu](image)
SAP Web Intelligence Reference Guide

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.