



SAP BusinessObjects Explorer Error Message Guide

- SAP BusinessObjects Explorer XI 3.2

2009-11-23

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BusinessObjects Polestar (PS) Error Messages

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PS 20001 - PS 20013	Server-side errors
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The system could not log you on. (PS 10001)

Cause

The system could not log you on due to invalid credentials.

Action

Make sure your logon information is correct:

- check that your username, password, and authentication is correct
- ensure that you have typed the correct system details and you do not have Caps Lock on

The system cannot log you on due to an invalid token. (PS 10002)

Cause

The system could not log you on due to invalid login data.

Action

Try to log in again.

The system cannot not log you on due to missing logon credentials. (PS 10003)

Cause

The system could not log you on due to missing logon credentials.

Action

Make sure your logon information is correct and that you have entered all necessary details.

The Explorer web application cannot retrieve a Polestar service from the received web client request. (PS 10004)

Cause

The Explorer servers installed are either incompatible with the current version of the Explorer web application or the servers are not started/enabled.

Action

Speak to your administrator. If you are an IT administrator, ensure that the version of the Explorer servers are in sync with the version of the Explorer web application, and that the servers are enabled.

Your user profile does not allow you perform that request. (PS 10005)

Cause

The user profile you have does not provide you with the sufficient rights to perform this action.

Action

Speak to your administrator to request the appropriate security rights to perform this action. Note: User rights are changed by administrators within the SAP BusinessObjects Enterprise CMC (Central Management Console).

Explorer was not able to retrieve a service. (PS 10006)

Cause

Explorer was not able to retrieve a service required for this user action.

Action

Speak to your administrator. If you are an IT administrator, start (or enable) the appropriate server providing the service.

An error occurred during logon. (PS 15002)

Cause

Your logon failed due to an error related to SSO.

Action

To view information that explains the possible cause and actions that can resolve this issue, check the exception details provided in the error message.

The string property '{0}' is missing in SSO configuration file. (PS 15003)

Cause

A string property is missing in the SSO configuration file.

Action

Modify the SSO configuration file.

The boolean property '{0}' is missing in the SSO configuration file. (PS 15004)

Cause

A boolean property is missing in the SSO configuration file.

Action

Modify the SSO configuration file.

The list property '{0}' is missing in SSO configuration file. (PS 15005)

Cause

A list property is missing in the SSO configuration file.

Action

Modify the SSO configuration file.

No credential was found to log you on. (PS 15006)

Cause

The information required to automatically log you in has not been found.

Action

Contact your administrator.

The string property '{0}' is missing in SSO configuration file. (PS 15003)**Cause**

A string property is missing in the SSO configuration file.

Action

Modify the SSO configuration file.

The Universe was not found. (PS 20001)**Cause**

The BusinessObjects universe does not exist or you do not have rights to view it.

Action

Make sure the universe on which the Information Space is created still exists. You can verify this within SAP BusinessObjects InfoView or via the SAP BusinessObjects Enterprise CMC (Central Management Console). Check that you have access and view rights to the universe.

An error occurred while reading the Universe. (PS 20002)**Cause**

There was an error while reading the universe that is linked to your Information Space.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, check that the universe exists and it is not corrupted.

There was an error while retrieving the Universes from the CMS (Central Management Server). (PS 20003)

Cause

There was an error while retrieving the universes tree from the SAP BusinessObjects Enterprise Central Management Server (CMS).

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, check that the Universes exist (within the CMS) and are not corrupted.

The Information Space was not found. (PS 20004)

Cause

The Information Space was not found, this could be because it has been deleted by another user or you do not have sufficient rights to access it.

Action

Check that the Information Space exists, either in SAP BusinessObjects Explorer or in SAP BusinessObjects InfoView. If it exists, then check you have rights to it via the SAP BusinessObjects Enterprise Central Management Console (CMC) or by speaking to your administrator.

IT administrators can amend user rights for Objects, Universes, and Applications within the CMC.

It is not possible to read the Information Space properties. (PS 20005)

Cause

It is not possible to read the Information Space properties. This could be because the Information Space has been deleted by another user or because you do not have sufficient rights to access it.

Action

Check that the Information Space exists, either in SAP BusinessObjects Explorer or in SAP BusinessObjects InfoView. If it exists, then check you have rights to it via the SAP BusinessObjects Enterprise Central Management Console (CMC) or by speaking to your administrator.

IT administrators can amend user rights for Objects, Universes, and Applications within the CMC.

It is not possible to retrieve the Information Spaces and display them in the Home tab. (PS 20006)

Cause

It is not possible to retrieve the Information Spaces and display them in the "Home" tab as the list of Information Space indexes could not be retrieved.

Action

Check the exception details for more information and speak with your administrator.

If you are an IT administrator or an Information Space creator:

1. Index the Information Spaces again and refresh the user session.
2. If Step 1. did not solve the problem, check that the Information Space indexes exist, that they are not corrupted, and there are no connection problems. Restart the servers.

It is not possible to start indexing. (PS 20007)

Cause

It is not possible to start indexing as it is not possible to connect to an Explorer Indexing Server.

Action

Check the exception details for more information and speak with your administrator.

If you are an IT administrator, ensure that an Explorer Indexing Server is running and is enabled via the SAP BusinessObjects Enterprise CCM (Central Configuration Manager).

It is not possible to acquire a lock on the requested resource. (PS 20008)

Cause

There was an internal error.

Action

Try to perform the operation again. If the problem persists, speak with your administrator.

If you are an IT administrator, restart the Explorer servers. If necessary, restart the SAP BusinessObjects Enterprise Central Management Server (CMS).

An error occurred on the server while scheduling an indexing task. (PS 20011)

Cause

An error occurred on the server while scheduling an indexing task. This is maybe for the reason that it is not possible to contact the Explorer Master Server.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, ensure that the Explorer Master Server is up and running.

An error occurred on the server while retrieving the user profile. (PS 20012)

Cause

It is not possible to retrieve the user profile.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, restart the Explorer servers. If necessary, restart the SAP BusinessObjects Enterprise Central Management Server (CMS).

A server error occurred while canceling an indexing task. (PS 20013)

Cause

It is not possible to contact the Indexing server where the indexing task is running. The Indexing server may not be registered anymore.

Action

Try to cancel the indexing task. IT administrators can restart the Explorer servers.

The Information Space Name must not be empty. (PS 30001)**Cause**

The Information Space Name cannot be empty.

Action

Ensure that the Information Space is given a name.

An Information Space with the same Name already exists. (PS 30002)**Cause**

An Information Space you are saving or editing has the same name as another Information Space already stored in the same folder on the SAP BusinessObjects Enterprise Central Management Server (CMS) .

Action

Specify a different name or folder location for the Information Space and then try to save it again.

Unable to access the repository. (PS 30003)**Cause**

The SAP BusinessObjects Enterprise Central Management Server (CMS) is not running.

Action

If you have a BusinessObjects Enterprise administrator profile, restart the CMS from within the SAP BusinessObjects Central Management Console (CMC). If you are unsure, speak to an IT administrator for further help.

It is not possible to create an Information Space without a dimension or a measure. (PS 30004)

Cause

It is not possible to create an Information Space without a dimension and a measure.

Action

Check that you have added at least one dimension and one measure to the Information Space objects.

Password confirmation of the Information Space scheduling failed. (PS 30005)

Cause

The user credentials used for scheduling are invalid.

Action

Ensure the user credentials used for scheduling are correct for the selected Information Space.

While testing the objects, the query returns more than one record set. (PS 30006)

Cause

Some BusinessObjects universe objects are not compatible when used together because the test query returns more than one record set. An Information Space can use only one record set.

Action

If you have the appropriate rights to create Information Spaces, open the Information Space in Edit mode, using the options on the "Manage Spaces" tab. Modify the selection of objects so that only one context is selected for the Information Space definition. If you do not have the rights to do this, contact your IT administrator.

While testing the objects the query has generated a Web Intelligence Report Engine exception. (PS 30007)

Cause

The objects in the BusinessObjects universe on which this Information Space is created are not compatible when used together.

Action

If you have the appropriate rights to create Information Spaces, open the Information Space in Edit mode, using the options on the "Manage Spaces" tab. Modify the selection of objects so that only one context is selected for the Information Space definition. If you do not have the rights to do this, contact your IT administrator.

A problem occurred while retrieving the public and favorite CMS (Central Management Server) folders. (PS 30008)

Cause

It is was not possible to retrieve the public and favorite folders from the SAP BusinessObjects Enterprise Central Management Server (CMS) folders.

Action

If you are a business user, check the exception detail for more information and speak with your IT administrator.

If you are an IT administrator, restart the Central Management Server (CMS).

A problem occurred while retrieving the Information Space list. (PS 30009)

Cause

A problem occurred while retrieving the Information Space scheduling details. It could be because it is not possible to connect to the Explorer Master server. The problem could also be caused by the scheduling tasks (or indexing), and Information Spaces InfoObjects.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, ensure the Explorer Master server has been started and is enabled via the CCM (Central Configuration Manager). If the problem continues, restart the CMS (Central Management Server).

You do not have sufficient rights to save an Information Space under the specified folder. (PS 30011)

Cause

You do not have sufficient rights to save an Information Space under the specified folder.

Action

Choose another folder to save the Space to. Alternatively, ask your administrator if you can access the folder.

A context must be selected before continuing. (PS 30013)

Cause

The selected objects require a context to become compatible.

Action

Check the selected objects and select a context by clicking **Browse** (the browse contexts button). A dialog appears allowing you to select available contexts.

You do not have sufficient rights to delete an Information Space in the specified folder. (PS 30015)

Cause

You do not have sufficient rights to delete an Information Space in the specified folder.

Action

Contact your administrator, who can modify your user rights as appropriate within the SAP BusinessObjects Enterprise Central Management Console (CMC).

You do not have sufficient rights to delete this Information Space. (PS 30016)**Cause**

You do not have sufficient rights to delete this Information Space.

Action

Contact your administrator, who can modify your user rights as appropriate within the SAP BusinessObjects Enterprise Central Management Console (CMC).

The search failed. (PS 40001)**Cause**

Search failed due to an I/O (Input/Output) exception.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator or an Information Space creator, index all the Information Spaces within your repository.

It is not possible to load the latest version of the search index. (PS 40002)**Cause**

The global search index is corrupted.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, restart the Explorer servers. If necessary, index the Information Space again.

It is not possible to retrieve more values. (PS 50001)**Cause**

An I/O (Input/Output) error occurred while reading the indexes.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator or an Information Space creator, index the Information Space.

It is not possible to generate the chart. (PS 50002)**Cause**

The chart could not be generated because there was an I/O (Input/Output) exception, or there was an internal charting error.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator or an Information Space creator, index the Information Space.

It is not possible to retrieve the measures list. (PS 50003)**Cause**

There was an I/O (Input/Output) exception, or there was an internal error.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator or an Information Space creator, index the Information Space.

It is not possible to retrieve the facets within the Explore tab. (PS 50004)**Cause**

There was an I/O (Input/Output) exception, or there was an internal error.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator or an Information Space creator, index the Information Space.

It is not possible to retrieve the data table values. (PS 50005)**Cause**

There was an I/O (Input/Output) exception, or there was an internal error.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator or an Information Space creator, index the Information Space.

It is not possible to begin exploration of the Information Space. (PS 50006)**Cause**

There was an I/O (Input/Output) exception, or there was an internal error.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator or an Information Space creator, index the Information Space.

It is not possible to stop exploration of the Information Space. (PS 50008)**Cause**

There was an error while closing the Information Space.

Action

Restart your user session.

If the problem persists an IT administrator must restart the Explorer servers.

Server error occurred while trying to perform an export request. (PS 50100)

Cause

Server error occurred while trying to perform an export request. It can be due to the following:

- The index path is not set.
- There was an I/O (Input/Output) exception.

Action

Check the exception detail for more information and speak with your administrator.

If you are an Information Space creator or an IT administrator, ensure the following:

- Index the Information Space you are trying to export.

If you are an IT administrator, ensure the following:

- Check that the index path is configured correctly and that the path exists.

Server error occurred while trying to retrieve an export result. (PS 50101)

Cause

A server error occurred while trying to retrieve an export result. SAP BusinessObjects Explorer was not able to retrieve a service.

Action

Speak to your administrator. If you are an IT administrator, start (or enable) the servers.

Server error occurred while trying to cancel an export task: no task identifier provided in request. (PS 50102)

Cause

Server error occurred while trying to cancel an export task.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, ensure that the Explorer servers are in sync with the Explorer web application version.

The export format is not recognized by the server. (PS 50103)

Cause

The export format is not recognized by the server.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, ensure that the Explorer servers are in sync with the Explorer web application version.

Alternatively, ensure that the export format specified is supported.

The destination in the export request is not recognized by the server. (PS 50104)

Cause

The destination in the export request is not recognized by the server.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, ensure that the Explorer servers are in sync with the Explorer web application version.

Alternatively, ensure the destination type specified for the export is supported.

The export format and the destination specified are not compatible. (PS 50105)

Cause

The export format and the destination specified are not compatible.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, ensure that the Explorer servers are in sync with the Explorer web application version.

Alternatively, ensure that the export format and destination type specified for the export are supported.

A server error occurred while interacting with the data provider. (PS 50106)

Cause

Server error occurred while interacting with the data provider. The Universe or Information Space was not found.

Action

Check that the Information Space or the underlying BusinessObjects universe exists on the SAP BusinessObjects Enterprise server. You can check this using either SAP BusinessObjects Explorer or SAP BusinessObjects InfoView. If it exists, then check you have the rights to it via the SAP BusinessObjects

Enterprise Central Management Console (CMC). If you do not have rights to access the CMC yourself, ask your administrator to check this for you.

IT administrators can amend user rights for Objects, Universes, and Applications within the CMC.

Some data received by the export engine is either illegal or not supported, or the request does not follow expected syntax. (PS 50107)

Cause

Data received by the export engine is illegal or is not supported.

Action

Check the exception detail for more information and speak with your administrator.

If you are an IT administrator, ensure that the Explorer servers are in sync with the Explorer web application version.

A server error occurred while interacting with the data provider. (PS 50108)

Cause

A server error occurred while interacting with the data provider. The exploration state you are exporting is not supported.

The facet value for filtering is not as expected.

Action

Try selecting other facet values. Refer to error message number: WIS 10703 for further information.

The current data set is too large for this export. (PS 50109)

Cause

The current data set is too large for export to other applications.

Action

Reduce the data set by filtering or modifying your facet value selection and then try to export again.

Server error occurred while analyzing the prompt. (PS 50201)

Cause

A server error occurred while analyzing the prompt. The server failed to analyze the set of objects defined within the Information Space. Some objects may have been modified or even deleted within the data provider (BusinessObjects universe or NetWeaver BWA index) upon which this Information Space is created, since its creation or the last time it was indexed.

Action

Contact your administrator.

If you are an IT administrator, confirm that the Information Space objects conform to the objects available on the data provider

Server error occurred while submitting the prompt inputs. (PS 50202)

Cause

A server error occurred while submitting the prompt inputs.

The error occurred while the server was analyzing the prompt inputs. It may have been caused by a invalid input value.

Action

Ensure that the selected values have the correct format or are the correct type.

Some prompt inputs are missing. (PS 50203)

Cause

Some prompt inputs are missing.

Some of the prompts have no selected values, but they are necessary to validate the request.

Action

Check if all the mandatory prompts have been filled correctly.

If you have access to the data source, check that all required prompts have marked to be mandatory.

Server error occurred while saving the prompt inputs. (PS 50205)

Cause

A server error occurred while saving the prompt inputs.

Action

If the chosen values selected for the prompts do not appear in the **Summary** tab, try to validate the Information Space again.

Additionally, check if the selected values for each prompt have been saved within the Information Space. Select them again if needed.

The selected objects are not compatible. (PS 50206)

Cause

The selected objects are not compatible.

The server has detected incompatible objects within the Information Space
These objects lead to multiple result sets, and this is not supported.

Action

Modify the Information Space to ensure that incompatible objects are removed.

More Information

Information Resource	Location
SAP BusinessObjects product information	http://www.sap.com
SAP Help Portal	<p>Select http://help.sap.com > SAP BusinessObjects.</p> <p>You can access the most up-to-date documentation covering all SAP BusinessObjects products and their deployment at the SAP Help Portal. You can download PDF versions or installable HTML libraries.</p> <p>Certain guides are stored on the SAP Service Marketplace and are not available from the SAP Help Portal. These guides are listed on the Help Portal accompanied by a link to the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p>

Information Resource	Location
SAP Service Marketplace	<p>http://service.sap.com/bosap-support > Documentation</p> <ul style="list-style-type: none"> • Installation guides: https://service.sap.com/bosap-instguides • Release notes: http://service.sap.com/releasenotes <p>The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.</p>
Developer resources	<p>https://boc.sdn.sap.com/</p> <p>https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p>
SAP BusinessObjects articles on the SAP Community Network	<p>https://www.sdn.sap.com/irj/boc/businessobjects-articles</p> <p>These articles were formerly known as technical papers.</p>
Notes	<p>https://service.sap.com/notes</p> <p>These notes were formerly known as Knowledge Base articles.</p>
Forums on the SAP Community Network	<p>https://www.sdn.sap.com/irj/scn/forums</p>

Information Resource	Location
<p>Training</p>	<p>http://www.sap.com/services/education</p> <p>From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.</p>
<p>Online customer support</p>	<p>http://service.sap.com/bosap-support</p> <p>The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p>
<p>Consulting</p>	<p>http://www.sap.com/services/bysubject/businessobjectscounseling</p> <p>Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology.</p>

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