

## Business Intelligence Suite Error Messages Explained



# Table of Contents

<b>1</b>	<b>Document History</b>	<b>57</b>
<b>2</b>	<b>Administration &amp; Security Error Messages</b>	<b>58</b>
2.1	Administration (ADM) Errors	58
2.2	Administration Wizard (ADW) Error Messages	58
2.3	BIP Framework Middleware (FWM) Error Messages	58
2.3.1	FWM 00001 - FWM 00012	59
2.3.2	FWM 01001 - FWM 01014	63
2.3.3	FWM 02001 - FWM 02137	67
2.3.4	FWM 03002 - FWM 03012	96
2.3.5	FWM 04002 - FWM 04038	99
2.3.6	FWM 05001 - FWM 05003	111
2.3.7	FWM 08001 - FWM 08006	112
2.3.8	FWM 10001 - FWM 10007	114
2.3.9	FWM 12001 - FWM 12013	116
2.3.10	FWM 14001 - FWM 14009	120
2.3.11	FWM 16001 - FWM 16005	124
2.3.12	FWM 17001 - FWM 17003	125
2.3.13	FWM 20030 - FWM 20032	126
2.3.14	FWM 22001 - FWM 22024	127
2.3.15	FWM 23000 - FWM 23066	133
2.3.16	FWM 24001	156
2.3.17	FWM 25001	157
2.4	BI Platform Servers (FWB) Error Messages	157
2.4.1	FWB 00001 - FWB 00999	157
2.4.2	FWB 01000 - FWB 01999	184
2.4.3	FWB 02000 - FWB 02999	186
2.4.4	FWB 06001 - FWB 06005	187
2.4.5	FWB 07001 - FWB 07004	188
2.5	Security (USR) Errors	189
2.5.1	You are not authorized to use Designer. (USR0006)	189
<b>3</b>	<b>Analysis, edition for OLAP Errors</b>	<b>190</b>
3.1	AOC 00000 - 09999	190
3.1.1	There was a problem replacing the original workspace. Try again or use Save As. (AOC00001)	190
3.1.2	Analysis, edition for OLAP was unable to save the workspace for an unknown reason. Try using 'Save As' to save the workspace and ensure all entry fields are populated. If this problem persists, contact your administrator. (AOC00002)	190

3.1.3	Analysis, edition for OLAP could not save the workspace. There are a number of possible causes. Your session may have timed out, the network may be encountering problems, or the Enterprise server may be offline. If the problem was caused by a session timeout, your workspace may have been saved in your Favorites folder. If this problem persists, log off and log on again. (AOC00003).....	191
3.1.4	Analysis, edition for OLAP could not open the workspace. The workspace has been corrupted. Please contact your administrator. (AOC00005) .....	191
3.1.5	Analysis, edition for OLAP could not find the requested workspace. It may have been deleted. (AOC00006).....	191
3.1.6	An error occurred while restoring the workspace. Please contact your administrator. (AOC00007).....	192
3.1.7	Analysis edition for OLAP could not save the workspace. The name is missing. Please enter a valid name and try again. (AOC00008).....	192
3.1.8	Analysis, edition for OLAP could not save the workspace. The workspace folder is missing. Select a valid folder and try again. (AOC00009) .....	192
3.1.9	You do not have permission to save to this folder. Contact your administrator if you need this permission enabled. (AOC00011).....	193
3.1.10	An error occurred while trying to retrieve connections from the BI platform server. Contact an administrator to verify that the server is running. (AOC00012).....	193
3.1.11	An error occurred while trying to retrieve connections. Not all connections were available. If the problem persists, contact your administrator. (AOC00013).....	193
3.1.12	You do not have permission to perform the requested action. If you require assistance, please contact your system administrator. (AOC00018).....	194
3.1.13	No OLAP Connections are available. There may be no connections defined in the Central Management Console, or you may not have rights to view any existing OLAP connections. Please contact your administrator for more information. (AOC00020).....	194
3.1.14	Analysis, edition for OLAP was unable to complete the last action. Please try again. If the problem persists, contact your administrator. (AOC00021).....	195
3.1.15	Analysis, edition for OLAP was unable to remove "{0}". The analysis has lost its connection. The workspace must be closed and then opened again to re-establish the connection. (AOC00022).....	195
3.1.16	An error has occurred while fetching the report parameters. Try the operation again. If the problem persists, please contact your administrator. (AOC00023).....	195
3.1.17	The requested operation was not completed successfully because the Analysis, edition for OLAP client cannot reach the MDAS Service. Try the operation again. If the problem persists, please contact your administrator. (AOC00040).....	196

3.1.18	An error occurred in the MDAS service while processing a request from Analysis, edition for OLAP. Try the operation again. If the problem persists, please contact your administrator. (AOC00041).....	196
3.1.19	Analysis, edition for OLAP was unable to open a connection. Verify that the username and password are correct and try again. If this problem persists, contact your administrator. (AOC00044).....	197
3.1.20	An error occurred in the MDAS service while processing a request from Analysis, edition for OLAP, because it put the query into an invalid state. This error may have resulted from an attempt to put all hierarchies onto the same axis. If the problem persists, please contact your administrator. (AOC00045).....	197
3.1.21	An error occurred in the MDAS Service while processing a request from Analysis, edition for OLAP, because there is a hierarchy conflict. This conflict may have resulted from an attempt to put two mutually exclusive hierarchies onto the same axis. If the problem persists, please contact your administrator. (AOC00046).....	198
3.1.22	The requested operation could not be completed because the resulting query exceeded the maximum amount of permitted data cells. Contact your administrator to alter the maximum data cell limit for the MDAS service in the CMC. (AOC00047).....	198
3.1.23	This member cannot be removed because it will result in no members being selected for this hierarchy. (AOC00048).....	198
<b>4</b>	<b>BI Semantic Layer RESTful Web Services (WSR) Error Messages. ....</b>	<b>200</b>
4.1	WSR 00080 - WSR 00999.....	200
4.1.1	Document {0} does not exist or your security profile does not allow you to access it. (WSR 00080).....	200
4.1.2	Unexpected error. (WSR 00999).....	200
4.2	WSR 02000 - WSR 02005.....	201
4.2.1	Invalid query id: {0}. (WSR 02000).....	201
4.2.2	Missing query specification element. (WSR 02002).....	201
4.2.3	Invalid query specification version: {0}. (WSR 02003).....	202
4.2.4	Invalid comparison operator: "{0}". (WSR 02004).....	202
4.2.5	Invalid correlation type: "{0}". (WSR 02005).....	202
4.3	WSR 03000 - WSR 03004.....	203
4.3.1	Duplicated query option: {0}. (WSR 03000).....	203
4.3.2	Unsupported query option: {0}. (WSR 03001).....	203
4.3.3	Query option "{0}" has to be set. (WSR 03002).....	203
4.3.4	Invalid value for "{0}" query option: "{1}". Boolean value is expected (true/false). (WSR 03003).....	204
4.3.5	Invalid value for "{0}" query option: "{1}". Integer value is expected. (WSR 03004).....	204
4.4	WSR 05000 - WSR 05002.....	204
4.4.1	Invalid flow ID: {0}. (WSR 05000).....	204



4.4.2	Only {0} rows available. (WSR 05001).....	205
4.4.3	Invalid entity name: {0}. (WSR 05002).....	205
<b>5</b>	<b>BIP Servers (FWR) Error Messages. ....</b>	<b>206</b>
5.1	FWR 000001-000007. ....	206
5.1.1	_a_An internal error occurred. Please contact your system administrator. (FWR 000001)_z_.....	206
5.1.2	_a_The property {0} is missing a value. (FWR 000002)_z_.....	206
5.1.3	_a_The property {0} has an invalid value of {1}. (FWR 000003)_z_.....	207
5.1.4	_a_The argument {0} has an invalid value of {1}. (FWR 000004)_z_.....	207
5.1.5	_a_An error occurred while deserializing an object. (FWR 000005)_z_.....	207
5.1.6	_a_An error occurred while serializing property {0}. (FWR 000006)_z_.....	208
5.1.7	_a_The value for {0} must be in the range from {1} to {2}. (FWR 000007)_z_.....	208
5.2	FWR 100001-100002. ....	208
5.2.1	Internal error. Please contact your system administrator. (FWR 100001).....	208
5.2.2	Out of memory error. Please contact your system administrator. (FWR 100002).....	209
<b>6</b>	<b>Crystal Reports Server (CRS) error messages. ....</b>	<b>210</b>
6.1	CRS 200001- CRS 200005. ....	210
6.1.1	Internal error. Please contact your system administrator. (CRS 200001).....	210
6.1.2	Out of memory error. Please contact your system administrator. (CRS 200002).....	210
6.1.3	Request failed because the user does not have the right to do the following: {0}. (CRS 200003).....	211
6.1.4	Unsupported run-time modification detected. Can not add user specific content at run-time. (CRS 200004).....	211
6.1.5	Drill down not possible. (CRS 200004) (CRS 200005).....	211
6.2	CRS 300001- CRS 300024. ....	212
6.2.1	Internal error. Please contact your system administrator. (CRS 300001).....	212
6.2.2	{0} (CRS 300002).....	212
6.2.3	{0} (CRS 300003).....	212
6.2.4	Error writing exported report to disk. (CRS 300004).....	213
6.2.5	Error communicating with BOE: {0} (CRS 300005).....	213
6.2.6	Scope batch job processing failed. (CRS 300006).....	213
6.2.7	Global delivery rule alert processing failed. (CRS 300007).....	214
6.2.8	Unable to deliver document to destination. (CRS 300008).....	214

6.2.9	Unable to find personalization target field: {0} in report. (CRS 300009).....	214
6.2.10	Cannot map BOE profile value to non-string parameter field: {0} (CRS 300010).....	215
6.2.11	Cannot map a profile expression to a parameter field: {0} (CRS 300011).....	215
6.2.12	Parameter field(s): {0} are not optional. Cannot set no value. (CRS 300012).....	215
6.2.13	Parameter field(s): {0} do not allow multiple values. (CRS 300013).....	216
6.2.14	Parameter field(s): {0} are in use and require a value. (CRS 300014).....	216
6.2.15	Parameter field(s): {0} do not allow null values. (CRS 300015).....	216
6.2.16	The publication source document does not have saved data, but saved data is required. (CRS 300016).....	217
6.2.17	Unable to convert profile value type to report field type for field: {0} (CRS 300017).....	217
6.2.18	Personalizing data parameter(s): {0} can result in poor performance by potentially causing 1 database refresh per recipient. (CRS 300018).....	217
6.2.19	Cannot personalize boolean group parameter(s): {0}. Personalizing a parameter in a boolean group is not supported. (CRS 300019).....	218
6.2.20	User does not have right to print document. (CRS 300020).....	218
6.2.21	User does not have right to download document and only has rights to schedule to the default enterprise location and inbox destinations. (CRS 300021).....	218
6.2.22	Failed to schedule a multilingual report. (CRS 300022).....	219
6.2.23	Failed to trigger alert within the report. (CRS 300023).....	219
6.2.24	Could not run publication because the document is based on a semantic layer with user-specific security, and publication is not using per-recipient bursting mode. (CRS 300024).....	219
<b>7</b>	<b>Data Access Error Messages. ....</b>	<b>220</b>
7.1	Data Provider (DMA) Error Messages. ....	220
7.1.1	Bad hierarchy name (DMA0002).....	220
7.1.2	Export failed! (DMA0005).....	221
7.1.3	Editing this data provider requires an additional BusinessObjects component which has not been installed on your computer. Please contact your system administrator. (DMA0006).....	222
7.1.4	The following data providers have not been successfully refreshed (DMA0007).....	222
7.1.5	A variable prevented the data provider from being refreshed. (DMA0008).....	223
7.2	File (DPP) Error Messages. ....	223

7.2.1	Cannot open file. (DPP0001)	224
7.2.2	You are not authorized to use this stored procedure. (DPP0002)	224
7.3	Connection (DPQ) Error Messages.	224
7.3.1	Connection is not defined. (DPQ0001)	225
7.3.2	The server is not responding! (DPQ0003)	225
7.3.3	Connection problem (DPQ0005)	226
7.3.4	Does not exist. (DPQ0006)	226
7.4	Stored Procedures (DPS) Error Messages.	227
7.4.1	This stored procedure has been removed. (DPS0001)	227
7.4.2	You are not allowed to use this stored procedure (DPS0002)	227
7.5	SQL (QPF) Error Messages.	228
7.5.1	The only authorized SQL command is ""Select"" (QPF0001)	228
7.6	SQL Query (QP) Error Messages.	228
7.6.1	Error during SQL generation. (QP0001)	228
7.6.2	Internal memory error during SQL generation. (QP0002)	229
7.6.3	Memory error during SQL generation. (QP0003)	229
7.6.4	Incompatible combination of objects. (QP0004)	229
7.6.5	Outer joins are incoherent. (QP0005)	230
7.6.6	Cartesian product not allowed. (QP0006)	230
7.6.7	The query does not reference a table. (QP0007)	231
7.6.8	There is a reference to a table that has been deleted. (QP0008)	231
7.6.9	One of the objects in the query is not valid. (QP0009)	231
7.6.10	One of the properties in the query is not valid. (QP0010)	232
7.6.11	The .PRM file cannot be found. (QP0011)	232
7.6.12	The complex condition has created a Cartesian product. (QP0013)	232
7.6.13	Loop in complex condition. (QP0014)	233
7.6.14	This query is too complex. One of the subqueries contains incompatible objects. (QP0015)	233
7.6.15	The server is not responding. (QP0016)	234
7.6.16	Columns of the SELECT clause are different from the result objects. (QP0017)	234
7.6.17	Syntax error in variable. (QP0018)	234
7.6.18	You are not authorized to use the object. (QP0019)	236
7.6.19	Aggregate aware resolution failed. (QP0020)	236
7.6.20	Ambiguous condition on a measure. Remove it or cancel your scope of analysis. (QP0021)	237
7.6.21	You cannot create a new tab before including at least one result object in this tab. (QP0022)	237
7.6.22	You cannot combine subqueries. (QP0023)	237
7.6.23	You cannot delete this query. You must delete the condition first. (QP0025)	238

7.6.24	Some obsolete objects have been removed from the query. (QP0027) .....	238
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## **8 Data Federation (DFA) Error Messages. .... 239**

8.1	Cannot find the data federation driver. (DFA 0003).....	239
8.2	Problem getting metadata for catalogs. (DFA 00010).....	239
8.3	Cannot retrieve driver properties for URL : '{0}' (DFA 0030).....	240
8.4	An internal error occurred. (DFA 20001).....	240
8.5	Problem getting metadata for catalogs. (DFA 30001).....	240
8.6	Cannot connect to the server that hosts the data federation service. (DFA 40001).....	241
8.7	Cannot find the data federation driver. (DFA 40002).....	241
8.8	Cannot retrieve driver properties for URL : '{0}' (DFA 40003).....	241
8.9	An error occurred when retrieving connection id. (DFA 40004).....	242
8.10	An error occurred when explaining the query on the data federation query engine. (DFA 50001).....	242
8.11	The list of functions cannot be retrieved from the data federation service. (DFA 50002).....	242
8.12	An error occurred when executing the query on the data federation query engine. (DFA 50003).....	243
8.13	An error occurred while executing an XPath query on the XML result returned by the data federation service. (DFA 50004).....	243
8.14	An error occurred while parsing the XML returned by the data federation service. (DFA 50005).....	243
8.15	An error occurred while preparing a query. (DFA 50006).....	244
8.16	Cannot get system properties. (DFA 60001).....	244
8.17	An error occurred while cancelling a query. (DFA 50007).....	244
8.18	Too many rows to display. Maximum allowed is '999'. (DFA 50008).....	245
8.19	Cannot reset the configuration for connector '{0}'. (DFA 60002).....	245
8.20	Cannot get the configuration for connector '{0}'. (DFA 60003).....	245
8.21	Cannot update the configuration for connector '{0}'. (DFA 60004).....	246
8.22	Cannot ping the connector '{0}'. (DFA 60005).....	246
8.23	Cannot get the connector '{0}' capabilities. (DFA 60006).....	246
8.24	Cannot retrieve statistics from the data federation service. (DFA 70001).....	247
8.25	Cannot update statistics. (DFA 70002).....	247
8.26	Cannot get system parameters. (DFA 80002).....	247
8.27	Cannot get session parameters. (DFA 80003).....	248
8.28	Cannot get startup parameters. (DFA 80004).....	248
8.29	Cannot update the system parameter '{0}'. (DFA 80005).....	248
8.30	Cannot update the session parameter '{0}'. (DFA 80006).....	249
8.31	Cannot restore default value of system parameters. (DFA 80007).....	249

<b>9</b>	<b>Document and Universe Exchange Error Messages. ....</b>	<b>250</b>
9.1	Category (CAT) Error Messages. ....	250
9.1.1	The category name contains invalid characters. Valid characters are: (CAT0001) .....	250
9.2	Document Exchange (DX) Error Messages. ....	250
9.2.1	Cannot generate temporary file. (DX0001) .....	251
9.2.2	The file will not be secured on your workstation. (DX0002) .....	251
9.2.3	RSS file not accessible. (DX0003) .....	252
9.2.4	Wrong SQL used. (DX0004) .....	252
9.2.5	Error during import. (DX0005) .....	252
9.2.6	Error during import. (DX0007) .....	253
9.2.7	Unknown error during import of <document>. Import canceled. <document> cannot be imported. (DX0009) .....	253
9.2.8	Unable to close <document>. Import canceled. <document> cannot be imported. (DX0010) .....	254
9.2.9	Unable to create file associated with <document>. Import canceled. <document> cannot be imported. (DX0011) .....	254
9.2.10	Unable to delete previous file. Import canceled. <document> cannot be imported. (DX0012) .....	255
9.2.11	Unable to write to <document>. Import canceled. <document> cannot be imported. (DX0014) .....	255
9.2.12	The file cannot be deleted. (DX0017) .....	256
9.2.13	The file name is not compliant with the platform you are working on. Change the name. (DX0018) .....	256
9.2.14	You requested to export the secured file <document>. This action on the file is forbidden to you. The export was canceled for <document>. (DX0022) .....	257
9.2.15	Unknown error during export of <document>. Export stopped. <document> not exported. (DX0024) .....	257
9.2.16	Database error during export of <document>. Export stopped. <document> not exported. (DX0025) .....	258
9.2.17	Break during export of <document>: Export has stopped. <document> is not exported. (DX0026) .....	259
9.2.18	Cannot open file associated with <document>. <document> not exported. (DX0027) .....	259
9.2.19	Cannot load the dll. Check the Microsoft Exchange installation. (DX0037) .....	259
9.2.20	Cannot open file associated with <document>. (DX0040) .....	260
9.2.21	Cannot send the message. (DX0041) .....	260
9.2.22	Unable to get the document's properties! (DX0044) .....	260
9.2.23	Database error (DX0045) .....	261
9.2.24	The document domain is not responding! (DX0046) .....	261

9.2.25	You need a more recent version of BusinessObjects to import this document. (DX0047) .....	262
9.2.26	Document deletion failed. (DX 00050) .....	262
9.3	Universe Exchange (UX) Error Messages. ....	263
9.3.1	UX0001 - UX0019. ....	263
9.3.2	UX0020 - UX0039. ....	266
9.3.3	UX0040 - UX0049. ....	270
9.3.4	UX0050 - UX0059. ....	275
9.3.5	UX0060 - UX0071. ....	279
<b>10</b>	<b>Enterprise Application Errors. ....</b>	<b>285</b>
10.1	Enterprise Applications - SAP (EAS) Errors. ....	285
10.1.1	EAS 10001 - 10010. ....	285
10.1.2	EAS 30001. ....	289
<b>11</b>	<b>BI Platform Client Framework (FWC) Error Messages .....</b>	<b>290</b>
11.1	(FWC 00001) The embedToken URL parameter is invalid or is being encrypted with a password not matching the logon.embed.secret setting. ....	290
11.2	(FWC 00002) The required option, {0}, is missing from {1}. ....	290
11.3	(FWC 00003) The option {0} configured in file {1} has an invalid value. ....	291
11.4	(FWC 00004) <reserved> .....	291
11.5	(FWC 00005) The embedToken URL parameter has expired according to the configuration logon.embed.timeout option in the global.properties file. ....	291
11.6	(FWC 00006) This page has expired. Please enter your user information and try again. ....	292
11.7	(FWC 00007) The required embedSecret parameter is not configured. It needs to be set to the same value as the logon.embed.secret option configured in BOE.war. ....	292
11.8	(FWC 00008) The portal encountered an internal error while processing the embedToken. ....	293
11.9	(FWC 00009) The EmbedSecret property is not configured in the system with alias: {0}. ....	293
<b>12</b>	<b>Publishing (FBE) Errors. ....</b>	<b>294</b>
12.1	FBE 40000 - 49999. ....	294
12.1.1	The method {0} was called with the parameter {1} set to null. Please initialize this parameter. (FBE42001) .....	294
12.1.2	The Post-Processing plugin with class {0} could not be located. Did you configure your publication properly? (FBE42003) .....	294
12.1.3	Unable to download the artifact's files. Is the FRS accessible, and are the file access permissions configured properly? (FBE42008) .....	295
12.1.4	The publication's OnPostProcessPersonalizedDocs plugin is not defined for merge format(CeMergedFormat): {0}. Did you configure your publication properly? (FBE42009) .....	295

12.1.5	An IO Error occurred while attempting to merge artifacts into zip file {0}. Are the file access rights configured properly? (FBE42014).....	295
12.1.6	A publication instance with ID {0} is already being processed and cannot be restarted until the initial run has completed. (FBE42016).....	296
12.1.7	Empty global delivery rule expression specified. Did you properly configure your publication? (FBE42017).....	296
12.1.8	Global delivery rule document with CUID {0} is not valid. Did you properly configure your publication? (FBE42018).....	297
12.1.9	Publication with ID {0} has an inaccessible source document. Did you configure your publication properly? (FBE42033).....	297
12.1.10	The document with ID {0} does not use the IPublicationInfo interface and cannot be processed with this publication. (FBE42034).....	297
12.1.11	The BusinessObjects report engine could not handle the specified report type {0}. (FBE42042).....	298
12.1.12	Unable to find the static document with CUID {0} during distribution. Did you configure your publication properly? (FBE42044).....	298
12.1.13	Unable to find the publication artifact with ID {0} during distribution. (FBE42045).....	298
12.1.14	Unable to find the destination plugin with prog ID {0}. Did you configure your publication properly? (FBE42046).....	299
12.1.15	Unable to find the last processed recipient {0} in the data provider's data. If the database changed since the last run, please reschedule the publication. (FBE42048).....	299
12.1.16	The post-distribution plugin with class {0} failed to execute. Did you configure your plugin properly? (FBE42049).....	299
12.1.17	Failed to merge MHTML documents. (FBE42050).....	300
12.1.18	Could not find HTML part of MHTML document. (FBE42051).....	300
12.1.19	Unable to find valid profile value from principal with ID {0} for Profile with ID {1}. (FBE42052).....	300
12.1.20	Scheduling the global delivery rule document failed. (FBE42055).....	301
12.1.21	Unable to schedule document with id {0} for publication with id {1} due to insufficient access rights to the source document. (FBE42056).....	301
12.1.22	Unable to find a profile filter expression for the document type "{0}" for the user or group ID {1} and profile ID {2}. Ensure that your administrator has set a filter expression for document type "{0}" in the profile in the Central Management Console. (FBE42057).....	302
12.1.23	Unable to download MHTML documents. Please contact your administrator to ensure the Central Management Server and the Input and Output File Repository Servers servers are running properly. (FBE42058).....	302
12.1.24	Could not upload administrative logs to CMS: {0} (FBE42059).....	302
12.1.25	An enterprise user name "{1}" was specified for the dynamic recipient "{0}" but no enterprise user with that user name exists. (FBE42060).....	303



12.1.26	Multiple enterprise user names were specified for the dynamic recipient with ID "{0}". Only one enterprise user name may be specified per dynamic recipient. (FBE42061).....	303
12.1.27	A task was unexpectedly interrupted while waiting to be processed for publication with ID {0}. (FBE42062).....	303
12.1.28	A service instance could not be found for process the document with ID "{0}", Name "{1}", Kind "{2}". (FBE42063).....	304
12.1.29	Service with ID "{0}", Name "{1}" hosted on server with ID "{2}" does not specify the maxJobs property. (FBE42064).....	304
12.1.30	Service Hosts were not found for the service with ID "{0}", Name "{1}". (FBE42066).....	304
12.1.31	StatusMonitor query for job status did not return result for job with ID "{0}". Was the object deleted? (FBE42067).....	305
12.2	FBE 60000-69999.....	305
12.2.1	Unable to find the infostore service. Is your CMS running and configured properly? (FBE 60002).....	305
12.2.2	An SDKException was caught. Is your CMS running and configured properly? (FBE 60003).....	306
12.2.3	Unable to determine publication submitter ID in publication instance '{0}' (ID: {1}) - processing cannot continue! Did you configure your publication properly? (FBE 60004).....	306
12.2.4	Unable to determine publication owner ID in publication instance '{0}' (ID: {1}) - processing cannot continue! Did you configure your publication properly? (FBE 60005).....	306
12.2.5	Distribution to destination {0} failed. Recipient: {1}, Document Scope: {2}. {3} (FBE 60013).....	307
12.2.6	Unable to find any distributable documents in scope batch with ID {0}. Please check your publication configuration and ensure that the CMS is running. (FBE 60016).....	307
12.2.7	Unsupported Destination Type: {0}. Did you properly configure your publication? (FBE 60019).....	308
12.2.8	Could not complete post-distribution event handlers in scope batch with SI_ID {0}. Did you properly configure your publication? (FBE 60022).....	308
12.2.9	Unable to find a static document with ID {0} for scope batch with SI_ID {1}, scope {2}. (FBE 60025).....	308
12.2.10	Unable to find a publication document with source document SI_ID {0}, format {1} for scope batch with ID {2}, scope {3}. (FBE 60026).....	309
12.2.11	Invalid plugin configuration for plugin: {0}. Did you properly configure your publication? (FBE 60027).....	309
12.2.12	Failed to execute post-distribution plugin {0} for scope batch {1} [recipients "{2}" to "{3}"]. (FBE 60029).....	309
12.2.13	Unable to grant View/ViewInstance rights on the Artifact with ID {0} for scope batch object with ID {1}. Is everything configured correctly? (FBE 60033).....	310

12.2.14	Unable to find any distributable documents in scope batch with ID {0}, scope {1}. (FBE 60034).....	310
12.2.15	Cannot deliver artifact because you do not have the "Subscribe to publications" right on enterprise recipient \"{0}\" (id {1}). Contact your BusinessObjects Business Intelligence platform administrator to be granted this right. (FBE 60036).....	310
12.2.16	Waiting for distribution job to complete. Job ID:%1, name:%2, kind:%3 in %4 state (FBE 60037).....	311
12.2.17	There are no To or CC addresses in the SMTP options. Email delivery without an address will fail. The To or CC address should include either an email address or the %SI_EMAIL_ADDRESS% placeholder. (FBE 60038).....	311
12.2.18	Attempted to replace an %SI_EMAIL_ADDRESS% placeholder, but the email address for the recipient with user name \"{0}\" is empty or missing. (FBE 60039).....	312
12.2.19	Skipping clean-up of the scope batch and artifacts because auditing is enabled. (FBE 60040).....	312
12.2.20	Unable to download MHTML documents. Please contact your administrator to ensure the Central Management Server and the Input and Output File Repository Servers servers are running properly. (FBE 60041).....	312
12.2.21	Invalid expression {0} specified for the global delivery rule document with ID: {1}. Global delivery rule check can not continue. Is your publication configured properly? (FBE 60100).....	313
12.2.22	Publication global delivery rule document with ID {0} is invalid. Is your publication configured properly? (FBE 60101).....	313
12.2.23	Failed to schedule the global delivery rule document with ID {0}: {1} (FBE 60105).....	313
12.2.24	Unable to query global delivery document with ID {0}. (FBE 60106).....	314
12.2.25	Waiting for global delivery rule job to complete. Job ID:%1, name:%2, kind:%3 in %4 state (FBE 60107).....	314
12.2.26	Post-processing plugin failure! Cannot instantiate plugin class {0}. (FBE 60208).....	314
12.2.27	The publishing service is not started or was restarted while the publication job was running. (FBE 60211).....	315
12.2.28	WebI publications support only the "One database fetch for all recipients" and "One database fetch per recipient" bursting methods. (FBE 60212).....	315
12.2.29	This publication references a profile object with ID {0} that no longer exists in the system. (FBE 60213).....	315
12.2.30	Unable to find a static document with ID {0} for scope batch with ID {1}, scope {2}. (FBE 60216).....	316
12.2.31	Unable to find a publication document with source document ID {0}, format {1} for scope batch with ID {2}, scope {3}. (FBE 60217).....	316
12.2.32	Plugin artifact {0} with ID {1} for scope batch with ID {2} does not specify a destination. (FBE 60218).....	316

12.2.33	An artifact {0} with ID {1} for scope batch with ID {2} does not contain enough information to be distributed. (FBE 60219).....	317
12.2.34	Error retrieving document objects for scope batch with ID {0}. (FBE 60220).....	317
12.2.35	An unsupported bursting mode for this publication was chosen. (FBE 60224).....	317
12.2.36	{0} publications do not support "One database fetch for all recipients" bursting method. (FBE 60225).....	318
12.2.37	{0} publications do not support "One database fetch for each batch of recipients" bursting method. (FBE 60226).....	318
12.2.38	{0} publications do not support "One database fetch per recipient" bursting method. (FBE 60227).....	318
12.2.39	{0} publications do not support selected bursting method. (FBE 60228).....	319
12.2.40	Unable to run redistribution for principal(s) {0} because they are not original publication recipients. (FBE 60314).....	319
12.2.41	Unable to run redistribution for dynamic recipient(s) {0} because they are not original publication recipients. (FBE 60315).....	319
12.2.42	Unable to find a profile filter expression for the document type "{0}" for the user or group '{1}' (ID: {2}) and profile '{3}' (ID: {4}). Please ensure that your administrator has set a filter expression for document type "{0}" in the profile in the Central Management Console. (FBE 60317).....	320
12.2.43	The user who scheduled the publication does not have the view right on the enterprise recipient principal with ID {0}. (FBE 60318).....	320
12.2.44	The user who scheduled the publication does not have the view right on the excluded enterprise recipient principal with ID {0}. (FBE 60319).....	321
12.2.45	The user who scheduled the publication does not have the view right on the profile with ID {0}. (FBE 60320).....	321
12.2.46	The user who scheduled the publication does not have the view right on the group with ID {0} which is a parent group of the principal '{1}' (ID {2}). Any profile values from this group and its parent groups will not be applied. (FBE 60321).....	321
12.2.47	The limit of {0} recipients per publication has been reached. User {1} with ID {2} was not processed. (FBE 60322).....	322
12.2.48	Unable to redistribute publication instance with ID {0}, because artifacts were not delivered to the default Enterprise location. (FBE 60323).....	322
12.2.49	Unable to locate precise publication with SI_ID {0}, and/or precise scope batch with SI_ID {1}. Is your publication configured properly, and is the CMS running? (FBE 60400).....	323
12.2.50	An exception was caught during post-processing. (FBE 60401).....	323
12.2.51	Unable to retrieve post-processing publication event handler (post-processing will be skipped). (FBE 60402).....	323

12.2.52	No scopes found in scope batch with SI_ID {0}. Is everything configured correctly? (FBE 60404).....	324
12.2.53	Post-processing plugin failure! Plugin class {0} threw an exception. (FBE 60405).....	324
12.2.54	Post-processing plugin class {0} returned a set of null or zero info objects. (FBE 60406).....	325
12.2.55	Unable to find a Post-Processing plugin matching the specified classname: {0}. (FBE 60408).....	325
12.2.56	A plugin-generated artifact was created that does not implement IPublicationInfo. The artifact may not be distributed properly: Title = '{0}', Kind = '{1}' (FBE 60409).....	325
12.2.57	An exception was caught while committing the plugin-generated artifacts created by the Post-Processing Plugin class {0}. (FBE 60410).....	326
12.2.58	An exception was caught while creating a plugin-generated artifact with progID {0} for the Post-Processing Plugin class {1}. (FBE 60411).....	326
12.2.59	An exception occurred while trying to retrieve artifact and static documents for this context: ScopeBatch = {0}, Destination = {1}, Plugin Class = {2} (FBE 60412).....	326
12.2.60	An exception occurred while trying to sort artifact and static documents (according to the source document order) for this context : ScopeBatch = {0}, Destination = {1}, Plugin Class= {2} (FBE 60413).....	327
12.2.61	An exception occurred while trying to retrieve the publication's source documents. (FBE 60414).....	327
12.2.62	Post-processing skipping scope level doc with SI_ID: {0} that was not listed as a source document on the publication. Is your publication configured correctly? (FBE 60415).....	327
12.2.63	Scheduling document job "{2}" (ID: {0}) failed: {1} (FBE 60502).....	328
12.2.64	There are no schedulable documents in the publication. (FBE 60503).....	328
12.2.65	The list of documents in the publications contains an empty value. Is everything configured correctly? (FBE 60504).....	329
12.2.66	Document '{0}' is an invalid publication document and cannot be published. (FBE 60505).....	329
12.2.67	Unable to add document field mappings into target document. Is everything configured correctly? (FBE 60506).....	329
12.2.68	Document '{0}' does not have exactly 1 instance containing state information (was either 0 or >1 or could not be retrieved). (FBE 60507).....	330
12.2.69	Waiting for scheduling job to complete. Job ID:%1, name:%2, kind:%3 in %4 state (FBE 60509).....	330
12.2.70	Warning while running document job "{0}" (id {1}): {2} (FBE 60510).....	331
12.2.71	Error while processing document "{0}" (id {1}): {2} (FBE 60512).....	331
12.2.72	Warning while processing document "{0}" (id {1}): {2} (FBE 60513).....	331

12.2.73	Document processing could not be started due to invalid parameters (FBE 60600).....	332
12.2.74	Plugin kind {0} could not be processed for publication (FBE 60601) .....	332
12.2.75	{0} exception, Message: {1} (FBE 60602).....	332
<b>13</b>	<b>GUI Error Messages. ....</b>	<b>333</b>
13.1	GUI (GUI) Error Messages. ....	333
13.1.1	The file name contains forbidden characters. (GUI0003) .....	333
13.1.2	File not found. Please verify the correct file name was given. (GUI0005) .....	333
13.1.3	<name> path not found. Please verify the correct path name was given. (GUI0006) .....	334
13.2	GUI (USU) Error Messages. ....	334
13.2.1	Cannot find <name>. Please check that all components have been correctly installed. (USU0001) .....	334
<b>14</b>	<b>Information Design Tool Messages . ....</b>	<b>336</b>
14.1	Information Design Tool (IDT) error messages. ....	336
14.1.1	IDT095... Converting universes. ....	336
14.1.2	IDT15... Connections. ....	340
14.2	Check Integrity Mapping (CIM) Error Messages .....	342
14.2.1	CIM 01100... Tables and columns. ....	342
14.2.2	CIM 01120... Variables. ....	348
14.2.3	CIM 01140... Input columns. ....	349
14.2.4	CIM 01200... Connections. ....	350
14.2.5	CIM 01300... Joins. ....	350
14.2.6	CIM 01400... Object expressions. ....	352
14.2.7	CIM 01500... Contexts. ....	362
14.2.8	CIM 01600... Parameters and lists of values. ....	364
14.2.9	CIM 01700... Query definitions. ....	371
14.2.10	CIM 01800... Resource dependencies. ....	373
14.3	Check Security Mapping (CSM) error messages. ....	373
14.3.1	CSM 00001... Data Security Profiles. ....	374
14.3.2	CSM 00100... Business Security Profiles. ....	380
<b>15</b>	<b>Information Engine Services (IES) Error Messages. ....</b>	<b>388</b>
15.1	IES 00001 -IES 01031 Query execution errors. ....	388
15.1.1	Query script generation failed. See your administrator. {0} (IES 00013).....	388
15.1.2	Some objects are no longer available in the universe. (IES 00001).....	388
15.1.3	You do not have sufficient rights to refresh the query. Some objects are not available to your user profile. Contact your administrator to request the necessary rights. (IES 00002).....	389

15.1.4	Some pre-defined filters are no longer available in the universe. (IES 00003).....	389
15.1.5	Some database tables are no longer available in the universe. (IES 00004).....	389
15.1.6	Invalid prompt definition. (IES 00005).....	390
15.1.7	Invalid aggregate aware definition. (IES 00006).....	390
15.1.8	A filter contains a wrong value. You cannot run this query. (IES 00007).....	390
15.1.9	The query cannot run because it contains objects that reference incompatible tables. (IES 00008).....	391
15.1.10	You cannot run the query because an advanced filter contains an incompatible object. Try simplifying the filter set and run your query again. (IES 00009).....	391
15.1.11	The universe does not allow using a complex expression in a GROUP BY statement. You cannot run this query. (IES 00010).....	392
15.1.12	The expression "{0}" contains multiple attributes. This syntax is not supported in this version. (IES 00011).....	392
15.1.13	You cannot run this query because it will produce a Cartesian product. (IES 00012).....	393
15.1.14	Aggregate aware resolution failed. (IES 00014).....	393
15.1.15	Multiple Query Filters contain a prompt with the same text, but different operand type or operator count of values. (IES 00015).....	393
15.1.16	The query contains a @script() function, which is not supported. (IES 00016).....	394
15.1.17	The following objects cannot be used as Result Objects: {0}. See your administrator. (IES 00017).....	394
15.1.18	The following objects cannot be used as query filters: {0}. Contact your administrator. (IES 00018).....	394
15.1.19	A query filter object contains too many values for the object to be used in a query filter. (IES 00019).....	395
15.1.20	The only authorized SQL statement is SELECT. {0} (IES 00020).....	395
15.1.21	The combined query cannot run because one of the queries contains incompatible objects. (IES 00021).....	395
15.1.22	The query does not reference any table when attempting to build the WHERE clause. (IES 00022).....	396
15.1.23	Invalid sub-query filter. Either data cannot be retrieved (null) or no result objects are defined. (IES 00023).....	396
15.1.24	Incompatible object types in the sub-query filter. (IES 00024).....	396
15.1.25	The query is too complex to apply a sampling function. When the function is applied, no SQL is generated so query aborts. Try to simplify your query (such as, combined query, or query with JOIN or SYNCHRO operators). (IES 00025).....	397
15.1.26	Failed to regenerate SQL for optional prompts, the following required prompts were skipped: {0}. (IES 00026).....	397

15.127	Removing optional prompts from the query will introduce new prompts. This introduces complexities that cannot be supported. (IES 00027).....	397
15.128	No value specified for the Keydate parameter. (IES 00028).....	398
15.129	The universe is already open with write permission by another user. (IES 00029).....	398
15.130	Queries that do not contain a measure are not allowed to run on this universe. (IES 00030).....	398
15.131	Universe not found. Either the universe was deleted from the repository or you do not have sufficient rights to see the universe in the repository. (IES 00501).....	399
15.132	The appropriate user rights were not found. Contact your administrator. (IES 00502).....	399
15.133	You are not authorized to access the universe {0}. Contact your administrator to request the appropriate rights. (IES 00503).....	399
15.134	You do not have the right to access data for this universe. Contact your administrator to request the appropriate rights. (IES 00504).....	400
15.135	You do not have the right to access data for this universe connection. Contact your administrator to request the appropriate rights. (IES 00505).....	400
15.136	Failed to download universe {0} from repository {1}. Check that there is enough memory available and try again. (IES 00506).....	400
15.137	You do not have the right to access data for this core universe. Contact your administrator to request the appropriate rights. (IES 00507).....	401
15.138	Universe data connection could not be found. The connection has been deleted or you do not have the right to use it. (IES 00509).....	401
15.139	Cannot generate the SQL for this query because one of its objects is based on a derived table (table_name) that contains a loop in its definition. (IES 00510).....	401
15.140	Cannot generate the SQL for this query because one of its objects is based on a derived table (table_name) that is unknown. (IES 00511).....	402
15.141	Cannot generate the SQL for this query because one of its objects is based on a derived table (table_name) with an incorrect definition. (IES 00512).....	402
15.142	The query statement cannot be generated because of a syntax error. Check the syntax of the statement that uses the @Variable function. (IES 00513).....	402
15.143	The database SQL generation parameters file could not be loaded ({database_name}, {network_layer}) . (IES 00514).....	403
15.144	Unexpected enumerated type {0}. (IES 01001).....	403
15.145	Nested @aggregate_aware functions are not supported. (IES 01002).....	403
15.146	Circular references: check the references to other business layer objects in the expression. (IES 01003).....	404



15.1.47	Invalid @Select reference. Check the definition of the @Select declaration. (IES 01004).....	404
15.1.48	Invalid @Where reference. Check the definition of the @Where declaration. (IES 01005).....	404
15.1.49	Some prompt parameters are no longer available in the universe. (IES 01006).....	405
15.1.50	Bad hierarchy reference. (IES 01007).....	405
15.1.51	Catalog for source "{0}" cannot be retrieved. Check Data Foundation connection. (IES 01008).....	405
15.1.52	The prompt cannot be validated but it may be correct. Associate a list of values or at least one default value to the prompt. (IES 01010).....	406
15.1.53	More than 100 levels of nested derived tables is not supported. (IES 01015).....	406
15.1.54	The definition of the list of values {0} is invalid. The list or the current column is hidden. (IES 01025).....	406
15.2	IES 01501 - IES 01513 Graph execution errors.....	407
15.2.1	Detection cannot take place because the data foundation contains cycles. Use the Visualize Loops command to visualize the cycles. Modify the cardinality of the joins involved in the cycles before detecting aliases or contexts. (IES 01501).....	407
15.2.2	Detection cannot take place because some tables have at least two joins with opposite cardinalities: {0}. Modify the joins between these tables. (IES 01502).....	407
15.2.3	Detection cannot take place because all join cardinalities have not been set. Set all the join cardinalities. (IES 01504).....	408
15.2.4	Automatic detections will fail as long as some cardinalities are many-to-many. (IES 01505).....	408
15.2.5	Detection cannot take place because no fact table was detected. A fact table is always joined to other tables with a 'many to one' join, with the 'many' side of the join connected to the fact table. The problem could be the cardinalities that are currently set on the data foundation joins, or the way the database schema is built. (IES 01510).....	408
15.2.6	Detection cannot take place because there are loops in the schema. Use the Detect Aliases command to detect the alias tables that will resolve the loops. (IES 01512).....	409
15.3	IES 10001 - IES 10903 Query execution errors (Web Intelligence only).....	409
15.3.1	Syntax error in formula '%1%' at position %2%. (IES 10001).....	409
15.3.2	Problem initializing the dictionary of functions. (IES 10002).....	410
15.3.3	The object '%1%' at position '%2%' is not unique in the report. (IES 10005).....	410
15.3.4	The object '%1%' at position '%2%' does not exist in the report. (IES 10006).....	410
15.3.5	Unexpected empty expression after '='. (IES 10009).....	411
15.3.6	The integer '%1%' at position '%2%' is too long. (IES 10013).....	411

15.3.7	The number '%1%' at position '%2%' has a format that is incompatible with your regional settings. (IES 10014).....	411
15.3.8	Missing quotation mark after '%1%' at position '%2%'. (IES 10016).....	412
15.3.9	The list of dimensions in the input or output context is empty. (IES 10032).....	412
15.3.10	The variable '%1%' cannot be deleted because it has dependant formulas or variables linked to: '%2%'. (IES 10033).....	412
15.3.11	You attempted to create a variable or update a variable name using a variable name that already exists. (IES 10034).....	413
15.3.12	The date or time format '%1%' at position '%2%' is not valid. (IES 10035).....	413
15.3.13	The expression or sub-expression at position '%2%' is not valid. (IES 10036).....	413
15.3.14	The expression or sub-expression at position '%2%' in the '%1%' function uses an invalid data type. (IES 10037).....	414
15.3.15	Invalid character '%1%' in variable name at position '%2%'. (IES 10038).....	414
15.3.16	The formula for variable '%1%' contains a reference to a variable with the same short name. (IES 10040).....	414
15.3.17	Incorrect use of multiple comparison operators (<,>,<>,<=,>=,=) at position '%2%'. (IES 10041).....	415
15.3.18	There is a circular reference because the formula for variable '%1%' references a variable whose formula references '%1%' .(IES 10042).....	415
15.3.19	There is no opening parenthesis after function '%1%' at position %2%. (IES 10060).....	415
15.3.20	The function '%1%' has missing arguments or closing parenthesis at position %2%. (IES 10061).....	416
15.3.21	Missing ';' before argument in function '%1%' at position %2%. (IES 10062).....	416
15.3.22	Missing ';' or closing parenthesis in function '%1%' at position %2%. (IES 10063).....	416
15.3.23	Missing ';' or closing parenthesis in list '%1%' at position %2%. (IES 10064).....	417
15.3.24	Missing closing parenthesis in function '%1%' at position %2%. (IES 10065).....	417
15.3.25	Missing aggregate operator or closing parenthesis in function '%1%' at position %2%. (IES 10066).....	417
15.3.26	Missing operator or closing parenthesis in '%1%' at position %2%. (IES 10067).....	418
15.3.27	Missing list element in '%1%' at position %2%. (IES 10068).....	418
15.3.28	Missing object identifier in '%1%' at position %2%. (IES 10069).....	418
15.3.29	Missing or bad operand in '%1%' expression at position %2%. (IES 10070).....	419

15.3.30	Incorrect calculation context '%1%' at position %2%. (IES 10071).....	419
15.3.31	Incorrect reset context at position %2%. (IES 10072).....	419
15.3.32	Invalid Where clause in function '%1%': a dimension is missing at position %2%. (IES 10073).....	420
15.3.33	Incompatible object '%1%' at position %2%. (IES 10076).....	420
15.3.34	The object '%1%' at position %2% is incompatible. (IES 10077).....	420
15.3.35	Invalid character '%1%' at position %2%. (IES 10080).....	421
15.3.36	Invalid string '%1%' at position %2%. (IES 10082).....	421
15.3.37	The qualification of the variable '%1%' cannot be changed. (IES 10083).....	421
15.3.38	Expecting object member in '%1%' at position %2%. (IES 10084).....	422
15.3.39	Invalid member '%1%' at position %2%. (IES 10085).....	422
15.3.40	Invalid set definition. (IES 10086).....	422
15.3.41	Custom functions could not be loaded. (IES 10100).....	423
15.3.42	Your database server does not support the Both and Except operators. (IES 10701).....	423
15.3.43	A filter is defined on an object that is incompatible with the result objects. (IES 10702).....	423
15.3.44	The numeric value for the query filter based on '{object}' is invalid. (IES 10703).....	424
15.3.45	The date for the prompt '{prompt}' is invalid. (IES 1070) (IES 10704).....	424
15.3.46	The prompt '{prompt}' contains an invalid numeric value. (IES 10705).....	424
15.3.47	The date for the prompt '{prompt}' is invalid. (IES 10706).....	425
15.3.48	The server cannot build the SQL for the query. (IES 10707).....	425
15.3.49	The object '{ObjName}' in the prompt '{PromptName}' can no longer display a list of values. Remove the prompt from the query or contact your administrator to clear the "Select only from list" option of the object properties tab. (IES 10708).....	425
15.3.50	A class already exists with this name : '{ClassName}' . (IES 10709).....	426
15.3.51	You do not have the right to refresh this document. (IES 10801).....	426
15.3.52	The query SQL has {nbHaving} instead of {nbWanted} columns. (IES 10810).....	426
15.3.53	The data type of a column in the query is not valid. (IES 10811).....	427
15.3.54	Custom SQL cannot contain optional prompts. (IES 10812).....	427
15.3.55	Incompatible objects cannot be used in combined queries. (IES 10820).....	427
15.3.56	A subquery in the '{dp_name}' data provider has missing objects. (IES 10830).....	428
15.3.57	The filtered object is missing in a ranking in the '{dp_name}' data provider. (IES 10831).....	428

15.3.58	The rank-based object is missing in a ranking in the '{dp_name}' data provider. (IES 10832).....	428
15.3.59	The document cannot be loaded. (IES 10833).....	429
15.3.60	Additional context resolution is not supported with optional prompts. (IES 10834).....	429
15.3.61	Invalid data in column "{col_name}". (IES 10840).....	429
15.3.62	Invalid UTF-8 string in column "{col_name}". (IES 10841).....	430
15.3.63	The file that is required to create or update the query cannot be found on the file system. File not found: "{filename}". (IES 10850).....	430
15.3.64	The file that is required to refresh the query cannot be found on the file system. File not found: "{filename}" (IES 10851).....	430
15.3.65	Unable to refresh the query on this file: the structure of file "{filename}" does not match. (IES 10852).....	431
15.3.66	Error originates from the Personal Data Provider: {message}. (IES 10853).....	431
15.3.67	Unable to create or update the Excel personal data provider: the file path is invalid. (IES 10870).....	431
15.3.68	Unable to create or update the Excel personal data provider: cannot retrieve the named ranges. (IES 10872) (IES 10871).....	432
15.3.69	Unable to create or update the Excel personal data provider: cannot open the workbook. (IES 10872).....	432
15.3.70	Unable to create or update the Excel personal data provider: cannot retrieve the named ranges. (IES 10873).....	432
15.3.71	Unable to create or update the Excel personal data provider: cannot retrieve data from the file. (IES 10874).....	433
15.3.72	Unable to create or update the Excel personal data provider: cannot retrieve data from the file. (IES 10875).....	433
15.3.73	Unable to create or update the Excel personal data provider: cannot build the iterator on the data set. (IES 10876).....	433
15.3.74	Unable to create or update the Excel personal data provider: no worksheet available. (IES 10877).....	434
15.3.75	Unable to create or update the Excel personal data provider: unable to retrieve the list of worksheets. (IES 10878).....	434
15.3.76	Unable to create or update the Excel personal data provider: invalid data retrieved from the selected range. (IES 10879).....	434
15.3.77	Unable to create or update the Excel personal data provider: the selected worksheet is invalid. (IES 10880).....	435
15.3.78	Unable to create or update the Excel personal data provider: an error occurred while retrieving the data sampling. (IES 10881).....	435
15.3.79	Unable to create or update the Excel personal data provider: an error occurred while creating the data iterator. (IES 10882).....	435
15.3.80	Unable to create or update the Excel personal data provider: an error occurred during data retrieval. (IES 10883).....	436

15.3.81	Unable to create or update the Excel personal data provider: an internal error occurred. (IES 10884).....	436
15.3.82	Unable to create or update the Excel personal data provider: the range selection is invalid. (IES 10885).....	436
15.3.83	Unable to create or update the Excel personal data provider: the range selection does not match the worksheet. (IES 10886).....	437
15.3.84	A condition on an object refers to an object from another query that has a different type. (IES 10887).....	437
15.3.85	A condition on an object refers to an object in another query that does not exist. (IES 10888).....	437
15.3.86	There is a circular dependency in the query. (IES 10889).....	438
15.3.87	Database error: {error_db}. (IES 10901).....	438
15.3.88	Query exceeded fixed time limit: {error_db}. (IES 10902).....	438
15.3.89	Invalid Database Field Type : {db_fieldname}. (IES 10903).....	439
<b>16</b>	<b>Installation (INS) Error Messages.....</b>	<b>440</b>
16.1	INS 00000-00002.....	440
16.1.1	Please use a user account with administrative privileges. (INS00001).....	440
16.1.2	Please install Microsoft .NET Framework 2.0 or higher. (INS00002).....	440
16.2	INS 00286-00293.....	441
16.2.1	BI platform services is already installed on this machine. INS000286 (INS00286).....	441
16.2.2	Please use a user account that has administrative privilege. INS00287.....	441
16.2.3	You cannot install this product as the root user. INS00288.....	441
16.2.4	A preceding installation requires a reboot to complete. Please restart Windows and re-run the installer. INS00289.....	442
16.2.5	Please uninstall SAP Crystal Reports Server before installing #product.boe64_name# on the same machine. INS00290.....	442
16.2.6	#product.boe64_name# is already installed on this machine. INS00291.....	442
16.2.7	This product needs to be installed on on a 64-bit Operating System (OS). Please verify that your OS matches this requirement. INS00292.....	443
16.2.8	localhost, 127.0.0.1 or the machine's hostname are not pingable. INS00293.....	443
16.2.9	There is not enough free space in /tmp. INS000295 (INS00295).....	443
16.2.10	The UID and GID must not be greater than 65536. INS000296 (INS00296).....	444
16.2.11	Please install Microsoft .NET Framework 3.5 or higher. (INS00297).....	444
16.2.12	Please install Microsoft .NET Framework 3.0 or higher. (INS00298).....	445

16.2.13	Microsoft Visual Studio 2005 Tools for Office Second Edition Runtime not detected, please install it. (INS00299).....	445
16.2.14	Please install Microsoft Office 2003 or higher. (INS00300).....	445
16.3	INS 00301-00340.....	446
16.3.1	This update targets #productname# #product_version# #product_patch#, which was not detected. (INS00301).....	446
16.3.2	#productname# #product_version# has a higher version than this update, so the update is not applicable. It is not recommended that you continue. (INS00302).....	446
16.3.3	This update targets #productname# #product_version#, which was not detected. (INS00303).....	446
16.3.4	Update for Microsoft Office 2003 (KB907417) (INS00304).....	447
16.3.5	Please install Microsoft Visual Studio 2010 before installing this product. (INS00305).....	447
16.3.6	The installation cannot proceed. The installation program cannot write to the ODBC system information file that has been defined in your environment: [OdbcIniPath] To connect to the bundled database, the installation program needs to write DSN entries to this file. (INS00340).....	448
<b>17</b>	<b>Lifecycle management console Error Messages.....</b>	<b>449</b>
17.1	Lifecycle management error messages.....	449
17.1.1	LCM CMS is either null or not logged in (LMC 00001).....	449
17.1.2	CMS is either null or not logged in. The CMS could be either source or destination (LMC 00002).....	449
17.1.3	Username is either null or empty (LMC 00003).....	450
17.1.4	Password is either null or empty (LMC 00004).....	450
17.1.5	There are no resources to export (LMC 00005).....	450
17.1.6	Source CMS is either null or not logged in (LMC 00006).....	451
17.1.7	Destination CMS is either null or not logged in (LMC 00007).....	451
17.1.8	Destination cannot be same as the Source.(LMC 00008).....	451
17.1.9	Login to BusinessObjects LifeCycle Manager failed.(LMS 00001).....	452
17.1.10	Log off from the Lifecycle management console for SAP BusinessObjects Business Intelligence platform failed. (LMS 00002).....	452
17.1.11	The job contains parent id which is less than zero. This job is invalid.(LMS 00003).....	452
17.1.12	Job creation failed. Please refer to the stack trace (LMS 00004).....	453
17.1.13	Failed to save the job (LMS 00005).....	453
17.1.14	Failed to create a job from an existing job (LMS 00006).....	453
17.1.15	Login to CMS (source / destination) failed (LMS 00007).....	454
17.1.16	Log off from CMS (source / destination) failed (LMS 00008).....	454
17.1.17	Job did not promote successfully (LMS 00009).....	454
17.1.18	Please check the stack trace to determine why the job has failed to run (LMS 00010).....	455

17.1.19	Scheduling of job failed (LMS 00011).....	455
17.1.20	Unable to retrieve job. Select a valid LCM Job.(LMS 00012).....	455
17.1.21	Unable to retrieve job by name (LMS 00013).....	456
17.1.22	Failed to retrieve job history.(LMS 00014).....	456
17.1.23	Unable to retrieve unique resources from the given set of dependencies.(LMS 00015).....	456
17.1.24	Unable to retrieve the infoobject with cuid = {0}.(LMS 00016).....	457
17.1.25	The Query {0} failed. (VDS 00013) (LMS 00017).....	457
17.1.26	Unable to delete list of resources from the job.(LMS 00018).....	457
17.1.27	Error in setting enabled events. Refer to the stack trace.(LMS 00019).....	458
17.1.28	Error in getting supported audit events. Please refer to the stack trace (LMS 00020).....	458
17.1.29	Error in getting enabled audit events. Please refer to the stack trace (LMS 00021).....	458
17.1.30	A general exception occurred in LCM Application. Refer to the stack trace for more information.(LMS 00022).....	459
17.1.31	Failed to Login to Source CMS as the user access to it is denied by the Administrator.(LMS 00023).....	459
17.1.32	Failed to login to the Destination CMS because the user is denied access by the Administrator (LMS 00024).....	459
17.1.33	The LCMbiar file location for importing the resources in either missing or invalid.(LMS 00025).....	460
17.1.34	The location to export resources to LCMBIAR file is either missing or invalid.(LMS 00026).....	460
17.1.35	The selected job is either null or invalid. Please select a valid LCM job.(LMS 00027) .....	460
17.1.36	Failed to add resource to the version management tool (LMS 00101).....	461
17.1.37	Failed to checkout the resource.(LMS 00103).....	461
17.1.38	Failed to retrieve the revision history.(LMS 00104).....	461
17.1.39	Failed to retrieve the revision from version management.(LMS 00105).....	462
17.1.40	Failed to retrieve the latest revision (LMS 00106).....	462
17.1.41	Failed to retrieve the workspace revision.(LMS 00107).....	462
17.1.42	Failed to retrieve the Version Management System. Refer to the stack trace.(LMS 00108).....	463
17.1.43	Failed to get the repository version (LMS 00109).....	463
17.1.44	Error in clearing enabled audit events. Refer to the stack trace.(LMS 0022).....	463
17.2	Visual difference error messages. ....	464
17.2.1	Login to SAP BusinessObjects Visual Difference Server failed. (VDS 00001).....	464



17.2.2	Log off from the BusinessObjects Visual Difference failed. (VDS 00002).....	464
17.2.3	Error in retrieving the list of CMS. (VDS 00003).....	464
17.2.4	Login to CMS (source or destination) failed. (VDS 00004).....	465
17.2.5	Log off from CMS (source or destination) failed. (VDS 00005).....	465
17.2.6	Error in scheduling the job (VDS 00006).....	465
17.2.7	A general exception occurred in Visual Difference Server. Refer to the stack trace for more information. (VDS 00007).....	466
17.2.8	Compare action failed. (VDS 00008).....	466
17.2.9	Failed to initialize the file " {0} ". (VDS 00009).....	466
17.2.10	Failed to set the list of objects in the file " {0} ". (VDS 00010).....	467
17.2.11	Failed to create an infoobject with prog id = {0}. (VDS 00012).....	467
17.2.12	Unable to retrieve the InfoObject with cuid = {0}. (VDS 00013).....	467
17.2.13	Failed to create an infoobject with si_id = {0}. (VDS 00014).....	468
17.2.14	Failed to set the property {0} with the value {1}. (VDS 00015).....	468
17.2.15	Failed to retrieve the value of the property {0}. (VDS 00016).....	468
17.2.16	Error in retrieving Audit Handler. Please refer to the stack trace. (VDS 00017).....	469
17.2.17	Error in adding audit events. Please refer to the stack trace. (VDS 00018).....	469
17.2.18	Error in adding audit event detail. Please refer to the stack trace. (VDS 00019).....	469
17.2.19	Error in committing audit event. Please refer to the stack trace. (VDS 00020).....	470
17.2.20	Error in setting enabled events. Please refer to the stack trace. (VDS 00021).....	470
17.2.21	Error in getting supported audit events. Please refer to the stack trace. (VDS 00022).....	470
17.2.22	Error in getting enabled audit events. Please refer to the stack trace. (VDS 00023).....	471
17.2.23	Error in validating audit event type. Please refer to the stack trace (VDS 00024).....	471
17.2.24	Error in retrieving event objects. Please refer to the stack trace. (VDS 00025).....	471
17.2.25	Error in clearing enabled audit events. Please refer to the stack trace. (VDS 00026).....	472
17.2.26	Error in generating the logon token. Please refer to the stack trace. (VDS 00027).....	472
17.2.27	Failed to login to the source CMS as the administrator has denied access to the user. (VDS 00028).....	472
17.2.28	Failed to login to the destination CMS as the administrator has denied access to the user. (VDS 00029).....	473

17.2.29	VisualDiff CMS is either null or not logged in. (VDC 00001).....	473
17.2.30	User name is either null or empty. (VDC 00002).....	473
17.2.31	Password is either null or empty. (VDC 00003).....	474
17.2.32	Authentication is either null or empty. (VDC 00004).....	474
17.2.33	Folder Name Already Exists. (VDC 00005).....	474
17.2.34	CMS is either null or not logged in. CMS could be either source or destination. (VDC 00007).....	475
17.2.35	Source CMS is either null or not logged in. (VDC 00008).....	475
17.2.36	Destination CMS is either null or not logged in. (VDC 00009).....	475
17.2.37	Error in parsing the Date as per the specified format. (VDC 00010).....	476
<b>18</b>	<b>List of Values Error Messages. ....</b>	<b>477</b>
18.1	List of Values (LOV) Error Messages. ....	477
18.1.1	Too many selected values. (LOV0001).....	477
18.1.2	You have not been authorized to use this universe. (LOV0002).....	478
18.2	List of Values (VAR) Error Messages. ....	478
18.2.1	Syntax error (VAR0001).....	478
<b>19</b>	<b>Live Office (LO) Errors. ....</b>	<b>479</b>
19.1	LO 01000 - LO 01999. ....	479
19.1.1	The application is not ready. Please try again later. (LO 01001).....	479
19.1.2	An error occurred when refreshing. (LO 01003).....	479
19.1.3	Failed to upgrade this document. (LO 01004).....	480
19.1.4	To prevent data loss, Microsoft Excel cannot shift cells with content off of the worksheet. (LO 01005).....	480
19.2	LO 02000 - LO 02999. ....	481
19.2.1	Create session fail. Please check the web service connection. (LO 02001).....	481
19.2.2	An error occurred when connecting to the web service. (LO 02002).....	481
19.2.3	An error occurred when connecting to the web service. (LO 02003).....	481
19.2.4	An error occurred when connecting to the web service. (LO 02004).....	482
19.2.5	An error occurred when connecting to the web service. (LO 02005).....	482
19.2.6	An error occurred when opening the file. (LO 02006).....	482
19.2.7	An error occurred when the file is saving. (LO 02007).....	483
19.2.8	An error occurred when finding the Crystal Report properties. (LO 02008).....	483
19.2.9	The server is not available. Please check the network connection and server status. (LO 02009).....	484
19.2.10	An error occurred while opening the report. The report does not exist; you have insufficient rights to open the report; or you cannot make a connection to the BusinessObjects Web Service. (LO 02010).....	484

19.2.11	An error occurred while saving the report. The report does not exist, or you cannot make a connection to the BusinessObjects Web Service. (LO 02011).....	485
19.2.12	An error occurred while refreshing the report. (LO 02012).....	485
19.2.13	An error occurred when rowset data was inserted. (LO 02013).....	485
19.2.14	An error occurred when the report part was inserted. (LO 02014).....	486
19.2.15	An error occurred when the page segment was inserted. (LO 02015).....	486
19.2.16	An error occurred when the crosstab was inserted. (LO 02016).....	487
19.2.17	An error occurred in the Microsoft Office document. (LO 02017).....	487
19.2.18	An error occurred in a query in BusinessObjects Business Intelligence platform. (LO 02018).....	488
19.2.19	An error occurred when connecting to the web service. (LO 02019).....	488
19.2.20	An error occurred when connecting to the web service. (LO 02020).....	489
19.2.21	Data source was not found. (LO 02021).....	489
19.2.22	Data source was not found. (LO 02022).....	489
19.2.23	Data source was not found. (LO 02023).....	490
19.2.24	Report's latest instance was not found. (LO 02024).....	490
19.2.25	An error occurred when the Report Part Viewer was initialized. (LO 02025).....	490
19.2.26	An error occurred when an object was selected in the Report Part Viewer. (LO 02026).....	491
19.2.27	Please select a report part. (LO 02027).....	491
19.2.28	An error occurred when the Repository Explorer was initialized. (LO 02028).....	492
19.2.29	An error occurred from viewer control. (LO 02029).....	492
19.2.30	An error occurred from parameter control. (LO 02030).....	492
19.2.31	An error occurred from the prompt dialog. (LO 02031).....	493
19.2.32	An error occurred from specify query panel. (LO 02032).....	493
19.2.33	An error occurred when browsing the field's values. (LO 02035).....	494
19.2.34	Live Office Object Properties dialog cannot be shown because there is no object in the current document. (LO 02038).....	494
19.2.35	The Web Intelligence document's query specification is invalid. (LO 02039).....	494
19.2.36	An error occurred while logging on. (LO 02040).....	495
19.2.37	Live Office is not installed properly. The definition of {0} is missing in AssemblyInfo.xml. (LO 02041).....	495
19.2.38	Live Office is not installed properly. An error occurred when reflecting the default constructor of {0}. (LO 02042).....	496
19.2.39	Live Office is not installed properly. An error occurred when loading class {0}. (LO 02043).....	496
19.2.40	An error occurred when the Insert Wizard is initialized. Please check the web service connection. (LO 02044).....	496

19.2.41	Failed to update parameter. (LO 02045).....	497
19.2.42	The entered parameter does not match the expected parameter type. (LO 02046).....	497
19.2.43	An instance corresponding to the Live Office object's report type cannot be found. (LO 02047).....	497
19.3	LO 26000 - LO 26999.....	498
19.3.1	Live Office encountered an error. (LO 26000).....	498
19.3.2	You do not have a valid license to use SAP BusinessObjects Live Office. Contact your SAP BusinessObjects Business Intelligence platform system administrator. (LO 26003).....	498
19.3.3	You may have connected to the wrong version of SAP BusinessObjects Web Services or the Web Services deployment is corrupt. (LO 26002).....	499
19.3.4	SAP BusinessObjects Live Office Web Service encountered an error. (LO 26004).....	499
19.3.5	Failed to parse XML. (LO 26005).....	499
19.3.6	Client XML version is newer than server XML version (LO 26006).....	500
19.3.7	The connection to BusinessObjects Business Intelligence platform was lost. Try to log on again. (LO 26007).....	500
19.3.8	The current refresh option requires saved data that does not exist. (LO 26008).....	500
19.3.9	The web server is out of memory. Contact your system administrator. (LO 26009).....	501
19.3.10	The search service encountered a problem. The search operation is corrupt. (LO 26010).....	501
19.3.11	Live Office has encountered a problem and cannot complete the requested action. (LO 26300).....	501
19.3.12	The current refresh option requires a report instance that does not exist. (LO 26301).....	502
19.3.13	Report connection "{0}-{1}" does not exist. (LO 26302).....	502
19.3.14	Cannot connect to the Web Intelligence Report Engine Web service (LO 26303).....	502
19.3.15	Cannot connect to the Web Intelligence Report Engine Web service (LO 26304).....	503
19.3.16	Failed to load persisted view. (LO 26307).....	503
19.3.17	Report part type has been changed from {0} to {1}. (LO 26310).....	503
19.3.18	Could not get the Query data (LO 26312).....	504
19.3.19	Could not get the Web Intelligence report part output data or the data is invalid (LO 26313).....	504
19.3.20	You do not have sufficient rights to refresh data from the specified report. (LO 26314).....	504
19.3.21	Failed to get the document information. (LO 26315).....	505
19.3.22	Failed to get Live Office object. Online picture is not supported. (LO 26318).....	505

19.3.23	You do not have sufficient rights to fetch data from the specified report. (LO 26604).....	505
19.3.24	The Live Office view is corrupt. (LO 26605).....	506
19.3.25	Refresh failure. View Refresh Options does not exist. (LO 26606).....	506
19.3.26	You cannot access the Crystal Reports Server. Please check the Crystal Reports Server connection. (LO 26607).....	506
19.3.27	Cannot find the SAP BusinessObjects Business Intelligence platform object. (LO 26608).....	507
19.3.28	Report connection does not exist. (LO 26610).....	507
19.3.29	Failed to parse the parameter value "{0}" to "{1}" in the "{2}" locale. (LO 26611).....	508
19.3.30	Failed to get Crystal report. (LO 26612).....	508
19.3.31	The version of your Live Office Client does not match the version of the SAP BusinessObjects Web Service. (LO 26613).....	508
19.3.32	You cannot access the Crystal Reports Server. Please check the Crystal Reports Server connection. (LO 26614).....	509
19.3.33	Failed to render view. Report CUID, {0}, cannot be found. (LO 26615).....	509
19.3.34	Cell already existed. (LO 26616).....	509
19.3.35	The value entered does not match the expected filter type. (LO 26617).....	510
19.3.36	Failed to open report. (LO 26619).....	510
19.3.37	Failed to load persisted view. (LO 26620).....	510
19.3.38	This type of Report Object is not supported. (LO 26621).....	511
19.3.39	Failed to refresh the specified report part. Please make sure the specified data context exists: {0}. (LO 26626).....	511
19.3.40	Missing Part(s): (LO 26627).....	511
19.3.41	The current version does not support the SAP KeyDate feature. (LO 26630).....	512
19.3.42	Crystal Reports Java format is not supported. (LO 26631).....	512
<b>20</b>	<b>Metadata Bridges and Universe Builder (MDB) Error Messages. ....</b>	<b>513</b>
20.1	This universe cannot be parsed.\nYou may need to review the universe design. (MDB 00001).....	513
<b>21</b>	<b>SAP BusinessObjects Mobile (MOB) Error Messages. ....</b>	<b>514</b>
21.1	Mobile Server error messages. ....	514
21.1.1	Invalid credentials: {0}. Ensure that your login information is correct. (MOB 00001).....	514
21.1.2	{0} authentication could not log you on. Ensure that your login information is correct. (MOB 00002).....	514
21.1.3	Failed to open {0} document. (MOB 00005).....	515
21.1.4	The document does not exist on the server. (MOB 00006).....	515

21.1.5	An internal server error occurred while creating the command. Contact your administrator. (MOB 00009).....	515
21.1.6	Failed to create a session from the information received from the client. (MOB 00010).....	516
21.1.7	Prompts not found for the document. (MOB 00011).....	516
21.1.8	An internal server error occurred while getting the information from Central Management Server. (MOB 00012).....	516
21.1.9	An internal server error occurred while processing the client request. (MOB 00014).....	517
21.1.10	An internal server error occurred while opening document. Could not find class {0} at server. (MOB 00015).....	517
21.1.11	An internal error occurred. Could not find the - {0} service. (MOB 00018).....	517
21.1.12	An internal error occurred. Could not find the {0} service. (MOB 10001).....	518
21.1.13	An internal error occurred while creating {0} service. (MOB 00019).....	518
21.1.14	An internal server error occurred while processing the client request. (MOB 00020).....	518
21.1.15	An internal server error occurred while processing the client request. (MOB 00021).....	519
21.1.16	An internal server error occurred while processing the client request. (MOB 00022).....	519
21.1.17	An internal server error occurred while processing the client request. (MOB 00023).....	519
21.1.18	You are not authorized to subscribe to document alerts. (MOB 00024).....	520
21.1.19	You are not authorized to save documents to the local store of a device. You can subscribe to alert without selecting the 'Save Local Copy' option. (MOB 00026).....	520
21.1.20	You are not authorized to save documents to the local store of a device. (MOB 00027).....	520
21.1.21	An internal server error occurred while performing a search. (MOB 00028).....	521
21.1.22	An internal server error occurred while processing the client request. (MOB 00029).....	521
21.1.23	Session has expired. Try logging in again. (MOB 00030).....	521
21.1.24	Session has expired. Try logging in again. (MOB 00031).....	522
21.1.25	Message push failed while confirming the received session data. (MOB 00050).....	522
21.1.26	An internal server error occurred while processing the client request. (MOB 00060).....	522
21.1.27	An internal server error occurred while processing the client request. (MOB 00080).....	523

21.1.28	An internal server error occurred while creating an instance for the class {0}. (MOB 00110).....	523
21.1.29	An internal server error occurred while processing the client request. (MOB 00130).....	523
21.1.30	An internal server error occurred. File {0} is not found or the file is corrupted at server. (MOB 00300).....	524
21.1.31	Session has expired. Re-login to open the document. (MOB 02003).....	524
21.1.32	Prompt execution failed due to an invalid range of parameters. (MOB 02017).....	524
21.1.33	Invalid prompt value. Enter the date in a proper format. (MOB 02100).....	525
21.1.34	Cannot execute the requested action due to an invalid syntax of <href> tag. (MOB 02120).....	525
21.1.35	Unable to resolve the mobile server name or IP address. (MOB 20007).....	525
21.1.36	Failed to save settings to {0} file. (MOB 20010).....	526
21.1.37	Session has expired. Try logging again (MOB 00931). ....	526
21.1.38	Class {0} failed to invoke method 'getEnterpriseSession'. (MOB 00929). ....	526
21.1.39	Failed to invoke method 'getEnterpriseSession'. (MOB 00930). ....	527
21.1.40	An internal server error occurred in Remote Action, enter the class name. (MOB 00401).....	527
21.1.41	An internal server error occurred in Remote Action, class with name {0} not found. (MOB 00402). ....	527
21.1.42	An internal server error occurred in Remote Action, arguments mismatch - types {0}, values {1} (MOB 00403). ....	528
21.1.43	An internal server error occurred in Remote Action, no method exists with name {0}. (MOB 00405). ....	528
21.1.44	Failed to retrieve Info Object data. Could not find document with id {0}. (MOB 00801). ....	528
21.1.45	Unable to find and open document with id {0}. (MOB 00802). ....	529
21.1.46	Failed to change subscription, cannot find document with id {0}. (MOB 00803). ....	529
21.1.47	Failed to subscribe the document, cannot find document with id {0}. (MOB 00804). ....	529
21.1.48	Failed to get System Object Data, cannot find object with id {0}. (MOB 00805). ....	530
21.1.49	Cannot execute the requested action due to an invalid character in the URL {0}. (MOB 02090).....	530
21.1.50	Cannot instantiate the implementation class {0}, contact your system administrator. (MOB 00901). ....	530
21.1.51	Invalid authentication scheme {0}, contact your system administrator. (MOB 00902). ....	531
21.1.52	User account ({0}) currently disabled. (MOB 00903). ....	531
21.1.53	User name or Password is missing from request. (MOB 00910). ....	531
21.1.54	Failed to identify CMS address. (MOB 00912). ....	532
21.1.55	Failed to identify Authentication Type. (MOB 00913). ....	532
21.1.56	Failed to identify Authentication cookie. (MOB 00914). ....	532
21.1.57	Failed to get {0} cookie from request. (MOB 00915). ....	533



21.1.58	Failed to retrieve SAP Ticket from request. (MOB 00916).	533
21.1.59	Failed to locate SAP system. (MOB 00917).	533
21.1.60	Failed to retrieve log-on token from request. (MOB 00918).	534
21.1.61	Invalid User parameter name configured. (MOB 00919).	534
21.1.62	User as Header is missing from request. (MOB 00920).	534
21.1.63	User parameter is missing in the query. (MOB 00921).	535
21.1.64	User attribute is missing in the session. (MOB 00922).	535
21.1.65	User X509 certificate missing from request. (MOB 00924).	535
21.1.66	Failed to load custom implementation class {0}. (MOB 00925).	536
21.1.67	Failed to find and invoke 'getUser' method in class {0}. (MOB 00926).	536
21.1.68	Log-on error: Invalid Password. (MOB 00927).	536
21.2	Mobile Client error messages.	537
21.2.1	Cannot find the requested folder. (MOB 10004).	537
21.2.2	Unable to perform the requested action. (MOB 10005).	537
21.2.3	Unable to open the local document. (MOB 10006).	537
21.2.4	You have abruptly canceled the operation which was in progress. (MOB 10007).	538
21.2.5	Invalid login credentials. Try logging with correct credentials. (MOB 10008).	538
21.2.6	An error occurred during login. (MOB 10009).	538
21.2.7	Unable to find the report. (MOB 10010).	539
21.2.8	Failed to renew the data connection. (MOB 10011).	539
21.2.9	Unable to find the email account on device. (MOB 10012).	539
21.2.10	Device platform does not support the requested action. (MOB 10013)	540
21.2.11	Unable to initiate phone call. (MOB 10030).	540
21.2.12	Unable to refresh the report due to an internal error. (MOB 10031)	540
21.2.13	Failed to exit the application due to an internal error. (MOB 10032)	541
21.2.14	Failed to lookup {0} document in the folder. (MOB 10033).	541
21.2.15	Failed to lookup a folder in the requested folder. (MOB 10034).	541
21.2.16	Failed to perform the requested action. (MOB 10035).	542
21.2.17	You are not authorized to send documents as an email. (MOB 10037)	542
21.2.18	An internal error occurred. Unable to send notifications. (MOB 10039)	542
21.2.19	You are not authorized to log on to SAP BusinessObjects Mobile application. (MOB 10040).	543
21.2.20	Client does not support the Screen : {0} (MOB 10042).	543
21.2.21	The requested navigation direction is not supported. (MOB 10043).	543

21.2.22	Unable to retrieve the document instance information. (MOB 10044)	544
21.2.23	An internal error occurred while remote invocation of {0} class. (MOB 10045)	544
21.2.24	An internal error occurred while opening the report. (MOB 10046)	544
21.2.25	An error occurred while opening the report. (MOB 10047)	545
21.2.26	Unable to open the folder. (MOB 10048)	545
21.2.27	The action URL embedded in the document is not in the expected format. (MOB 10050)	545
21.2.28	Failed to perform the requested action. (MOB 10071)	546
21.2.29	Unauthorized operation (MOB 10081)	546
21.2.30	An internal error occurred while reading the data from server. (MOB 10090)	546
21.2.31	Cannot recover local store due to a network error. (MOB 10100)	547
21.2.32	The requested page of the report is not found on the server. (MOB 10110)	547
21.2.33	An internal error occurred. Failed to initiate the application. (MOB 10120)	547
21.2.34	An error occurred while managing UI controls on the screen. (MOB 10130)	548
21.2.35	Invalid credentials (MOB 10140)	548
21.2.36	An internal error occurred. (MOB 10150)	548
21.2.37	An error occurred during data synchronization. (MOB 10160)	549
21.2.38	Login failed. Try to re-login. (MOB 10170)	549
21.2.39	Cannot delete the document, as the synchronization process is in progress. (MOB 10180)	549
21.2.40	An internal error occurred while opening the report. (MOB 10190)	550
21.2.41	Failed to send the SMS due to an internal error. (MOB 10200)	550
21.2.42	The requested action is not supported. (MOB 10210)	550
21.2.43	Failed to start the application. (MOB 10220)	551
21.2.44	Login failed. Unable to connect to the Mobile server. (MOB 10230)	551
21.2.45	Unable to retrieve information from the server as you are in the offline mode. (MOB 10300)	551
21.2.46	Unable to connect to the Mobile server. (MOB 10400)	552
21.2.47	An error occurred while managing the UI controls on the screen. (MOB 10500)	552
21.2.48	Input is not selected. Request is cancelled. (MOB 10600)	552
21.2.49	An internal error occurred while performing the requested action. (MOB 10700)	553
21.2.50	Session has expired. Try logging in again. (MOB 10800)	553
21.2.51	The requested operation is not supported. (MOB 10900)	553

21.2.52	Cannot load the image. Ensure the image is available. (MOB 10002)	554
21.2.53	Failed to restart the server. (MOB 20012)	554
21.2.54	{0} properties file is not found. (MOB 20011)	554
<b>22</b>	<b>Multitenancy Error Messages</b>	<b>555</b>
22.1	MTM 00001 - MTM 00024 Properties configuration file errors.	555
22.1.1	(MTM 00001) Invalid application configuration file. Error: {0}	555
22.1.2	(MTM 00002) Reserved.	555
22.1.3	(MTM 00003) An unexpected error has occurred.	556
22.1.4	(MTM 00004) Reserved.	556
22.1.5	(MTM 00005) No matching objects under root folder "{1}" in "{2}", specified by configuration option "{3}", are found using query "{0}"	556
22.1.6	(MTM 00006) Failed to fetch object(s) with query {0}	557
22.1.7	(MTM 00007) Failed to fetch template object(s) from "{1}", specified by configuration option "{2}", under root folder "{0}"	557
22.1.8	(MTM 00008) Failed to map template object(s) to tenant object(s)	557
22.1.9	(MTM 00009) Failed to perform backup of the previously imported tenant objects	558
22.1.10	(MTM 00010) Failed to restore the backup tenant objects	558
22.1.11	(MTM 00011) Failed to refresh tenant object(s) or update shared object(s)	558
22.1.12	(MTM 00012) Failed to load document refresh plugin for kind {0}	559
22.1.13	(MTM 00013) Reserved.	559
22.1.14	(MTM 00014) Failed to prepare tenant for importing.	559
22.1.15	(MTM 00015) Failed to create tenant system object for tenant {0}	560
22.1.16	(MTM 00016) Failed to fetch tenant system object for tenant {0}	560
22.1.17	(MTM 00017) Failed to fetch Tenant-Object relationship object	560
22.1.18	(MTM 00018) The templateToken property defined in the definition file contains invalid value (probably too short)	561
22.1.19	(MTM 00019) The shared object {0} should not use the unshared template object {1}	561
22.1.20	(MTM 00020) The shared universe folder {0} is invalid	561
22.1.21	(MTM 00021) Failed to fetch the Multitenancy Management Tool application object with query {0}	562
22.1.22	(MTM 00022) Failed to commit changes to the Multitenancy Management Tool application object	562
22.1.23	(MTM 00023) Failed to setup the object manager database for the temporary storage of objects	562
22.1.24	(MTM 00024) Failed to create file path {0}	563
22.2	MTM 00101 - MTM 00104.	563

22.2.1	(MTM 00101) Error occurred when parsing configuration file and command line parameters. Invalid parameter detected: "{0}".....	563
22.2.2	(MTM 00102) Error occurred when reading configuration file: "{0}".....	564
22.2.3	(MTM 00103) Template token cannot be found.....	564
22.2.4	(MTM 00104) Tenant name cannot be found.....	564
22.3	MTM 01001 - MTM 01009 Database configuration errors.....	565
22.3.1	(MTM 01001) Missing template database configuration {0} or tenant database configuration {1}.....	565
22.3.2	(MTM 01002) Invalid template database configuration, error parsing {0}.....	565
22.3.3	(MTM 01003) Invalid tenant database configuration, error parsing {0}.....	565
22.3.4	(MTM 01004) Invalid database server type {0}.....	566
22.3.5	(MTM 01005) Reserved .....	566
22.3.6	(MTM 01006) Table prefixes mismatch for {0} and {1}, either one of them does not exist, or number of prefixes do not match.....	566
22.3.7	(MTM 01007) Database configuration is invalid, please see previous item(s) for details.....	567
22.3.8	(MTM 01008) An unexpected exception occurred while refreshing a CR document.....	567
22.3.9	(MTM 01009) The template connection {0} specified by option {1} does not correspond to an imported tenant connection.....	567
22.4	MTM 02000 - MTM 02002 User Group and Permissions.....	568
22.4.1	(MTM 02000) The user '<username>' does not have sufficient permissions for tenant '<tenantname>'.....	568
22.4.2	(MTM 02001) Database configuration is invalid, refer to previous error logs for more details.....	568
22.4.3	(MTM 02002) Principals are only allowed to join user groups belonging to the same tenant. Related principals are not in the same tenant: {type1} '{name1}'(id={id1}, tenant={tenant 1 name(tenant 1 id)}) and {type2} '{name2}'(id={id2}, tenant={tenant 2 name(tenant 2 id)}).....	569
22.5	MTM Tool warning messages.....	569
22.5.1	(MTM Tool 1) Retrieving objects of type Category, template path templateCategoryFolder is not specified.....	569
22.5.2	(MTM Tool 2) No matching shared objects for kind CCIS.DataConnection or CommonConnection.....	570
22.5.3	(MTM Tool 3) There are errors/warnings encountered during validation of the plugin specific configuration for plugins CrystalReport. ....	570
<b>23</b>	<b>Query as a Web Service (QWS) Error Messages.....</b>	<b>571</b>
23.1	Unable to locate help file:\n{0} (QWS 00001).....	571
23.2	Server name and certificate name does not match (QWS 00002).....	571

23.3	HTTPS Certificate Issuer is not trusted (QWS 00003).....	572
23.4	The Web Service URL you provided hasn't been updated. Please contact your administrator or see the Query as a Web Service documentation. (QWS 00004).....	572
23.5	Invalid query specification of XML contents (QWS 00005).....	572
23.6	Unrecognized data type in result object: {0} (QWS 00006).....	573
23.7	You must be logged on to the server (QWS 00007).....	573
23.8	The proxy to the report engine web service is not available. The attempted calls to the web service have not been successful. (QWS 00008).....	573
23.9	Problem during prompt selection (QWS 00009).....	574
23.10	Problem during context selection (QWS 00010).....	574
23.11	Impossible to load the list of data sources (QWS 00011).....	574
23.12	You are not authorized to design or edit a query.\r\nPlease contact your administrator. (QWS 02718).....	575
<b>24</b>	<b>Explorer (PS) Error Messages.....</b>	<b>576</b>
24.1	PS10001 - PS15010.....	576
24.1.1	The system cannot log you on. (PS 10001).....	576
24.1.2	The system cannot log you on due to an invalid token. (PS 10002).....	576
24.1.3	The system cannot not log you on due to missing logon credentials. (PS 10003).....	577
24.1.4	The Explorer web application was not able to retrieve an Explorer service from the received web client request. (PS 10004).....	577
24.1.5	Your user profile does not allow you to perform that request. (PS 10005).....	577
24.1.6	Explorer was not able to retrieve a service. (PS 10006).....	578
24.1.7	Explorer was not able to initialize the service locator. (PS 10007).....	578
24.1.8	Explorer was not able to retrieve its configuration. (PS 10008).....	578
24.1.9	An error occurred during logon. (PS 15002).....	579
24.1.10	The string property '{0}' is missing in the SSO configuration file. (PS 15003).....	579
24.1.11	The boolean property '{0}' is missing in the SSO configuration file. (PS 15004).....	579
24.1.12	The list property '{0}' is missing in the SSO configuration file. (PS 15005).....	580
24.1.13	No credential can be found to log you on. (PS 15006).....	580
24.2	PS 20000 - PS 20015.....	580
24.2.1	The data source file was not found. (PS 20001).....	580
24.2.2	An error occurred while reading the Universe. (PS 20002).....	581
24.2.3	There was an error while retrieving the universes from the CMS (Central Management Server). (PS 20003).....	581
24.2.4	The Information Space was not found. (PS 20004).....	581

24.2.5	It is not possible to read the information space properties. (PS 20005).....	582
24.2.6	It is not possible to retrieve the Information Spaces and display them in the Home tab. (PS 20006).....	582
24.2.7	It is not possible to start indexing. (PS 20007).....	582
24.2.8	It is not possible to acquire a lock on the requested resource. (PS 20008).....	583
24.2.9	It is not possible to release the lock on the requested resource. (PS 20009).....	583
24.2.10	A server error occurred during logoff. (PS 20010).....	583
24.2.11	An error occurred on the server while scheduling an indexing task. (PS 20011).....	584
24.2.12	An error occurred on the server while retrieving the user profile. (PS 20012).....	584
24.2.13	A server error occurred while canceling an indexing task. (PS 20013).....	584
24.2.14	Access to this Information Space is restricted. (PS 20014).....	585
24.3	PS 30000 - PS 30020.....	585
24.3.1	The Information Space Name must not be empty. (PS 30001).....	585
24.3.2	An Information Space with the same Name already exists. (PS 30002).....	585
24.3.3	Unable to access the repository. (PS 30003).....	586
24.3.4	It is not possible to create an information space without a dimension or a measure. (PS 30004).....	586
24.3.5	Password confirmation of the Information Space scheduling failed. (PS 30005).....	586
24.3.6	While testing the objects, the query returns more than one record set. (PS 30006).....	587
24.3.7	While testing the objects the query has generated a Web Intelligence Report Engine exception. (PS 30007).....	587
24.3.8	A problem occurred while retrieving the public and favorite CMS (Central Management Server) folders. (PS 30008).....	587
24.3.9	A problem occurred while retrieving the Information Space list. (PS 30009).....	588
24.3.10	A problem occurred while retrieving the Information Space scheduling details. (PS 30010).....	588
24.3.11	You do not have sufficient rights to save an information space under the specified folder. (PS 30011).....	588
24.3.12	It is not possible to use the following objects, prompts are not supported. (PS 30012).....	589
24.3.13	A context must be selected before continuing. (PS 30013).....	589
24.3.14	You do not have sufficient rights to delete an information space in the specified folder. (PS 30015).....	589

24.3.15	You do not have sufficient rights to delete this information space. (PS 30016).....	590
24.3.16	It is not possible to use this spreadsheet. (PS 30017).....	590
24.3.17	It is not possible to use this spreadsheet as it has no dimensions. (PS 30019).....	590
24.4	PS 40000 - PS 40010.....	591
24.4.1	The search failed. (PS 40001).....	591
24.4.2	It is not possible to load the latest version of the search index. (PS 40002).....	591
24.4.3	Unable to execute the search, there are too many matching results. (PS 40003).....	591
24.4.4	The data provider(s) failed to execute the search query because a wildcard term matches too many terms for a single Information Space. (PS 40004).....	592
24.5	PS 50000 - PS 50310.....	592
24.5.1	It is not possible to retrieve more values. (PS 50001).....	592
24.5.2	It is not possible to generate the chart. (PS 50002).....	592
24.5.3	It is not possible to retrieve the measures list. (PS 50003).....	593
24.5.4	It is not possible to retrieve the facets within the Explore tab. (PS 50004).....	593
24.5.5	It is not possible to retrieve the data table values. (PS 50005).....	593
24.5.6	It is not possible to begin exploration of the information space. (PS 50006).....	594
24.5.7	It is not possible to load the latest version of the Information Space navigation index. (PS 50007).....	594
24.5.8	It is not possible to stop exploration of the Information Space. (PS 50008).....	594
24.5.9	Unable to execute the search, there are too many matching results. (PS 50009).....	595
24.5.10	Unable to execute the search, there are too many matching results. (PS 50010).....	595
24.5.11	Unable to start exploring that Information Space since it does not contain any data. (PS 50011).....	595
24.5.12	Server error occurred while trying to perform an export request. (PS 50100).....	596
24.5.13	Server error occurred while trying to retrieve an export result. (PS 50101).....	596
24.5.14	Server error occurred while trying to cancel an export task: no task identifier provided in request. (PS 50102).....	596
24.5.15	The export format is not recognized by the server. (PS 50103).....	597
24.5.16	The destination in the export request is not recognized by the server. (PS 50104).....	597

24.5.17	The export format and the destination specified are not compatible. (PS 50105).....	597
24.5.18	A server error occurred while interacting with the data provider. (PS 50106).....	598
24.5.19	Some data received by the export engine is either illegal or not supported, or the request does not follow expected syntax. (PS 50107).....	598
24.5.20	A server error occurred while interacting with the data provider. (PS 50108).....	598
24.5.21	The current data set is too large for this export. (PS 50109).....	599
24.5.22	Server error occurred while processing the prompt input. (PS 50200) .....	599
24.5.23	Server error occurred while analyzing the prompt. (PS 50201).....	599
24.5.24	Server error occurred while submitting the prompt inputs. (PS 50202) .....	600
24.5.25	Some prompt inputs are missing. (PS 50203).....	600
24.5.26	A prompt input is invalid. (PS 50204).....	600
24.5.27	Server error occurred while saving the prompt inputs. (PS 50205).....	601
24.5.28	The selected objects are not compatible. (PS 50206).....	601
24.5.29	Failed to load the Information Space. (PS 50300).....	601
24.5.30	Failed to load the Information Space index. (PS 50301).....	602
24.5.31	Failed to initialize the data provider session. (PS 50302).....	602
24.5.32	The Information Space is based on a data source that does not exist. (PS 50303).....	602
24.5.33	The Information Space doesn't contain any facets. (PS 50304).....	603
24.5.34	The Information Space doesn't contain any data. (PS 50305).....	603
24.5.35	Failed to apply the object level security. (PS 50306).....	603
24.5.36	Failed to apply the personalization settings. (PS 50307).....	604
24.5.37	A request to the underlying data access layer failed. (PS 50308).....	604
24.6	PS 60000 - PS 60310.....	604
24.6.1	The method called is not supported for this endpoint. (PS 60001).....	604
24.6.2	The method called requires a token. (PS 60002).....	605
24.6.3	The web application encountered an error while parsing the response.. (PS 60003).....	605
24.6.4	The endpoint called does not exist. (PS 60004).....	605
24.6.5	The request has caused a parsing issue. (PS 60101).....	606
24.6.6	There are missing parameters within the request. (PS 60102).....	606
24.6.7	The request is incorrectly formed. (PS 60103).....	606
24.6.8	Error while creating or updating the information space datachunk. (PS 60201).....	607
24.6.9	Error during Openspace. The indexing of the Information Space failed. (PS 60301).....	607



24.7	PS 70000 - PS 70003.....	607
24.7.1	Bookmark does not exist. (PS 70001).....	607
24.7.2	It was not possible to open the Information Space. (PS 70002).....	608
24.7.3	It was not possible to open the bookmark. (PS 70003).....	608
24.8	PS 80000 - PS 80105.....	608
24.8.1	Failed to open the album. (PS 80001).....	608
24.8.2	Failed to delete the album. (PS 80002).....	609
24.8.3	Failed to save or delete the Album due to a concurrent access. Please retry later. (PS 80003).....	609
24.8.4	You do not have sufficient rights to create an album. (PS 80101).....	609
24.8.5	You do not have sufficient rights to open an album. (PS 80102).....	610
24.8.6	You do not have sufficient rights to edit an album. (PS 80103).....	610
24.8.7	You do not have sufficient rights to save an album. (PS 80104).....	610
24.8.8	You do not have sufficient rights to delete an album. (PS 80105).....	611
<b>25</b>	<b>Report Conversion Tool (RCT) Error Messages.....</b>	<b>612</b>
25.1	Unknown error (RCT 00001).....	612
25.2	user canceled the conversion (RCT 00011).....	612
25.3	An error occurred while trying to start the conversion server. (RCT 00013) .....	613
25.4	Publish failed (RCT 00014).....	613
25.5	The Source server is not found or the server may be down. (RCT 00016).....	613
25.6	The Destination server is not found or the server may be down. (RCT 00017) .....	614
25.7	Source User name is invalid. (RCT 00018).....	614
25.8	Destination User name is invalid. (RCT 00019).....	614
25.9	Source Password is invalid. (RCT 00020).....	615
25.10	Destination Password is invalid. (RCT 00021).....	615
25.11	Incorrect login or password or port at Source. (RCT 00022).....	615
25.12	Incorrect login or password or port at Destination. (RCT 00023).....	616
25.13	Invalid Source (RCT 00024).....	616
25.14	Invalid Destination (RCT 00025).....	616
25.15	Choose a connection to continue with audit or deselect the checkbox. (RCT 00026).....	617
25.16	Unable to open file from (RCT 00027).....	617
25.17	File not found. Verify the file name. (RCT 00028).....	617
25.18	Invalid file name. (RCT 00029).....	618
25.19	Invalid roc file. Please select a valid roc file. (RCT 00030).....	618
25.20	Invalid file. (File corrupted?) Please select a valid roc file. (RCT 00031) .....	618
25.21	Invalid File name. (RCT 00032).....	619

<b>26</b>	<b>RESTful Web Services (RWS) Error Messages</b>	<b>620</b>
26.1	RWS 00002 - RWS 00010	620
26.1.1	General server error. (RWS 00002)	620
26.1.2	Client input error. (RWS 00003)	620
26.1.3	Forbidden (RWS 00004)	621
26.1.4	Not Found (RWS 00005)	621
26.1.5	Unable to create service. See server logs for details. (RWS 00006)	621
26.1.6	Unknown error occurred while invoking service. See server logs for details. (RWS 00007)	622
26.1.7	The HTTP header does not contain the X-SAP-LogonToken attribute. (RWS 00008)	622
26.1.8	Resource not found: {0} (RWS 00009)	622
26.1.9	Resource not supported for the requested object. (RWS 00010)	623
26.2	RWS 00011 - RWS 00026	623
26.2.1	Invalid session token timeout value: {0}. (RWS 000011)	623
26.2.2	Info object with ID {0} not found. (RWS 000012)	623
26.2.3	Duplicate Object (RWS 000013)	624
26.2.4	No relationship named {0}. (RWS 000015)	624
26.2.5	The server session is not available from the PJS service bean. (RWS 000016)	624
26.2.6	Encode failure. (RWS 000017)	625
26.2.7	{0} is NULL. (RWS 000018)	625
26.2.8	Illegal Argument: {0} (RWS 000019)	625
26.2.9	Cannot serialize value of type {0}. (RWS 000020)	626
26.2.10	Unterminated string. (RWS 000021)	626
26.2.11	Malformed date: {0}. (RWS 000022)	626
26.2.12	Malformed time: {0}. (RWS 000023)	627
26.2.13	Malformed datetime: {0}. (RWS 000024)	627
26.2.14	Cannot deserialize value of type {0}. (RWS 000025)	627
26.2.15	Cannot get the attribute name. The name is either null or empty. (RWS 000026)	628
26.3	RWS 00031 - RWS 00051	628
26.3.1	Model error. (RWS 000031)	628
26.3.2	No setter. (RWS 000032)	629
26.3.3	Getter must not have parameters: {0}. (RWS 000033)	629
26.3.4	Setter must have exactly one parameter: {0}. (RWS 000034)	629
26.3.5	Setter {0} is not of the same type as getter {1}. (RWS 000035)	630
26.3.6	source: {0} + destination: {1}. (RWS 000036)	630
26.3.7	Reference equality is not implemented. (RWS 000037)	630

26.3.8	This use in hash-based collections is not implemented. (RWS 000038)	631
26.3.9	Class {0} is not a model class. (RWS 000039)	631
26.3.10	property '{0}' cannot bind to two fields: {1}, and {2}. (RWS 000040)	631
26.3.11	Attribute '{0}' cannot bind to two get (or set) methods: {1}, and {2}. (RWS 000041)	632
26.3.12	Model contains at least 1 write-only attribute. name: {0}, method: {1}. (RWS 000042)	632
26.3.13	No accessible constructor without parameters for class {0}. (RWS 000043)	632
26.3.14	{0} object is null for composition property {1}. (RWS 000044)	633
26.3.15	Couldn't inject property '{0}' to field {1} of type {2}. (RWS 000045)	633
26.3.16	Property name already exists: {0} (RWS 000046)	633
26.3.17	GUID must not contain the path separator '/' (RWS 000047)	634
26.3.18	No type for class {0} (RWS 000048)	634
26.3.19	Empty filter. (RWS 000049)	634
26.3.20	Filter may not use '{0}' in conjunction with any other filter strings. (RWS 000050)	635
26.3.21	A duplicate {0} instance was created. (RWS 000051)	635
26.4	RWS 00052 - RWS 00075	635
26.4.1	Bad request. (RWS 00052)	635
26.4.2	Unauthorized (RWS 00053)	636
26.4.3	Payment required. (RWS 00054)	636
26.4.4	Forbidden (RWS 00055)	636
26.4.5	Not found. (RWS 00056)	637
26.4.6	Method not allowed (RWS 00057)	637
26.4.7	Not acceptable, (RWS 00058)	637
26.4.8	Proxy authentication required. (RWS 00059)	638
26.4.9	Request timeout. (RWS 00060)	638
26.4.10	Conflict (RWS 00061)	638
26.4.11	Gone (RWS 00062)	639
26.4.12	Length required. (RWS 00063)	639
26.4.13	Length required. (RWS 00063)	639
26.4.14	Precondition failed. (RWS 00064)	640
26.4.15	Request entity too large. (RWS 00065)	640
26.4.16	Request-URI too long. (RWS 00066)	640
26.4.17	Unsupported media type. (RWS 00067)	641
26.4.18	Requested range not satisfiable. (RWS 00068)	641
26.4.19	Expectation failed. (RWS 00069)	641

26.4.20	Internal server error. (RWS 00070).....	642
26.4.21	Not implemented. (RWS 00071).....	642
26.4.22	Bad gateway. (RWS 00072).....	642
26.4.23	Service unavailable. (RWS 00073).....	643
26.4.24	Gateway timeout. (RWS 00074).....	643
26.4.25	HTTP version not supported. (RWS 00075).....	643
26.5	RWS 00076 - RWS 00080.....	644
26.5.1	Logon may not proceed because a session is already associated with this request. (RWS 000076).....	644
26.5.2	The authentication scheme you have chosen is currently not supported. (RWS 000077).....	644
26.5.3	The credentials could not be decoded. (RWS 000078).....	645
26.5.4	Please validate your input. (RWS 000079).....	645
26.5.5	Cannot bind unknown attribute {0} to method {1}. (RWS00080).....	645
<b>27</b>	<b>Translation tool error messages (TMT).....</b>	<b>646</b>
27.1	Translation management tool (TMT) Errors.....	646
27.1.1	Object type is not translatable (TMT10000).....	646
27.1.2	No translation plugin is defined for the type "{0}" (TMT10010).....	646
27.1.3	Cannot load the translation plugin for the type "{0}" (TMT10020).....	647
27.1.4	"{0}" is a read-only object (TMT10030).....	647
27.1.5	Unexpected I/O exception (TMT10040).....	647
27.1.6	You do not have rights to translate "{0}" (TMT10050).....	648
27.1.7	Invalid User Rights (TMT 20050).....	648
27.1.8	You are not authorized to use this document.\n\nThe document belongs to another CMS. You cannot open it unless you are connected to the same CMS from which it was imported. (TMT 20070).....	648
<b>28</b>	<b>Universe Error Messages.....</b>	<b>649</b>
28.1	Universe Management (UNM) Error Messages.....	649
28.1.1	May be inconsistent. (UNM0001).....	649
28.1.2	Bad number format (UNM0002).....	649
28.1.3	Missing quote "... " (UNM0003).....	650
28.1.4	Missing double quote "... " (UNM0004).....	650
28.1.5	Missing closing bracket {...} (UNM0005).....	650
28.1.6	Missing opening parenthesis after function name (UNM0006).....	651
28.1.7	Missing closing parenthesis (UNM0007).....	651
28.1.8	Missing parameters (UNM0008).....	651
28.1.9	Wrong number of parameters (UNM0009).....	652
28.1.10	Bad character (UNM0010).....	652
28.1.11	Bad indent (UNM0011).....	652

28.1.12	Incompatible operand (UNM0012) .....	653
28.1.13	Looping in variable definition (UNM0013) .....	653
28.1.14	Returns type incompatible with the user object type. (UNM0014) .....	653
28.1.15	Syntax error (UNM0015) .....	654
28.1.16	Cannot create two user objects with the same name. (UNM0016) .....	654
28.2	Universe (UNV) Error Messages. ....	654
28.2.1	The server is not responding. (UNV0017) .....	655
28.2.2	The server is not responding (UNV0018) .....	655
28.2.3	This alias name is used for a table. (UNV0031) .....	655
28.2.4	Associated table does not exist. (UNV0032) .....	656
28.2.5	This object already exists. (UNV0035) .....	656
28.2.6	Strategy connection not found. (UNV0049) .....	656
<b>29</b>	<b>Upgrade management tool (UMT) Error Messages. ....</b>	<b>658</b>
29.1	UMT 00001. ....	658
29.1.1	The new language you have selected will not take effect until you have restarted upgrade management tool. (UMT 00001) .....	658
29.2	UMT 00301-00304. ....	659
29.2.1	As part of the upgrade process for this object, another object, titled "{0}", of kind "{1}", has been created. (UMT 00301) .....	659
29.2.2	This object is created as part of the upgrade process for another object titled "{0}", of kind "{1}". (UMT 00302) .....	659
29.2.3	This object will not be committed during the upgrade. This behavior is by design, and is not an error. (UMT 00303) .....	659
29.2.4	As part of the upgrade process for this object, another object, titled "{0}", of kind "{1}", has been excluded from being committed. This is not an error. (UMT 00304) .....	660
29.3	UMT 10001-10007. ....	660
29.3.1	You must be an administrator in order to change parameters. (UMT 10001) .....	660
29.3.2	A warning occurred. No further details are available. (UMT 10002) .....	660
29.3.3	File "{0}" not found. Please verify that the correct file name was given. (UMT 10003) .....	661
29.3.4	This object is excluded from being committed. This is part of the upgrade process, and is not an error. (UMT 10004) .....	661
29.3.5	This object is excluded from being committed as part of the upgrade process for another object titled "{0}", of kind "{1}". This is not an error. (UMT 10005) .....	661
29.3.6	For users and groups mapped in via third-party authentication, the name (not the CUID) is used to detect whether the user or group already exists at the destination. (UMT 10006) .....	662

29.3.7	The upgrade process cannot continue until you start or enable the following services: (UMT 10007).....	662
29.4	UMT 10101-10105.....	663
29.4.1	You have logged on to the source CMS as a user that is not a system administrator. You will not be able to export objects which you have no access to. It is recommended that you run the upgrade management tool as the system administrator. (UMT 10101).....	663
29.4.2	You have logged on to the destination CMS as a user that is not a system administrator. Certain objects may fail to commit due to security rights. (UMT 10102).....	663
29.4.3	You have logged on to both the source and the destination CMSes as users that are not system administrators. You will not be able to export or commit objects which you have no access to. It is recommended that you run the upgrade management tool as the system administrator. (UMT 10103).....	664
29.4.4	You have logged on to the source XI Release 2 CMS as a user that is not the system administrator. You will not be able to export objects which you have no access to. Also, users' passwords will not be exported. It is recommended that you run the upgrade management tool as the system administrator. (UMT 10104).....	664
29.4.5	You have logged on to both the source and the destination CMSes as users that are not system administrators. You will not be able to export or commit objects which you have no access to. Also, users' passwords will not be exported. It is recommended that you run the upgrade management tool as the system administrator. (UMT 10105).....	665
29.5	UMT 20001-20016.....	665
29.5.1	Object ID not recognized: {0} (UMT 20001).....	665
29.5.2	An error has occurred. No further details are available. (UMT 20002).....	665
29.5.3	Failed to apply upgrade management tool application plugin changes. The error is: {0} (UMT 20003).....	666
29.5.4	An unexpected error has occurred. (UMT 20004).....	666
29.5.5	An unexpected error of type "{0}" has occurred. (UMT 20005).....	666
29.5.6	Unable to retrieve the object with CUID "{0}" from object manager. (UMT 20006).....	667
29.5.7	Unable to retrieve the CUID of "{0}". The error is: {1} (UMT 20007).....	667
29.5.8	Insufficient right to retrieve the upgrade management tool application object. Please log on with a user who has View right on the upgrade management tool application object. (UMT 20008).....	667
29.5.9	Internal inconsistencies detected among upgrade management tool collaterals. Object: "{0}", property: "{1}", unexpected value: "{2}". (UMT 20009).....	668
29.5.10	Internal inconsistencies detected among plugins associated with upgrade management tool. The prompt name "{0}" is used by at least plugins "{1}" and "{2}". (UMT 20010).....	668

29.5.11	Internal inconsistencies detected among plugins associated with upgrade management tool. The prompt name "{0}" from plugin "{1}" contains one or more invalid characters. (UMT 20011).....	669
29.5.12	Version check failed. The source system or source BIAR file must be of an older version. The destination system must be of the current version. (UMT 20012).....	669
29.5.13	Version check failed. Source system must be of the current version. (UMT 20013).....	669
29.5.14	Version check failed. The source system's version must be XI Release 2 or later. (UMT 20014).....	670
29.5.15	Failed to open Help in browser. (UMT 20015).....	670
29.5.16	Upgrade management tool is currently not configured to work with WinAD. Please refer to the Upgrade Guide on how to properly set up WinAD authentication. (UMT 20016).....	670
29.6	UMT 20106-20112.....	671
29.6.1	To perform Complete Upgrade, you have to log on to the source CMS as a system administrator. (UMT 20106).....	671
29.6.2	To perform a Complete Upgrade, you have to log onto the destination CMS as a system administrator. (UMT 20107).....	671
29.6.3	To perform Complete Upgrade, you must log on to the source XI Release 2 CMS as the system administrator. (UMT 20108).....	672
29.6.4	No source input File Repository Servers are available. Please check your source system, and ensure the FRS servers are running. (UMT 20109).....	672
29.6.5	No source output File Repository Servers are available. Please check your source system, and ensure the FRS servers are running. (UMT 20110).....	672
29.6.6	No destination input File Repository Servers are available. Please check your destination system, and ensure the FRS servers are running. (UMT 20111).....	673
29.6.7	No destination output File Repository Servers are available. Please check your destination system, and ensure the FRS servers are running. (UMT 20112).....	673
29.7	UMT 20201-20215.....	673
29.7.1	Invalid upgrade mode detected. Refer to the documentation for a list of acceptable modes. (UMT 20201).....	673
29.7.2	Source system name cannot be empty. (UMT 20202).....	674
29.7.3	Source system user name cannot be empty. (UMT 20203).....	674
29.7.4	Source system authentication cannot be empty. (UMT 20204).....	674
29.7.5	Destination CMS name cannot be empty. (UMT 20205).....	675
29.7.6	Destination user name cannot be empty. (UMT 20206).....	675
29.7.7	Destination authentication type cannot be empty. (UMT 20207).....	675
29.7.8	BIAR file path cannot be empty. (UMT 20208).....	676
29.7.9	Cannot find the directory specified in the BIAR file path. Please verify the path. (UMT 20209).....	676

29.7.10	The BIAR file path is invalid. Please verify the path. (UMT 20210)	676
29.7.11	Cannot find the specified BIAR file. Please check the file path. (UMT 20211)	677
29.7.12	Log file path cannot be empty. (UMT 20212)	677
29.7.13	The log file path is invalid. Please verify the path. (UMT 20213)	677
29.7.14	The prompt "{0}" is invalid. Please refer to the documentation for a list of acceptable prompts. (UMT 20214)	678
29.7.15	Cannot find the directory specified in log file path. Please verify the path. (UMT 20215)	678
<b>30</b>	<b>Web Intelligence Error Messages</b>	<b>679</b>
30.1	Web Intelligence (WIJ) Error Messages	679
30.1.1	You need to use the Formula Editor to create a formula. (Error: WIJ 10000)	679
30.1.2	You cannot create a variable that has the same name as an existing document object. Give the new variable a different name. (Error: WIJ 10001)	679
30.1.3	You cannot position this report component in relation to a block, cell, or section that is positioned relative to this report component. Select a different block, cell or section in the dropdown list or unselect the Relative To option. (WIJ 10500)	680
30.1.4	Web Intelligence requires the Java Runtime Environment (JRE) 1.4.2_01. The currently installed JRE is {0}. Contact your administrator to upgrade to 1.4.2_01 or select the [default VM] entry in the [Java Plug-in Control Panel], if you already have the required version installed. (WIJ 11111)	680
30.1.5	An error occurred while the document was being decoded. Try to open the document in the BI Launch Pad, or contact your administrator for further information. (WIJ 20000)	681
30.1.6	An unexpected problem occurred when during document refresh and open. The data source has been modified or deleted, or a prompt on the document has no value selected. (WIJ 20001)	681
30.1.7	Unexpected error. If you cannot reconnect to the server, close your session and start again. (WIJ 20002)	682
30.1.8	Unable to get the first page of the current report. Check the validity of your report. (ERR WIJ 20003)	682
30.1.9	The current query contains unresolvable objects. The query will be updated (WIJ 20004)	682
30.1.10	The current request has returned corrupted data. Contact your administrator for further information (WIJ 20005)	683
30.1.11	Unable to contact the application server. Contact your administrator for further information (WIJ 20010)	683



30.1.12	The {0,number} MB report element you want to copy is too large to be exported to an external application.\n	The maximum allowed size is {1,number} MB. (Error: WIJ 30004).....	683
30.1.13	Your user profile does not give you access to a document domain to save corporate documents. Save this document as a personal document or contact your administrator (ERR WIJ 40000).....		684
30.1.14	The query in this document is empty. Check that the Result Objects pane on the query tab includes objects before running the query (ERR WIJ 30000).....		684
30.1.15	At least one query in this document is empty. Check that the Result Objects pane on each query tab includes objects before running the queries (ERR WIJ 30001).....		684
30.1.16	Out of memory. Reduce the browser window size or re-launch the report panel. (WIJ 30003).....		685
30.1.17	Your user profile does not allow you to save personal or corporate documents. Contact your administrator for further details. (WIJ 40001).....		685
30.1.18	An unexpected error occurred. (WIJ 44444).....		685
30.1.19	Your version of Web Intelligence Rich Client is not up-to-date to connect to this system (ERR WIJ 50003).You must upgrade your Web Intelligence Rich Client by clicking <a href="{0}">here</a>.....		686
30.1.20	The information sent to the server contains invalid character(s). Use the Undo button to cancel the latest changes to the document and then retry. (Error: WIJ 55555).....		686
30.1.21	The session timed out. The document {document_name}.wid has been autosaved in the Favorites\~InteractiveAnalysis folder. Click Restore to retrieve it. (WIJ 60001).....		687
30.1.22	The session timed out, but the document could not be autosaved because the following security rights are not assigned (WIJ 60002): {list_of_rights}.....		687
30.1.23	The document cannot be retrieved due to a server problem (WIJ 77777). .....		687
30.1.24	The Central Management System is not functioning. Contact your administrator for further information. (WIJ 77779).....		688
30.1.25	Your session timed out. Please close the Java interface and log on again. (WIJ 77778).....		688
30.2	Web Intelligence Desktop (WIO) Error Messages. ....		688
30.2.1	Web Intelligence Desktop cannot log in. (WIO 00001) .....		689
30.2.2	Cannot open the hyperlink (WIO 00002).....		689
30.2.3	There is no more memory available. (WIS 30280) (WIO 30280).....		690
30.2.4	Cannot continue because memory is low. Please close documents to free memory. (WIO 30284).....		690
30.3	Web Intelligence Server (WIS) Error Messages. ....		690
30.3.1	The query in this document is empty. (WIS 30000) .....		690
30.3.2	At least one query in the document is empty. (WIS 30001) .....		691

30.3.3	Your security profile does not include permission to edit queries. (WIS 30251) .....	691
30.3.4	Your security profile does not include permission to edit documents. (WIS 30252) .....	691
30.3.5	Your security profile does not include permission to refresh documents. (WIS 30253) .....	692
30.3.6	Your security profile does not include permission to refresh lists of values. (WIS 30254) .....	692
30.3.7	Your security profile does not include permission to use lists of values. (WIS 30255) .....	692
30.3.8	Your security profile does not include permission to view the script generated by the query. (WIS 30256) .....	693
30.3.9	Your security profile does not include permission to use the formula language. (WIS 30257) .....	693
30.3.10	Your security profile does not include permission to perform drill analysis. (WIS 30258) .....	693
30.3.11	Your security profile does not include permission to extend the scope of analysis. (WIS 30259) .....	694
30.3.12	An internal error occurred while calling the {api_name} API. (WIS 30270) .....	694
30.3.13	The document is too large to be processed by the server. (WIS 30271) .....	694
30.3.14	The document is too large to be processed by the server. (WIS 30272) .....	695
30.3.15	The query or report could not be generated. (WIS 30351) .....	695
30.3.16	A query with this name already exists. (WIS 30371) .....	696
30.3.17	The Web Intelligence server memory is full. Log off and try to connect later. If the problem persists, contact your administrator. (Error: ERR_WIS_30280) (WIS 30280).....	696
30.3.18	The Web Intelligence server is busy. Save any pending change and try again later. If the problem persists, contact your administrator. (Error: ERR_WIS_30284) (WIS 30284).....	696
30.3.19	The Web Intelligence server is running out of memory, your document has been closed. If the problem persists, contact your administrator. (Error: ERR_WIS_30285) (WIS 30285).....	697
30.3.20	You cannot edit this document because the query property option "Allow other users to edit the query" was not enabled when the document was created. (WIS 30381) .....	697
30.3.21	An internal error has been generated by the WIQT. (WIS 30551) .....	697
30.3.22	Your WIQT session has reached timeout. Log out and log in again to the BI launch pad. (WIS 30553) .....	698
30.3.23	No more WIQT servers are available. The maximum number of concurrent users is already logged in. (WIS 30554) .....	698

30.3.24	Your security profile does not include permission to save documents as corporate documents or to send documents using the BI launch pad. (WIS 30555)	699
30.3.25	A corporate document with this name already exists. Your security profile does not include permission to delete corporate documents created by other users. (WIS 30556)	699
30.3.26	There is no document with this name in the repository. Specify a different document name. (WIS 30557)	699
30.3.27	Cannot perform the intended action on this document. (WIS 30650)	700
30.3.28	The server failed to load the XML document. (WIS 30751)	700
30.3.29	The XML file for this document cannot be opened. Contact your administrator. (WIS 30752)	701
30.3.30	An error occurred while parsing the XML document. Contact your administrator. (WIS 30753)	701
30.3.31	The Web Intelligence 2.x document could not be migrated. (WIS 30761)	701
30.3.32	This document cannot be migrated. The query and report of the original Web Intelligence 2.x document are not synchronized. Try to refresh and save the original document; then attempt migration again. (WIS 30762)	702
30.3.33	The Web Intelligence 2.x document could not be migrated, because the WIQT module returned an error. Contact your administrator. (WIS 30763)	702
30.3.34	Your user profile does not provide you with access to a document domain to save corporate documents. Save this document as a personal document or contact your administrator. (WIS 40000)	703
30.4	Web Intelligence Desktop HTML Interface (WIH) Error Messages	703
30.4.1	The document could not be saved. (WIH 00014)	703
30.4.2	The session timed out. The document {document_name}.wid has been autosaved in the Favorites\~WebIntelligence folder. Click Restore to retrieve it. (WIH 00015)	704
30.4.3	The session timed out, but the document could not be autosaved because the following security rights are not assigned (WIH 00016): {list_of_rights}	704
30.5	ReportEngine Web Intelligence (RWI) Error Messages	705
30.5.1	RWI 00000 - RWI 00314	705
30.5.2	RWI 00315 - RWI 00605	712
30.5.3	RWI 00606 - RWI 00850	719
30.6	Custom Data Source (CDS) Framework Error Messages	727
30.6.1	Custom Data Source User Interface Framework error messages	727
30.6.2	Web Services Custom Data Source Plugin error messages	731
30.6.3	Custom Data Source Framework error messages	735
<b>31</b>	<b>HTTP errors</b>	<b>743</b>
31.1	Troubleshooting HTTP 404 errors	743

31.2	Resolving HTTP 500 errors. ....	743
<b>32</b>	<b>Dashboards error messages. ....</b>	<b>745</b>
32.1	DSL initialization failed. (XLS 000001).....	745
32.2	Could not find DSL services; Check your SAP BusinessObjects installation. (XLS 000002).....	745
32.3	Could not connect to SAP BusinessObjects server; Check your network connection. (XLS 000003).....	745
32.4	Failed to (de-)serialize data. (XLS 000004).....	746
32.5	Failed to serialize exception: {0}. (XLS 000005).....	746
32.6	Datasource ({0} - {1}) not found. (XLS 000006).....	746
32.7	Could not load Dashboards DSL library. (XLS 000007).....	747
32.8	Could not load session. (XLS 000008).....	747
32.9	Request processing failed. (XLS 000009).....	747
32.10	Cannot find {0} InfoObject: {1}. Please verify that it exists and that you have rights on it. (XLS 000010).....	748
32.11	Cannot find data connection information for universe: {0} (XLS 000011).....	748
32.12	Unknown server error. Please try again later. (XLS 000012).....	748
32.13	Invalid Dashboards Server configuration property: {0}. (XLS 000013).....	749
32.14	Cannot find or load Dashboards Server configuration file. (XLS 000014).....	749
32.15	Your query generated multiple SQL statements, which is not supported. Please modify your query. (XLS 000015).....	749
32.16	Combined Query is not supported. (XLS 000016).....	750
32.17	The cache file path is invalid. (XLS 000017).....	750
32.18	Failed to initialize Dashboards Processing Server. (XLS 000018).....	750
32.19	Current user does not have right: {0} on object: {1} (XLS 000019).....	751
32.20	DSL could not create the Provider (XLS 000020).....	751
32.21	Could not connect to the server. Log on and try again. (XLW 000001).....	751
32.22	Could not communicate with the server. Try again. If the problem persists, contact your system administrator or technical support. (XLW 000002).....	752
32.23	Failed to read request ({0}). (XLW 000003).....	752
<b>33</b>	<b>Platform Search Error Messages. ....</b>	<b>753</b>
33.1	New document extraction version has not been implemented. Contact your system administrator. (PSS 00002).....	753
33.2	Extraction failed due to unknown reasons for {0}. Contact your system administrator. (PSS 00003) .....	753
33.3	While extracting the object with SI_ID {0}, an Out of Memory Error occurred. Please check the document size. (PSS 00004).....	754
33.4	Indexing failed because more than one index engine has been enabled (PSS 01001).....	754
33.5	Indexing failed. All index engines may be disabled (PSS 01002).....	754

33.6	Index is not ready. Please try again later (PSS 01004).....	755
33.7	The string is too generic. Provide a more specific string.(PSS 02001).....	755
33.8	Search string is empty. Enter a valid search string (PSS 02003).....	756
33.9	Search string is invalid. Please refer to the documentation for information about supported search syntax (PSS 02004).....	756
33.10	Server is busy. Please try again later (PSS 02005).....	756
33.11	Summary extraction failed for {0}.(PSS 03002) .....	757
33.12	Content extraction failed for {0}.(PSS 03004) .....	757
33.13	Unable to extract the object with SI_ID {0} because the document may be a PPT with empty comments, password protected, or may have content that is not extractable.(PSS 03007).....	757
33.14	Unable to extract the object with SI_ID {0} because the PDF may have content that is not extractable.(PSS 03008) .....	758
33.15	Unable to extract the object with SI_ID {0} because the document may have content that is not extractable, or may be too large.(PSS 03009) .....	758
33.16	RASFactory service failed to return. (PSS 04001).....	759
33.17	Unsupported InfoObject {0} has been passed on to Crystal Reports extraction. (PSS 04003).....	759
33.18	Failed to close Crystal report {0}.(PSS 04005) .....	759
33.19	RAS has failed to open the document {0}.(PSS 04006).....	760
33.20	Failed to create context for universe with an exception: {0}.(PSS 05001).....	760
33.21	Failed to retrieve DataSourceElement value. Ensure DataSourceName is created and the connection is available.(PSS 05002) .....	760
33.22	Unable to create Business Layer for universe {0}. This may be due to context failure or unavailable core services.(PSS 05003) .....	761
33.23	Interactive analysis processing server may be down. Unable to create document instance.(PSS 06002).....	761
33.24	The new document extraction version is not implemented. Contact your system administrator.(PSS 06004) .....	762
33.25	Failed to close interactive analysis document {0}.(PSS 06005) .....	762
33.26	Interactive analysis processing server has failed to open the document {0}. (PSS 06006).....	762
33.27	Interactive analysis document contains incorrect universe connection information.(PSS 06007).....	763
33.28	Explorer Search Server may be down. Unable to compile results.(PSS 07001) .....	763
33.29	Internal error occurred while retrieving Information Spaces.(PSS 07002).....	763
<b>34</b>	<b>Monitoring Error Messages.....</b>	<b>765</b>
34.1	An error occurred while running the probe (MON00001) .....	765
34.2	An error occurred while listing the probes (MON00002).....	765
34.3	An error occurred while reading the probe result from file with id: {0} (MON00003).....	766

34.4	An error occurred while retrieving the URLs for Properties/Schedule/History Action (MON00004).....	766
34.5	An error occurred while paginating the probes list (MON00006) .....	766
34.6	{0} is not a valid {1} value (MON00007).....	767
34.7	An exception occurred while executing the request (MON00008).....	767
34.8	An error occurred while retrieving the trend data from the database (MON00009).....	767
34.9	An error occurred while listing the watches (MON00010).....	768
34.10	An error occurred while retrieving the details for the watch {0} (MON00011) .....	768
34.11	An error occurred while retrieving the status of the watch {0}. (MON00012) .....	768
34.12	An error occurred while creating the watch {0} (MON00013).....	769
34.13	An error occurred while deleting the watch {0} (MON00014).....	769
34.14	An error occurred while making a copy of the watch {0} (MON00015).....	769
34.15	An error occurred while editing the watch {0} (MON00016).....	770
34.16	An error occurred while paginating the watches list (MON00017).....	770
34.17	An error occurred while marking the watch {0} as Favorite (MON00018).....	770
34.18	An error occurred while retrieving recent alerts (MON00019).....	771
34.19	An error occurred while retrieving alerts for the watch {0} (MON00020).....	771
34.20	An error occurred while deleting an alert (MON00021).....	771
34.21	An error occurred while retrieving the total number of alert pages (MON00022).....	772
34.22	An error occurred while retrieving watches with alerts count (MON00023).....	772
34.23	An error occurred while setting alert confirmed property (MON00024).....	772
34.24	An error occurred while setting alert marked as read (MON00025).....	773
34.25	Server not running (MON00026).....	773
34.26	Unknown Error (MON00027).....	773
34.27	An error occurred while retrieving the KPIs (MON00028).....	774
34.28	An error occurred while refreshing the managed entities (MON00029).....	774
34.29	An error occurred while enabling watch (MON00030).....	774
34.30	Timeout value cannot be zero or negative (MON00031) .....	775
34.31	Incorrect timeout value (MON00032) .....	775
34.32	Input Parameter Type "{0}" not recognized (MON00033).....	775
34.33	Incorrect input parameter : {0} (MON00034) .....	776
34.34	Error in getting the Probe InfoObject (MON00035) .....	776
34.35	Probe InfoObject was not found (MON00036) .....	776
34.36	The following argument(s) are missing {0} (MON00037) .....	777
34.37	An error occurred while disabling or enabling the watch {0} (MON00039).....	777
34.38	Monitoring service may not have started yet or might have failed to start. Check the service status (MON00041).....	777

34.39	An exception has occurred while executing the probe (MON00042) .....	778
34.40	An exception occurred while formatting the response (MON00044) .....	778
34.41	An error occurred while listing the Users (MON00045) .....	778
34.42	An error occurred while retrieving the KPI details. (MON00046) .....	779
34.43	An error occurred while retrieving synchronized live data (MON00047) .....	779
34.44	An error occurred while retrieving the watch state (MON00048) .....	779
34.45	An error occurred while retrieving the probe run result report (MON00049) .....	780
34.46	An error occurred while saving the probe (MON00050) .....	780
34.47	An error occurred while displaying the properties of the Probe (MON00051) .....	780
34.48	An error occurred while saving the application properties (MON00052) .....	781
34.49	An error occurred while displaying the properties of the application (MON00053) .....	781
34.50	An error occurred while running the database backup task (MON00054) .....	781
34.51	An error occurred while retrieving the details of the Derived metric (MON00055) .....	782
34.52	An error occurred while editing the Derived metric (MON00056) .....	782
34.53	An error occurred while disabling watch (MON00057) .....	782
34.54	An error occurred while retrieving alerts. (MON00058) .....	783
34.55	An error occurred while creating the derived metric. (MON00059) .....	783
34.56	An error occurred while setting the KPIs to be displayed on the Dashboard. (MON00060) .....	783
34.57	An error occurred while retrieving the drill down on the metric. (MON00061) .....	784
34.58	An error occurred while marking the watch {0} as KPI. (MON00062) .....	784
34.59	An error occurred while uploading the script file to the Probe. (MON00063) .....	784
34.60	Choose either command line or script file as input for -scriptbased argument. You cannot select both the options. (MON00064) .....	785
34.61	The input is not in the right format for script based probes for the following argument: {0} (MON00065) .....	785
34.62	The following input: {0} is missing for the script based probe. (MON00066) .....	785
34.63	Value for the input parameter {0} is missing. (MON00067) .....	786
34.64	Unable to retrieve the health state of the managed entity. (MON00068) .....	786
34.65	Unable to retrieve the hierarchy. (MON00069) .....	786
34.66	An error occurred while creating the probe. (MON00070) .....	787
34.67	An error occurred while deleting the probe. (MON00071) .....	787
34.68	Unable to retrieve the watch for the topology node. (MON00072) .....	787
34.69	An error occurred while querying the infostore for picture (MON00073) .....	788

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34.70	A watch with the specified name already exists {0} (MON00074).....	788
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# 1 Document History

The following table provides an overview of the most important document changes.

Version	Date	Description
SAP BusinessObjects Business Intelligence Suite 4.1	May 2013	First release of this document.
SAP BusinessObjects Business Intelligence Suite 4.1 Support Package 1	August 2013	Second release of this document.
SAP BusinessObjects Business Intelligence Suite 4.1 Support Package 2	November 2013	Third release of this document.

## 2 Administration & Security Error Messages

Administration error messages include the following ranges and categories:

- Administration (ADM) Errors
- Administration Wizard (ADW) Error Messages
- BI Platform Servers (FWB) Error Messages
- BIP Framework Middleware (FWM) Error Messages
- Security (USR) Errors

### 2.1 Administration (ADM) Errors

Administration error messages include the following:

Range	Category
ADM0012 - ADM 00208	Administration errors

### 2.2 Administration Wizard (ADW) Error Messages

Administration Wizard error messages include the following:

Range	Category
ADW0002 - ADW0025	Administration Wizard errors

### 2.3 BIP Framework Middleware (FWM) Error Messages

BIP Framework Middleware (FWM) includes the following error message categories:

Range	Category
FWM 00001 - FWM 00009	BIP Framework Middleware (FWM)
FWM 01001 - FWM 01014	BIP Framework Middleware (FWM)
FWM 02001 - FWM 02140	BIP Framework Middleware (FWM)
FWM 04002 - FWM 04038	BIP Framework Middleware (FWM)
FWM 08001 - FWM 08006	BIP Framework Middleware (FWM)

Range	Category
FWM 10001 - FWM 10007	BIP Framework Middleware (FWM)
FWM 12001 - FWM 12013	BIP Framework Middleware (FWM)
FWM 14001 - FWM 14009	BIP Framework Middleware (FWM)
FWM 16001 - FWM 16005	BIP Framework Middleware (FWM)
FWM 17001 - FWM 17003	BIP Framework Middleware (FWM)

## 2.3.1 FWM 00001 - FWM 00012

### 2.3.1.1 (FWM 00001) Transport error: Communication failure

#### Cause

The client could not communicate with the server, because the server may be offline, because there is a network communication problem, or because a client request may have timed out.

#### Action

Ensure that the server is online, that there is network communication, and increase the amount of time before requests time out.

### 2.3.1.2 (FWM 00002) Transport error: Insufficient resources

#### Cause

The client and server cannot communicate with each other.

#### Action

Ensure both the client and server use SSL or do not use SSL.

---

**2.3.1.3** (FWM 00003) Kerberos target name %1 is unknown. Please contact your system administrator to make sure it's set up properly

### Cause

The target account or the Service Principal Name (SPN) is not recognized.

### Action

Ensure that the target account and target SPN exist.

**2.3.1.4** (FWM 00004) Failed to contact the Active Directory server

### Cause

The Active Directory Server is unreachable.

### Action

Find the server name in the logs, and ensure that the server is accessible.

**2.3.1.5** (FWM 00005) The Active Directory Authentication plugin could not authenticate at this time. Please try again. If the problem persists, please contact your technical support department

### Cause

The Active Directory plugin uses an outdated alias format.

### Action

Update the Active Directory plugin in the Central Management Console, on the *Windows AD* page.

---

**2.3.1.6** (FWM 00006) Active Directory Authentication failed to log you on. Please contact your system administrator to make sure you are a member of a valid mapped group and try again. If you are not a member of the default domain, enter your user name as `UserName@DNS_DomainName`, and then try again

### Cause

A logon context cannot be created.

### Action

Ensure that your configuration file entry is valid, and that you have the permissions necessary to create a login context.

**2.3.1.7** (FWM 00007) Invalid username or password. If your account is under any root other than %1, you must enter your DN

### Cause

Your username could not be authenticated.

### Action

Enter a valid username and password.

#### Note

If your account is on another system, you must enter your distinguished name (DN).

**2.3.1.8** (FWM 00008) LDAP Authentication has not been configured to use single sign on. Please contact your system administrator

### Cause

You have not configured Single Sign-On.

---

## Action

Configure Single Sign-On.

**2.3.1.9** (FWM 00009) LDAP Authentication with an empty password is not supported when single sign on is not enabled

## Cause

You have not entered a password.

## Action

Enter a valid password.

**2.3.1.10** (FWM 00010) The language is missing

## Cause

The language for SAP authentication is not specified.

## Action

Enter a valid language. Ensure that it does not contain invalid characters: spaces, encoded blank spaces ("%20"), or quote signs ("").

**2.3.1.11** (FWM 00011) The credentials for load balancing logon are invalid

## Cause

The credentials for SAP authentication load balancing logon contain invalid characters.

---

## Action

Enter valid credentials. Ensure that does not contain invalid characters: spaces, encoded blank spaces ("%20"), or quote signs (").

### 2.3.1.12 (FWM 00012) The credentials for direct application host logon are invalid

## Cause

The credentials entered for SAP authentication direct application logon contain invalid characters.

## Action

Enter a valid integer host. Ensure that it does not contain blank spaces, encoded blank spaces ("%20"), or quote signs.

## 2.3.2 FWM 01001 - FWM 01014

### 2.3.2.1 (FWM 01001) A problem occurred while talking to the server {0}

## Cause

A problem occurred while communicating with the server.

## Action

See the cause of the problem for more information.

### 2.3.2.2 (FWM 01002) Unable to reconnect to the CMS {0}. The session has been logged off or has expired

## Cause

You have logged off or your session has expired.

---

## Action

Log on again.

### 2.3.2.3 `(FWM 01003) Server {0} not found or server may be down`

## Cause

The server cannot be found. It may be offline.

## Action

Check the port settings of the Central Management Server, and then start and enable the server.

### 2.3.2.4 `(FWM 01005) Unable to open a socket to talk to CMS {0}`

## Cause

Unable to open a socket to communicate with the Central Management Server.

## Action

Ensure that the Central Management Server is running.

### 2.3.2.5 `(FWM 01006) Unable to connect to service {0} from server {1} via CMS {2}`

## Cause

Unable to connect to the service through the Central Management Server.

## Action

Log on to the Central Management Console and ensure that the service is running on the appropriate server.



---

### 2.3.2.6 (FWM 01007) Unable to list services from server {0} via CMS {1}

#### Cause

Unable to list the services running on the specified server via the specified Central Management Server.

#### Action

Log on to the Central Management Console and ensure that the services are running on the appropriate servers.

### 2.3.2.7 (FWM 01008) Unable to find servers in CMS {0} and cluster {1} with kind {2} and extra criteria {3}. All such servers could be down or disabled by the administrator

#### Cause

Unable to find the required servers. They may be offline or disabled.

#### Action

Ensure that all required servers are running and enabled.

### 2.3.2.8 (FWM 01009) Communication error occurred when trying to connect to server {0}

#### Cause

The indicated communication error occurred while connecting to the server.

#### Action

See the cause of the error for more information.

---

### 2.3.2.9 (FWM 01010) The server group {0} not found in CMS {1}

#### Cause

The indicated server group was not found on the Central Management Server.

#### Action

Create the indicated server group.

### 2.3.2.10 (FWM 01011) Service {0} not found on server {1}

#### Cause

The indicated service cannot be found on the indicated server.

#### Action

Log on to the Central Management Console and ensure that the indicated service is running on the indicated server.

### 2.3.2.11 (FWM 01012) SSL mode is being requested but the following argument(s) are not present: {0}

#### Cause

The request for SSL mode is missing some arguments.

#### Action

Ensure that all SSL arguments are present in the request.

---

**2.3.2.12** (FWM 01013) SSL mode is being requested. Failure occurred trying to open or read data from the file named {0}. The error message is {1}

### Cause

The indicated file could not be opened or read.

### Action

Ensure that the SSL files exist and that they can be read.

**2.3.2.13** (FWM 01014) Unable to find servers in CMS {0} and cluster {1} with kind {2} and service {3}. All such servers could be down or disabled by the administrator

### Cause

Servers with required services cannot be found. They may be offline or disabled by an administrator.

### Action

Ensure that all required servers are online and enabled, and that their required services are running.

## 2.3.3 FWM 02001 - FWM 02137

**2.3.3.1** (FWM 02001) {0}

### Cause

The indicated exception occurred.

### Action

For more information, see the cause of the indicated exception.

---

**2.3.3.2** (FWM 02002) There was a problem retrieving the service {0} from the server {1}

### Cause

The service could not be accessed on the server.

### Action

Ensure that the service is running and enabled on the server.

**2.3.3.3** (FWM 02003) The URI {0} is incorrectly formatted

### Cause

The URI is incorrectly formatted.

### Action

Please check your URI to make sure it is valid.

**2.3.3.4** (FWM 02004) An unexpected error has occurred

### Cause

The error is unexpected.

### Action

Check the log file. Most likely some other errors occur in the system before this error.

---

### 2.3.3.5 (FWM 02005) Failed to get valid page indices info, paging cannot continue

#### Cause

Failed to get valid page indices info after maximum number of attempts, paging cannot continue. There might have been updates to the set of info objects that change the paging indices.

#### Action

Refresh the object set to get the paging indices recalculated.

### 2.3.3.6 (FWM 02006) A problem occurred while writing the file {0} to the repository

#### Cause

A problem occurred while writing a file to the repository.

#### Action

Make sure the file repository server is responding at this time.

### 2.3.3.7 (FWM 02007) A problem occurred while reading the file {0} from the repository

#### Cause

A problem occurred while reading a file from the repository. It could be caused by the inaccessibility of the File Repository Server or local file I/O.

#### Action

Make sure you have the appropriate right to the file and the File Repository Server is responding at this time. Also check the local machine to make sure the file specified in the error message is accessible and writable.

---

### 2.3.3.8 (FWM 02008) A problem occurred while reading a stream from the repository

#### Cause

A problem occurred while reading a file from the repository. It could happen when the File Repository Server becomes inaccessible, or if the file stream created for the file has a length that is too small to accommodate the entire file content.

#### Action

Make sure you have the appropriate right to the file and the File Repository Server is responding at this time. Also make sure the stream buffer has been allocated appropriately to hold the entire file content.

### 2.3.3.9 (FWM 02009) A problem occurred while writing a stream to the repository

#### Cause

A problem occurred while writing a file to the repository. It could be caused by the inaccessibility of the File Repository Server.

#### Action

Make sure you have the appropriate right to the file and the File Repository Server is responding at this time.

### 2.3.3.10 (FWM 02010) A problem occurred while copying from {0} to {1} in the repository

#### Cause

A problem occurred while copying a file in the repository.

#### Action

Make sure the File Repository Server is responding at this time.

---

### **2.3.3.11** (FWM 02011) A problem occurred with a file reader

#### **Cause**

A problem occurred while reading from the File Repository Server through the FRS file reader interface.

#### **Action**

Make sure the File Repository Server is responding at this time.

### **2.3.3.12** (FWM 02012) A problem occurred with a file writer

#### **Cause**

A problem occurred while writing to the File Repository Server through the FRS file writer interface.

#### **Action**

Make sure the File Repository Server is responding at this time.

### **2.3.3.13** (FWM 02013) A problem occurred while a file being removed from the FRS

#### **Cause**

A problem occurred while a file was being removed from the File Repository Server.

#### **Action**

The file cannot be removed until all the referring files have been removed.

---

**2.3.3.14** (FWM 02014) A problem occurred while seeking to a certain position in a stream

### Cause

A problem occurred while seeking to a certain position in a file.

### Action

Make sure the file repository server is responding at this time.

**2.3.3.15** (FWM 02015) A problem occurred while operating on file store, eg. while checking if a file exists

### Cause

A problem occurred while operating on file store, eg. while checking if a file exists.

### Action

Make sure the file repository server is responding at this time.

**2.3.3.16** (FWM 02016) The plugin {0} does not exist

### Cause

The required plugin does not exist.

### Action

Please make sure the plugin is installed.



---

### **2.3.3.17** (FWM 02017) The {0} plug-in does not exist in the CMS

#### **Cause**

The required plugin is not installed on the Central Management Server.

#### **Action**

Ensure that the plugin is installed.

### **2.3.3.18** (FWM 02018) The {0} plug-in could not be initialized

#### **Cause**

The required plugin could not be initialized.

#### **Action**

Ensure that you have permissions to create new InfoObjects of this type.

### **2.3.3.19** (FWM 02020) The object with ID {0} does not exist in the CMS or you do not have the right to access it

#### **Cause**

The required object does not exist in the Central Management Server (CMS), or you do not have necessary access rights.

#### **Action**

Ensure that the object exists in the CMS and that you have the necessary access rights.

---

### **2.3.3.20** (FWM 02021) The property with ID {0} does not exist in the object

#### **Cause**

The property does not exist in the object.

#### **Action**

Please ensure the query select list contains the property.

### **2.3.3.21** (FWM 02022) The property with ID {0} is read only

#### **Cause**

The property is read only.

#### **Action**

You are not supposed to change the read-only property.

### **2.3.3.22** (FWM 02024) The argument has an invalid value {0}

#### **Cause**

The argument has an invalid value.

#### **Action**

Please ensure the argument type and value are matched, and the value is within the specified range.

---

### **2.3.3.23** (FWM 02025) The operation is not supported

#### **Cause**

The operation is not supported.

#### **Action**

Check the log file. It may contain further information.

### **2.3.3.24** (FWM 02026) The property with ID {0} has an unexpected value {1}

#### **Cause**

The property has an unexpected value.

#### **Action**

Check API's JavaDoc for acceptable values for the property.

### **2.3.3.25** (FWM 02027) The service {0} could not be found on the client side

#### **Cause**

The service could not be found on the client side.

#### **Action**

Please ensure the service is enabled and running.

---

### 2.3.3.26 (FWM 02028) You don't have right {0} on object {1}

#### Cause

You do not have rights on object.

#### Action

Please ensure you have the right on the object.

### 2.3.3.27 (FWM 02031) There was an error involving the system property "{0}". The value of this property at the time of the error was: {1}. This value does not appear to be valid

#### Cause

The value of the required system property is invalid.

#### Action

Provide a valid system property value.

### 2.3.3.28 (FWM 02042) The value {0} must be one of the following values: {1}.

#### Cause

The value must be one of a specified list of values.

#### Action

Select a value that is in the specified list of values.

---

**2.3.3.29** (FWM 02045) There was an error reading the shared secret from the trusted principal configuration file

### Cause

The shared secret could not be read from the trusted principal configuration file.

### Action

Ensure that the trusted principal configuration file is present and that it can be read.

**2.3.3.30** (FWM 02050) The object with ID {0} , Title "{1}", Kind "{2}" has changed since last query

### Cause

The required InfoObject has changed since the last query.

### Action

Query the InfoObject again.

**2.3.3.31** (FWM 02056) The service with ID {0} cannot be removed. It is currently used by a server

### Cause

You cannot remove the required services, because a server is currently using it.

### Action

Ensure that the service does not have an associated server.

---

**2.3.3.32** (FWM 02057) The service container with ID {0} cannot be removed. It is currently used by a server

### Cause

You cannot remove the required service container, because a server is currently using it.

### Action

Ensure that the service container does not have an associated server.

**2.3.3.33** (FWM 02072) Failed to audit the event(s)

### Cause

The required events could not be audited.

### Action

Ensure that the Program Job Server is running and enabled.

**2.3.3.34** (FWM 02073) Event Type {0} is disabled

### Cause

The required event type is disabled.

### Action

Enable the event types that you want to audit.

---

**2.3.3.35** (FWM 02077) The preferred viewer locale has not been set for this user: {1} ({0})

### Cause

This user does not have a preferred viewing locale.

### Action

Set the preferred viewing locale for this user.

**2.3.3.36** (FWM 02078) The locale has not been set for this user: {1} ({0})

### Cause

This user does not have a default locale.

### Action

Set the default locale for this user.

**2.3.3.37** (FWM 02079) Service {0} has been disabled

### Cause

The required service is disabled.

### Action

Ensure that the service is enabled.

---

### **2.3.3.38** (FWM 02080) Invalid logon token: {0}

#### **Cause**

You have used an invalid logon token.

#### **Action**

Provide a valid logon ticket.

### **2.3.3.39** (FWM 02082) The file properties are structured incorrectly

#### **Cause**

The structure of the file properties is invalid.

#### **Action**

Ensure that the API is used correctly.

### **2.3.3.40** (FWM 02083) Audit service is disabled

#### **Cause**

The Audit service is disabled.

#### **Action**

Ensure that Central Management Server and the Audit service are running and enabled.



---

**2.3.3.41** (FWM 02084) Audit event source object CUID must be set before calling other auditing API

### Cause

The application object CUID is not set.

### Action

Ensure that application object CUID is set through *IClientSideAuditing.setApplicationObjCUID(StringappObjCUID)* before calling auditing on the application.

**2.3.3.42** (FWM 02085) Event Type {0} is not supported by application {1}

### Cause

The required event type is unsupported.

### Action

You can only audit supported event types.

**2.3.3.43** (FWM 02086) Duration must be a number  $\geq 0$ ; ObjectCUID, SessionCUID and UserCUID can not be an empty string

### Cause

Some of the event object parameters are invalid.

### Action

Provide valid event object parameters.

---

**2.3.3.44** (FWM 02087) Invalid locale. The locale is undefined, set to the user default locale, or not supported

### Cause

The default locale of this use account is invalid.

### Action

Ensure the user provides a valid locale.

**2.3.3.45** (FWM 02088) The CMS system database is not available. The error cannot be rectified by the end user. Please report this error to your system or database administrator

### Cause

The Central Management Server database is unavailable.

### Action

Contact your system administrator.

**2.3.3.46** (FWM 02091) Search Service is not initialized properly

### Cause

The Search Service has not initialized properly.

### Action

Restart the Adaptive Processing Server.

---

### **2.3.3.47** (FWM 02092) Adaptive Processing Server is shutting down

#### **Cause**

The Adaptive Processing Server is shutting down.

#### **Action**

Restart the Adaptive Processing Server.

### **2.3.3.48** (FWM 02093) Invalid query string {0}, Query Parser failed to parse the string

#### **Cause**

The parser cannot parse the query string.

#### **Action**

Revise the query string.

### **2.3.3.49** (FWM 02094) Current search service is already indexing, please try again later

#### **Cause**

The Search Service can process one indexing request at a time.

#### **Action**

Wait for one indexing request to finish before you attempt another.

---

### **2.3.3.50** (FWM 02099) Query string is empty

#### **Cause**

The query string is empty.

#### **Action**

Provide content for the query string.

### **2.3.3.51** (FWM 02103) Unable to parse the following query: {0}

#### **Cause**

The Central Management Server (CMS) query string cannot be parsed.

#### **Action**

Provide a valid CMS query string.

### **2.3.3.52** (FWM 02104) Unable to parse the following text: {0}

#### **Cause**

The Central Management Server (CMS) query string cannot be parsed.

#### **Action**

Provide a valid CMS query string.

---

**2.3.3.53** (FWM 02105) Event type id {0} is not valid, or your query did not contain  
SI\_AUDIT\_EVENTS

### Cause

The event type id is invalid.

### Action

Ensure that your event object id is valid, and that your query includes SI\_AUDIT\_EVENTS

**2.3.3.54** (FWM 02106) Event detail id {0} is not valid, or your query did not  
contain SI\_AUDIT\_EVENT\_DETAILS

### Cause

The event type id is invalid.

### Action

Ensure that your event object id is valid, and that your query includes SI\_AUDIT\_EVENTS

**2.3.3.55** (FWM 02107) File {0} cannot be read

### Cause

The file cannot be read.

### Action

Ensure that the file can be read.

---

### **2.3.3.56** (FWM 02108) File {0} size is beyond {1} bytes limit; too large to handle

#### **Cause**

The file size exceeds the suggested value.

#### **Action**

Lower the size of your file, or select a smaller file.

### **2.3.3.57** (FWM 02109) Fail to read entire file for {0}

#### **Cause**

The file could not be read completely.

#### **Action**

Ensure that your file is not corrupted.

### **2.3.3.58** (FWM 02110) Only keys that are in the process of being rekeyed can be suspended

#### **Cause**

You have tried to suspend a key that is not being re-keyed.

#### **Action**

You can only suspend a key during the re-keying process.

---

### **2.3.3.59** (FWM 02111) Only deactivated keys can be rekeyed

#### **Cause**

You can re-key only a deactivated cluster key.

#### **Action**

Ensure that a key is deactivated before you re-key it.

### **2.3.3.60** (FWM 02112) The cluster key is not active

#### **Cause**

The current key is inactive.

#### **Action**

Activate the current key.

### **2.3.3.61** (FWM 02113) The audit level is not set to custom

#### **Cause**

You cannot enable or disable audit events when the current audit level is not custom.

#### **Action**

Ensure that the current audit level is custom.

---

**2.3.3.62** (FWM 02114) You can not enable or disable audit details that cannot be specified

### Cause

You cannot toggle unspecified audit details.

### Action

Ensure that the audit details that you want to toggle have been specified.

**2.3.3.63** (FWM 02115) Unable to create encryption/decryption key

### Cause

A file encryption key or a salt could not be generated.

### Action

Ensure that the required encryption libraries are installed.

**2.3.3.64** (FWM 02118) Each collection must contain the same number of items.  
Collection {0} is not the same size as collection {1}

### Cause

You have attempted to download or upload a set of files without using the correct number of cipher keys.

### Action

You must ensure that the number of cipher keys is equal to the number of files that you want to download or upload.



---

### **2.3.3.65** (FWM 02119) Failed to establish confidential channel

#### **Cause**

A Confidential Channel could not be established.

#### **Action**

Perform the action again.

### **2.3.3.66** (FWM 02120) Only suspended keys can be resumed

#### **Cause**

You have attempted to resume an active key.

#### **Action**

Ensure that a key is suspended before you resume it.

### **2.3.3.67** (FWM 02121) A cluster key cannot be marked as compromised when it is active

#### **Cause**

You have attempted to mark an active key as compromised.

#### **Action**

Ensure that a key is inactive before marking it as compromised.

---

### 2.3.3.68 (FWM 02122) The {0} plugin does not support publishing

#### Cause

The selected plugin does not support publishing.

#### Action

Select a plugin type that supports publishing.

### 2.3.3.69 (FWM 02123) Event detail value cannot be null

#### Cause

The event detail has no content.

#### Action

Ensure that your event detail has content.

### 2.3.3.70 (FWM 02124) Confidential channel has been disabled

#### Cause

This task cannot be performed because the Confidential Channel has been disabled.

#### Action

To enable the confidential channel, set *businessobjects.enterprise.cc* to *true* or remove the property from the Java system properties.

---

**2.3.3.71** (FWM 02125) Hot Backup Maximum Duration value must be an integer greater than {0} and less than {1}

### Cause

Invalid value for Hot Backup maximum duration.

### Action

Please check the valid ranges for Hot Backup maximum duration.

**2.3.3.72** (FWM 02126) This operation is not available in the CMS

### Cause

An operation was requested from the CMS that wasn't available. Perhaps you were trying to connect to the wrong CMS?

### Action

Please use an operation that is supported by the CMS.

**2.3.3.73** (FWM 02127) Failed to generate the certificate due to: {0}

### Cause

Failed to generate a X509 certificate due to some internal errors.

### Action

Please try again, if the problem still exist, contact the administrator.

---

### **2.3.3.74** (FWM 02128) Failed to generate the SAML assertion due to: {0}

#### **Cause**

Failed to generate a SAML assertion due to an internal error.

#### **Action**

Please try again. If the problem still exists, contact the administrator.

### **2.3.3.75** (FWM 02129) Failed to load SAP {1} configuration info due to: {0}

#### **Cause**

Failed to load Collaboration configuration information due to setup issues.

#### **Action**

Please go to CMC Application page to configure the Collaboration Application object properly.

### **2.3.3.76** (FWM 02130) SAP {0} is disabled, please go to CMC to enable it

#### **Cause**

Failed to generate SAML assertion due to the corresponding collaboration being disabled.

#### **Action**

Please go to CMC Application page to enable the corresponding collaboration.

---

### **2.3.3.77** (FWM 02132) Failed to generate SAML single logout request due to: {0}

#### **Cause**

Failed to generate SAML single logout request due to some internal errors.

#### **Action**

Please try again, if the problem still exist, contact the administrator.

### **2.3.3.78** (FWM 02133) Test of using the HANA SSO ticket to logon to HANA DB has failed due to: {0}

#### **Cause**

Test of the HANA SSO ticket generation failed due to the specified reason.

#### **Action**

Address the problem described in the error message.

### **2.3.3.79** (FWM 02134) Unable to connect to host named {0} on port {1}

#### **Cause**

A SAML service provider with the specified host and port does not exist.

#### **Action**

Use the host and port of a SAML service provider that is listed on the HANA Authentication application page.

---

**2.3.3.80** (FWM 02135) You must be logged on as Administrator to test the SAML connection

### Cause

The test of the HANA SSO ticket generation failed due to the specified error.

### Action

Correct the problem indicated by the error message.

**2.3.3.81** (FWM 02136) User {0} is missing the {1} property required by the SAML service provider {2}

### Cause

The SAML Service Provider requires additional information that is missing from user properties.

### Action

Change user configuration through CMC or BOE SDK to include the required information.

**2.3.3.82** (FWM 02137) Failed to load SAP HANA Authentication configuration due to: {0}

### Cause

Failed to load HANA authentication configuration info due to setup issues.

### Action

Please go to CMC Application page to configure the HANA Authentication properly.

---

### **2.3.3.83** (FWM 02138) The specified host name or IP address is not valid: {0}.

#### **Cause**

The specified IP address or host name is not valid.

#### **Action**

Enter a valid IP address or host name.

### **2.3.3.84** (FWM 02139) The specified port is invalid: {0}.

#### **Cause**

The specified port is invalid, or out of range.

#### **Action**

Enter a port number between 0 and 65535.

### **2.3.3.85** (FWM 02140) The length of "{0}" string must be between {1} and {2} characters.

#### **Cause**

The string's length is out of range.

#### **Action**

Please ensure that the string's length is within the allowable range.

---

## 2.3.4 FWM 03002 - FWM 03012

**2.3.4.1** (FWM 03002) The protocol {0} is not supported. Supported protocols are path, query, cuid, and search

### Cause

The protocol section of the URI is not properly specified either because it is missing or because the specification is not supported.

### Action

Specify protocol in the format: [protocol]:// where protocol is one of path, query, cuid, and search.

**2.3.4.2** (FWM 03003) The following URI is invalid: {0}

### Cause

The URI's general syntax is incorrect.

### Action

The general syntax of the URI is incorrect. It should contain the protocol and additional parameters. For detailed syntax error on each protocol, refer to InvalidPathNode, MalformedQueryExpression, MalformedCuidExpression, and MalformedSearchExpression.

**2.3.4.3** (FWM 03004) The root element {0} is not supported. Supported root elements are InfoObjects, AppObjects, SystemObjects, and \* for wildcard

### Cause

There is an error when parsing a path URI related to the specification of the root element which follows the protocol, something like path://[root] where root has to be one of InfoObjects, AppObjects, SystemObjects, and \*.



---

## Action

Specify the root element in a path URI as `path://[root]` where `root` is one of `InfoObjects`, `AppObjects`, `SystemObjects`, and `*`.

### 2.3.4.4 (FWM 03005) The path node {0} does not exist in the repository

#### Cause

The URI's path node is not properly specified to query for the objects on that path. This is currently only relevant to `cuid` and `path` URIs.

## Action

Specify the path node properly so that it represents valid parent objects from which the objects should be retrieved. The proper syntax can be `path://AppObjects/**/MyFolder` or `cuid://<parentID>/MyFolder`.

### 2.3.4.5 (FWM 03006) The conditional expression {0} is malformed

#### Cause

The conditional criteria specified in the URI is malformed.

## Action

The proper syntax for conditional criteria specification should start with `[` and end with `]`, for example, `path://AppObjects/**+[SI_PARENTID IN (95)]`.

### 2.3.4.6 (FWM 03007) The cuid protocol uri {0} is malformed

#### Cause

There is a syntax error with the `cuid` URI.

---

## Action

Specify the cuid URI properly with syntax `cuid://<[IDs or CUIDs separated by ',']>...`

### 2.3.4.7 (FWM 03008) The query protocol uri {0} is malformed

## Cause

There is a syntax error with the `query` URI.

## Action

Specify the query URI properly with syntax `query://{[query string]}>...`

### 2.3.4.8 (FWM 03009) The search protocol uri {0} is malformed

## Cause

There is a syntax error with the `search` URI.

## Action

Specify the search URI properly with syntax `search://{[test search words]}>...`

### 2.3.4.9 (FWM 03010) The cuid {0} was found in an id list (you can only specify one or the other)

## Cause

The `cuid` URI specifies a list that mixes CUIDs and IDs.

---

## Action

Fix the CUID/ID list specification in a cuid URI (`cuid://<[CUID/ID list]>`) such that it contains either IDs or CUIDs but not both.

**2.3.4.10** (FWM 03011) The id {0} was found in a cuid list (you can only specify one or the other)

## Cause

The cuid URI specifies a list that mixes CUIDs and IDs.

## Action

Fix the CUID/ID list specification in a cuid URI (`cuid://<[CUID/ID list]>`) such that it contains either IDs or CUIDs but not both.

**2.3.4.11** (FWM 03012) The following SQL query is not valid: {0}

## Cause

There is a syntax error with the query string specified in a query URI.

## Action

Check the query syntax of the query string specified in the query URI `query://{[query string]}>...`

## 2.3.5 FWM 04002 - FWM 04038

**2.3.5.1** (FWM 04002) CE SDK Exception occurred : '{0}'

## Cause

CE SDK Exception occurred.

---

## Action

Please see its cause for detail.

### 2.3.5.2 (FWM 04003) Import folder CUID '{0}' does not exist on this CMS

## Cause

There is some CUID that could not be resolved in the same BIAR file or does not exist in destination CMS.

## Action

Make sure your BIAR file is valid.

### 2.3.5.3 (FWM 04004) Enterprise Session Invalid

## Cause

The session is logged off or expired.

## Action

Try logon again.

### 2.3.5.4 (FWM 04005) Export to File Path invalid

## Cause

The file path to export is invalid.

## Action

Provide a valid file path.

---

### 2.3.5.5 (FWM 04007) Import file '{0}' does not exist

#### Cause

There is a file to be uploaded to FRS that is missing from your BIAR file.

#### Action

Please make sure your BIAR file is valid.

### 2.3.5.6 (FWM 04008) '{0}' is not an InfoObject; therefore, import cannot be completed

#### Cause

There is an object in BIAR file that is not an InfoObject.

#### Action

Please make sure your BIAR file is valid.

### 2.3.5.7 (FWM 04009) Import file parsing exception occurred : '{0}'

#### Cause

The businessobjects.xml in your BIAR file is invalid.

#### Action

Please make sure your BIAR file is valid.

---

## 2.3.5.8 (FWM 04010) Invalid element in XML file: '{0}'

### Cause

There is an invalid element in businessobjects.xml file in your BIAR file.

### Action

Please make sure your BIAR file is valid.

## 2.3.5.9 (FWM 04011) XSD file parsing exception occurred : '{0}'

### Cause

Error occurred while parsing xsd.

### Action

For those that are installed by Business Objects Enterprise, contact Business Objects.

## 2.3.5.10 (FWM 04012) No schema definition (XSD) is available for '{0}'

### Cause

XSD file is missing.

### Action

Please make sure you have xsd files installed.

---

### 2.3.5.11 (FWM 04013) Input/Output exception occurred: '{0}'

#### Cause

Some I/O related errors occur during importing or exporting a BIAR file. Refer to the cause for more detailed root error.

#### Action

Make sure your BIAR archive is valid and contains valid UTF-8 encoded object xml. Also make sure that feature associated with the archived objects are properly installed.

### 2.3.5.12 (FWM 04014) Required dependencies not found on target system: '{0}'

#### Cause

Some dependencies of a set of imported objects are missing, preventing these object from being imported.

#### Action

Make sure all the dependencies of the importing objects are included in the importing set or already exist in the system.

### 2.3.5.13 (FWM 04016) Item '{1}' does not exist in enumeration '{0}'

#### Cause

There is invalid enum item in your BIAR file.

#### Action

Please make sure your BIAR file is valid.

---

## 2.3.5.14 (FWM 04017) Unable to create plugin object

### Cause

Failed to create the object because the plugin is not installed on the CMS.

### Action

Make sure the plugin is properly installed on CMS. When a plugin is properly installed, there should be a corresponding system plugin object on the CMS.

## 2.3.5.15 (FWM 04018) Attempting to create an object of type '{0}', which was marked as preventCreate, and the IMPORT\_PREVENT\_CREATE option was specified

### Cause

Failed to create the object of the specified type which is marked as preventCreate in XSD file and the import option IMPORT\_PREVENT\_CREATE is specified as true.

### Action

If you are sure the object needs to be created, remove or modify the import option IMPORT\_PREVENT\_CREATE to false.

## 2.3.5.16 (FWM 04019) Attempting to update an object of type '{0}', which was marked as preventUpdate, and the IMPORT\_PREVENT\_UPDATE option was specified

### Cause

Failed to update the object of the specified type which is marked as preventUpdate in XSD file and the import option IMPORT\_PREVENT\_UPDATE is specified as true.



---

## Action

If you are sure the object needs to be updated, remove or modify the import option `IMPORT_PREVENT_UPDATE` to false.

**2.3.5.17** (FWM 04020) Attempting to migrate an object of type '{0}', which was marked as `preventMigrate`, and the `IMPORT_PREVENT_MIGRATE` option was specified

## Cause

Failed to migrate the object of the specified type which is marked as `preventMigrate` in XSD file and the import option `IMPORT_PREVENT_MIGRATE` is specified as true.

## Action

If you are sure the object needs to be migrated, remove or modify the import option `IMPORT_PREVENT_MIGRATE` to false.

**2.3.5.18** (FWM 02121) A cluster key cannot be marked as compromised when it is active

## Cause

You have attempted to mark an active key as compromised.

## Action

Ensure that a key is inactive before marking it as compromised.

**2.3.5.19** (FWM 04022) Invalid XSD passed in, see log file

## Cause

Invalid XSD is passed in.

---

## Action

For those that are installed by Business Objects Enterprise, contact Business Objects.

**2.3.5.20** (FWM 04023) The resource '{0}' could not be found - XSDs may not be loaded

## Cause

Error loading the resource file.

## Action

Check that the resource file is properly contained in the loaded bundle.

**2.3.5.21** (FWM 04024) An unexpected error has occurred during export

## Cause

Unexpected errors occurred during export.

## Action

Check log file for more details of the error.

**2.3.5.22** (FWM 04025) An unexpected error has occurred during import

## Cause

Unexpected errors occurred during import.

---

## Action

Check log file for more details of the error.

### 2.3.5.23 `(FWM 04026) Cannot import infoobject with missing CUID`

## Cause

An infoobject being imported is missing its CUID.

## Action

Please make sure your BIAR file is valid.

### 2.3.5.24 `(FWM 04027) Cannot import infoobject CUID '{0}' with missing parent CUID`

## Cause

An infoobject being imported is missing its parent CUID.

## Action

Please make sure your BIAR file is valid.

### 2.3.5.25 `(FWM 04029) Duplicate namespace prefix '{0}' defined for namespaces '{1}' and '{2}'`

## Cause

Duplicate namespace prefix defined.

---

## Action

If you have your own xsd defined, please make sure it doesn't have duplicate namespace prefix of those in installed xsds.

### 2.3.5.26 (FWM 04030) The kind '{0}' does not exist in the CMS

## Cause

An infoobject kind doesn't exist in the CMS.

## Action

Please make sure the type of infoobject is properly installed.

### 2.3.5.27 (FWM 04031) Unrecognized format for plug-in namespace URI '{0}'. Details: '{1}'

## Cause

Unrecognized format for plug-in namespace URI.

## Action

Please make sure your BIAR file is valid.

### 2.3.5.28 (FWM 04032) The type '{0}' could not be found

## Cause

A type is missing.

---

## Action

Please make sure xsd is installed for this type of infoobject.

**2.3.5.29** (FWM 04033) Attempting to include two different versions of schema definitions (XSD) for '{0}' (Version '{1}'). Only one version of any plugin XSD should be included. Details: '{2}'

## Cause

It means something is not implemented correctly in our code.

## Action

The exception is self explanatory and there really isn't much the user could do to correct it.

**2.3.5.30** (FWM 04034) A recoverable FRS error occurred: '{0}'

## Cause

Error occurred during FRS operations such as writing out FRS files which could be related to the accessibility of the FRS or FRS I/O related errors.

## Action

Check the root cause. Make sure the FRS is running, accessible, and have enough disk space.

**2.3.5.31** (FWM 04036) Required dependencies not found on source system: '{0}'

## Cause

An ID referenced by an exported object cannot be resolved to a CUID.

---

## Action

Disable dependency enforcement during export or ensure that all IDs reference valid objects in the source system that are viewable by the exporting user.

### 2.3.5.32 (FWM 04037) CE SDK Runtime Exception occurred: '{0}'

## Cause

CE SDK Exception occurred.

## Action

Please see its cause for detail.

### 2.3.5.33 (FWM 04038) Invalid property array '{0}' on object with CUID '{1}'

## Cause

An infoobject being exported has a property array with an unexpected structure.

## Action

Please check the infoobject for this property and ensure that it has valid array structure.

### 2.3.5.34 (FWM 04039) The import has been cancelled

## Cause

The import has been cancelled.

---

## Action

(None.)

**2.3.5.35** (FWM 04040) The export has terminated, either normally, or due to a cancellation or another exception

## Cause

The export has terminated, either normally, or due to a cancellation or another exception.

## Action

(None.)

**2.3.5.36** (FWM 04041) Malformed manifest, '{0}'. Details: '{1}'

## Cause

The specified manifest file is not formatted correctly.

## Action

Check the details for the actual format error.

## 2.3.6 FWM 05001 - FWM 05003

**2.3.6.1** (FWM 05001) Batch state is unknown

## Cause

The batch processing of security rights related operations cannot continue because of inconsistent batch state. This is often caused by security batch commit operation not being rolled back properly before new batch requests are made.

---

## Action

If a `com.crystaldecisions.sdk.occa.security.IBatch.commit` operation throws exception, make sure `com.crystaldecisions.sdk.occa.security.IBatch.rollback` is called to reset the batch state.

### 2.3.6.2 (FWM 05002) An error occurred at the server during security batch commit

## Cause

The batch processing of security rights related operations results in errors from the CMS.

## Action

Check the detailed error messages for more details.

### 2.3.6.3 (FWM 05003) Request {0} of type {1} failed with server error {2}: {3}

## Cause

This represents one error in the `BatchFailure.getMessage`. It provides details on the error returned for each failed security request.

## Action

Refer to the annotation on server side errors for more details on each error.

## 2.3.7 FWM 08001 - FWM 08006

### 2.3.7.1 (FWM 08001) Setting for Property-value pair ({0}, {1}) contradicts ({2}, {3}). Resolve the contradiction

## Cause

The settings of two property-value pairs contradict each other.



---

## Action

Provide correct settings for the two property-value pairs.

### 2.3.7.2 (FWM 08002) The object with ID {0} does not exist in the system

## Cause

The referenced object does not exist in the system.

## Action

Ensure that you have used the correct ID and that a corresponding object with the same ID exists in the system.

### 2.3.7.3 (FWM 08003) The value {1} of property {0} does not fall within the expected {2} and {3} range

## Cause

The value of the indicated property is out of range.

## Action

Ensure that the value set falls within the correct range.

### 2.3.7.4 (FWM 08004) {0} is not a valid value defined in interface {1}

## Cause

The indicated parameter value is invalid.

---

## Action

Provide a valid parameter value.

**2.3.7.5** (FWM 08005) Principal must be removed from the object to inherit the rights from parent

## Cause

The principal has not been removed from the object.

## Action

Remove the principal from the object, before parent rights can be inherited.

## 2.3.8 FWM 10001 - FWM 10007

**2.3.8.1** (FWM 10002) An exception occurred that prevents the reading or writing of an object to or from storage

## Cause

An exception in the storage layer prevents the processing of an object.

## Action

For more information, see the cause of the indicated exception.

**2.3.8.2** (FWM 10004) An exception occurred in the BIAR engine

## Cause

An exception has occurred in the BIAR engine.

---

## Action

For more information, see the cause of the indicated exception.

### 2.3.8.3 `(FWM 10005) A {0} occurred; original exception message {1}`

#### Cause

An exception has occurred.

## Action

Please see the cause of the indicated exception for more information.

### 2.3.8.4 `(FWM 10006) An error occurred while parsing a query: '{0}'`

#### Cause

A query could not be parsed.

## Action

For more information, see the cause of the indicated exception, and ensure that the syntax of your query is correct.

### 2.3.8.5 `(FWM 10007) {0} exception(s) occurred`

#### Cause

An exception has occurred.

---

## Action

For more information, see the cause of each indicated exception.

## 2.3.9 FWM 12001 - FWM 12013

### 2.3.9.1 (FWM 12001) A {0} occurred; original exception message {1}

#### Cause

An exception has occurred.

## Action

For more information, see the cause of the indicated exception.

### 2.3.9.2 (FWM 12002) Import or Export action can't be determined

#### Cause

The type of action could not be determined.

## Action

Provide an Import or Export action.

### 2.3.9.3 (FWM 12003) CMS user name is missing

#### Cause

This error occurs when the user name or token string for logging on to the BOE system is not included in the input .properties file.

---

## Action

Fix the input properties file to have the appropriate "userName" or the "token" property set.

### 2.3.9.4 (FWM 12004) CMS user password is missing

## Cause

This error occurs when the user name for logging on to the BOE system is set in the input .properties file, but not the password.

## Action

Fix the input properties file to have the appropriate "password" property set if "userName" property is set.

### 2.3.9.5 (FWM 12005) CMS name is missing

## Cause

This error occurs when the CMS name or token string for logging on to the BOE system is not included in the input .properties file.

## Action

Fix the input properties file to have the appropriate "CMS" property set.

### 2.3.9.6 (FWM 12006) Authentication method is missing

## Cause

This error occurs when the authentication type or token string for the BOE system is not included in the input .properties file.

---

## Action

Fix the input properties file to have the appropriate "authentication" property set.

### 2.3.9.7 (FWM 12007) XML validation during import is no longer supported

## Cause

The XML validation that you have requested during import is unsupported.

## Action

Set `validateXML` to **false**.

### 2.3.9.8 (FWM 12008) Query string is missing in properties file

## Cause

This error occurs when exporting an object (or objects) to a BIAR archive but the query to use for retrieving the object(s) is not specified in the properties file.

## Action

Fix the input properties file to either specify the "exportQuery" property (if exporting one object), or the "exportQueriesTotal" property to a positive integer for exporting multiple objects.

### 2.3.9.9 (FWM 12009) Import file location is missing

## Cause

This error occurs when importing a BIAR archive but the import file location is not specified in the input properties file.

---

## Action

Fix the input properties file to specify the "importXmlLocation" property or the "importBiarLocation" property to the full path to the XML/BIAR file describing the InfoObjects to be imported.

### 2.3.9.10 (FWM 12010) Export file location is missing

## Cause

This error occurs when exporting an object (or objects) to a BIAR archive but the export file location is not specified in the input properties file.

## Action

Fix the input properties file to specify the "exportXmlLocation" property or the "exportBiarLocation" property to the full path to the XML/BIAR file to which the InfoObjects will be exported.

### 2.3.9.11 (FWM 12011) The following query is not recognized by the BIAR engine: '{0}'

## Cause

The BIAR engine cannot parse the query.

## Action

Ensure that your query is properly formatted.

### 2.3.9.12 (FWM 12012) Invalid BIAR file. If you want to import a file older than version {0} please use the upgrade management tool

## Cause

You cannot import BIAR files from old deployment versions.

---

## Action

Upgrade your deployment to a supported version, and then use the upgrade management tool to import the BIAR file.

### 2.3.9.13 (FWM 12013) Unable to open BIAR file, password is invalid

## Cause

You have entered an incorrect password.

## Action

Ensure that *Caps Lock* is off, and re-enter your password.

### 2.3.9.14 (FWM 12014) BIAR file format is not recognized. Please re-export BIAR file with a compatible format

## Cause

You have attempted to open a BIAR file. The contents of the file cannot be recognized.

## Action

Recreate the BIAR file.

## 2.3.10 FWM 14001 - FWM 14009

### 2.3.10.1 (FWM 14001) No objects in replication list

## Cause

The replication list for this job does not contain any objects that the account has permission to replicate.



---

## Action

Ensure that the replication list is populated with objects, and that the user specified by the remote system connection has the *Replicate* permission on the objects on the list.

**2.3.10.2** (FWM 14002) There is no replication list with CUID "{0}" at the origin site

## Cause

The replication job has requested a replication list using an invalid CUID.

## Action

Ensure that the requested replication list exists in the system.

**2.3.10.3** (FWM 14003) Filter settings exclude everything from replication

## Cause

The settings of the replication filter exclude all objects.

## Action

Ensure that the replication job settings are correct.

**2.3.10.4** (FWM 14004) Invalid refresh mode value: {0}

## Cause

The current refresh mode value is invalid.

### Note

*CeApplicationRefreshMode.REFRESH\_TO\_MASTER* is not valid for one-way replication.

---

## Action

Ensure that your replication job settings are correct. See *CeApplicationRefreshMode* for applicable values.

### 2.3.10.5 (FWM 14005) Invalid conflict resolution mode value: {0}

## Cause

The current conflict resolution mode value is invalid.

#### Note

*CeConflictResolutionMode.SLAVE\_WINS* is not valid in one-way replication.

## Action

Ensure that your replication job settings are correct. See *CeApplicationRefreshMode* for applicable values.

### 2.3.10.6 (FWM 14006) Cannot run refresh replication without refresh objects

## Cause

The replication job was run in refresh mode, but no objects were specified.

## Action

Ensure that the replication job settings specify objects to be refreshed, or switch to normal replication mode.

### 2.3.10.7 (FWM 14007) Remote system connection refers to local system

## Cause

The origin and destination of the replication job are identical.

---

## Action

Ensure that the remote cluster settings refer to a different SAP BusinessObjects Business Intelligence platform deployment.

### 2.3.10.8 (FWM 14008) Invalid combination of refresh mode ({0}) and conflict resolution mode ({1})

## Cause

You cannot combine refresh mode and conflict resolution mode. *CeConflictResolutionMode.MASTER\_WINS* cannot be used with *CeApplicationRefreshMode.REFRESH\_TO\_MASTER*, and *CeConflictResolutionMode.SLAVE\_WINS* cannot be used with *CeApplicationRefreshMode.REFRESH\_FROM\_MASTER*.

## Action

Ensure that the replication job settings are correct, and see *CeConflictResolutionMode* and *CeApplicationRefreshMode* for applicable values.

### 2.3.10.9 (FWM 14009) Another replication job is replicating content from the same origin site. This job will be attempted again later

## Cause

You have attempted to run a replication job while another replication job has been running.

## Action

The new replication job will attempt to run again.

---

## 2.3.11 FWM 16001 - FWM 16005

### 2.3.11.1 (FWM 16001) Not logged on to a CMS, unable to continue

#### Cause

You have not logged onto the Central Management Server (CMS).

#### Action

Before you run any commands, log onto a CMS.

### 2.3.11.2 (FWM 16002) The command '{0}' is missing the following required parameter: {1}

#### Cause

This runtime command is missing a required parameter.

#### Action

For information about acceptable parameters, see the command's description.

### 2.3.11.3 (FWM 16003) The command '{0}' does not recognize '{1}' as a valid parameter

#### Cause

This runtime command contains an invalid or unrecognized parameter.

#### Action

For information about acceptable parameters, see the command's description.

---

### 2.3.11.4 (FWM 16004) The command '{0}' is not recognized as a valid command

#### Cause

This runtime command is invalid.

#### Action

For information on valid runtime commands, consult the documentation.

### 2.3.11.5 (FWM 16005) Failed to write to file '{0}'

#### Cause

Content could not be written into the specified file.

#### Action

Ensure that the correct write permissions have been specified.

## 2.3.12 FWM 17001 - FWM 17003

### 2.3.12.1 (FWM 17001) Option {0} requires a value

#### Cause

This option requires a value. The value is missing.

#### Action

Ensure that the command-line syntax is correct, and retry the operation.

---

## 2.3.12.2 (FWM 17002) Option {0} doesn't allow a value

### Cause

This option does now allow values. However, it contains a value.

### Action

Ensure that the command-line syntax is correct, and retry the operation.

## 2.3.12.3 (FWM 17003) Unknown option '{0}'

### Cause

This option is invalid.

### Action

Ensure that the command-line syntax is correct, and retry the operation.

## 2.3.13 FWM 20030 - FWM 20032

### 2.3.13.1 (FWM 20030) Could not reach CMS '{0}'. Specify the correct host and port and check for network issues

### Cause

You cannot log onto the CMS.

### Action

Ensure that the CMS server name has been specified using the `<<host>>:<<port>>` format. Check network connectivity between the client and server. Ensure that the CMS has started up successfully on the server (the CMS may be stopped, crashed, or unresponsive).

---

**2.3.13.2** (FWM 20031) Could not reach CMS ''{0}'' . The CMS on machine ''{1}'' was stopped due to a critical error

### Cause

You cannot log onto the CMS.

### Action

The local CMS shut down due to a critical error. For more details, check the `error_cms<port>.log` file.

**2.3.13.3** (FWM 20032) Could not reach CMS ''{0}'' . The CMS on machine ''{1}'' was stopped due to critical errors

### Cause

You cannot log onto the CMS.

### Action

The local CMS shut down due to critical errors. For more details, check the `error_cms<port>.log` file.

## 2.3.14 FWM 22001 - FWM 22024

**2.3.14.1** (FWM 22001) Unable to find service with object ID {0}. Ensure no installations are running. This error occurred during the operation: {1}

### Cause

The installation program has been run on one of the machines containing nodes.

---

## Action

Stop the installation and run the System Setup Wizard again.

### 2.3.14.2 (FWM 22002) Unable to find the service category with object ID {0}.

Ensure no other installations are taking place. This error occurred during the operation: {1}

## Cause

The installation is being run on one of the machines where the nodes are located.

## Action

Stop the installation and rerun System Setup Wizard.

### 2.3.14.3 (FWM 22003) Unable to find Adaptive Processing Server with object ID {0}.

Ensure no other server modifications are taking place. This error occurred during the operation: {1}

## Cause

APS servers have been added or removed during this operation.

## Action

Stop any server creation or removal operations and run the System Setup Wizard again.



---

**2.3.14.4** (FWM 22004) Server operation is taking too long to complete. Aborting this operation: {0}

### Cause

The machines hosting your servers may be overloaded.

### Action

Shut down other applications and services on the machines hosting your servers, or increase the resources allocated to them and run the System Setup Wizard again.

**2.3.14.5** (FWM 22005) Folder definitions may only be present for the common case or the node-specific case, but not both

### Cause

The folder properties can only be specified for all nodes, or explicitly stated nodes, but not both.

### Action

Remove the definitions for either the common case or the node specific cases.

**2.3.14.6** (FWM 22006) Default folder locations must be specified

### Cause

There are no properties present that define the default folders.

### Action

Add property definitions that specify the file locations for the default folders.

---

### **2.3.14.7** (FWM 22007) The property {0} is missing from the definition

#### **Cause**

A folder is missing from the definition.

#### **Action**

The specified folder must be defined.

### **2.3.14.8** (FWM 22008) The property {0} on line number {1} is not supported

#### **Cause**

An unknown property is specified.

#### **Action**

Remove the unknown property from the definition.

### **2.3.14.9** (FWM 22009) The folder properties are not specified

#### **Cause**

No folder properties are specified.

#### **Action**

The following properties must be defined: Folders.InputFileStore, Folders.OutputFileStore, Folders.Log, Folders.Data, and Folders.Auditing for the common case, or Folders.<Node>.InputFileStore, Folders.<Node>.OutputFileStore, Folders.<Node>.Log, Folders.<Node>.Data, and Folders.<Node>.Auditing for each node.

---

### **2.3.14.10** (FWM 22010) The node {0} is in the system but missing from the definition

#### **Cause**

A node is missing from the definition.

#### **Action**

The specified node must be defined.

### **2.3.14.11** (FWM 22020) The property has an unexpected number of components

#### **Cause**

The property has an unexpected number of components.

#### **Action**

Ensure that the property name is spelled correctly.

### **2.3.14.12** (FWM 22021) A property was defined more than once. Multiple definitions are not allowed

#### **Cause**

A property was defined more than once.

#### **Action**

Ensure that each property is defined only once.

---

### **2.3.14.13** (FWM 22022) The property is not recognized

#### **Cause**

The property is not recognized.

#### **Action**

Ensure that the property name is spelled correctly.

### **2.3.14.14** (FWM 22023) The property has an invalid value. The property value does not have the expected format

#### **Cause**

The property value does not have the expected format.

#### **Action**

Ensure that the value is in the expected format for the property.

### **2.3.14.15** (FWM 22024) Unable to find the required property: {0}

#### **Cause**

A required property is missing.

#### **Action**

Add the missing property.

---

## 2.3.15 FWM 23000 - FWM 23066

**2.3.15.1** (FWM 23000) ERROR: AddNode - The node name can contain only alphanumeric characters and underscores. The first character cannot be a number

### Cause

An invalid node name was specified for AddNode.

### Action

If AddNode is launched manually from the console, modify the `-name` argument according to the guidelines described in the error message. If AddNode is launched from a client (such as CCM), contact SAP technical support.

**2.3.15.2** (FWM 23001) ERROR: AddNode - The operating system is not recognized

### Cause

An invalid operating system was specified for AddNode.

### Action

If AddNode is launched manually from the console, enter a valid operating system name for the `-platform` argument. Use one of the following values: `aix_rs6000_64`, `aix_rs6000`, `linux_x64`, `linux_x86`, `solaris_sparcv9`, `solaris_sparc`, `win64_x64`, `win32_x86`. If AddNode is launched from a client (such as CCM), then contact SAP technical support.

**2.3.15.3** (FWM 23002) ERROR: AddNode - Could not log into CMS "{0}" with the provided credentials. Ensure that the CMS name, port number, and credentials are correct

### Cause

The provided credentials for the CMS server are incorrect.

---

## Action

Ensure that the CMS name, port number, and credentials are correct.

**2.3.15.4** (FWM 23003) ERROR: AddNode - Could not write installation information to file: "{0}". Ensure that sufficient disk space is available and that write permissions are granted

## Cause

The attempt to write installation information to a file failed with an I/O error.

## Action

Ensure that sufficient disk space is available and that write permissions are granted.

**2.3.15.5** (FWM 23004) ERROR: An unexpected internal error occurred. AddNode - Could not find file: "{0}". The Server Intelligence installation has not been found at this location

## Cause

The installation file was empty or could not be found.

## Action

Contact SAP technical support.

---

**2.3.15.6** (FWM 23005) ERROR: An unexpected internal error occurred. AddNode - The Server Intelligence installation has not been initialized in this repository

### Cause

A repository internal error has occurred.

### Action

Contact SAP technical support.

**2.3.15.7** (FWM 23006) ERROR: An unexpected internal error occurred. AddNode - Duplicate install object found

### Cause

A repository internal error has occurred.

### Action

Contact SAP technical support.

**2.3.15.8** (FWM 23007) ERROR: An unexpected internal error occurred. AddNode - Aborting commit of DFO file(s) for {0} because of errors

### Cause

An AddNode internal error has occurred.

### Action

Contact SAP technical support.

---

**2.3.15.9** (FWM 23008) ERROR: An unexpected internal error occurred. AddNode - Node creation failed

### Cause

The node cannot be created.

### Action

Contact SAP technical support.

**2.3.15.10** (FWM 23009) ERROR: An unexpected internal error occurred. AddNode - Node update failed

### Cause

The node cannot be updated.

### Action

Contact SAP technical support.

**2.3.15.11** (FWM 23010) ERROR: An unexpected internal error occurred. AddNode - There is already a file "{1}" on this machine for a node with the name {0}

### Cause

The file already exists.

### Action

Contact SAP technical support.



---

**2.3.15.12** (FWM 23011) ERROR: An unexpected internal error occurred. AddNode - A node with the name {0} already exists in this cluster

### Cause

The node already exists in this cluster.

### Action

Contact SAP technical support.

**2.3.15.13** (FWM 23012) ERROR: An unexpected internal error occurred. AddNode - A node with the name {0} and file "{1}" does not exist on this machine

### Cause

The node does not exist on this machine.

### Action

Contact SAP technical support.

**2.3.15.14** (FWM 23013) ERROR: An unexpected internal error occurred. AddNode - The node on this machine with the name {0} does not exist in the cluster you are connected to

### Cause

Failed to find the node named {0}.

### Action

Contact SAP technical support.

---

**2.3.15.15** (FWM 23014) ERROR: An unexpected internal error occurred. AddNode - Unexpected duplicate node found

### Cause

Duplicate nodes have been found.

### Action

Contact SAP technical support.

**2.3.15.16** (FWM 23015) ERROR: An unexpected internal error occurred. AddNode - Node deleting failed. The node exists in the repository, but not on a local machine

### Cause

Error deleting a node. The node exists in the repository, but it is not local to this machine.

### Action

Contact SAP technical support.

**2.3.15.17** (FWM 23016) ERROR: An internal error occurred. AddNode - Node deleting failed. The node exists in the repository, but not on a local machine

### Cause

Error deleting a node. The node exists in the repository, but it is not local to this machine.

### Action

Contact SAP technical support.

---

**2.3.15.18** (FWM 23017) ERROR: AddNode - The node and/or some of its servers are still running. Stop the node

### Cause

The node and/or some of its servers are still running.

### Action

Stop the node.

**2.3.15.19** (FWM 23018) ERROR: AddNode - The node and/or some of its servers [{0}] are still running. Stop the node

### Cause

The node and/or some of its servers are still running.

### Action

Stop the node.

**2.3.15.20** (FWM 23019) ERROR: AddNode - You cannot use -adopt and -update options at the same time

### Cause

The parameters used in the command line to launch AddNode contain both -adopt and -update.

### Action

If AddNode is manually launched from the console, modify the command line so that only one option is used. If AddNode is launched from a client (such as CCM), contact SAP technical support.

---

**2.3.15.21** (FWM 23020) ERROR: AddNode - You cannot use -devmode and -update at the same time

### Cause

The parameters used in the command line to launch AddNode contain both -devmode and -update.

### Action

If AddNode is manually launched from the console, modify the command line so that only one option is used. If AddNode is launched from a client (such as CCM), contact SAP technical support.

**2.3.15.22** (FWM 23021) ERROR: AddNode - You cannot use -devmode and -adopt at the same time

### Cause

The parameters used in the command line to launch AddNode contain both -devmode and -adopt.

### Action

If AddNode is manually launched from the console, modify the command line so that only one option is used. If AddNode is launched from a client (such as CCM), contact SAP technical support.

**2.3.15.23** (FWM 23022) ERROR: AddNode - Could not write file: "{0}". Ensure that sufficient disk space is available and that write permissions are granted

### Cause

An attempt to write file {0} failed.

---

## Action

Ensure that sufficient disk space is available and that write permissions are granted. If the error persists, contact SAP technical support.

**2.3.15.24** (FWM 23023) ERROR: An unexpected internal error occurred. AddNode - Could not find resource bundle "{0}"

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.25** (FWM 23024) ERROR: An unexpected internal error occurred. AddNode - Could not find resource named "{0}". Using old description for server "{1}"

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.26** (FWM 23025) ERROR: An unexpected internal error occurred. The CMS has terminated unexpectedly with exit code {0}

## Cause

AddNode failed: CMS was terminated unexpectedly.

---

## Action

Contact SAP technical support.

**2.3.15.27** (FWM 23026) ERROR: An unexpected internal error occurred. The CMS failed to start: {0}

## Cause

The CMS failed to start.

## Action

Contact SAP technical support.

**2.3.15.28** (FWM 23027) ERROR: An unexpected internal error occurred. AddNode - The file {0} was not accepted by any filters

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.29** (FWM 23028) ERROR: AddNode - The specified import directory "{0}" does not exist or does not contain any Server Intelligence files

## Cause

The temp directory specified in the `-importdir` argument does not exist or is not accessible.

---

## Action

If AddNode is launched from the command line, change the value of the `-importdir` argument to specify an accessible directory. If AddNode is launched from a client (such as CCM), contact SAP technical support.

**2.3.15.30** (FWM 23029) ERROR: AddNode - The specified temp directory does not exist or is not accessible

## Cause

The temp directory specified in the `-exportdir` argument does not exist or is not accessible.

## Action

If AddNode is launched from the command line, change the value of the `-exportdir` argument to specify an accessible directory. If AddNode is launched from a client (such as CCM), contact SAP technical support.

**2.3.15.31** (FWM 23030) ERROR: An unexpected internal error occurred. AddNode - Failed to generate XML from source file "{0}". {1}

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.32** (FWM 23031) ERROR: An unexpected internal error occurred. AddNode - Failed to read or parse XML file "{0}". {1}

## Cause

An internal error has occurred.

---

## Action

Contact SAP technical support.

**2.3.15.33** (FWM 23032) ERROR: An unexpected internal error occurred. AddNode - The CUID is empty in this file {0}

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.34** (FWM 23033) ERROR: An unexpected internal error occurred. AddNode - This server is using multiple {0} Service Containers, but it is expected to use exactly 1 Service Container

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.



---

**2.3.15.35** (FWM 23034) ERROR: An unexpected internal error occurred. AddNode - This server should not be using the {0} directly because it is a Service or Container Support Service

### Cause

An internal error has occurred.

### Action

Contact SAP technical support.

**2.3.15.36** (FWM 23035) ERROR: An unexpected internal error occurred. AddNode - This server is trying to use the Service Container with CUID {0}, but there is no DFT for that Service Container on this machine

### Cause

An internal error has occurred.

### Action

Contact SAP technical support.

**2.3.15.37** (FWM 23036) ERROR: An unexpected internal error occurred. AddNode - This server is trying to host the Service with CUID {1}, but there is no DFT for that Service on this machine and the {0} does not support it

### Cause

An internal error has occurred.

---

## Action

Contact SAP technical support.

**2.3.15.38** (FWM 23037) ERROR: An unexpected internal error occurred. AddNode - This server is trying to host the {1}, but the {0} does not support it

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.39** (FWM 23038) ERROR: An unexpected internal error occurred. AddNode - This server is trying to use the Service with CUID {0}, but there is no DFT for that Service on this machine

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

---

**2.3.15.40** (FWM 23039) ERROR: An unexpected internal error occurred. AddNode - The {0} is able to host the Service with CUID {1}, but there is no DFT for that Service on this machine

### Cause

An internal error has occurred.

### Action

Contact SAP technical support.

**2.3.15.41** (FWM 23040) ERROR: An unexpected internal error occurred. AddNode - The {0} depends on the Service with CUID {1}, but there is no DFT for that Service on this machine

### Cause

An internal error has occurred.

### Action

Contact SAP technical support.

**2.3.15.42** (FWM 23041) ERROR: An unexpected internal error occurred. AddNode - {0} should not depend on {1} because it is a Container Support Service

### Cause

An internal error has occurred.

---

## Action

Contact SAP technical support.

**2.3.15.43** (FWM 23042) ERROR: An unexpected internal error occurred. AddNode - The {0} can be hosted by the Service Container with CUID {1}, but there is no DFT for that Service Container on this machine

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.44** (FWM 23043) ERROR: An unexpected internal error occurred. AddNode - {0} is expected to be hosted by exactly one Service Container, but it can be hosted by {1}

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.45** (FWM 23044) ERROR: An unexpected internal error occurred. AddNode - {0} cannot be hosted by any Service Containers

## Cause

An internal error has occurred.

---

## Action

Contact SAP technical support.

**2.3.15.46** (FWM 23045) ERROR: An unexpected internal error occurred. AddNode - {0} is not required by any services, but it should be because it is a Support Service

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.47** (FWM 23046) ERROR: An unexpected internal error occurred. AddNode - {0} is associated with SI\_SERVICE\_CLASS={1}, which is unrecognized

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.48** (FWM 23047) ERROR: An unexpected internal error occurred. AddNode - {0} is expected to have exactly {1} Service Category(s) but it has {2}

## Cause

An internal error has occurred.

---

## Action

Contact SAP technical support.

**2.3.15.49** (FWM 23048) ERROR: An unexpected internal error occurred. AddNode - A required service for the operation is missing. Trying to use the Service with CUID {0}, but there is no DFT for it on this machine

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.50** (FWM 23049) ERROR: An unexpected internal error occurred. AddNode - Could not find file: "{0}"

## Cause

An internal error has occurred.

## Action

Contact SAP technical support.

**2.3.15.51** (FWM 23050) ERROR: AddNode - Cannot access the file: "{0}". Ensure appropriate permissions are granted

## Cause

There was a problem reading from or writing to a file while removing a node.

---

## Action

Ensure that appropriate permissions are granted.

**2.3.15.52** (FWM 23051) ERROR: AddNode - The node "{0}" is still running. Stop the node

## Cause

A node removal was attempted while the SIA is still running.

## Action

Ensure that appropriate permissions are granted.

If AddNode is manually launched from console, then stop the node first. If AddNode is launched from a client (such as CCM), contact SAP technical support.

**2.3.15.53** (FWM 23052) ERROR: AddNode - The server "{0}" is still running. Stop the server

## Cause

A node removal was attempted while the server {0} is still running.

## Action

If AddNode is manually launched from console, then stop the node and servers first. If launched from a client (such as CCM), contact SAP technical support.

---

## **2.3.15.54** (FWM 23053) ERROR: AddNode - There is no node in with the name "{0}".

Specify a correct node name

### **Cause**

A non-existent node could not be removed.

### **Action**

Specify a correct node name.

## **2.3.15.55** (FWM 23054) ERROR: An unexpected internal error occurred. AddNode -

Failed to delete the node infoobjects and deployment files

### **Cause**

The node could not be deleted.

### **Action**

Contact SAP technical support.

## **2.3.15.56** (FWM 23055) ERROR: An unexpected internal error occurred. AddNode -

Failed to delete the node files

### **Cause**

One of the node-related files could not be deleted during node removal.

### **Action**

Contact SAP technical support.



---

**2.3.15.57** (FWM 23056) ERROR: An unexpected internal error occurred. AddNode -  
Failed to delete the node in the CCM

### Cause

The attempt to remove a node from the CCM failed during node removal.

### Action

Contact SAP technical support.

**2.3.15.58** (FWM 23057) ERROR: The file {0} is not writeable. Ensure appropriate  
permissions are granted

### Cause

The file specified in {0} ({0} was retrieved from the value of the `-backup` argument) was either not writable or it is a directory.

### Action

If AddNode is manually launched from console, modify the command line such that the specified file in `-backup` is writable. If AddNode is launched from a client (such as CCM), contact SAP technical support.

**2.3.15.59** (FWM 23058) ERROR: An unexpected internal error occurred. AddNode -  
Failed to backup {0}: {1}

### Cause

Backup of the server configuration has failed.

### Action

Contact SAP technical support.

---

**2.3.15.60** (FWM 23059) ERROR: An unexpected internal error occurred. AddNode - Failed to process {0}: {1}

### Cause

Restoration of the server configuration has failed.

### Action

Contact SAP technical support.

**2.3.15.61** (FWM 23060) ERROR: An unexpected internal error occurred. AddNode - The Move node action failed: {0}

### Cause

The attempt to a move node has failed.

### Action

Contact SAP technical support.

**2.3.15.62** (FWM 23061) ERROR: An unexpected internal error occurred. AddNode - Failed to commit changes to object: {0}

### Cause

The repository has an issue.

### Action

Contact SAP technical support.

---

**2.3.15.63** (FWM 23062) ERROR: An unexpected internal error occurred. AddNode - The source and/or the destination cluster could not be identified

### Cause

The source and/or destination cluster has an issue.

### Action

Contact SAP technical support.

**2.3.15.64** (FWM 23063) ERROR: An unexpected internal error occurred. AddNode - The source and destination clusters cannot be the same

### Cause

The source and/or destination cluster has an issue.

### Action

Contact SAP technical support.

**2.3.15.65** (FWM 23064) ERROR: An unexpected internal error occurred. AddNode - Failed to update SLD: {0}

### Cause

BOBJ SLDDS failed to run when trying to update the SLD landscape.

### Action

Contact SAP technical support.

---

**2.3.15.66** (FWM 23065) ERROR: An unexpected internal error occurred. AddNode -  
Failed to configure CMS system database connection: {0}

### Cause

The configuration of the CMS system database connection has failed.

### Action

Contact SAP technical support.

**2.3.15.67** (FWM 23066) ERROR: An unexpected internal error occurred. AddNode - {0}

### Cause

A common exception has occurred.

### Action

Contact SAP technical support.

## 2.3.16 FWM 24001

**2.3.16.1** (FWM 24001) Internal inconsistencies detected among plugins. Plugins  
"{0}" and "{1}" try to transform the rights on the same top level folder "{2}"

### Cause

The error occurs when 2 or more migration plugins claim to handle the rights on a particular top level root folder which does not make sense for migration. The error should be internal to migration plugin writers in other domain teams so that they know they are in conflict with some other plugins.

## Action

Fix the migration plugin implementation to point to different top level folder(s).

## 2.3.17 FWM 25001

**2.3.17.1** (FWM 25001) Unable to map this group because the corresponding authentication plugin "{0}" cannot be found on the destination CMS

## Cause

A group alias specified in the source User Group corresponds to an authentication type that is not supported by the destination CMS.

## Action

Check if the specified authentication type has a corresponding plugin installed on the destination CMS. If not, install and deploy it.

## 2.4 BI Platform Servers (FWB) Error Messages

BI Platform Servers includes the following error message categories:

Range	Category
FWB 00004 - FWB 200002	BI Platform Servers (FWB)

### 2.4.1 FWB 00001 - FWB 00999

**2.4.1.1** The request is not for the current CMS, it is for %1. (FWB 00001)

## Cause

A request was sent to an unexpected Central Management Server (CMS).

---

## Action

Ensure that you send your requests to the correct CMS.

**2.4.1.2**     The %1 security plugin is not enabled. Contact your system administrator for details. (FWB 00002)

## Cause

A requested security plugin is disabled or missing.

## Action

Ensure that the requested security plugin file exists, and that it is enabled.

**2.4.1.3**     Not a valid logon token. (FWB 00003)

## Cause

The logon token has expired, the authentication information is missing, or the user is invalid.

## Action

Regenerate the token with the necessary authentication information for a valid user, and log on again.

**2.4.1.4**     Security server failed to decrypt the Kerberos ticket sent by the client. Contact your system administrator to make sure Kerberos authentication is configured properly. (FWB 00004)

## Cause

The server could not decrypt some of the client's Kerberos authentication data.

---

## Action

Ensure that a valid SPN is mapped to the service account.

**2.4.1.5** A logon token was used from a client other than one specified in the token, or there was an error determining the IP address of the client. (FWB 00005)

## Cause

The logon token contains information about a different client, or the IP address of the client could not be determined.

## Action

Ensure that your token is from the correct client, and that the client's IP address is accessible, or generate a new token.

**2.4.1.6** Plugin Manager error: Unable to locate the requested plugin %1 on the server. (FWB 00006)

## Cause

A requested plugin is missing.

## Action

Ensure that the requested plugin exists and that it is properly installed.

**2.4.1.7** User "%1" not found. (FWB 00007)

## Cause

The user is missing, or the alias of the user is missing.

---

## Action

Ensure that the user exists and has a valid alias.

**2.4.1.8** Enterprise authentication could not log you on. Please make sure your logon information is correct. (FWB 00008)

## Cause

You could not log on because your username could not be found, or because your password is invalid.

## Action

Ensure that your username and password are correct.

**2.4.1.9** This feature has been disabled. (FWB 00009)

## Cause

The requested feature is disabled.

## Action

Enable the requested feature.

**2.4.1.10** User must have at least one alias. (FWB 00010)

## Cause

The user account does not have any aliases.



---

## Action

Ensure that the user account has at least one alias.

### 2.4.1.11 `Session ID is not valid. (FWB 00011)`

## Cause

Your session has expired.

## Action

Log on again.

### 2.4.1.12 `The user account has been disabled. (FWB 00012)`

## Cause

The user account may have been manually disabled, the alias of the user account may have been disabled, the password may have expired, or the user may have attempted to log on unsuccessfully too many times.

## Action

Enable the user account, and ensure that the user's password and aliases are valid.

### 2.4.1.13 `You do not have enough Named User Licenses to make this user a named user. You have %1 Named User Licenses. (FWB 00013)`

## Cause

The maximum number of named users allowed by the current license keys has been reached.

---

## Action

Wait for other users to log off, or upgrade the license keys.

**2.4.1.14** All of your system's %1 Concurrent Access Licenses are in use at this time or your system's license key has expired. Try again later or contact your administrator to obtain additional licenses. (FWB 00014)

## Cause

The maximum number of concurrent users allowed by the current license keys has been reached.

## Action

Wait for other users to log off, or upgrade the license keys.

**2.4.1.15** This operation is not permitted with your current set of license keys. Upgrade your license keys to enable this operation. (FWB 00015)

## Cause

The current license keys do not allow this operation (for example, using third-party authentication, or modifying server groups or events).

## Action

Upgrade your license keys.

---

**2.4.1.16** Your license key is invalid or has expired. If you received a temporary license key by purchasing another SAP BusinessObjects product, you must register SAP BusinessObjects BI platform to receive your permanent license key. (FWB 00016)

### Cause

The current license key is invalid or has expired.

### Action

Enter a valid license key.

**2.4.1.17** An exception was thrown from the plugin %1. This plugin will be disabled. Please contact your administrator. (FWB 00017)

### Cause

A third-party plugin encountered an error. It has been disabled.

### Action

Remove, upgrade, and test the third-party plugin before you enable it.

**2.4.1.18** The authentication provider (%1) associated with this logon session does not support inter-process Single Sign-On. Contact your system administrator for details. (FWB 00018)

### Cause

The authentication provider for this session does not support Single Sign-On.

---

## Action

Use a different authentication provider, or configure your current provider to work with Single Sign-On.

**2.4.1.19** The authentication provider (%1) associated with this logon session does not have inter-process Single Sign-On enabled. Contact your system administrator for details. (FWB 00019)

## Cause

The authentication provider for this session does not have Single Sign-On enabled.

## Action

Enable Single Sign-On for this authentication provider.

**2.4.1.20** Single Sign-On failed. Contact your system administrator for details. (FWB 00020)

## Cause

The Single Sign-On authentication information may be invalid, or an internal error may have occurred on the authentication provider.

## Action

Ensure that the Single Sign-On authentication information is valid, and that Single Sign-On is working correctly on the authentication provider.

---

**2.4.1.21** Single Sign-On failed because the associated session can not be verified.  
Try to log on to BusinessObjects Business Intelligence platform again. (FWB 00021)

### Cause

The session token may be invalid or may have expired, the authentication information may be missing, the original session may have expired, or the user account may be invalid.

### Action

Re-generate the token with the necessary authentication information for a valid user, and attempt to log on again.

**2.4.1.22** The Trusted Authentication shared secret has expired. (FWB 00022)

### Cause

The trusted authentication shared secret has expired.

### Action

Update the trusted authentication shared secret.

**2.4.1.23** The client clock skew is too big. (FWB 00023)

### Cause

The trusted authentication request has timed out, or the time difference between the client and server is too large (because of time zone differences).

### Action

Ensure that the trusted authentication requests are not timing out, and synchronize the time on the client and server machines.

---

**2.4.1.24** SAP BusinessObjects BI platform CMS: CMS system database "%1" is not available. The error cannot be rectified by the end user. Please report this error to your system administrator or database administrator. (FWB 00024)

### Cause

The Central Management Server (CMS) has no available database connections.

### Action

Ensure that the database is running, available, and accepting connections from the CMS. Increase the number of database connections.

**2.4.1.25** Not a valid query. (FWB 00025)

### Cause

The query string is invalid.

### Action

Ensure that the syntax of the query string is correct.

**2.4.1.26** Duplicate object name in the same folder. (FWB 00026)

### Cause

You have tried to create an object with a name that already exists.

### Action

Give your object a unique name.

---

**2.4.1.27** CMS system database is overloaded, please try again. If the problem persists, please contact the system administrator(FWB 00027)

### Cause

Your request times out while waiting for database resources.

### Action

The deployment is overloaded. Increase the number of database connections.

**2.4.1.28** The secLdap plugin failed to connect to the specified hosts. (FWB 00028)

### Cause

A connection could not be established to the LDAP server.

### Action

Ensure that the LDAP server is online, and that it is accepting connections.

**2.4.1.29** Logon failed. Please make sure you are a member of a valid mapped group.  
(FWB 00029)

### Cause

The user does not belong to any third-party group mapped in SAP BusinessObjects Business Intelligence platform.

### Action

Ensure that the user belongs to at least one mapped group.

---

### 2.4.1.30 Directory server is unwilling to perform the requested operation.

Additional info: %1 (FWB 00030)

#### Cause

Directory server cannot perform the requested operation.

#### Action

Ensure that the user account is enabled.

### 2.4.1.31 Destination disabled. [%1]: [%2]. Please note the name of the job server used for your request and contact your system administrator to make sure the specified destination is enabled. (FWB 00031)

#### Cause

The job results could not be delivered because a destination plug-in specified by the job was disabled on the server that processed the job.

#### Action

Note the name of the job server that processed the job, find it in the Central Management Console server list, and use the **Destination** action to add and configure the required destination.

### 2.4.1.32 Invalid confidential channel. (FWB 00032)

#### Cause

Confidential Channel is not established.



---

## Action

Either use a newer version of SAP BusinessObjects Business Intelligence platform that can establish a Confidential Channel, or disable FIPS mode.

### 2.4.1.33 `Indexed property %1 cannot be encrypted. (FWB 00033)`

## Cause

Properties that are indexed in the Central Management Server database cannot be encrypted.

## Action

Do not enable the *encrypted* flag for indexed properties.

### 2.4.1.34 `Non-FIPS-compliant client cannot connect because FIPS mode is turned on. (FWB 00034)`

## Cause

A non-FIPS-compliant client cannot connect because FIPS mode is enabled.

## Action

Install a newer version of SAP BusinessObjects Business Intelligence platform that can establish a Confidential Channel, or disable FIPS mode.

### 2.4.1.35 `Cannot move cryptographic key from state %1 to state %2 (FWB 00035)`

## Cause

Some key state changes are disallowed. A de-activated key can only move to the rekeying state, and once in that state can only be moved to the suspended state.

---

## Action

You can change `SI_KEY_STATE` only to permissible values.

### 2.4.1.36 `Missing critical system object. Name: %1, CUID: %2. (FWB 00036)`

## Cause

The installation is corrupt and the Central Management server cannot initialize because of a critical file missing from the deployment.

## Action

Re-install SAP BusinessObjects Business Intelligence platform.

### 2.4.1.37 `Missing critical system object type. Kind: %1. (FWB 00037)`

## Cause

The installation is corrupt and the Central Management server cannot initialize because of a critical file missing from the deployment.

## Action

Re-install SAP BusinessObjects Business Intelligence platform.

### 2.4.1.38 `Deployment file directory %1 does not exist or contains no files. (FWB 00038)`

## Cause

The directory that contains the deployment's files is empty or could not be located.

---

## Action

Ensure that the directory contains deployment files, or re-install the deployment.

**2.4.1.39** Deployment file directory %1 does not exist or contains no key code files. (FWB 00039)

## Cause

The directory containing the deployment files cannot be located or has no keycode initialization files

## Action

Ensure that the directory contains keycode initialization deployment files. You may have to reinstall the deployment to resolve this issue.

**2.4.1.40** Cannot commit object(s). Object "%1" (ID: %2) is locked by session "%3" (ID: %4). (FWB 00040)

## Cause

An attempt was made to modify an object that was locked by another session.

## Action

Retry the operation at a later date. If the issue persists, eliminate the session identified in the error message.

**2.4.1.41** Cannot commit object(s). Object "%1" (ID: %2) is cascade-locked by session "%3" (ID: %4). (FWB 00041)

## Cause

An attempt was made to modify an object that was locked by another session because an ancestor object was cascade-locked.

---

## Action

Retry the operation at a later time. If the issue persists, end the session identified in the error message.

**2.4.1.42** Cannot delete object(s). Object "%1" (ID: %2) is locked by session "%3" (ID: %4). (FWB 00042)

## Cause

You have attempted to delete an object that was locked by another session.

## Action

Retry the operation at a later time. If the error occurs again, end the session identified in the error message.

**2.4.1.43** Cannot delete object(s). Object "%1" (ID: %2) is cascade-locked by session "%3" (ID: %4). (FWB 00043)

## Cause

An attempt was made to delete an object that was locked by another session because an ancestor object was cascade-locked.

## Action

Retry the operation at a later time. If the issue persists, end the session identified in the error message.

**2.4.1.44** Cannot lock object(s). Object "%1" (ID: %2) is locked by session "%3" (ID: %4). (FWB 00044)

## Cause

You have attempted to lock an object that was already locked by another session.

---

## Action

Retry the operation at a later time. If the error occurs again, end the session identified in the error message.

**2.4.1.45** `Cannot lock object(s). Object "%1" (ID: %2) is cascade-locked by session "%3" (ID: %4). (FWB 00045)`

## Cause

An attempt was made to lock an object that was already locked by another session because an ancestor object was cascade-locked.

## Action

Retry the operation at a later time. If the issue persists, end the session identified in the error message.

**2.4.1.46** `Cannot commit object(s). When committing object "%1" (ID: %2) with version %3, a conflict occurs with current version %4 over property "%5". Failed to merge changes. (FWB 00046)`

## Cause

A first-writer-wins commit failed due to an attempt to modify a property that another commit had modified concurrently.

## Action

Retrieve the object again and re-attempt the operation.

---

**2.4.1.47** Cannot commit relationship attribute changes. When committing relationship %1 between parent %2 and child %3 with version %4, a conflict occurs with current version %5 over property "%6". Failed to merge changes. (FWB 00047)

### Cause

A first-writer-wins commit failed due to an attempt to merge attributed relationship properties that another commit had modified concurrently.

### Action

Retrieve the object again and re-attempt the operation.

**2.4.1.48** Cannot commit relationship attribute changes. When committing relationship %1 between parent %2 and child %3 with version %4, a conflict occurs with current version %5. (FWB 00048)

### Cause

A first-writer-wins commit failed due to an attempt to replace an attributed relationship that another commit had modified concurrently.

### Action

Retrieve the object again and re-attempt the operation.

**2.4.1.49** Cannot delete object(s) modified between query and commit. When deleting object "%1" (ID: %2) with version %3, a conflict occurs with current version %4. (FWB 00049)

### Cause

A first-writer-wins commit failed due to an attempt to delete an object that another commit had modified concurrently.

---

## Action

Retrieve the object again and re-attempt the operation.

**2.4.1.50** Cannot commit object(s). Since the object "%2" (Id - %3) was queried for, another user has changed the relationship "%1". (FWB 00050)

## Cause

A first-writer-wins commit failed due to an attempt to perform an explicit-list relationship update of relationship edges that another commit had modified concurrently.

## Action

Retrieve the object again and re-attempt the operation.

**2.4.1.51** Cannot commit object(s). The object "%1" (Id - %2) with version %3 is too old relative to current version %4 for a successful merge. Objects must be within %5 versions. (FWB 00051)

## Cause

A first-writer-wins commit failed due to the committed object being too old, compared to the version contained in the database.

## Action

Retrieve the object again and re-attempt the operation.

---

**2.4.1.52** Some properties were not merged. Committing object "%1" (Id - %2) with version %3 conflicts with current version %4. The following properties were not merged "%5". (FWB 00052)

### Cause

A commit could not merge all changes successfully. Conflicts existed with changes made by another commit concurrently.

### Action

Verify whether the result of the failed merge is acceptable.

**2.4.1.53** All CMSs in the same cluster have the same FIPS and SSL mode settings (FWB 00053)

### Cause

A non-FIPS-compliant Central Management Server (CMS) has attempted to join a FIPS-compliant cluster, or a CMS with SSL disabled has attempted to join an SSL-enabled cluster.

### Action

Enable FIPS mode or SSL on for all Server Intelligence Agent nodes that use the Central Configuration Manager.

**2.4.1.54** Object ID number %1 has an invalid kind of %2. (FWB 00054)

### Cause

You have attempted to create or update an object where the specified `SI_KIND` does not exist.

### Action

Specify the name of an existing object for the respective `KIND`.



---

### **2.4.1.55** Object ID number %1 has an invalid prog ID %2. (FWB 00055)

#### **Cause**

You have attempted to create or update an object where the specified SI\_PROGID does not exist.

#### **Action**

Specify the name of an existing object for the PROGID.

### **2.4.1.56** You do not have enough Role-Based User Licenses to add this user. You have %1 Role-Based User Licenses. (FWB 00056)

#### **Cause**

The user limit under a role-based license has been reached.

#### **Action**

Delete users from the system, or upgrade your license key.

### **2.4.1.57** You do not have enough Named User Licenses to log on to the system. You have %1 Named User Licenses. (FWB 00057)

#### **Cause**

Named users cannot log on to the deployment because there are not enough named user licenses available.

#### **Action**

Upgrade your license key.

---

## 2.4.1.58 `No authentication credentials were provided to the FRS. (FWB 00058)`

### Cause

You have not provided credentials to the File Repository Server (FRS). You are using an outdated FRS client, but you have also specified *-disablelegacyclients* at the FRS command line.

### Action

Use the most recent version of the FRS, or do not specify *-disablelegacyclients*.

## 2.4.1.59 `The authentication credentials provided to the FRS were rejected by the CMS. (FWB 00059)`

### Cause

The logon token that identifies your user is invalid or has expired, authentication information could be missing, or the user account may no longer be valid.

### Action

Regenerate the logon token with the necessary authentication information for a valid user, and retry the operation.

## 2.4.1.60 `There are problems in linking the user to third-party user groups. (FWB 00060)`

### Cause

A third-party plugin is configured incorrectly.

### Action

For more information, enable tracing.

---

### **2.4.1.61**    The authentication credentials do not permit the operation. (FWB 00061)

#### **Cause**

Your user account does not have sufficient credentials to perform the file operation.

#### **Action**

Ensure that your user account has sufficient credentials and rights to the object.

### **2.4.1.62**    The FRS credentials were rejected by the CMS. (FWB 00062)

#### **Cause**

The Central Management Server (CMS) has rejected the credentials of the File Repository Server (FRS).

#### **Action**

Restart your CMS and FRS.

### **2.4.1.63**    User not found (%1) (FWB 00063)

#### **Cause**

The user was not found, or the user is missing an alias.

#### **Action**

Ensure that the user exists and has a valid alias.

---

**2.4.1.64** To copy data from a previous version, use the Upgrade management tool.  
For more information, see the Upgrade Guide. (FWB 00064)

### Cause

The source and destination data sources must be of the same version.

### Action

To copy data from a previous version, use the upgrade management tool.

**2.4.1.65** Operation requires all CMS(s) in the cluster to be stopped. Please stop  
CMS %1 (id: %2). (FWB 00065)

### Cause

Operation requires all Central Management Servers in the cluster to be stopped.

### Action

Stop all of the CMS in the cluster.

**2.4.1.66** System ID is empty. (FWB 00066)

### Cause

The system ID is not configured.

### Action

Configure the system ID.

---

### **2.4.1.67**    `Keystore is empty. (FWB 00067)`

#### **Cause**

The keystore is not configured.

#### **Action**

Configure the keystore.

### **2.4.1.68**    `Alias is empty. (FWB 00068)`

#### **Cause**

The alias is not configured.

#### **Action**

Configure the alias.

### **2.4.1.69**    `Default object with CUID (%1) has invalid or missing parent ID/CUID. (FWB 00069)`

#### **Cause**

The Deployment File object contains a Default Object that has an invalid or missing reference to a parent object.

#### **Action**

Check the Default Object specification to ensure that `SI_PARENTID` or `SI_PARENT_CUID` refers to a valid object.

---

**2.4.1.70** Default object with CUID (%1) has invalid or missing type information.  
Check value of SI\_KIND. (FWB 00070)

### Cause

The Deployment File object contains a Default Object that has invalid or missing type information.

### Action

Check the Default Object specification to ensure that it has an SI\_KIND and that the KIND exists in the system.

**2.4.1.71** Default object with CUID (%1) cannot be processed because it is invalid.  
Check assert log for details. (FWB 00071)

### Cause

The Deployment File object contains an invalid Default Object.

### Action

For more information on Default Object failure, see the Central Management Server assert log.

**2.4.1.72** Attempt to set up sub-directory for namespaced default object files  
failed. Name: %1. Error: %2. (FWB 00072)

### Cause

During initialization, the Central Management Server could not create a new directory for Server Intelligence Default Objects.

### Action

For more information, see the file system error message.

---

### 2.4.1.73 Trusted authentication is disabled (FWB 00073)

#### Cause

You have tried to use a feature that requires Trusted Authentication to be enabled.

#### Action

Use the Central Management Console to enable Trusted Authentication.

### 2.4.1.74 Invalid data (FWB 00074)

#### Cause

Invalid data has been sent to the Central Management Server.

#### Action

You must configure Trusted Authentication. For more information, see the *SAP BusinessObjects Business Intelligence platform Administrator Guide*.

### 2.4.1.75 Default Object fragment from file %1 failed to be applied to object (Name: %2; CUID: %3). Check assert log for details. (FWB 00075)

#### Cause

A Default Object fragment could not be applied to the default object.

#### Action

Check the Central Management Server assert log for more information about the failure of the Default Object fragment.

---

## 2.4.2 FWB 01000 - FWB 01999

### 2.4.2.1 `The InfoObject {0} could not be found among related InfoObjects. (FWB 01001)`

#### Cause

An InfoObject has referenced the ID of a missing InfoObject.

#### Action

Ensure that the relationships between server containers, services, servers, installations, and enterprise nodes are correct.

### 2.4.2.2 `Service {0} is not ready (FWB 01002)`

#### Cause

A service cannot handle a request because the service is configured incorrectly.

#### Action

Configure the service correctly, and restart the server (if needed).

### 2.4.2.3 `The resource for service {0} is temporarily unavailable. Please try later (FWB 01003)`

#### Cause

A service cannot process a request because the service has reached maximum resource capacity.



---

## Action

Wait for other users to stop sending requests, make the request to another server, or Increase the maximum capacity of the service.

**2.4.2.4**    The CMS could not find a server object named {0}. The name used to start this server could be wrong (FWB 01004)

## Cause

An Adaptive Processing Server (APS) queried a Central Management Server (CMS) for its configuration, and the CMS responded that the server InfoObject that corresponds to this APS instance cannot be found in the repository.

## Action

The server friendly name that is used to start the APS instance is incorrect. Enter a valid name that exists in the repository.

**2.4.2.5**    The service {1} could not start because service {0} could not start (FWB 01005)

## Cause

A service could not start because one of the services it depends on could not start.

## Action

Ensure that the processes the service depends on start properly.

---

## 2.4.2.6    `The service {0} failed to start (FWB 01006)`

### Cause

A service could not start because one of the services it depends on could not start.

### Action

Check the log file of the service, and then re-configure the service.

## 2.4.3    FWB 02000 - FWB 02999

### 2.4.3.1    `A ClassNotFoundException error occurred. (Exception message: {0}) (FWB 02001)`

### Cause

The program could not load a class through the specified string name because the definition of the class is missing.

### Action

Ensure that all required `.jar` files are included in the `classpath`.

### 2.4.3.2    `A NoClassDefFoundError occurred; exception message: {0} (FWB 02002)`

### Cause

The Java Virtual Machine or a `ClassLoader` instance has loaded a missing class definition.

### Action

Ensure that all required `.jar` files are included in the `classpath`.

---

## 2.4.4 FWB 06001 - FWB 06005

### 2.4.4.1 (FWB 06001) The mode is invalid

#### Cause

This should not happen because the processing subsystem has already validated the mode.

#### Action

<none>

### 2.4.4.2 (FWB 06002) The plugin name argument is not specified

#### Cause

This should not happen because the processing subsystem has already validated the argument

#### Action

<none>

### 2.4.4.3 (FWB 06003) An unexpected error has occurred when attempting to retrieve the authentication plugin.

#### Cause

An unexpected error has occurred when attempting to retrieve the authentication plugin. It is possible the plugin has been removed, or the user does not have sufficient rights on the plugin.

#### Action

Check if the specified authentication type has a corresponding plugin installed on the destination CMS. If not, install and deploy it. Check also that the user has view right on the plugin.

---

**2.4.4.4** (FWB 06004) An unexpected error has occurred when attempting to retrieve properties of the authentication plugin

### Cause

An unexpected error has occurred when attempting to retrieve properties of the authentication plugin.

### Action

Check if the data of the specified authentication plugin object is corrupted.

**2.4.4.5** (FWB 06005) Update cannot proceed because the authentication plugin is not enabled

### Cause

The authentication plugin needed for this update is not available possibly due to its disabled state.

### Action

Go to CMC's Authentication page and enable the authentication type through its Properties page.

## 2.4.5 FWB 07001 - FWB 07004

**2.4.5.1** (FWB 07001) Program can not be executed properly. Please check program input arguments

### Cause

Program arguments supplied by client are missing the principal ID and query where clause.

## Action

Check the client implementation to make sure that the arguments for principal ID and query where clause are properly set to the Security Query AdminTool object before scheduling where, the principle ID represents the principal that the query is being generated for. Also note that the query where clause is encoded such that any " character are represented as &quot; String.

### 2.4.5.2 (FWB 07002) The query result cannot be exported due to I/O error

## Cause

While exporting query results to a buffer stream, some Input/Output error occurred.

## Action

Refer to the root cause for more detail on the underlining java.io.IOException and take action accordingly.

## 2.5 Security (USR) Errors

Security error messages include the following:

Range	Category
USR0006	Security

### 2.5.1 You are not authorized to use Designer. (USR0006)

## Cause

You tried to start Univserse Designer™, but you do not have the necessary rights.

## Action

An administrator can grant you the necessary rights.

## 3 Analysis, edition for OLAP Errors

Analysis error messages include the following:

Range	Category
AOC 00000 - AOC 09999	Analysis, edition for OLAP errors

### 3.1 AOC 00000 - 09999

**3.1.1** There was a problem replacing the original workspace. Try again or use Save As. (AOC00001)

#### Cause

The original workspace could not be found. It may have been deleted.

#### Action

Use **Save As** to save your workspace.

**3.1.2** Analysis, edition for OLAP was unable to save the workspace for an unknown reason. Try using 'Save As' to save the workspace and ensure all entry fields are populated. If this problem persists, contact your administrator. (AOC00002)

#### Cause

An unknown error has occurred. Analysis has confirmed that the user has rights to save the workspace, that the workspace exists, and that the BI platform session is valid.

#### Action

Try using **Save As** to save the workspace, and ensure that all entry fields are populated.

---

**3.1.3** Analysis, edition for OLAP could not save the workspace. There are a number of possible causes. Your session may have timed out, the network may be encountering problems, or the Enterprise server may be offline. If the problem was caused by a session timeout, your workspace may have been saved in your Favorites folder. If this problem persists, log off and log on again. (AOC00003)

### Cause

Analysis could not establish a valid BI platform session. These are some possible causes:

- The session has expired.
- The network is experiencing problems.
- The BI platform server is offline.

### Action

Log on again. If the problem was caused by a session timeout, your workspace may have been saved to your Favorites folder.

**3.1.4** Analysis, edition for OLAP could not open the workspace. The workspace has been corrupted. Please contact your administrator. (AOC00005)

### Cause

The workspace has been manually edited, or is corrupt.

### Action

Ask your administrator to restore a backup of the workspace.

**3.1.5** Analysis, edition for OLAP could not find the requested workspace. It may have been deleted. (AOC00006)

### Cause

The requested workspace may have been deleted, or the user may not have access rights to view it.

---

## Action

Ask the administrator to restore a backup of the workspace, or change the user's access rights.

**3.1.6**     An error occurred while restoring the workspace. Please contact your administrator. (AOC00007)

## Cause

The workspace has been manually edited, or is corrupt.

## Action

Ask the administrator to restore a backup of the workspace.

**3.1.7**     Analysis edition for OLAP could not save the workspace. The name is missing. Please enter a valid name and try again. (AOC00008)

## Cause

The user tried to save a workspace without entering a name.

## Action

Enter a valid workspace name.

**3.1.8**     Analysis, edition for OLAP could not save the workspace. The workspace folder is missing. Select a valid folder and try again. (AOC00009)

## Cause

The user tried to save a workspace without choosing a folder.



---

## Action

Choose a folder to store the workspace in.

**3.1.9**    You do not have permission to save to this folder. Contact your administrator if you need this permission enabled. (AOC00011)

## Cause

The user tried to save a workspace to a folder that the user does not have access to.

## Action

Ask the administrator for write access to this folder.

**3.1.10**    An error occurred while trying to retrieve connections from the BI platform server. Contact an administrator to verify that the server is running. (AOC00012)

## Cause

The BI platform server could not be found.

## Action

Ask the administrator to verify that the BI platform server is running.

**3.1.11**    An error occurred while trying to retrieve connections. Not all connections were available. If the problem persists, contact your administrator. (AOC00013)

## Cause

Analysis was unable to find some or all of the requested connections. Connections may have been deleted.

---

## Action

Ask the administrator to restore the connections or to map the requested connections to other connections using the Central Management Console.

**3.1.12** You do not have permission to perform the requested action. If you require assistance, please contact your system administrator. (AOC00018)

## Cause

The user tried to perform an action for which the user does not have permission.

## Action

Ask the administrator for the appropriate permission.

**3.1.13** No OLAP Connections are available. There may be no connections defined in the Central Management Console, or you may not have rights to view any existing OLAP connections. Please contact your administrator for more information. (AOC00020)

## Cause

Connections have not been defined in the Central Management Console, so there is nothing to select.

## Action

An administrator needs to define connections to the OLAP data sources. The administrator should log on to the Central Management Console and define connections by clicking **OLAP Connections**.

---

**3.1.14** Analysis, edition for OLAP was unable to complete the last action. Please try again. If the problem persists, contact your administrator. (AOC00021)

### Cause

The metadata explorer was unable to parse the XML passed to it from Services.

### Action

This error indicates a serious problem, possibly with versions of libraries mismatching. An administrator needs to check the `mdas.log` file and contact customer support.

**3.1.15** Analysis, edition for OLAP was unable to remove "{0}". The analysis has lost its connection. The workspace must be closed and then opened again to re-establish the connection. (AOC00022)

### Cause

The analysis has lost its connection to the OLAP server.

### Action

The workspace must be closed and opened again to re-establish the connection.

**3.1.16** An error has occurred while fetching the report parameters. Try the operation again. If the problem persists, please contact your administrator. (AOC00023)

### Cause

Analysis could not find the BI platform server or the Web Intelligence Report Engine Server.

---

## Action

Ask the administrator to verify that these servers are available.

**3.1.17** The requested operation was not completed successfully because the Analysis, edition for OLAP client cannot reach the MDAS Service. Try the operation again. If the problem persists, please contact your administrator. (AOC00040)

## Cause

An error has occurred in the communication between the client and MDAS service. For example, the MDAS service may be down or unreachable, or may have been restarted.

## Action

Ensure that the MDAS service is running and can be reached by going to the Servers page in the Central Management Console. If the MDAS service was restarted, the Analysis session state is lost and cannot be saved.

**3.1.18** An error occurred in the MDAS service while processing a request from Analysis, edition for OLAP. Try the operation again. If the problem persists, please contact your administrator. (AOC00041)

## Cause

An error occurred on the MDAS service while processing a request from the Analysis client. A possible reason is a problem with the OLAP server, or a network problem.

## Action

Try again. If the problem persists, contact your administrator.

---

**3.1.19** Analysis, edition for OLAP was unable to open a connection. Verify that the username and password are correct and try again. If this problem persists, contact your administrator. (AOC00044)

### Cause

A connection could not be opened. A common reason is an authentication error.

### Action

Ensure that the connection authentication credentials are correct. If the credentials are saved with the connection, your administrator may need to update them.

**3.1.20** An error occurred in the MDAS service while processing a request from Analysis, edition for OLAP, because it put the query into an invalid state. This error may have resulted from an attempt to put all hierarchies onto the same axis. If the problem persists, please contact your administrator. (AOC00045)

### Cause

An error occurred on the MDAS service while processing a request from the Analysis client. A possible reason is an attempt to place all hierarchies onto the same axis.

### Action

Ensure that the action does not put the query into an invalid state and try again. If the problem persists, contact your administrator.

---

**3.1.21** An error occurred in the MDAS Service while processing a request from Analysis, edition for OLAP, because there is a hierarchy conflict. This conflict may have resulted from an attempt to put two mutually exclusive hierarchies onto the same axis. If the problem persists, please contact your administrator. (AOC00046)

### Cause

An error occurred on the MDAS service while processing a request from the Analysis client. A possible reason is an attempt to place two mutually exclusive hierarchies onto the same axis.

### Action

Ensure that the action does not cause a conflict and try again. If the problem persists, contact your administrator.

**3.1.22** The requested operation could not be completed because the resulting query exceeded the maximum amount of permitted data cells. Contact your administrator to alter the maximum data cell limit for the MDAS service in the CMC. (AOC00047)

### Cause

An error occurred on the MDAS service while processing a request from the Analysis client. A possible reason is an attempt to create a query with too many data cells.

### Action

Make sure that the query size does not exceed the OLAP server limit. If the problem persists, contact your administrator.

**3.1.23** This member cannot be removed because it will result in no members being selected for this hierarchy. (AOC00048)

### Cause

Removal of this member would result in no members being selected for this hierarchy so the action has been prevented.

---

## Action

Use the filter by member task panel to adjust the hierarchy's selection.

## 4 BI Semantic Layer RESTful Web Services (WSR) Error Messages

BI Semantic Layer RESTful Web Services error messages include the following:

Range	Category
WSR 00080 - WSR 00999	BI Semantic Layer RESTful Web Services
WSR 02002 - WSR 02005	BI Semantic Layer RESTful Web Services
WSR 03000 - WSR 03004	BI Semantic Layer RESTful Web Services
WSR 05000 - WSR 05002	BI Semantic Layer RESTful Web Services

### 4.1 WSR 00080 - WSR 00999

**4.1.1** Document {0} does not exist or your security profile does not allow you to access it. (WSR 00080)

#### Cause

The specific document could not be found. Either the resource does not exist or you do not have the permissions to view it.

#### Action

Contact your system administrator.

**4.1.2** Unexpected error. (WSR 00999)

#### Cause

An internal error has occurred.



---

## Action

Contact your system administrator.

## 4.2 WSR 02000 - WSR 02005

### 4.2.1 Invalid query id: {0}. (WSR 02000)

#### Cause

The query identifier is invalid.

#### Action

Check your query specification has been POSTed properly.

### 4.2.2 Missing query specification element. (WSR 02002)

#### Cause

The query specification is invalid.

#### Action

Check your XML query specification is well defined.

---

## 4.2.3 Invalid query specification version: {0}. (WSR 02003)

### Cause

The query specification version is invalid.

### Action

Set the version of your XML query specification to 1.0.

## 4.2.4 Invalid comparison operator: "{0}". (WSR 02004)

### Cause

The query comparison operator is invalid.

### Action

See the *SAP BusinessObjects RESTful Web Service SDK User Guide for Web Intelligence and the BI Semantic Layer* to select a supported query comparison operator.

## 4.2.5 Invalid correlation type: "{0}". (WSR 02005)

### Cause

The correlation type is invalid.

### Action

See the *SAP BusinessObjects RESTful Web Service SDK User Guide for Web Intelligence and the BI Semantic Layer* to select a supported correlation type.

---

## 4.3 WSR 03000 - WSR 03004

### 4.3.1 `Duplicated query option: {0}.` (WSR 03000)

#### Cause

A duplicated query option was detected.

#### Action

This error should not be thrown in a customer environment. If you have checked that your installation is correct and has not been corrupted, please contact SAP support for help resolving this issue.

### 4.3.2 `Unsupported query option: {0}.` (WSR 03001)

#### Cause

The query option is not supported.

#### Action

See the *SAP BusinessObjects RESTful Web Service SDK User Guide for Web Intelligence and the BI Semantic Layer* to select a supported query option.

### 4.3.3 `Query option "{0}" has to be set.` (WSR 03002)

#### Cause

The query option is missing.

#### Action

The required query option must be set properly.

---

**4.3.4** Invalid value for "{0}" query option: "{1}". Boolean value is expected (true/false). (WSR 03003)

### Cause

The query option value is invalid.

### Action

The query option value must be set to true or false.

**4.3.5** Invalid value for "{0}" query option: "{1}". Integer value is expected. (WSR 03004)

### Cause

The query option value is invalid.

### Action

The query option value must be an integer.

## 4.4 WSR 05000 - WSR 05002

**4.4.1** Invalid flow ID: {0}. (WSR 05000)

### Cause

The data flow identifier is invalid.

### Action

Select a correct data flow identifier.

---

## 4.4.2 `Only {0} rows available. (WSR 05001)`

### Cause

The skip query parameter value is higher or equal to the number of retrieved rows.

### Action

Set a correct skip value in your data flow URL request.

## 4.4.3 `Invalid entity name: {0}. (WSR 05002)`

### Cause

The entity name is invalid.

### Action

Set a correct data flow name in your data flow URL request.

## 5 BIP Servers (FWR) Error Messages

BIP Servers (FWR) includes the following error message categories:

Range	Category
FWR 00000 - 00999	BIP Servers (FWR)
FWR 100001 - 100002	BIP Servers (FWR)

### 5.1 FWR 000001-000007

**5.1.1**    `_a_`An internal error occurred. Please contact your system administrator.  
(FWR 000001)\_z\_

#### Cause

An internal error has occurred.

#### Action

Contact your system administrator.

**5.1.2**    `_a_`The property {0} is missing a value. (FWR 000002)\_z\_

#### Cause

The value of the specified property is missing.

#### Action

Contact your system administrator.

---

### 5.1.3 `_a_The property {0} has an invalid value of {1}. (FWR 000003)_z_`

#### Cause

The value of the specified property is invalid.

#### Action

Contact your system administrator.

### 5.1.4 `_a_The argument {0} has an invalid value of {1}. (FWR 000004)_z_`

#### Cause

The specified argument has an invalid value.

#### Action

Contact your system administrator.

### 5.1.5 `_a_An error occurred while deserializing an object. (FWR 000005)_z_`

#### Cause

An object could not be deserialized.

#### Action

Contact your system administrator.

---

## 5.1.6 `_a_An error occurred while serializing property {0}. (FWR 000006)_z_`

### Cause

A property could not be serialized.

### Action

Contact your system administrator.

## 5.1.7 `_a_The value for {0} must be in the range from {1} to {2}. (FWR 000007)_z_`

### Cause

A configuration property value is out of range.

### Action

Contact your system administrator.

## 5.2 FWR 100001-100002

### 5.2.1 `Internal error. Please contact your system administrator. (FWR 100001)`

### Cause

An internal error has occurred.

### Action

Contact your system administrator.



---

## 5.2.2 Out of memory error. Please contact your system administrator. (FWR 100002)

### Cause

The system has run out of memory.

### Action

Contact your system administrator.

---

## 6 Crystal Reports Server (CRS) error messages

Crystal Reports Server (CRS) error messages include the following:

Range	Category
CRS 200001 - CRS 200005	Crystal Reports Server errors
CRS 300001 - CRS 300024	Crystal Reports Server errors

### 6.1 CRS 200001 - CRS 200005

#### 6.1.1 `Internal error. Please contact your system administrator. (CRS 200001)`

##### Cause

An internal error has occurred.

##### Action

Please contact your system administrator.

#### 6.1.2 `Out of memory error. Please contact your system administrator. (CRS 200002)`

##### Cause

The system ran out of memory.

##### Action

Please contact your system administrator.

---

**6.1.3** Request failed because the user does not have the right to do the following:  
{0}. (CRS 200003)

### Cause

Insufficient user rights.

### Action

Please contact your system administrator.

**6.1.4** Unsupported run-time modification detected. Can not add user specific  
content at run-time. (CRS 200004)

### Cause

Unsupported run-time modification.

### Action

Please contact your system administrator.

**6.1.5** Drill down not possible. (CRS 200004) (CRS 200005)

### Cause

Drill down is not possible.

### Action

Please try selecting a different drill down location.

---

## 6.2 CRS 300001 - CRS 300024

### 6.2.1 Internal error. Please contact your system administrator. (CRS 300001)

#### Cause

An internal error has occurred.

#### Action

Please contact your system administrator.

### 6.2.2 {0} (CRS 300002)

#### Cause

Code generation error.

#### Action

Please contact your system administrator.

### 6.2.3 {0} (CRS 300003)

#### Cause

A report exception has been thrown.

#### Action

Please contact your system administrator.

---

## **6.2.4**    `Error writing exported report to disk. (CRS 300004)`

### **Cause**

Error writing exported report to disk.

### **Action**

Please contact your system administrator.

## **6.2.5**    `Error communicating with BOE: {0} (CRS 300005)`

### **Cause**

Error communicating with BOE.

### **Action**

Please contact your system administrator.

## **6.2.6**    `Scope batch job processing failed. (CRS 300006)`

### **Cause**

Scope batch job processing failed.

### **Action**

Please contact your system administrator.

---

## 6.2.7    Global delivery rule alert processing failed. (CRS 300007)

### Cause

Global delivery rule alert processing failed.

### Action

Please contact your system administrator.

## 6.2.8    Unable to deliver document to destination. (CRS 300008)

### Cause

Unable to deliver document to destination.

### Action

Please contact your system administrator.

## 6.2.9    Unable to find personalization target field: {0} in report. (CRS 300009)

### Cause

Unable to find personalization target field.

### Action

Please contact your system administrator.

---

## **6.2.10** `Cannot map BOE profile value to non-string parameter field: {0}` (CRS 300010)

### **Cause**

Cannot map BOE profile value to a non-string parameter field.

### **Action**

Make sure the BOE profile value is mapped to a string parameter field.

## **6.2.11** `Cannot map a profile expression to a parameter field: {0}` (CRS 300011)

### **Cause**

Cannot map a profile expression to a parameter field.

### **Action**

Please contact your system administrator.

## **6.2.12** `Parameter field(s): {0} are not optional. Cannot set no value.` (CRS 300012)

### **Cause**

Some parameter fields are not optional.

### **Action**

Non-optional parameters must contain values.

---

### **6.2.13** `Parameter field(s): {0} do not allow multiple values. (CRS 300013)`

#### **Cause**

Some parameter fields have too many values.

#### **Action**

Reduce the number of values in the parameter.

### **6.2.14** `Parameter field(s): {0} are in use and require a value. (CRS 300014)`

#### **Cause**

Some parameter fields do not have values.

#### **Action**

Supply values to the parameters.

### **6.2.15** `Parameter field(s): {0} do not allow null values. (CRS 300015)`

#### **Cause**

Some parameter fields do not allow null values.

#### **Action**

Please contact your system administrator.



---

**6.2.16** The publication source document does not have saved data, but saved data is required. (CRS 300016)

### Cause

The publication source document does not have saved data.

### Action

Make sure the source document has saved data.

**6.2.17** Unable to convert profile value type to report field type for field: {0}  
(CRS 300017)

### Cause

Type conversion failure.

### Action

Please contact your system administrator.

**6.2.18** Personalizing data parameter(s): {0} can result in poor performance by potentially causing 1 database refresh per recipient. (CRS 300018)

### Cause

Personalizing data parameter causes a data refresh.

### Action

Avoid personalizing data parameters in order to improve performance.

---

**6.2.19** Cannot personalize boolean group parameter(s): {0}. Personalizing a parameter in a boolean group is not supported. (CRS 300019)

### Cause

Cannot personalize boolean group parameters.

### Action

Personalizing a parameter in a boolean group is not supported.

**6.2.20** User does not have right to print document. (CRS 300020)

### Cause

User does not have the right to print this document.

### Action

Please contact your system administrator.

**6.2.21** User does not have right to download document and only has rights to schedule to the default enterprise location and inbox destinations. (CRS 300021)

### Cause

User does not have the right to download this document.

### Action

Please contact your system administrator.

---

## **6.2.22** Failed to schedule a multilingual report. (CRS 300022)

### **Cause**

Failed to schedule a multilingual report.

### **Action**

Please contact your system administrator.

## **6.2.23** Failed to trigger alert within the report. (CRS 300023)

### **Cause**

Failed to trigger alert.

### **Action**

Please contact your system administrator.

## **6.2.24** Could not run publication because the document is based on a semantic layer with user-specific security, and publication is not using per-recipient bursting mode. (CRS 300024)

### **Cause**

Crystal Report is based on a semantic layer with user-specific security, and the publication is not using per-recipient bursting mode.

### **Action**

Switch to using per-recipient bursting mode.

## 7 Data Access Error Messages

Data access error messages include the following categories:

- Database (DA) Error Messages
- Data Provider (DMA) Error Messages
- File (DPP) Error Messages
- Connection (DPQ) Error Messages
- Stored Procedures (DPS) Error Messages
- SQL (QPF) Error Messages
- Server (DWZ) Error Messages
- SQL Query (QP) Error Messages
- Data Provider (VBA) Error Messages

### 7.1 Data Provider (DMA) Error Messages

Data Provider error messages include the following ranges and categories:

Range	Category
DMA0002 - DMA 0008	Data Provider

#### 7.1.1 `Bad hierarchy name (DMA0002)`

##### Cause

This message appears when you try to name a hierarchy with the same name as an existing hierarchy.

##### Action

Use a unique name for the new hierarchy.

## 7.1.2     `Export failed! (DMA0005)`

### Cause

This error message appears as the result of a failure after you have selected one of the following file export options:

- **Export to local file format** -- In the case of an attempted export to a dBase or Excel file, there has been a general export failure that was possibly caused by unavailable target files, a Microsoft DAO internal error (such as an absent ISAM driver), or not enough disk space.  
In the case of an attempted export to a text file, there has been a general export failure that was possibly caused by unavailable target files or not enough free disk space.
- **Copy to DDE** -- In the case of an attempted export to DDE (the Windows Clipboard), there has been a general export failure that was most likely caused by insufficient memory.
- **Export to RDBMS** -- In the case of an attempted export through a BusinessObjects connection, there has been a general export failure possibly caused by an improper middleware configuration or connection, the database server being down, or the user not being authorized to modify an existing table in the database indicated by the connection. In the case of **Export to RDBMS**, this error message follows a message generated from the middleware that contains more specific information.

### Action

You need to check the option you selected for export and then take the appropriate following steps:

If you checked,	Then
Export to local file format	make certain that the target files are available and that there is enough free disk space. If both of these conditions are met, look for Microsoft DAO internal errors such as no ISAM driver.
Copy to DDE	make certain there is enough free memory.
Export to RDBMS	the preceding (middleware) error message should give you more specific information.

### Cause

In BusinessObjects, you attempted to export data to Microsoft Excel. However, the data contains objects with names made up of special characters that have specific meanings in Microsoft Excel.

## Action

When exporting the data do this:

1. Instead of clicking the option **Export to Local File Format**, click **Copy to DDE**.  
This allows you to copy the data to the Microsoft Windows clipboard.
2. Launch Excel and paste (special) the data in the cells you wish.  
The object names are displayed correctly.

An alternate solution is to use BusinessQuery if it is available at your site. It also accepts BusinessObjects data which it displays correctly.

**7.1.3** Editing this data provider requires an additional BusinessObjects component which has not been installed on your computer. Please contact your system administrator. (DMA0006)

## Cause

This error message appears when you attempt to edit a data provider for a BusinessObjects report and that data provider requires a component that has not been installed on your computer.

## Action

You should contact the system administrator to help you identify the missing component and to install it.

### Example

You want to edit a data provider that uses an OLAP server and you do not have the specific OLAP Access Pack installed on your computer.

**7.1.4** The following data providers have not been successfully refreshed (DMA0007)

## Cause

Essbase products: If you use an table alias name that contains a parenthesis.

---

## Action

A table alias name should not contain parenthesis. Contact your system administrator.

## Cause

All other BusinessObjects products: You begin to refresh a document that prompts you to select values. The Enter or Select Values dialog box appears. Rather than select values, you select Cancel in the Enter or Select Values dialog box and stop the data provider from being refreshed.

## Action

This is not an error. It is a message to tell you that the report cannot display new data because you stopped the data provider from being refreshed.

### 7.1.5 `A variable prevented the data provider from being refreshed. (DMA0008)`

## Cause

This message appears in the following situation. You begin to refresh a document, but one of the variables contained in the data provider (@Variable, @Prompt, @Script) cannot be resolved. This prevents the data provider from being refreshed.

## Action

You or the universe designer should examine and, if necessary, modify the variables in the query. You can do this in the Free-Hand SQL Editor or the universe designer can do it in Designer. For further information about the correct syntax for variables, refer to the *Universe Design Tool User's Guide*.

## 7.2 File (DPP) Error Messages

File error messages include the following ranges and categories:

Range	Category
DPP0001 - DPP0002	File error

### 7.2.1 `Cannot open file. (DPP0001)`

#### Cause

This error message appears after the failure to open any of the following files that you are using as a personal data file:

- dBase
- Excel
- text

The file is unavailable because it was possibly deleted, renamed, moved, or damaged. It is also possible that you are not authorized to use the file; for example, the file is in a folder with restricted access.

#### Action

You need to check the status of the file.

### 7.2.2 `You are not authorized to use this stored procedure. (DPP0002)`

#### Cause

You tried to open a document that was created using a stored procedure, after the stored procedure was deleted.

#### Action

You can only use the document if the stored procedure is recreated.

## 7.3 Connection (DPQ) Error Messages

Connection error messages include the following ranges and categories:



Range	Category
DPQ0001 - DPQ0006	Connection

### 7.3.1 `Connection is not defined. (DPQ0001)`

#### Cause

This error message appears when you try to run a query you have created in the Free-Hand SQL Editor. There is no connection defined between BusinessObjects and the database you want to access with your query. It is therefore impossible to access data for your report.

#### Action

You need to create a database connection from the Free-Hand SQL Editor or the database administrator needs to define a new connection to the database with Designer or Supervisor.

You can create a new connection in the Add a connection dialog box, which you display by clicking the **Create a new connection** button in the Free-Hand SQL Editor.

### 7.3.2 `The server is not responding! (DPQ0003)`

#### Cause

This error message appears when you refresh a document. There are three possible causes:

- The middleware is not configured correctly.
- The connection parameters are invalid.
- The database server is down.

#### Action

Click the Details button in the Task Connection dialog box. Make a note of the database or middleware error and contact the database administrator.

---

### 7.3.3 `Connection problem (DPQ0005)`

#### Cause

This error appears when you attempt to run a query that you have created in the Free-Hand SQL Editor. A connection is a set of parameters that provides access to a database. This message appears when the connection has not been correctly defined.

#### Action

If you have defined the connection to the database from the Free-Hand SQL Editor, you need to edit it. To edit the connection, select the connection in the Connection list in the Free-Hand SQL Editor, and click the **Edit connection** button.

If you are using a connection that you did not define in the Free-Hand SQL Editor, the database administrator needs to edit the connection in Designer or Supervisor.

### 7.3.4 `Does not exist. (DPQ0006)`

#### Cause

This error occurs when you try to run a SQL script that you have created in the Free-hand SQL Editor. The SQL data provider cannot find information about the connection to a database that it is supposed to use and displays this error message.

#### Action

You need to look at the database connection to be used by the SQL script to make sure that it exists and that it is still valid.

If the database connection does not exist, you can define it in the Free-Hand SQL Editor.

If the database connection exists, is one that you defined in the Free-Hand SQL Editor, and needs to be modified, then you can edit it by selecting the connection from the Connection list in the Free-Hand SQL Editor and clicking the Edit Connection button.

If the database connection exists and you did not define it, then the database administrator needs to edit it in Designer.

## 7.4 Stored Procedures (DPS) Error Messages

Stored Procedures error messages include the following ranges and categories:

Range	Category
DPS0001 - DPS0002	Stored Procedures

### 7.4.1 `This stored procedure has been removed. (DPS0001)`

#### Cause

This error results when you try to use a stored procedure that has been deleted, or you do not have access rights to use it. A stored procedure can be:

- An SQL script that is stored on the RDBMS that returns data
- A procedure defined in a JavaBean that returns data

The system administrator can define connections to stored procedures and assign these connections to users.

#### Action

The connection definition requires updating or replacing.

### 7.4.2 `You are not allowed to use this stored procedure (DPS0002)`

#### Cause

This error message appears when you attempt to use a stored procedure as a data provider and the system administrator has not given you permission to use it. A stored procedure is an SQL script that is stored on the RDBMS that returns data.

#### Action

Contact the system administrator and request permission to use the stored procedure.

## 7.5 SQL (QPF) Error Messages

SQL error messages include the following ranges and categories:

Range	Category
QPF0001	SQL

### 7.5.1 The only authorized SQL command is ""Select"" (QPF0001)

#### Cause

This error occurs when the SQL has been modified (most likely, manually) and the Select command was replaced. The SQL Select command is required for report generation.

#### Action

You need to add the Select command to the SQL and regenerate it. You can perform these operations in the Query Panel or in the Free-Hand SQL Editor. BusinessObjects does not accept a comment as the first SQL command.

## 7.6 SQL Query (QP) Error Messages

SQL Query error messages include the following ranges and categories:

Range	Category
QP0001 - QP0027	SQL Query

### 7.6.1 Error during SQL generation. (QP0001)

#### Cause

This error occurs during the execution of a query. The two possible causes are an error in the SQL or a problem in the connection with the database.

---

## Action

You should verify the SQL. If the SQL appears to be correct, test the connection.

### 7.6.2 `Internal memory error during SQL generation. (QP0002)`

## Cause

This error occurs when there is no longer enough memory to generate the SQL.

## Action

You should close other applications and then rerun the query.

### 7.6.3 `Memory error during SQL generation. (QP0003)`

## Cause

This error occurs when there is no longer enough memory to generate the SQL.

## Action

You should close other applications and then rerun the query.

### 7.6.4 `Incompatible combination of objects. (QP0004)`

## Cause

This error is caused by any of the following problems in the definition of the universe:

- There are incompatible objects in the universe and the universe designer did not set the option that allows multiple SQL statements for each context.
- There are no contexts in the universe and the query has created a loop.
- The query objects exclude all possible SQL choices for an aggregate aware function.

- The universe contains an object which references more than one table on separate contexts.

## Action

The universe designer needs to make appropriate modifications to the universe with Designer.

### 7.6.5 `Outer joins are incoherent. (QP0005)`

## Cause

This error is caused by a universe definition problem. There is a bad combination of outer joins among tables in the database.

## Action

The universe designer needs to make appropriate modifications to the universe with Designer.

### 7.6.6 `Cartesian product not allowed. (QP0006)`

## Cause

A Cartesian product is the result of a query in which two or more tables are not linked by a join. If executed, the report shows results for each possible combination of each table row. The universe designer specified that Cartesian products would not be allowed when this universe was created.

## Action

The universe designer needs to make appropriate modifications to the universe with Designer. The designer can allow Cartesian products or create the necessary links among tables in the database.

---

## 7.6.7 `The query does not reference a table. (QP0007)`

### Cause

This error is caused by a universe definition problem. There is an object in the universe that cannot be used all alone. In addition, no SQL statement recognizes this object.

### Action

The universe designer needs to make appropriate modifications to the universe with Designer. For further information, refer to the *Designer's Guide*.

## 7.6.8 `There is a reference to a table that has been deleted. (QP0008)`

### Cause

This error occurs when you regenerate a SQL statement after having refreshed a database and the universe has been modified. The SQL statement cannot execute because it references a table that no longer exists in the universe.

### Action

The universe designer needs to modify the universe with Designer so that all its objects are linked to tables in the universe.

## 7.6.9 `One of the objects in the query is not valid. (QP0009)`

### Cause

This error occurs when one of the objects in a query no longer exists in the universe.

### Action

The universe designer can return the object to the universe with Designer or you can remove the object from your query.

---

## 7.6.10 `One of the properties in the query is not valid. (QP0010)`

### Cause

This error message appears when you run a query that includes predefined condition objects from the Query Panel. One of the condition objects in the query no longer exists in the universe. The query cannot execute and the error message appears.

### Action

See the universe designer about the universe and the condition object. Using Designer, the universe designer can define objects that act as predefined conditions on a class. Either the universe designer needs to define the condition object or you need to create the query without the condition. For further information about defining condition objects refer to the *Designer's Guide*.

## 7.6.11 `The .PRM file cannot be found. (QP0011)`

### Cause

Cannot find a .prm file. A .prm file contains all the parameters necessary for creating and managing universes as well as generating queries. This error indicates that the product has been incorrectly installed.

### Action

Reinstall the product.

## 7.6.12 `The complex condition has created a Cartesian product. (QP0013)`

### Cause

This error occurs when you insert a calculation as part of a complex condition. The calculation is using objects that reference unlinked tables. A Cartesian product is the result of a query in which two or more tables are not linked by a join. If executed, the report shows results for each possible combination of each table row.



---

## Action

The universe designer can use Designer to link the tables referenced by the objects in your calculation. Or you can remove the condition from the query.

### 7.6.13 `Loop in complex condition. (QP0014)`

## Cause

This error occurs when you insert a calculation as part of a complex condition. The calculation uses objects whose tables form a loop.

## Action

The universe designer needs to use Designer to link the tables referenced by the objects in your query so that they do not form a loop. Or you can remove the condition from the query.

### 7.6.14 `This query is too complex. One of the subqueries contains incompatible objects. (QP0015)`

## Cause

This error occurs when you have a complex query containing multiple subqueries and the objects in one subquery are incompatible with the objects in another subquery.

## Action

You need to examine the subqueries of the complex query to assure that all objects in all subqueries are compatible.

---

## 7.6.15 `The server is not responding. (QP0016)`

### Cause

This error message appears when you run a query from the Query Panel and no data is being returned from the server. There are three possible causes:

- The middleware is not configured correctly.
- The connection parameters are invalid.
- The database server is down.

### Action

Click the Details button in the Task Connection dialog box. Make a note of the database or middleware error and contact the database administrator.

## 7.6.16 `Columns of the SELECT clause are different from the result objects. (QP0017)`

### Cause

This error typically occurs after you modify the SQL by hand in the Free-Hand SQL Editor. There are either too many or not enough fields in the Select clause in comparison with the number of objects in the Query Panel.

### Action

You need to edit the SQL so that there are the same number of fields in the Select clause as there are objects in the Query Panel.

## 7.6.17 `Syntax error in variable. (QP0018)`

### Cause

This error occurs when one of the objects in the query contains an @Prompt or an @Variable that is incorrectly defined in the universe.

## Action

The universe designer needs to redefine the @Prompt or @Variable in the universe with Designer.

### Syntax of @Prompt

The syntax of the function is as follows:

```
@Prompt ('message', ['type'], [lov], [MONO|MULTI], [FREE|CONSTRAIN])
```

where

- message is the text of a message within single quotes.
- type is one of the following: 'A' for alphanumeric, 'N' for number, or 'D' for date.
- lov can be either:
  - a list of values enclosed in brackets (each value must be within single quotes and separated by commas); or
  - the name of a class and object separated by a backslash and within single quotes.
- MONO means that the prompt accepts only one value. MULTI means that the prompt can accept several values.
- FREE refers to free input as opposed to CONSTRAIN, which means that the end user must choose a value suggested by the prompt.

#### Note

The last four arguments are optional. However, if you omit an argument, you must still enter the commas as separators.

### Syntax of @Variable

The syntax of the function is as follows:

```
@Variable ('myname')
```

where myname can be one of the following:

- The text of an interactive object previously created with the @Prompt function; i.e. the first argument entered in the @Prompt function.
- A BusinessObjects system variable such as BOUSER. These variables represent respectively the user name and password forming the user identification. System variables also exist for the connection to the RDBMS.

For more information on the correct syntax for defining @Prompt or @Variable, refer to the *Designer's Guide*.

## 7.6.18 You are not authorized to use the object. (QP0019)

### Cause

This error occurs when one user tries to open a document created by another user and that document contains an object for which the user does not have access rights.

### Action

The supervisor or administrator can give the user access rights to the object.

## 7.6.19 Aggregate aware resolution failed. (QP0020)

### Cause

This error occurs during SQL generation because a measure object that was defined using the @Aggregate\_Aware function was incorrectly defined. It is necessary to define these measure objects to set up aggregate awareness. Aggregate awareness enhances the performance of SQL transactions. Because of the incorrect definition, the SQL cannot be generated.

### Action

The universe designer needs to examine the measure objects defined with the @Aggregate\_Aware function to make certain that their syntax is correct.

## Syntax of @Aggregate\_Aware

The syntax of the @Aggregate\_Aware function is as follows:

```
@Aggregate_Aware (sum(agg_table_1, ... sum(agg_table_n))
```

where agg\_table\_1 is the table with the highest level of aggregation, and agg\_table\_n the table with the lowest level. You must enter the names of all aggregate tables as arguments. Also, be aware of the order in which you place the names of tables; the precedence is from left to right.

The designer should also make certain that there is a list of incompatible objects and/or incompatible predefined conditions for each aggregate table in the universe.

For further information on aggregate awareness and the @Aggregate\_Aware function, refer to the *Designer's Guide*.

---

**7.6.20** Ambiguous condition on a measure. Remove it or cancel your scope of analysis. (QP0021)

### Cause

When you choose a deeper scope of analysis, you add objects from lower levels in the hierarchy to the query. SQL uses the Group By order to generate a synchronized subquery. The operators Equal to, Except, Greater than, Less than, Greater than or equal to, and Less than or equal to can generate a synchronized subquery. The operators Between, Matches pattern, and In list cannot generate a synchronized subquery. The SQL cannot be generated.

### Action

You can modify the query or you can remove the scope of analysis.

**7.6.21** You cannot create a new tab before including at least one result object in this tab. (QP0022)

### Cause

This error message appears if you try to create a second query that you want to combine with a first query and you have removed all the result objects from the first query.

### Action

You need to place at least one result object in the first query tab.

**7.6.22** You cannot combine subqueries. (QP0023)

### Cause

This error message appears if you try to combine a subquery of one query with a second query. This is not allowed.

---

## 7.6.23 `You cannot delete this query. You must delete the condition first. (QP0025)`

### Cause

This message appears if you try to delete a query that has an attached subquery without first deleting the attached subquery.

### Action

In order to delete the query, you must first delete the subquery.

## 7.6.24 `Some obsolete objects have been removed from the query. (QP0027)`

### Cause

This error occurs during SQL generation because your query contains objects that the universe designer has removed from the query.

### Action

You need to reconstruct the query without the deleted objects.

## 8 Data Federation (DFA) Error Messages

Data federation error messages include the following:

Range	Category
DFA0003 - DFA80007	Data federation errors

### 8.1 `Cannot find the data federation driver. (DFA 0003)`

#### Cause

Cannot find data federation driver.

#### Action

Installation problem. Re-install data federation administration tool.

### 8.2 `Problem getting metadata for catalogs. (DFA 00010)`

#### Cause

Problem getting catalogs.

#### Action

Check the traces in the log file of the Adaptive Processing Server that is hosting the data federation service.

---

## 8.3 `Cannot retrieve driver properties for URL : '{0}' (DFA 0030)`

### Cause

Cannot retrieve driver properties for a url.

### Action

Installation problem. Re-install data federation administration tool.

## 8.4 `An internal error occurred. (DFA 20001)`

### Cause

An unknown error occurred.

### Action

```
//components/datafederator/trunk/PI/query_server/src/com/businessobjects/  
datafederator/server/params/resource/messages_parameters_dev.properties
```

## 8.5 `Problem getting metadata for catalogs. (DFA 30001)`

### Cause

Problem getting catalogs.

### Action

Check the traces in the log file of the Adaptive Processing Server that is hosting the data federation service.



---

**8.6**    Cannot connect to the server that hosts the data federation service. (DFA 40001)

### **Cause**

Cannot connect to server that hosts the data federation service.

### **Action**

Check if data federation service and networks are OK.

**8.7**    Cannot find the data federation driver. (DFA 40002)

### **Cause**

Cannot find data federation driver.

### **Action**

Installation problem. Re-install data federation administration tool.

**8.8**    Cannot retrieve driver properties for URL : '{0}' (DFA 40003)

### **Cause**

The installation may be corrupted.

### **Action**

Installation problem. Re-install data federation administration tool.

---

## 8.9 `An error occurred when retrieving connection id. (DFA 40004)`

### Cause

Cannot retrieve connection id.

### Action

Check connection to the data federation service.

## 8.10 `An error occurred when explaining the query on the data federation query engine. (DFA 50001)`

### Cause

Data federation service threw an error.

### Action

Check if you can run the query. See data federation log file for details.

## 8.11 `The list of functions cannot be retrieved from the data federation service. (DFA 50002)`

### Cause

Data federation service threw an error.

### Action

Try reconnecting to data federation service. See data federation log file for details.

---

**8.12** An error occurred when executing the query on the data federation query engine. (DFA 50003)

### Cause

Data federation service threw an error.

### Action

Check if your query is correct.

**8.13** An error occurred while executing an XPath query on the XML result returned by the data federation service. (DFA 50004)

### Cause

The data federation service returned an unreadable XML result.

### Action

Check that versions of data federation administration tool and data federation service are compatible. See data federation log file for details.

**8.14** An error occurred while parsing the XML returned by the data federation service. (DFA 50005)

### Cause

The data federation service returned an incorrect XML result.

---

## Action

See data federation log file for details.

**8.15** `An error occurred while preparing a query. (DFA 50006)`

## Cause

Data federation service threw an error.

## Action

Check connection to data federation service. See data federation log file for details.

**8.16** `Cannot get system properties. (DFA 60001)`

## Cause

Problem getting connectors.

## Action

Check the traces in the log file of the Adaptive Processing Server that is hosting the data federation service.

**8.17** `An error occurred while cancelling a query. (DFA 50007)`

## Cause

Data federation service threw an error.

---

## Action

Check connection to data federation service. See data federation log file for details.

**8.18** Too many rows to display. Maximum allowed is '999'. (DFA 50008)

## Cause

You entered a number of queries history size that is too high.

## Action

Set the system parameter "QUERY\_HISTORY\_SIZE" to less than 999.

**8.19** Cannot reset the configuration for connector '{0}'. (DFA 60002)

## Cause

Data federation service threw an error.

## Action

Check connection to data federation service. See data federation log file for details.

**8.20** Cannot get the configuration for connector '{0}'. (DFA 60003)

## Cause

Data federation service threw an error.

---

## Action

Check connection to data federation service. See data federation log file for details.

### 8.21 `Cannot update the configuration for connector '{0}'. (DFA 60004)`

## Cause

Data federation service threw an error.

## Action

Check connection to data federation service. See data federation log file for details.

### 8.22 `Cannot ping the connector '{0}'. (DFA 60005)`

## Cause

Data federation service threw an error.

## Action

Check connection to data federation service. See data federation log file for details.

### 8.23 `Cannot get the connector '{0}' capabilities. (DFA 60006)`

## Cause

Data federation service threw an error.

---

## Action

Check connection to data federation service. See data federation log file for details.

## 8.24 `Cannot retrieve statistics from the data federation service. (DFA 70001)`

### Cause

Data federation service threw an error.

## Action

Check connection to data federation service. See data federation log file for details.

## 8.25 `Cannot update statistics. (DFA 70002)`

### Cause

Data federation service threw an error.

## Action

Check connection to data federation service. See data federation log file for details.

## 8.26 `Cannot get system parameters. (DFA 80002)`

### Cause

Data federation service threw an error.

---

## Action

Check connection to data federation service. See data federation log file for details.

### 8.27 `Cannot get session parameters. (DFA 80003)`

## Cause

Data federation service threw an error.

## Action

Check connection to data federation service. See data federation log file for details.

### 8.28 `Cannot get startup parameters. (DFA 80004)`

## Cause

Data federation service threw an error.

## Action

Check connection to data federation service. See data federation log file for details.

### 8.29 `Cannot update the system parameter '{0}'. (DFA 80005)`

## Cause

Data federation service threw an error when updating system parameter.



---

## Action

Check validity of your system parameter value. See data federation log file for details.

### 8.30 `Cannot update the session parameter '{0}'. (DFA 80006)`

## Cause

Data federation service threw an error when updating session parameter.

## Action

Check validity of your session parameter value. See data federation log file for details.

### 8.31 `Cannot restore default value of system parameters. (DFA 80007)`

## Cause

Data federation service threw an error when restoring default value.

## Action

Check connection to data federation service. See data federation log file for details.

## 9 Document and Universe Exchange Error Messages

Document and universe exchange error messages include the following ranges and categories:

- Category (CAT) Error Messages
- Document Exchange (DX) Error Messages
- Universe Exchange (UX) Error Messages

### 9.1 Category (CAT) Error Messages

Category error messages include the following ranges and categories:

Range	Category
CAT0001	Category errors

**9.1.1** The category name contains invalid characters. Valid characters are:  
(CAT0001)

#### Cause

You tried to name a new category using unauthorized characters.

#### Action

Re-enter the category name, using only valid characters. Valid characters include: a-z A-Z 0-9 \- \_ \$ , and Space (except at the beginning).

### 9.2 Document Exchange (DX) Error Messages

Document exchange error messages include the following ranges and categories:

Range	Category
DX0001 - DX 00050	Document Exchange errors

## 9.2.1 `Cannot generate temporary file. (DX0001)`

### Cause

You tried to send a document to the repository. However, BusinessObjects always temporarily saves files locally to disk before sending them to the repository. These temporary files are stored in the folder:

My Documents\BusinessObjects Documents\UserDocs

Either you do not have write-access to the disk, or the disk is full.

### Action

Empty your Recycle Bin. If necessary, delete any redundant or unwanted files, and empty the Recycle Bin again. If you have read-only privileges on the root C:\ drive, the system or network administrator can grant you full access privileges on the drive.

## 9.2.2 `The file will not be secured on your workstation. (DX0002)`

### Cause

You tried to publish a document to corporate documents before saving it. In order to secure the local version of this document, you must first save it. Otherwise, any security restrictions placed on the document in the repository would not apply to the document on the file system until it is overwritten by the version in the repository.

### Action

Save the local version of this document before publishing it.

---

## 9.2.3 `RSS file not accessible. (DX0003)`

### Cause

This error can occur when security domain tables are shifted to a different database. As a result, the Connection parameters of the universe are no longer valid

### Action

A designer can restore the connection as follows:

1. Create a new connection (Tools > Connections) for the universe.
2. Assign the connection to the universe (File > Parameters).
3. Save the universe.
4. Reexport the universe to the repository (File > Export).

## 9.2.4 `Wrong SQL used. (DX0004)`

### Cause

BusinessObjects has encountered an exceptional error while attempting to access your corporate database.

### Action

Contact BusinessObjects Customer Support.

## 9.2.5 `Error during import. (DX0005)`

### Cause

An error occurred while you were retrieving a document from the repository. The import was aborted for one of the following reasons:

- There was a network error.
- The server which hosts the document domain has failed.

---

## Action

Verify the network connection by "pinging" the server hosting the repository. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

### 9.2.6 `Error during import. (DX0007)`

## Cause

An error occurred while you were retrieving a document from the repository. The import was aborted for one of the following reasons:

- There was a network error.
- The server which hosts the document domain has failed.

## Action

Verify the network connection by "pinging" the server hosting the repository. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

### 9.2.7 `Unknown error during import of <document>. Import canceled. <document> cannot be imported. (DX0009)`

## Cause

Documents are successfully exported to the repository and users can retrieve them, but as soon as you want to open these files, you see the above error message. This error occurs when the client computer does not have the same character settings as the database to read the information. In addition to the middleware settings, these character settings must be set in an environment variable.

## Action

Modify the client computer to use the same character settings as the database.

On the client computer, set the variable DB2CODEPAGE with the same setting that exists in your database (ask the database administrator for the variable and its setting). The most common value is 850, but may vary when you have specific languages.

---

Make sure you change these settings on the client side, not the server. Where you add DB2CODEPAGE to the environment variables depends on your operating system:

- For Windows 2000: You can find the environment variables in My Computer > Properties > Advanced > Environment Variables.
- For Windows NT (3.51 and 4.0): You can find the environment variables in My Computer > Properties > Environment tab.

Then reexport the document to the repository and import the document. Information can then be read in the same way it was exported.

**9.2.8**    Unable to close <document>. Import canceled. <document> cannot be imported.  
(DX0010)

## Cause

This message may be generated after you have opened a universe with an associated List of Values (LOV). An LOV is a file which contains the data values associated with an object.

Although the LOV file is still open, you have lost your connection to the document domain.

## Action

If the document domain is hosted on a different server, try "pinging" the server on which it resides to make sure it is responding. If the network is running properly, the database administrator then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

If the document domain has been damaged, please contact the supervisor.

**9.2.9**    Unable to create file associated with <document>. Import canceled.  
<document> cannot be imported. (DX0011)

## Cause

You tried to import a document from the repository, but you cannot write the file locally to disk. This may be due to:

- Windows access rights: the Windows administrator may not have granted you the necessary read/write authorization in the folder where you are trying to import the file.
- Insufficient disk space to import the file.

---

## Action

Try the following:

- Ask the Windows administrator to grant you full access to the folders on the system where you are trying to import the file.
- Quit the application, free up some disk space, delete any unnecessary files and empty your Recycle Bin. Then try to import the file again.
- Change the default location in which you import the documents.

**9.2.10** Unable to delete previous file. Import canceled. <document> cannot be imported. (DX0012)

## Cause

This message may be generated when you try to reimport a document from the repository. Because a previous version of the document already exists on your system, you must delete the previous version before importing the new version. In this case, however, the previous version of the document cannot be deleted. This may be because:

- you do not have write-access to the file or folder.
- the file is currently open and being used by another application.

## Action

Try the following:

- Shut down any other applications that are running, and try reimporting the document again.
- Ask the Windows administrator to grant you full access privileges to the file and/or folder.

**9.2.11** Unable to write to <document>. Import canceled. <document> cannot be imported. (DX0014)

## Cause

This message may be displayed when you try to import reports after migrating from one database to another or running a Safe Recovery to create a new key file.

---

## Action

When you recreate the key file, only the connection to the security domain is rebuilt. The connections to the universe and document domains remain the same. You must therefore do one of the following:

- Edit the connections so that they point to the new database.
- Change your aliases to point to the new database.
- Create a new document and universe domain, and import the information into them. Once this is done, check that the new domains work correctly, then delete the old domains.

### 9.2.12 `The file cannot be deleted. (DX0017)`

#### Cause

This message may be displayed when you attempt to delete or import a document from the repository.

#### Action

The document file (.rep) is probably open. Close the document file and repeat the procedure.

### 9.2.13 `The file name is not compliant with the platform you are working on. Change the name. (DX0018)`

#### Cause

You tried to retrieve a document from the repository, but the file name is not compatible with the platform you are using.

#### Action

Change the name of the document so that it is compliant with your platform and then reexport it. Then try retrieving the document once again.



---

**9.2.14** You requested to export the secured file <document>. This action on the file is forbidden to you. The export was canceled for <document>. (DX0022)

### Cause

This message may be displayed when you attempt to send a document to the repository.

### Action

If no restrictions are placed on your profile by the supervisor, check the c:\temp folder:

1. Delete the unused documents in the c:\temp folder (if possible, empty the content in the temp folder).
2. Reboot the machine.
3. Resend the document to the repository.

**9.2.15** Unknown error during export of <document>. Export stopped. <document> not exported. (DX0024)

### Cause

The table space in the repository is full. There is not enough room to store your document.

### Action

Ask the database administrator to increase this table space.

### Cause

The system hosting the repository has run out of free disk space.

### Action

The network or system administrator needs to free up some disk space on this system.

---

**9.2.16** Database error during export of <document>. Export stopped. <document> not exported. (DX0025)

### **Cause**

The repository is full. There is not enough room to store your document.

### **Action**

Ask the database administrator to increase this table space.

### **Cause**

The system hosting the repository has run out of free disk space.

### **Action**

The system or network administrator needs to free up disk space on this system.

### **Cause**

The table size for obj\_x\_documents is too small.

### **Action**

Ask the database administrator to increase the table size for obj\_x\_documents.

---

**9.2.17** Break during export of <document>: Export has stopped. <document> is not exported. (DX0026)

### Cause

During the export of a document to the repository, the process was interrupted due to a network failure, or a problem on the repository server.

### Action

Verify the network connection by "pinging" the server hosting the repository. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

Try exporting the document once again.

**9.2.18** Cannot open file associated with <document>. <document> not exported. (DX0027)

### Cause

You tried to export a document to the repository, but the file cannot be opened. The file may be damaged.

### Action

Try exporting other files. If this does not work, see the supervisor for more information on the repository you are using.

**9.2.19** Cannot load the dll. Check the Microsoft Exchange installation. (DX0037)

### Cause

A required .dll file has been deleted or damaged.

---

## Action

Check your Microsoft Exchange installation. If the error persists, you may have to reinstall Microsoft Exchange.

### 9.2.20 `Cannot open file associated with <document>. (DX0040)`

#### Cause

You are trying to send a document by mail, but the file that you are trying to send cannot be opened. This may be because:

- The file has been corrupted.
- The file may be located on a machine that is down or has lost its connection to the network.
- If the file is located on a shared disk, it may already be in use by another application or user.

## Action

Check that the file you want to send is accessible, and check that you can open it yourself before trying to send it.

### 9.2.21 `Cannot send the message. (DX0041)`

#### Cause

You are trying to send a document by mail (MAPI), but BusinessObjects cannot launch your mailing application.

## Action

Your mailing application cannot be started, probably due to a missing .dll file or an incomplete configuration. Try reinstalling the application.

### 9.2.22 `Unable to get the document's properties! (DX0044)`

#### Cause

Although documents are stored in the document domain, their properties are stored in the security domain. When you import or export documents, both the document and the document properties must be transferred. This

---

message may be generated when the connection to the machine hosting the security domain is no longer working, or the machine itself is down.

## Action

If the security domain is hosted on a different server, try "pinging" the server to make sure it is responding. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

### 9.2.23 Database error (DX0045)

## Cause

This error may be generated when you try to import, export, or refresh a document. The problem is with your data warehouse.

## Action

Note down the error information which is returned with this message, and check it against your database vendor's troubleshooting documentation.

### 9.2.24 The document domain is not responding! (DX0046)

## Cause

Windows does not have sufficient memory to run the various server systems that were configured.

## Action

Review the system requirements to make certain that you have sufficient memory for BusinessObjects. You can also close other applications to free up memory. Empty your Recycle Bin and delete any unnecessary files.

---

## Cause

The repository may contain errors, or may be damaged.

## Action

Contact your BusinessObjects administrator.

**9.2.25** You need a more recent version of BusinessObjects to import this document.  
(DX0047)

## Cause

You are using a version of BusinessObjects which is older than BusinessObjects Business Intelligence platform 6.  
You therefore cannot import documents created with version 6.

## Action

To use BusinessObjects Business Intelligence platform 6 documents, you must upgrade your BusinessObjects installation to version 6.

**9.2.26** Document deletion failed. (DX 00050)

## Cause

You attempted to delete a document via the Document Exchange or in the corporate repository. The process was interrupted or the server may no longer be responding.

## Action

Try deleting the document again. If you receive the message again, try logging out and logging back in and repeating the process.

## 9.3 Universe Exchange (UX) Error Messages

Universe exchange error messages include the following ranges and categories:

Range	Category
UX0001 - UX0071	Universe Exchange errors

### 9.3.1 UX0001 - UX0019

**9.3.1.1** The universe was exported but may contain errors. Please refer to the designer of this universe. (UX0001)

#### Cause

You successfully exported a universe, but BusinessObjects detected inconsistencies in the structure or content of the universe.

#### Action

Run an Integrity Check on the universe to fix the problem, and then to export it again.

**9.3.1.2** No universe domain is available. Contact your supervisor for help.  
(UX0010)

#### Cause

You cannot export documents or universes to the repository because it lacks the necessary rows representing connections in the OBJ\_M\_RESLINK table.

#### Action

Try exporting a universe again. If the problem persists, contact BusinessObjects Customer Support.

---

### 9.3.1.3    `The universe <universe> does not exist in this universe domain. (UX0011)`

#### Cause

You are trying to import a derived universe, which means that it is linked to another universe.

Linked universes are universes that share common components such as parameters, classes, objects, or joins. Among linked universes, one universe is said to be the kernel universe while the others are the derived universes.

In this case, the kernel universe was removed from the universe domain but not the security domain.

#### Action

Check for the location of the kernel universe, and reexport it to the universe domain. For more information on linked universes, refer to the *Designer's Guide*.

### 9.3.1.4    `The file name <name> does not exist in your local folder. (UX0012)`

#### Cause

You are trying to reimport a derived universe from the repository. A previous version of the universe already exists on your system, but a previous version of the master universe cannot be found. This may be because the master universe has been deleted from your system.

#### Action

Delete the previous version of the universe from your system, and reimport the universe.

### 9.3.1.5    `Could not retrieve columns of universe tables. The associated universe connection is not valid. (UX0013)`

#### Cause

You are trying to import a universe, but Designer cannot retrieve the necessary columns because the connection is no longer valid.



---

## Action

The server is not responding. Check your connection and modify it if necessary, then refresh the structure of your universe.

## Cause

You are trying to import a universe, but since you started your current Designer session, the supervisor has deleted this universe.

## Action

Before you can import this universe, the universe designer must export it to the repository once again.

**9.3.1.6**     The connection associated with the universe has not been defined. You must create a connection. (UX0015)

## Cause

You are trying to access data in the repository, but the link between the universe domain and the security domain has been corrupted. You no longer have secure access to the universe domain.

## Action

Contact your system administrator.

**9.3.1.7**     Could not update the connection locally. (UX0016)

## Cause

You are trying to update your connection to the repository, but there are network problems or the machine which hosts the repository database is down. This message may also be generated in the course of an operation which initiates connections to the repository (to send or retrieve documents, etc).

---

## Action

Verify the network connection by "pinging" the server hosting the repository. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

## 9.3.2 UX0020 - UX0039

### 9.3.2.1 `Cannot open the universe. (UX0023)`

#### Cause

You are trying to import a universe, but the universe is damaged.

#### Action

Delete your local version of the universe, import the universe from the repository again, and then try opening it.

#### Cause

One of more of the components of the universe may be corrupted.

#### Action

To fix the problem, the designer of the universe needs to export a working version of the universe to the repository.

### 9.3.2.2 `Cannot load the repository. (UX0028)`

#### Cause

You are trying to access data in the repository, but BusinessObjects cannot load the file kgtrep50.dll. There is a problem with the connection to the security domain.

---

## Action

Verify the network connection by "pinging" the server hosting the repository. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

### 9.3.2.3 `Cannot release the current repository. (UX0029)`

## Cause

Designer is unable to free up some of the resources which it initialized in order to set up a connection to the repository.

## Action

Try launching Designer once again.

### 9.3.2.4 `The universe file name does not exist. (UX0032)`

## Cause

You are trying to import a universe, but the universe file has been renamed, moved, or deleted from the universes folder. This folder is located in:

\$INSTALLDIR\BusinessObjects 6.0\Universes

## Action

Check that the universe file is physically available and fully accessible in the Universes folder. If you cannot find the universe, check with the other designers at your site to determine its possible location.

### 9.3.2.5 `The universe domain does not exist. (UX0033)`

## Cause

You are trying to import a universe, but the universe domain has been deleted by the supervisor.

---

## Action

Check with the supervisor for information about the repository. The universe domain may have to be recreated.

### 9.3.2.6 `The universe ID does not exist in the repository. (UX0034)`

## Cause

You are trying to import a derived universe, which means that it is linked to another universe.

Linked universes are universes that share common components such as parameters, classes, objects, or joins. Among linked universes, one universe is said to be the kernel universe while the others are the derived universes.

In this case, the kernel universe was removed from the repository.

## Action

Check for the location of the kernel universe, and reexport it to the repository. For more information on linked universes, refer to the *Designer's Guide*.

### 9.3.2.7 `The universe name does not exist. (UX0036)`

## Cause

You are trying to import a universe, but this universe has been renamed, moved or deleted by the supervisor or by another authorized designer.

## Action

Check with the supervisor, and any other authorized designers. The universe may have to be reexported to the repository.

---

### 9.3.2.8    `The repository is not responding! (UX0037)`

#### Cause

This message is displayed when there is a problem connecting to the repository. This can be due to network problems or because the machine which hosts the repository database is down. This message may also be generated in the course of an operation which initiates connections to the repository (to send or retrieve documents, send to Broadcast Agent, etc.).

#### Action

Verify the network connection by "pinging" the server hosting the repository. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

### 9.3.2.9    `The universe domain is not responding! (UX0038)`

#### Cause

The server hosting the repository universe domain is down or the network connection is not working.

#### Action

Verify the network connection by "pinging" the server hosting the repository. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

#### Cause

This message is displayed when there is a problem exchanging information with the universe domain of the repository. This can be due to corrupted tables in the repository database.

#### Action

A supervisor may need to recreate the repository.

---

### 9.3.2.10 `The context name does not exist! (UX0039)`

#### Cause

While running Designer, you tried to import or export a universe. However, one or more contexts in the universe cannot be accessed.

#### Action

To fix the problem:

1. Open the source version of the universe.
2. Select Tools > Detect Contexts to list the candidate contexts of the universe.
3. Run an Integrity Check on the universe.
4. Export a working version to the repository.

## 9.3.3 UX0040 - UX0049

### 9.3.3.1 `The document domain does not exist on the same data account. You cannot export your lists of values. (UX0040)`

#### Cause

Although your document domain and universe domain are defined in the same data account, there is a problem with the List of Values (LOV) table.

A LOV is a file which contains the data values associated with an object.

LOVs are stored in the document domain as a table called OBJ\_X\_DOCUMENTS. However, in order for a document export to succeed, this same table must also exist in the universe domain. This is not the case in your data account.

#### Action

You can create the LOV table manually, or (if you are a supervisor) create it in the same database as the universe domain.

#### Example

You have a development, testing and production repository as well as development, testing and production domains. You have created a universe with a few objects having files that are LOVs. All of the objects refresh

before use and export with the universe. The LOVs display with no problem in Designer, but the above error message is displayed when you try to export the universe.

**9.3.3.2**    The document domain account is different. You cannot import your lists of values. (UX0041)

## Cause

From Designer, you may see the message when importing a universe. From BusinessObjects, you may see it when importing a universe (through Tools > Universes) or when trying to view Lists of Values (LOVs) (through Tools > Universes > Lists of Values).

The message appears when the LOV which is supposed to be with the universe in the repository cannot be found.

## Action

To avoid this error message, export only one LOV of the universe (i.e. refresh the LOV before the export to create the .lov file). The universe's ID is then present in the document domain (with the LOV), and the domain is recognized as the right one.

Of course, you must export all other LOVs assigned to objects with the option checked **Export with universe** if you want them to be imported with the universe.

**9.3.3.3**    Cannot export the lists of values. (UX0042)

## Cause

Due to limitations on the data types of some databases, there is no support for the document domain (or document exchange) or the import or export of document (.rep) files. Therefore, it is not possible to export universes with Lists of Values (LOVs) to the repository, because LOVs are stored in the document domain of the repository.

## Action

Use an alternative for the distribution of LOV files (such as email or floppy disk), and copy the LOV files associated with a universe to the following folder:

\$INSTALLDIR\BusinessObjects 6.0\Universes\<universe domain name>\ <universe name>

---

Alternatively, a supervisor can create specific universe and document domains on another database (such as Oracle, SQL Server, MS Access) while keeping your security domain on the same database.

### 9.3.3.4 `Cannot update the lists of values in the universe domain. (UX0043)`

#### Cause

A List of Values (LOV) is a file which contains the data values associated with an object. It is stored as a table in the document domain. This message is generated when you try to reexport a universe with an associated LOV (you have checked the **Export with universe** checkbox in Designer), but your universe and document domains exist in different data accounts.

#### Action

To export a LOV with a universe, both the universe and document domains must exist in the same data account. You must therefore create a document domain in the same data account as your universe domain.

### 9.3.3.5 `Cannot import the lists of values. (UX0044)`

#### Cause

A List of Values (LOV) is a file which contains the data values associated with an object, and is stored in the document domain. This message is generated when you try to import a universe with an associated LOV, but the universe and document domains exist in different data accounts.

#### Action

To import a LOV with a universe, both the universe and document domains must exist in the same data account. A supervisor must therefore create a document domain in the same data account as your universe domain.



---

**9.3.3.6** Incremental export operations are not available. Do you want to export the whole universe? (UX0045)

### Cause

You have made extensive modifications to your universe, and are trying to export them to the repository. However, not all of these modifications have been saved or exported correctly.

### Action

Click Yes to perform a normal full export of the universe to the repository.

**9.3.3.7** Cannot lock the universe. (UX0046)

### Cause

Normally, you can lock a universe in Designer from the Import/Export dialog box. This ensures that only one designer can update or modify the universe at any given time. In this case, however, the universe cannot be locked. This may be because:

- The universe is already locked by another designer.
- The universe domain cannot be accessed.

### Action

Find out which other designers have access to the universe, and request that they unlock the universe.

If the universe domain is hosted on a different server, try "pinging" the server to make sure it is responding. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

**9.3.3.8** Cannot save the universe. (UX0047)

### Cause

You need to save a universe to disk before Designer can export it. However, you have read-only privileges to the disk where you are trying to save the universe, or the disk is full.

---

## Action

Try any of the following:

- Empty your Recycle Bin. If necessary, delete any redundant or unwanted files, and empty the Recycle Bin again.
- If you have read-only privileges on the disk, the Windows administrator can grant you full access privileges.
- Save your universe to another folder or computer in which you have write privileges. In Designer, select File > Save As and indicate another location for saving your universe.

### 9.3.3.9 `Cannot delete previous <universe>.` (UX0048)

## Cause

This message may be generated when you try to reexport a universe to the repository, or reimport a universe from the repository. In both cases, because a previous version of the universe already exists, you must first delete the previous version before exporting/importing the new version. This message is generated if the previous version of the universe cannot be accessed:

- in the repository (during an export)
- on your system (during an import)

## Action

For an export, try the following:

- If you suspect that the universe domain is currently locked by another user, try exporting again. If this problem occurs frequently, check if your repository database supports row-level locking. If so, the database administrator may need to manually activate this feature.
- Check if the machine hosting the universe domain is responding by "pinging" the server. If the network is running properly, the database administrator should then use database middleware (such as Net8) to check if there is any response from the repository database.

For an import, check to see whether you have read-only privileges on your disk. If so, ask the Windows administrator to grant you full access privileges.

### 9.3.3.10 `<character> is replaced by <character>.` (UX0049)

## Cause

You have imported a universe, but the universe contained invalid characters in the class, context, or object definitions. By default, BusinessObjects automatically replaced these invalid characters with blank characters.

---

## Action

You can continue to work normally. However, you should remember that the universe you have imported is no longer identical to the universe in the repository.

## 9.3.4 UX0050 - UX0059

### 9.3.4.1 `Cannot create destination folder or universe file. (UX0050)`

#### Cause

You are trying to import a universe from the repository. However, you do not have write-access to your local disk, or the disk is full.

#### Action

Empty your Recycle Bin. If necessary, delete any redundant or unwanted files, and empty the Recycle Bin again. If you have read-only privileges on the root C:\ drive, the Windows administrator can grant you full access privileges on the C:\ root drive.

### 9.3.4.2 `Database error (UX0051)`

#### Cause

This error may be generated when trying to import or export a universe. The problem is not with BusinessObjects, but with your data warehouse.

#### Action

Note down the error information which is returned with this message, and check it against your database vendor's troubleshooting documentation.

---

### 9.3.4.3 `Unable to create the list of values file. (UX0052)`

#### Cause

A list of values (LOV) is a file which contains the data values associated with an object, and is stored in the document domain. This message is generated when you try to export a universe with an associated LOV (you have selected the **Export with universe** checkbox), but your universe and document domains exist in different data accounts.

#### Action

To export an LOV with a universe, both the universe and document domains must exist in the same data account. You must therefore create a document domain in the same data account as your universe domain.

#### Cause

BusinessObjects cannot create the LOV in the document domain. This may be because the document domain is located on a server machine which is down or has lost its connection to the network. Alternatively, the document domain tables may be corrupted, or there may be insufficient disk space.

#### Action

Check that there is sufficient disk space on the machine on which the document domain resides. Delete any unnecessary files and empty the Recycle Bin.

Otherwise the supervisor needs to test the connection to the document domain. If the problem persists, the supervisor may need to recreate the repository.

### 9.3.4.4 `Cannot open the list of values file. (UX0053)`

#### Cause

A List of Values (LOV) is a file which contains the data values associated with an object, and is stored in the document domain. This message may be generated when you try to open a universe with an associated LOV. The document domain tables may be corrupted.

---

## Action

Contact the system administrator.

### 9.3.4.5 `Cannot close the list of values file. (UX0054)`

## Cause

A List of Values (LOV) is a file which contains the data values associated with an object, and is stored in the document domain. This message may be generated after you have opened a universe with an associated LOV. Although the LOV file is still open, you have lost your connection to the document domain.

## Action

If the document domain is hosted on a different server, try "pinging" the server to make sure it is responding. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

Contact the system administrator because the document domain may be damaged.

### 9.3.4.6 `Unable to delete the previous lists of values file. (UX0055)`

## Cause

A List of Values (LOV) is a file which contains the data values associated with an object, and is stored in the document domain. This message may be generated when you try to reexport a universe to the repository. Because a previous version of the universe already exists in the repository, you must first delete the previous version of the LOV file before exporting the new version. In this case, however, you cannot delete the previous version of the LOV file because the document domain cannot be accessed.

## Action

Try the following:

- If you suspect that the document domain is currently locked by another user, run the scheduled task once more. If this problem occurs frequently, check if your repository database supports row-level locking. If so, you may need to manually activate this feature.

- 
- Check if the machine which hosts the document domain is responding by "pinging" the server. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

### 9.3.4.7 `Unable to write to the list of values file. (UX0057)`

#### Cause

A List of Values (LOV) is a file which contains the data values associated with an object, and is stored in the document domain. This message may be generated when you try to export a universe to the repository. In this case, you cannot write to the LOV file. This may be because you do not have the necessary authorization, the document domain tables are full, or the system which hosts the document domain has run out of free disk space.

#### Action

Try the following:

- You may have read-only privileges on the disk which hosts the document domain. Ask the Windows administrator to grant you full access privileges.
- Ask the database administrator to increase the space of the document domain table.
- Free up some disk space on the document domain machine: Delete any unnecessary files and empty the Recycle Bin. Then try to export the universe again.

### 9.3.4.8 `Unable to get data from the lists of values file. (UX0058)`

#### Cause

A List of Values (LOV) is a file which contains the data values associated with an object, and is stored in the document domain. This message may be generated when you try to open a universe with an associated LOV. The document domain tables may be corrupted.

#### Action

Contact your system supervisor.

---

### 9.3.4.9 `RSS file not accessible. (UX0059)`

#### Cause

One .rss file is created for each database you are using. This file contains the necessary connection information, and is stored in the database folder:

`$INSTALLDIR\BusinessObjects 6.0\dataAccess\RDBMS\legacy\ <database name>`

This error is generated if BusinessObjects cannot find the .rss file under the database folder, and therefore cannot establish a connection to the database.

#### Action

Copy a backup of the .rss file to the database folder. If you do not have a backup, a supervisor must recreate the connection in Supervisor.

## 9.3.5 UX0060 - UX0071

### 9.3.5.1 `Incorrect SQL used. (UX0060)`

#### Cause

A List of Values (LOV) is a file which contains the data values associated with an object, and is stored in the document domain. This message may be generated when you try to access a universe with an associated LOV using freehand SQL statements that you enter in the SQL Editor. The SQL you used may not be compatible with your corporate database.

#### Action

Check which versions of SQL are supported by your corporate database.

#### Cause

BusinessObjects has encountered an exceptional error while attempting to access your corporate database.

---

## Action

Contact BusinessObjects Customer Support.

### 9.3.5.2 `Not enough memory. (UX0061)`

## Cause

Windows does not have sufficient memory to run the various server systems that were configured.

## Action

Review the system requirements to ensure that you have sufficient memory for BusinessObjects. You can also close other applications to free up memory. Empty your Recycle Bin and delete any unnecessary files.

### 9.3.5.3 `Cannot begin transaction and export <universe>. Problem with the security domain. (UX0062)`

## Cause

You are trying to export a universe to the repository, but the security domain is either inaccessible or has been damaged.

## Action

If the security domain is hosted on a different server, try "pinging" the server to make sure it is responding. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

If you cannot resolve the problem, contact your system supervisor.



---

### 9.3.5.4 `Cannot begin transaction and export <universe>. Problem with the document domain. (UX0063)`

#### Cause

You are trying to export a universe to the repository, but the document domain is either inaccessible or has been damaged.

#### Action

If the document domain is hosted on a different server, try "pinging" the server to make sure it is responding. If the network is running properly, the database administrator should use database middleware (such as Net8 for Oracle) to check if there is a response from the repository database.

If you cannot resolve the problem, contact your system supervisor.

### 9.3.5.5 `Cannot obtain information on previous <name>. (UX0064)`

#### Cause

This message may be generated when you try to reexport a universe to the repository. Because a previous version of the universe already exists in the repository, a previous version of the List of Values (LOV) should also be available in the document domain. A LOV is a file which contains the data values associated with an object.

In this case, however, the previous version of the LOV cannot be found in the document domain. This may be because the LOV file has been moved, renamed, or deleted by the supervisor.

#### Action

Check that the previous version of the file is still available in the document domain.

If you cannot resolve the problem, contact your system supervisor.

---

### 9.3.5.6 `Cannot delete previous <name>. (UX0065)`

#### Cause

This message may be generated when you try to reexport a universe to the repository. Because a previous version of the universe already exists in the repository, a previous version of the List of Values (LOV) should also be available in the document domain. A LOV is a file which contains the data values associated with an object.

This file must be deleted before the new LOV can be exported. In this case, however, the previous version of the LOV cannot be deleted from the document domain. This may be because you do not have write-access to the document domain disk.

#### Action

You may have read-only privileges on the disk which hosts the document domain. Ask the Windows administrator to grant you full access privileges.

### 9.3.5.7 `Cannot terminate transaction and export <universe>. Problem with the document domain. (UX0066)`

#### Cause

You started to export a universe to the repository, but cannot complete the operation because the document domain is either no longer accessible or has been damaged.

#### Action

If the document domain is hosted on a different server, try "pinging" the server to make sure it is responding. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

If you cannot resolve the problem, contact your system supervisor.

---

### 9.3.5.8 `Cannot terminate transaction and export <universe>. Problem with the security domain. (UX0067)`

#### Cause

You started to export a universe to the repository, but cannot complete the operation because the security domain is either no longer accessible or has been damaged.

#### Action

If the security domain is hosted on a different server, try "pinging" the server to make sure it is responding. If the network is running properly, the database administrator should then use database middleware (such as Net8) to check if there is any response from the repository database.

If you cannot resolve the problem, contact your system supervisor.

### 9.3.5.9 `Database error during export of the list of values file. (UX0068)`

#### Cause

This message may be generated after a BusObj.exe task has finished processing (i.e., accessing the repository to send a document, perform an update, etc). The problem is due to the way in which your repository database has been set up to handle user access.

#### Action

Check with the database administrator to make sure the database is neither full nor corrupted.

### 9.3.5.10 `Export of the lists of values interrupted. (UX0069)`

#### Cause

A List of Values (LOV) is a file which contains the data values associated with an object, and is stored as a table in the document domain. This message is generated when you lose your connection to the document domain while you are trying to export a universe.

---

## Action

Verify if the repository is responding by "pinging" the server. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository document domain.

**9.3.5.11** Universe already exists in the domain. Do you want to overwrite it?  
(UX0071)

## Cause

The universe that you are trying to export has the same name as another universe that has already been exported to the universe domain.

## Action

If you are updating an existing universe, then you can overwrite the universe that is already in the universe domain. If you are exporting a new universe, then rename the universe using a unique name, and try exporting it again.

## 10 Enterprise Application Errors

### 10.1 Enterprise Applications - SAP (EAS) Errors

Enterprise Application SAP error messages include the following:

Range	Category
EAS 10001 - EAS10010	Security access errors
EAS 30001	Other errors

#### 10.1.1 EAS 10001 - 10010

**10.1.1.1** Failed while retrieving user list using class CSecRfcRemoteUsersActGrp in method CSecSAPR3Binding::GetUsersInternal(). Error code: %1. Description: %2. (EAS 10001)

##### Cause

Required transports have not been imported to your SAP system.

##### Action

Import version-specific transports that correctly correspond to your SAP system.

**10.1.1.2** Failed while retrieving user role list using class CSecRfcBapiGetUserDetail in method CSecSAPR3Binding::GetParentsInternal(). Error code: %1. Description: %2. (EAS 10002)

##### Cause

Required transports have not been imported to your SAP system.

---

## Action

Import version-specific transports that correctly correspond to your SAP system.

**10.1.1.3** Failed retrieving role member list using class CSecRfcBapiUserGetlist in method CSecSAPR3Binding::GetChildrenInternal(). Error code: %1. Description: %2. (EAS 10003)

## Cause

Required transports have not been imported to your SAP system.

## Action

Import version-specific transports that correctly correspond to your SAP system.

**10.1.1.4** Failed validating role membership using class CSecRfcBapiGetUserDetail in method CSecSAPR3Binding::VerifyGroupMembership(). Error code: %1. Description: %2. (EAS 10004)

## Cause

Required transports have not been imported to your SAP system.

## Action

Import version-specific transports that correctly correspond to your SAP system.

---

**10.1.1.5**    Logon attempt failed as user %1 does not belong to any of the required roles -- %2 (EAS 10005)

### Cause

Required transports have not been imported to your SAP system.

### Action

Import version-specific transports that correctly correspond to your SAP system.

**10.1.1.6**    No SAP system was passed as part of the user name and no default system was defined. User credential validation cannot continue. (EAS 10006)

### Cause

The default system is not set for the secSAPR3 security plug-in in the Central Management Console (CMC).

### Action

Set the default system for the secSAPR3 security plug-in in the CMC.

**10.1.1.7**    No sac library was found for SAP system %1, logon failed. (EAS 10007)

### Cause

The SNC library was not found at the location specified in the Central Management Console (CMC).

### Action

Ensure that the correct path to the SNC library is set in the CMC.

---

**10.1.1.8** SNC is required but not present for the requested logon type - the logon attempt failed. (EAS 10008)\n

### Cause

SNC is enabled for the secSAPR3 security plug-in in the Central Management Console (CMC), but other settings are incorrect.

### Action

Verify the settings for the SNC secSAPR3 security plug-in in the CMC and ensure that they are correct.

**10.1.1.9** Exception caught while trying to get SNC Mode for use with system %1.  
(EAS 10009)

### Cause

The SNC setting for the secSAPR3 security plug-in is not configured properly in the Central Management Console (CMC).

### Action

Re-configure the SNC setting for the secSAPR3 security plug-in in the CMC.

**10.1.1.10** Exception caught while trying to get SNC Quality of Protection value for use with system %1. (EAS 10010)

### Cause

The SNC setting for the secSAPR3 security plug-in is not configured properly in the Central Management Console (CMC).



---

## Action

Re-configure the SNC setting for the secSAPR3 security plug-in in the CMC.

## 10.1.2 EAS 30001

**10.1.2.1**    An error occurred when synchronizing folder hierarchy for role : %1 (EAS 30001)

### Cause

The user does not have sufficient rights to publish reports.

### Action

In the Central Management Console (CMC), assign the correct set of rights to the user responsible for publishing reports. For more information on how to assign rights, refer to the *SAP BusinessObjects Business Intelligence platform Administrator's Guide* available at <http://help.sap.com/>.

# 11 BI Platform Client Framework (FWC) Error Messages

This section provides a list of login-related errors displayed by the Java client.

Error code range	Category
FWC 00001 - FWC 00009	Java client login errors

**11.1** (FWC 00001) The embedToken URL parameter is invalid or is being encrypted with a password not matching the logon.embed.secret setting.

## Cause

The value of the logon.embed.secret option configured in BOE.war does not match with the Embed Secret parameter configured on the portal or the embedToken has become corrupted.

## Action

Verify that the value of the Embed Secret parameter configured on the portal matches the value of the logon.embed.secret option configured in BOE.war.

**11.2** (FWC 00002) The required option, {0}, is missing from {1}.

## Cause

The specified option is missing a value.

## Action

Supply a value for the option name indicated in the error message.

---

### 11.3 (FWC 00003) The option {0} configured in file {1} has an invalid value.

#### Cause

The value for the specified option is invalid.

#### Action

Supply a value that is valid for the option name indicated in the error message..

### 11.4 (FWC 00004) <reserved>

#### Cause

<reserved>

#### Action

<reserved>

### 11.5 (FWC 00005) The embedToken URL parameter has expired according to the configuration logon.embed.timeout option in the global.properties file.

#### Cause

Either an expired embedToken URL parameter is being used or the difference between the system clock times on the portal server and the BOE server is larger than the configured logon.embed.timeout setting.

---

## Action

Change the system clock times on the portal server and the BOE server so that they match. Alternatively, increase the value of the `logon.embed.timeout` setting in the `global.properties` file to account for the discrepancy between the two servers.

**11.6** (FWC 00006) This page has expired. Please enter your user information and try again.

## Cause

The allowable time (usually 20 minutes) between displaying the logon page and clicking the "Log On" button has elapsed. When "Log On" was clicked, the logon submission could not be completed.

## Action

Enter your credentials (typically your password) and click on "Log On" again.

**11.7** (FWC 00007) The required `embedSecret` parameter is not configured. It needs to be set to the same value as the `logon.embed.secret` option configured in `BOE.war`.

## Cause

The `embedSecret` parameter is not configured in the portlet configuration.

## Action

Set the `embedSecret` parameter to the same value as the `logon.embed.secret` option configured in `BOE.war`.

---

**11.8** (FWC 00008) The portal encountered an internal error while processing the embedToken.

### Cause

This is a general error that the portal server encountered while processing the embedToken.

### Action

Re-upload the SAP BusinessObjects Enterprise iViews Portal Archive to the SAP NetWeaver Portal. If this fails, contact SAP technical support.

**11.9** (FWC 00009) The EmbedSecret property is not configured in the system with alias: {0}.

### Cause

The EmbedSecret property is not configured in the System landscape associated with this iView.

### Action

Set the EmbedSecret property, in the associated system landscape, to the same value as the logon.embed.secret option configured in BOE.war.

---

## 12 Publishing (FBE) Errors

Publishing error messages include the following:

Range	Category
FBE 40000 - FBE 49999	Publishing errors
FBE 60000 - FBE 69999	Publishing errors

### 12.1 FBE 40000 - 49999

**12.1.1**    The method {0} was called with the parameter {1} set to null. Please initialize this parameter. (FBE42001)

#### Cause

This is an internal error.

#### Action

Contact SAP BusinessObjects Customer Support for assistance.

**12.1.2**    The Post-Processing plugin with class {0} could not be located. Did you configure your publication properly? (FBE42003)

#### Cause

A post-processing plugin module failed to load.

#### Action

Ensure that your publication is configured properly.

---

**12.1.3** Unable to download the artifact's files. Is the FRS accessible, and are the file access permissions configured properly? (FBE42008)

### Cause

Some objects may have been deleted, or their security rights have been modified so that the publication job cannot retrieve them.

### Action

Ensure that all static documents exist and have proper security rights, and that the File Repository Server is running.

**12.1.4** The publication's OnPostProcessPersonalizedDocs plugin is not defined for merge format(CeMergedFormat): {0}. Did you configure your publication properly? (FBE42009)

### Cause

The publication is not configured properly.

### Action

Check the configuration of the publication.

**12.1.5** An IO Error occurred while attempting to merge artifacts into zip file {0}. Are the file access rights configured properly? (FBE42014)

### Cause

Some objects may have been deleted, or their security rights have been modified so that the publication job cannot retrieve them.

---

## Action

Ensure that all static documents exist and have proper security rights, and that the File Repository Server is running.

**12.1.6** A publication instance with ID {0} is already being processed and cannot be restarted until the initial run has completed. (FBE42016)

## Cause

This error occurs when multiple publication job services try to rerun the same job after a failure, but only one of them can run the job.

## Action

No action must be taken; the publication job is running on another service.

**12.1.7** Empty global delivery rule expression specified. Did you properly configure your publication? (FBE42017)

## Cause

The document used for the configuration of the global delivery rule is scheduled, but there is no expression in the document to determine when publication processing will begin.

## Action

Check the global delivery rule settings.



---

**12.1.8** Global delivery rule document with CUID {0} is not valid. Did you properly configure your publication? (FBE42018)

### Cause

There was a problem with the document used for the configuration of the global delivery rule.

### Action

Ensure that the document is valid and that the File Repository Server is running.

**12.1.9** Publication with ID {0} has an inaccessible source document. Did you configure your publication properly? (FBE42033)

### Cause

A source document for the publication may have been deleted from the publication while the publication was running, or its security settings may have been changed so that it is no longer accessible.

### Action

Check the source documents of the publication.

**12.1.10** The document with ID {0} does not use the IPublicationInfo interface and cannot be processed with this publication. (FBE42034)

### Cause

This is an internal error.

### Action

Reinstall SAP BusinessObjects Business Intelligence platform.

---

**12.1.11** The BusinessObjects report engine could not handle the specified report type {0}. (FBE42042)

### Cause

The publication contains a source document that is of an unsupported type. There may be a problem with the installation.

### Action

Reinstall SAP BusinessObjects Business Intelligence platform.

**12.1.12** Unable to find the static document with CUID {0} during distribution. Did you configure your publication properly? (FBE42044)

### Cause

Some objects may have been deleted or their security rights have been modified so that the publication job cannot retrieve them.

### Action

Ensure that all static documents exist and have proper security rights, and that the File Repository Server is running.

**12.1.13** Unable to find the publication artifact with ID {0} during distribution. (FBE42045)

### Cause

Some objects may have been deleted or their security rights have been modified so that the publication job cannot retrieve them.

---

## Action

Ensure that all static documents exist and have proper security rights, and that the File Repository Server is running.

**12.1.14** Unable to find the destination plugin with prog ID {0}. Did you configure your publication properly? (FBE42046)

## Cause

Cannot load the destination plugin. A file may have been deleted from the installation.

## Action

Reinstall SAP BusinessObjects Business Intelligence platform.

**12.1.15** Unable to find the last processed recipient {0} in the data provider's data. If the database changed since the last run, please reschedule the publication. (FBE42048)

## Cause

The data from the data provider changed during publication processing.

## Action

Reschedule the publication to reflect the latest updates in the data provider.

**12.1.16** The post-distribution plugin with class {0} failed to execute. Did you configure your plugin properly? (FBE42049)

## Cause

Distribution is complete but there is a problem with a plugin which ran after distribution.

---

## Action

Fix the custom post-distribution plugin.

### **12.1.17** Failed to merge MHTML documents. (FBE42050)

## Cause

A problem occurred while trying to create an mHTML document.

## Action

Check the mHTML format configuration.

### **12.1.18** Could not find HTML part of MHTML document. (FBE42051)

## Cause

A problem while trying to create an MHTML document.

## Action

Check the mHTML format configuration.

### **12.1.19** Unable to find valid profile value from principal with ID {0} for Profile with ID {1}. (FBE42052)

## Cause

A profile value can be specified for each recipient or each group of recipients. If the profile value is unspecified or options have been set incorrectly, the recipient(s) may see an unfiltered view of the data.

---

## Action

Provide a profile value for each recipient.

### 12.1.20 `Scheduling the global delivery rule document failed. (FBE42055)`

## Cause

At the start of a publication job, the document used for global delivery rule configuration is scheduled in order to check if the global delivery rule is true. If this scheduling job fails, the publication fails.

## Action

Check the publication log file for the reason that the job failed. Ensure that the document used for global delivery rule configuration can be successfully scheduled independently from the publication.

### 12.1.21 `Unable to schedule document with id {0} for publication with id {1} due to insufficient access rights to the source document. (FBE42056)`

## Cause

The user does not have the necessary rights to schedule the source document.

## Action

Grant the user the right to schedule the source document.

---

**12.1.22** Unable to find a profile filter expression for the document type "{0}" for the user or group ID {1} and profile ID {2}. Ensure that your administrator has set a filter expression for document type "{0}" in the profile in the Central Management Console. (FBE42057)

### Cause

The profile does not have a filter expression defined for the source document type that is used in the publication.

### Action

In the *Profiles* area of the Central Management Console, select the profile that is used in the publication. Enter a filter expression for that profile which corresponds to the source document type.

**12.1.23** Unable to download MHTML documents. Please contact your administrator to ensure the Central Management Server and the Input and Output File Repository Servers servers are running properly. (FBE42058)

### Cause

The publishing service was unable to download content and embed it into email instances.

### Action

Ensure the Central Management Server and the Input and Output File Repository Servers are running properly.

**12.1.24** Could not upload administrative logs to CMS: {0} (FBE42059)

### Cause

The system failed to upload administrative log files to the CMS (Central Management Server). An attempt to upload the log files will occur every two minutes while the publication is running.

---

## Action

Check the Adaptive Processing Server log file for further log entries.

**12.1.25** An enterprise user name "{1}" was specified for the dynamic recipient "{0}" but no enterprise user with that user name exists. (FBE42060)

## Cause

An Enterprise user name was specified for a dynamic recipient but no Enterprise user with that user name exists.

## Action

Correct the user name in the dynamic recipient source.

**12.1.26** Multiple enterprise user names were specified for the dynamic recipient with ID "{0}". Only one enterprise user name may be specified per dynamic recipient. (FBE42061)

## Cause

Your dynamic recipient source contains multiple rows with the same recipient ID, but these rows specify different Enterprise user names. Only one Enterprise user name can be associated with a recipient ID.

## Action

Correct the problem in the dynamic recipient source.

**12.1.27** A task was unexpectedly interrupted while waiting to be processed for publication with ID {0}. (FBE42062)

## Cause

A task was unexpectedly interrupted while waiting to be processed.

---

## Action

If your publication failed, ensure servers are running and retry the publication.

**12.1.28** A service instance could not be found for process the document with ID "{0}", Name "{1}", Kind "{2}". (FBE42063)

## Cause

A service instance could not be found to process one of the documents in the publication.

## Action

Contact the administrator to determine if the appropriate service is deployed.

**12.1.29** Service with ID "{0}", Name "{1}" hosted on server with ID "{2}" does not specify the maxJobs property. (FBE42064)

## Cause

A service container was not found for a server that the publication requires.

## Action

If your publication failed, ensure servers are running and retry the publication.

**12.1.30** Service Hosts were not found for the service with ID "{0}", Name "{1}". (FBE42066)

## Cause

Service hosts were not found for a service to be used by the publication.



---

## Action

If your publication failed, ensure servers are running and retry the publication.

**12.1.31** `StatusMonitor query for job status did not return result for job with ID "{0}". Was the object deleted? (FBE42067)`

## Cause

The publication instance or a child object was not found. It may have been deleted.

## Action

Reschedule the publication instance.

## 12.2 FBE 60000 - 69999

**12.2.1** `Unable to find the infostore service. Is your CMS running and configured properly? (FBE 60002)`

## Cause

Unable to access the Central Management Server's InfoStore service.

## Action

Ensure that you can connect to the CMS and that the CMS is running.

---

**12.2.2** An SDKException was caught. Is your CMS running and configured properly?  
(FBE 60003)

### Cause

The SAP BusinessObjects Business Intelligence platform SDK returned an error.

### Action

Ensure that you can connect to the CMS and that the CMS is running.

**12.2.3** Unable to determine publication submitter ID in publication instance '{0}'  
(ID: {1}) - processing cannot continue! Did you configure your publication properly?  
(FBE 60004)

### Cause

The system failed to determine which user credentials the publication is running under.

### Action

Ensure the publication is configured correctly and that you have permission to run it.

**12.2.4** Unable to determine publication owner ID in publication instance '{0}' (ID:  
{1}) - processing cannot continue! Did you configure your publication properly? (FBE  
60005)

### Cause

The system failed to determine which user credentials the publication is running under.

---

## Action

Ensure the publication is configured correctly and that you have permission to run it.

**12.2.5** Distribution to destination {0} failed. Recipient: {1}, Document Scope: {2}.  
{3} (FBE 60013)

## Cause

The Publishing service failed to deliver the publication to a recipient.

## Action

Ensure that the destination is configured correctly on the publication. Check the recipient's email address, the SMTP server settings, the FTP settings, or the disk settings to ensure that they are correct.

**12.2.6** Unable to find any distributable documents in scope batch with ID {0}.  
Please check your publication configuration and ensure that the CMS is running. (FBE  
60016)

## Cause

The Publishing service was unable to find publication documents to distribute to recipients. Intermediate results from publication processing may not have been generated properly, or the publication may not be configured correctly.

## Action

Ensure that the publication is configured correctly and that the CMS is running.

---

**12.2.7** Unsupported Destination Type: {0}. Did you properly configure your publication? (FBE 60019)

### Cause

An unknown destination was specified for the publication.

### Action

Check the configuration of your publication and correct it if necessary.

**12.2.8** Could not complete post-distribution event handlers in scope batch with SI\_ID {0}. Did you properly configure your publication? (FBE 60022)

### Cause

The post-deliver publication extensions failed to run.

### Action

Check the configuration of your publication and ensure that the publication extensions are configured properly.

**12.2.9** Unable to find a static document with ID {0} for scope batch with SI\_ID {1}, scope {2}. (FBE 60025)

### Cause

During publication processing, a static source document could not be found.

### Action

Check the configuration of the publication and ensure that all referenced documents exist in the CMS repository.

---

**12.2.10** Unable to find a publication document with source document SI\_ID {0}, format {1} for scope batch with ID {2}, scope {3}. (FBE 60026)

### Cause

During publication processing, a source document could not be found.

### Action

Check the configuration of your publication and ensure that all referenced documents exist in the CMS repository.

**12.2.11** Invalid plugin configuration for plugin: {0}. Did you properly configure your publication? (FBE 60027)

### Cause

A publication extension specified for the publication was configured incorrectly.

### Action

Ensure the publication extensions that are used for the publication are configured correctly.

**12.2.12** Failed to execute post-distribution plugin {0} for scope batch {1} [recipients "{2}" to "{3}"]. (FBE 60029)

### Cause

The post-delivery publication extension failed to run.

### Action

Check the configuration of your publication and ensure that the publication extensions are configured properly.

---

**12.2.13** Unable to grant View/ViewInstance rights on the Artifact with ID {0} for scope batch object with ID {1}. Is everything configured correctly? (FBE 60033)

### Cause

The publishing service was unable to set the rights on the publication instances.

### Action

Ensure that the user running the publication has appropriate permissions to set rights.

**12.2.14** Unable to find any distributable documents in scope batch with ID {0}, scope {1}. (FBE 60034)

### Cause

The Publishing Service found no documents to distribute.

### Action

Ensure your publication is configured correctly.

**12.2.15** Cannot deliver artifact because you do not have the "Subscribe to publications" right on enterprise recipient \"{0}\" (id {1}). Contact your BusinessObjects Business Intelligence platform administrator to be granted this right. (FBE 60036)

### Cause

The publisher needs the "Schedule to Destination" right on all Enterprise recipients specified for the publication so that the system can deliver the publication instances to them.

---

## Action

Grant the publisher the “Schedule to Destination” right on all Enterprise recipients specified for the publication. Alternatively, the publisher can remove any Enterprise recipients for which this right is not granted.

**12.2.16** Waiting for distribution job to complete. Job ID:%1, name:%2, kind:%3 in %4 state (FBE 60037)

## Cause

A publication job is currently distributing instances.

## Action

This is not an error and no action needs to be taken.

**12.2.17** There are no To or CC addresses in the SMTP options. Email delivery without an address will fail. The To or CC address should include either an email address or the %SI\_EMAIL\_ADDRESS% placeholder. (FBE 60038)

## Cause

The email destination options defined for the publication do not include any To or CC email address. This will cause email delivery to fail.

## Action

Add an email address or the %SI\_EMAIL\_ADDRESS% placeholder to the **To** or **CC** field when you configure the email destination options for the publication.

---

**12.2.18** Attempted to replace an %SI\_EMAIL\_ADDRESS% placeholder, but the email address for the recipient with user name "{0}" is empty or missing. (FBE 60039)

## Cause

An %SI\_EMAIL\_ADDRESS% placeholder was used in a destination option field, but no email address was available for one of the recipients.

## Action

If the recipient is an Enterprise recipient, use the CMC to enter an email address for the user. If the recipient is a dynamic recipient, in the **Dynamic Recipients** section, ensure that **Email Address** is mapped to a column in the dynamic recipient source, and that there are no empty entries in that column.

**12.2.19** Skipping clean-up of the scope batch and artifacts because auditing is enabled. (FBE 60040)

## Cause

The instance clean-up cannot work if auditing is enabled.

## Action

Disable auditing or disable instance clean-up for the publication.

**12.2.20** Unable to download MHTML documents. Please contact your administrator to ensure the Central Management Server and the Input and Output File Repository Servers servers are running properly. (FBE 60041)

## Cause

The publishing service failed to download content and embed it into email instances.



---

## Action

Ensure that the Central Management Server and the Input and Output File Repository Servers are running.

**12.2.21** Invalid expression {0} specified for the global delivery rule document with ID: {1}. Global delivery rule check can not continue. Is your publication configured properly? (FBE 60100)

## Cause

The document used for global delivery rule configuration contains an invalid expression.

## Action

Check your publication configuration and enter a valid delivery rule expression in the document.

**12.2.22** Publication global delivery rule document with ID {0} is invalid. Is your publication configured properly? (FBE 60101)

## Cause

The publishing service was unable to find the document specified for global delivery rule configuration.

## Action

Ensure the specified document exists in the CMS.

**12.2.23** Failed to schedule the global delivery rule document with ID {0}: {1} (FBE 60105)

## Cause

The publishing service was unable to schedule document used for global delivery rule configuration.

---

## Action

Ensure that the publisher's user account has sufficient rights to schedule the document.

### 12.2.24 `Unable to query global delivery document with ID {0}. (FBE 60106)`

## Cause

The Publishing Service was unable to retrieve the document used for global delivery rule configuration.

## Action

Ensure you have View rights on the document.

### 12.2.25 `Waiting for global delivery rule job to complete. Job ID:%1, name:%2, kind:%3 in %4 state (FBE 60107)`

## Cause

A publication job is currently evaluating the global delivery rule.

## Action

This is not an error and no action needs to be taken.

### 12.2.26 `Post-processing plugin failure! Cannot instantiate plugin class {0}. (FBE 60208)`

## Cause

A post-processing plugin module failed to load.

---

## Action

Ensure that your publication is configured properly.

**12.2.27** The publishing service is not started or was restarted while the publication job was running. (FBE 60211)

## Cause

The publishing service is not started or was restarted while the publication job was running. The server that hosts the publishing service may have stopped or was restarted.

## Action

Ensure the server that hosts the publishing service is running. Check the server logs for fatal errors. Retry the publication instance.

**12.2.28** WebI publications support only the "One database fetch for all recipients" and "One database fetch per recipient" bursting methods. (FBE 60212)

## Cause

The Interactive Analysis document publication uses an unsupported report bursting method.

## Action

In the **Advanced** section, change the report bursting method.

**12.2.29** This publication references a profile object with ID {0} that no longer exists in the system. (FBE 60213)

## Cause

The publication references a profile object that no longer exists in the system.

---

## Action

Edit the personalization settings for the publication and so that they do not use the invalid profile object.

**12.2.30** Unable to find a static document with ID {0} for scope batch with ID {1}, scope {2}. (FBE 60216)

## Cause

During publication processing, an instance of a static document specified in the publication was not found.

## Action

Try scheduling your publication again or contact SAP BusinessObjects for technical support.

**12.2.31** Unable to find a publication document with source document ID {0}, format {1} for scope batch with ID {2}, scope {3}. (FBE 60217)

## Cause

During publication processing, an instance of a source document was not found.

## Action

Retry your publication or contact SAP BusinessObjects for technical support.

**12.2.32** Plugin artifact {0} with ID {1} for scope batch with ID {2} does not specify a destination. (FBE 60218)

## Cause

During publication processing, a plugin artifact was generated that contains no destination information.

---

## Action

If you are a publication plugin developer, this may be a result of errors in your plugin. Otherwise, it is an internal processing error. Contact your vendor or SAP Business Objects for support.

**12.2.33** An artifact {0} with ID {1} for scope batch with ID {2} does not contain enough information to be distributed. (FBE 60219)

## Cause

During publication processing, an artifact or plugin artifact was generated with insufficient information for distribution.

## Action

If you are a publication plugin developer, this may be a result of errors in your plugin. Otherwise, it is an internal processing error. Contact your vendor or SAP Business Objects for support.

**12.2.34** Error retrieving document objects for scope batch with ID {0}. (FBE 60220)

## Cause

During publication processing, an error occurred while retrieving documents for distribution.

## Action

This is an internal processing error. Contact your vendor or SAP BusinessObjects for support.

**12.2.35** An unsupported busting mode for this publication was chosen. (FBE 60224)

## Cause

The report bursting mode chosen for this publication is unsupported.

---

## Action

Change the report bursting mode of the publication.

**12.2.36** {0} publications do not support "One database fetch for all recipients" bursting method. (FBE 60225)

## Cause

The report bursting mode **One database fetch for all recipients** is not supported for this publication type.

## Action

Change the report bursting mode for the publication.

**12.2.37** {0} publications do not support "One database fetch for each batch of recipients" bursting method. (FBE 60226)

## Cause

The report bursting mode **One database fetch for each batch of recipients** is not supported for this publication type.

## Action

Change the report bursting mode for the publication.

**12.2.38** {0} publications do not support "One database fetch per recipient" bursting method. (FBE 60227)

## Cause

The report bursting mode **One database fetch per recipient** is not supported for this publication type.

---

## Action

Change the report bursting mode for the publication.

### 12.2.39 `{0}` publications do not support selected bursting method. (FBE 60228)

## Cause

The selected report bursting mode is unknown or unsupported for this publication type.

## Action

Change the report bursting mode for the publication.

### 12.2.40 `Unable to run redistribution for principal(s) {0} because they are not original publication recipients. (FBE 60314)`

## Cause

Additional recipients were added to the publication before the publication job was run again.

## Action

Schedule a new publication job for distribution to the new recipients to occur.

### 12.2.41 `Unable to run redistribution for dynamic recipient(s) {0} because they are not original publication recipients. (FBE 60315)`

## Cause

Additional recipients were added to the publication before the publication job was run again.

---

## Action

Schedule a new publication job for distribution to the new recipients to occur.

**12.2.42** Unable to find a profile filter expression for the document type "{0}" for the user or group '{1}' (ID: {2}) and profile '{3}' (ID: {4}). Please ensure that your administrator has set a filter expression for document type "{0}" in the profile in the Central Management Console. (FBE 60317)

## Cause

The profile does not have a filter expression defined for the publication's source document type. For example, the user may be running a publication with Interactive Analysis documents, but the profile does not have a valid Interactive Analysis filter expression defined.

## Action

In the *Profiles* area of the Central Management Console, select the profile that the publication uses, and then enter a filter expression using syntax that corresponds to the source document type.

**12.2.43** The user who scheduled the publication does not have the view right on the enterprise recipient principal with ID {0}. (FBE 60318)

## Cause

To run a publication, the publisher must have View rights on all Enterprise recipients specified for the publication.

## Action

Grant the View right to the publisher on all Enterprise recipients.



---

**12.2.44** The user who scheduled the publication does not have the view right on the excluded enterprise recipient principal with ID {0}. (FBE 60319)

### Cause

To run a publication, the publisher must have View rights on all excluded Enterprise recipients.

### Action

Grant the View right to the publisher on all excluded Enterprise recipients.

**12.2.45** The user who scheduled the publication does not have the view right on the profile with ID {0}. (FBE 60320)

### Cause

To run a publication, the publisher must have View rights on all profiles used by the publication.

### Action

Grant the View right to the publisher on all profiles used by the publication.

**12.2.46** The user who scheduled the publication does not have the view right on the group with ID {0} which is a parent group of the principal '{1}' (ID {2}). Any profile values from this group and its parent groups will not be applied. (FBE 60321)

### Cause

The publisher does not have the View right on one of the groups that a publication recipient belongs to. Profile values that apply to this group and any parent groups will not be used.

---

## Action

Grant the View right to the publisher on all the groups that publication recipients belong to. You can ignore this warning if none of the profile values apply to the affected groups.

**12.2.47** The limit of {0} recipients per publication has been reached. User {1} with ID {2} was not processed. (FBE 60322)

## Cause

The recipient limit per publication was reached. Recipients over the limit were not processed.

## Action

Reduce the number of recipients in the publication, or obtain a license to increase the recipient limit.

**12.2.48** Unable to redistribute publication instance with ID {0}, because artifacts were not delivered to the default Enterprise location. (FBE 60323)

## Cause

The publication does not have the default Enterprise location configured as a destination.

## Action

Configure *Default Enterprise Location* as a destination for the publication, and then schedule the publication to run so that you can redistribute instances later if necessary.

---

**12.2.49** Unable to locate precise publication with SI\_ID {0}, and/or precise scope batch with SI\_ID {1}. Is your publication configured properly, and is the CMS running? (FBE 60400)

### Cause

Some objects may have been deleted or have had their security rights modified and the publication job cannot retrieve them.

### Action

Ensure that all static documents exist and have proper security rights, and that the File Repository Server is up and running.

**12.2.50** An exception was caught during post-processing. (FBE 60401)

### Cause

An error occurred during the post-processing stage.

### Action

Ensure that the publishing service and File Repository Server are running.

**12.2.51** Unable to retrieve post-processing publication event handler (post-processing will be skipped). (FBE 60402)

### Cause

Publications may have a post-processing step such as PDF collation or packaging the instances as a ZIP file, but in this publication the post-processing step is unspecified or is invalid.

---

## Action

This may be a normal condition which requires no action to be taken if no post-processing step is required. Otherwise, check the publication's properties settings.

**12.2.52** `No scopes found in scope batch with SI_ID {0}. Is everything configured correctly? (FBE 60404)`

## Cause

The publication job cannot retrieve certain objects because they were deleted or their security rights were modified.

## Action

Ensure that all static documents exist and that users have the necessary rights to them. Ensure that the File Repository Server is running.

**12.2.53** `Post-processing plugin failure! Plugin class {0} threw an exception. (FBE 60405)`

## Cause

An error occurred in during the post-processing step.

## Action

If a custom post-processing plugin was installed and used, correct the exception in the custom plugin. If a standard post-processing plugin was used, it should not cause an exception. Contact customer support.

---

**12.2.54** Post-processing plugin class {0} returned a set of null or zero info objects. (FBE 60406)

### Cause

The post-processing step did not produce results.

### Action

If a custom post-processing plugin was installed and used, correct the problem in the custom plugin. If a standard post processing plugin was used, it should not produce an empty result. Contact customer support.

**12.2.55** Unable to find a Post-Processing plugin matching the specified classname: {0}. (FBE 60408)

### Cause

No post-processing plugin is specified in the publication.

### Action

Ensure that your publication is configured properly.

**12.2.56** A plugin-generated artifact was created that does not implement IPublicationInfo. The artifact may not be distributed properly: Title = '{0}', Kind = '{1}' (FBE 60409)

### Cause

This is an internal error.

### Action

Reinstall SAP BusinessObjects Business Intelligence platform.

---

**12.2.57** An exception was caught while committing the plugin-generated artifacts created by the Post-Processing Plugin class {0}. (FBE 60410)

### Cause

The system was unable to store the results of a publication job.

### Action

Ensure that the File Repository Server is running.

**12.2.58** An exception was caught while creating a plugin-generated artifact with progID {0} for the Post-Processing Plugin class {1}. (FBE 60411)

### Cause

This error message may be caused by a corrupt installation.

### Action

Reinstall SAP BusinessObjects Business Intelligence platform.

**12.2.59** An exception occurred while trying to retrieve artifact and static documents for this context: ScopeBatch = {0}, Destination = {1}, Plugin Class = {2} (FBE 60412)

### Cause

Some objects were deleted or their rights were modified and the publication job cannot retrieve them.

### Action

Ensure that all static documents exist and that users have appropriate rights to them. Ensure that the File Repository Server is running.

---

**12.2.60** An exception occurred while trying to sort artifact and static documents (according to the source document order) for this context : ScopeBatch = {0}, Destination = {1}, Plugin Class= {2} (FBE 60413)

### Cause

The publication is not configured correctly.

### Action

Ensure that the publication is configured correctly.

**12.2.61** An exception occurred while trying to retrieve the publication's source documents. (FBE 60414)

### Cause

Some objects may have been deleted or their security rights have been modified and the publication job cannot retrieve them.

### Action

Ensure that all static documents exist and that users have proper security rights on them. Ensure that the File Repository Server is running.

**12.2.62** Post-processing skipping scope level doc with SI\_ID: {0} that was not listed as a source document on the publication. Is your publication configured correctly? (FBE 60415)

### Cause

This is an internal error.

---

## Action

Contact SAP BusinessObjects Customer Support.

### 12.2.63 `Scheduling document job "{2}" (ID: {0}) failed: {1} (FBE 60502)`

## Cause

Processing failed for a document within a publication. Causes for processing failure include undefined parameters, misconfigured database connections, or the publisher having insufficient rights to certain objects or folders.

## Action

Schedule the document alone and ensure that it runs successfully. Apply the same configuration settings to the source document inside the publication.

### 12.2.64 `There are no schedulable documents in the publication. (FBE 60503)`

## Cause

Some objects may have been deleted, or their security rights have been modified so that the publication job cannot retrieve them.

## Action

Ensure that all static documents exist and have proper security rights, and that the File Repository Server is running.



---

**12.2.65** The list of documents in the publications contains an empty value. Is everything configured correctly? (FBE 60504)

### Cause

Some objects may have been deleted or their security rights have been modified so that the publication job cannot retrieve them.

### Action

Ensure that all static documents exist and have proper security rights, and that the File Repository Server is running.

**12.2.66** Document '{0}' is an invalid publication document and cannot be published.  
(FBE 60505)

### Cause

A document that was not part of a publication was submitted to a publication service for processing.

### Action

Your installation may be corrupt. Reinstall SAP BusinessObjects Business Intelligence platform.

**12.2.67** Unable to add document field mappings into target document. Is everything configured correctly? (FBE 60506)

### Cause

While specifying personalization settings for dynamic recipients, the columns in the dynamic recipient source were mapped incorrectly.

---

## Action

Ensure that the dynamic recipient source contains the information required for personalization, that the database columns exist and are spelled correctly, that the semantic layer can read from the data source, and that the report shows the data needed for personalization.

**12.2.68** Document '{0}' does not have exactly 1 instance containing state information (was either 0 or >1 or could not be retrieved). (FBE 60507)

## Cause

Some objects may have been deleted or their security rights may have been modified so that the publication job cannot retrieve them.

## Action

Ensure that all static documents exist and have proper security rights, and that the File Repository Server is running.

**12.2.69** Waiting for scheduling job to complete. Job ID:%1, name:%2, kind:%3 in %4 state (FBE 60509)

## Cause

A publication job is currently processing a report.

## Action

This is not an error and no action needs to be taken.

---

## **12.2.70** `Warning while running document job "{0}" (id {1}): {2} (FBE 60510)`

### **Cause**

The document job succeeded with a warning.

### **Action**

Consult the documentation for the specific warning message.

## **12.2.71** `Error while processing document "{0}" (id {1}): {2} (FBE 60512)`

### **Cause**

The document job completed, but errors occurred during processing.

### **Action**

Ensure the source document can be processed correctly outside of the publication.

## **12.2.72** `Warning while processing document "{0}" (id {1}): {2} (FBE 60513)`

### **Cause**

The document job completed, but warnings occurred during processing.

### **Action**

Ensure the source document can be processed correctly outside of the publication.

---

## **12.2.73** Document processing could not be started due to invalid parameters (FBE 60600)

### **Cause**

Essential parameters are null in the document processing engine.

### **Action**

Contact SAP BusinessObjects customer support.

## **12.2.74** Plugin kind {0} could not be processed for publication (FBE 60601)

### **Cause**

The desktop plugin does not contain publication information.

### **Action**

Ensure that the publication is set up correctly.

## **12.2.75** {0} exception, Message: {1} (FBE 60602)

### **Cause**

Fatal exceptions occurred. The processor may be trying to stop or experiencing problems, or there may be a problem with your SAP BusinessObjects Business Intelligence platform installation.

### **Action**

Contact SAP BusinessObjects customer support.

## 13 GUI Error Messages

Miscellaneous error messages include the following ranges and categories:

- GUI (GUI) Error Messages
- GUI (USU) Error Messages

### 13.1 GUI (GUI) Error Messages

GUI error messages include the following ranges and categories:

Range	Category
GUI0003 - GUI0006	GUI

#### 13.1.1 The file name contains forbidden characters. (GUI0003)

##### Cause

You tried to save a universe with a name that contains unauthorized characters. This restriction may originate from:

- the character set allowed by the database on which the BusinessObjects repository resides
- the options, set by the supervisor from the Supervisor module, which limit the characters allowed in the repository

##### Action

Use a different name to save your universe. If the problem persists, ask the BusinessObjects supervisor about the authorized character set for your universes.

#### 13.1.2 File not found. Please verify the correct file name was given. (GUI0005)

##### Cause

You tried to open a BusinessObjects report by entering a file name that does not exist.

## Action

Enter the correct name of the file, or use the Up One Level button in the Open dialog box to locate the desired report.

**13.1.3** `<name> path not found. Please verify the correct path name was given.`  
(GUI0006)

## Cause

You tried to open a BusinessObjects report using an incorrect path name. The report may exist, but it is not at the location you specified.

## Action

From the Open dialog box, use the Up One Level button to locate the report.

## 13.2 GUI (USU) Error Messages

GUI error messages include the following ranges and categories:

Range	Category
USU0001	GUI

**13.2.1** `Cannot find <name>. Please check that all components have been correctly installed.` (USU0001)

## Cause

You selected the User's Guide command from the Help menu of the BusinessObjects application but no guide appeared. The online guides, which are in Acrobat PDF format, may not have been installed on your hard disk.

---

## Action

Check the contents of the online guides language folder of your BusinessObjects files. If there are no PDF files, then you need to install them using the BusinessObjects installer program. This program also installs the Acrobat Reader which lets you read these files.

## 14 Information Design Tool Messages

Information design tool errors include the following categories and ranges:

- Information Design Tool (IDT) Error Messages
- Check Integrity Mapping (CIM) Error Messages
- Check Security Mapping (CSM) Error Messages

### 14.1 Information Design Tool (IDT) error messages

Information design tool (IDT) error message categories include the following:

Range	Category
IDT 09501 - IDT 019511	Converting universes
IDT 15020 - IDT 15025	Connections

#### 14.1.1 IDT095... Converting universes

##### 14.1.1.1 The universe file must be generated using a more recent product version.

Universe file path: {0}. (IDT 09501)

#### Cause

The universe you are trying to convert has been generated by a version of the BusinessObjects Suite older than XI 3.0. You cannot convert the universe with the information design tool.

#### Action

Open the universe in the universe design tool (version BI 4) and re-save it. Restart the conversion in the information design tool.



---

**14.1.1.2** Cannot open the Universe file. Check that this file is not corrupted.  
(IDT 09502)

### Cause

The universe file may be corrupted.

### Action

Open the universe with the universe design tool to make sure it is valid and re-save the universe.

**14.1.1.3** The conversion of OLAP universes is not supported. (IDT 09503)

### Cause

The universe is an OLAP universe. You cannot convert OLAP universes with the information design tool.

### Action

Recreate the OLAP universe in the information design tool.

**14.1.1.4** The conversion of universes with stored procedures is not supported. (IDT 09504)

### Cause

The universe has stored procedures. You cannot convert a stored procedure universe with the information design tool.

### Action

Recreate the universe in the information design tool.

---

**14.1.1.5**    The conversion of secured universes from a file is not supported. Use the option to convert from a repository. (IDT 09505)

### Cause

The conversion of secured universes from a file is not supported.

### Action

Convert the universes from a repository instead.

**14.1.1.6**    Cannot convert the universe. The universe must have a connection assigned in the universe design tool. (IDT 09506)

### Cause

The universe you are trying to convert has no connection.

### Action

In the universe design tool, set a valid connection and save the universe. Restart the conversion.

**14.1.1.7**    The conversion of universes with a Data Federator connection is not supported. (IDT 09507)

### Cause

The universe you are trying to convert is defined on a source from the data federation service. You cannot convert the universe using the information design tool.

### Action

Recreate the universe in the information design tool.

---

### **14.1.1.8**    `Cannot read the core universe %s from the repository. (IDT 09508)`

#### **Cause**

An error prevents the universe from being read.

#### **Action**

Check that the core universes have been properly exported.

### **14.1.1.9**    `Cannot read the universe from the repository. (IDT 09509)`

#### **Cause**

An error prevents the universe from being read.

#### **Action**

Check that the universe has been properly exported.

### **14.1.1.10**    `The conversion of a password protected universe is not supported. In the universe design tool, remove the password. (IDT 095010)`

#### **Cause**

The conversion of a password-protected universe is not supported.

#### **Action**

In the universe design tool, remove the password. Restart the conversion.

---

#### **14.1.1.11** Your user profile does not allow you to convert a universe. (IDT 095011)

##### **Cause**

Your user profile does not allow you to convert a universe.

##### **Action**

Check with the system administrator for the necessary repository rights.

### **14.1.2 IDT15... Connections**

#### **14.1.2.1** Unable to save connection {0}. (IDT 15020)

##### **Cause**

The connection cannot be saved.

##### **Action**

Check if the connection already exists in the repository. If this is the case, delete it before saving.

#### **14.1.2.2** Unable to update connection {0}. (IDT 15021)

##### **Cause**

The connection cannot be updated.

##### **Action**

Check if the connection to be updated exists in the repository.

---

**14.1.2.3** Invalid repository query. Check if the connection exists in the repository. (IDT 15022)

### Cause

Unable to find the connection in the repository.

### Action

Check if the connection exists in the repository.

**14.1.2.4** Server type {0} is unknown. (IDT 15023)

### Cause

The server type is unknown.

### Action

The server type currently used is not supported.

**14.1.2.5** Unable to connect to the repository server {0}. Contact your administrator. (IDT 15024)

### Cause

Unable to connect to the repository.

### Action

Contact your administrator to have access to the repository.

---

**14.1.2.6** Unable to retrieve the connection from the repository. Check if the connection exists in the repository and if you have the necessary rights. (IDT 15025)

### Cause

The connection cannot be retrieved from the repository.

### Action

Check if the connection exists in the repository and that you have the necessary rights to retrieve it.

## 14.2 Check Integrity Mapping (CIM) Error Messages

Check Integrity Messages (CIM) error messages include the following:

Range	Category
CIM 01100 - CIM 01117	Tables and columns
CIM 01120 - CIM 01123	Variables
CIM 01140 - CIM 01145	Input columns
CIM 01200 - CIM 01200	Connections
CIM 01300 - CIM 01305	Joins
CIM 01400 - CIM 01429	Object expressions
CIM 01500 - CIM 01514	Contexts
CIM 01601 - CIM 01620	Parameters and lists of values
CIM 01700 - CIM 01705	Query definitions
CIM 01800 - CIM 01800	Resource dependencies

### 14.2.1 CIM 01100... Tables and columns

**14.2.1.1** Table {0} is missing a primary key. (CIM 01100)

### Cause

The table is missing a primary key.

---

## Action

Update the table using the automatic keys detection.

### 14.2.1.2 `Table {0} is not linked to any other table. (CIM 01101)`

## Cause

The table is not linked to another table.

## Action

In the data foundation, insert a join between the table and another one or remove the table if it is not required.

### 14.2.1.3 `The table {0} referenced in data foundation {1} does not exist in the database. (CIM 01102)`

## Cause

The table does not exist in the data source.

## Action

Add the table to the data source, or check that the table name has not changed.

### 14.2.1.4 `A new column {0} has been detected in database table {1}. (CIM 01103)`

## Cause

A new column has been detected in a table in the data source.

---

## Action

Open the data foundation in the editor and run a Refresh Structure

**14.2.1.5**    The column {0} in the table {1} does not exist in the database table.  
(CIM 01104)

## Cause

The table in the data source does not match the table in the data foundation.

## Action

Open the data foundation in the editor and run a Refresh Structure.

**14.2.1.6**    The column {0} in table {1} has an undetermined data type. (CIM 01105)

## Cause

The column data type is undetermined.

## Action

Open the data foundation in the editor and run a Refresh Structure.

**14.2.1.7**    The column {0} referenced in the table {1} does not have the same data  
type as in the database table. (CIM 01106)

## Cause

The data type of a column in the data source is different from the data type in the data foundation.



---

## Action

Open the data foundation in the editor and run a Refresh Structure.

**14.2.1.8** The calculated column {0} referenced in the table {1} contains invalid SQL. (CIM 01107)

## Cause

The SQL expression didn't parse successfully for the calculated column.

## Action

In the data foundation, edit and validate the expression for the calculated column.

**14.2.1.9** The SQL expression for the derived table {0} in the data foundation {1} is empty. (CIM 01110)

## Cause

The derived table has an empty SQL expression.

## Action

In the data foundation, edit and validate the derived table.

**14.2.1.10** The SQL expression for the derived table {0} in the data foundation {1} is invalid. (CIM 01111)

## Cause

The SQL expression for the derived table is invalid.

---

## Action

In the data foundation, edit and validate the derived table.

**14.2.1.11** The alias table {0} in the data foundation {1} does not reference any table. (CIM 01113)

## Cause

The alias table does not reference any table.

## Action

In the data foundation, re-insert the alias table based on an existing table.

**14.2.1.12** The table {0} referenced by the alias table {1} does not exist in the data foundation {2}. (CIM 01114)

## Cause

The table referenced by the alias table no longer exists in the data foundation.

## Action

In the data foundation, delete the alias table. You can then re-insert the alias table based on an existing table.

**14.2.1.13** The expression for the calculated column {0} in the table {1} is empty. (CIM 01116)

## Cause

The calculated column expression is empty.

---

## Action

In the data foundation, edit and validate the expression for the calculated column.

**14.2.1.14** The data type for the calculated column {0} in the table {1} is different from detected data type. (CIM 01116)

## Cause

The calculated column data type is not correct.

## Action

In the data foundation, update the data type for the calculated column.

**14.2.1.15** The SQL expression for the calculated column {0} in table {1} is invalid. (CIM 01117)

## Cause

The expression for the calculated column is not valid and was not correctly parsed.

## Action

In the data foundation, edit and validate the expression for the calculated column.

---

## 14.2.2 CIM 01120... Variables

**14.2.2.1** The variable {0} referenced in table {1} does not exist in the data source. (CIM01121)

### Cause

The variable does not exist in the data source.

### Action

Open the data foundation in the editor and run a Refresh Structure.

**14.2.2.2** A new variable {0} in table {1} has been detected in the data source. (CIM01122)

### Cause

A new variable has been detected in table from the data source.

### Action

Open the data foundation in the editor and run a Refresh Structure.

**14.2.2.3** The variable {0} in table {1} does not have the same properties as variable in the data source. (CIM01123)

### Cause

The variable properties are different in the data foundation from the variable properties in the data source.

---

## Action

Open the data foundation in the editor and run a Refresh Structure.

## 14.2.3 CIM 01140... Input columns

**14.2.3.1** Input column '{0}' is mandatory but no value has been assigned to it.  
(CIM01143)

### Cause

The input column is mandatory, but no value has been assigned.

## Action

In the data foundation, edit the input column and provide a value or parameter.

**14.2.3.2** Input column '{0}' references parameter '{1}' which prompts for a data type incompatible with the input column. (CIM01144)

### Cause

The input column and its associated parameter have incompatible data types.

## Action

In the data foundation, either edit the parameter and change the data type, or edit the input column and provide another parameter that has a compatible data type.

---

**14.2.3.3** Input column '{0}' references parameter '{1}' which prompts for more than one value. (CIM01145)

### Cause

The parameter associated with this input column allows for multiple values. Only prompts for a single value are supported.

### Action

In the data foundation, either edit the parameter and change it to allow single values, or edit the input column and provide another parameter that allows only single values.

## 14.2.4 CIM 01200... Connections

**14.2.4.1** The connection {0} is invalid: {1}. (CIM 01200)

### Cause

Cannot access the data source referenced in the connection.

### Action

Check that the connection referenced in the data foundation is valid. Update the parameters if necessary.

## 14.2.5 CIM 01300... Joins

**14.2.5.1** The join {0} in data foundation {1} has no valid table links. (CIM 01300)

### Cause

The join definition is invalid.

---

## Action

In the data foundation, edit the join and make sure all referenced tables and columns are valid.

**14.2.5.2** The table {0} involved in the join was not found in the data foundation {1}. (CIM 01301)

## Cause

The join definition is invalid.

## Action

In the data foundation, edit the join and make sure all referenced tables and columns are valid.

**14.2.5.3** The column {0} involved in the join was not found in the data foundation {1}. (CIM 01302)

## Cause

The join definition is invalid.

## Action

In the data foundation, edit the join and make sure all referenced tables and columns are valid.

**14.2.5.4** The cardinality of the join {0} of the data foundation {1} is undetermined. (CIM 01304)

## Cause

The join cardinality is undetermined.

---

## Action

In the data foundation, edit the join and detect the cardinality or set it manually.

**14.2.5.5** The Join {0} in the data foundation {1} has a different cardinality than the detected cardinality. (CIM 01305)

## Cause

The join cardinality is different than the detected cardinality.

## Action

In the data foundation, edit the join and detect the cardinality.

## 14.2.6 CIM 01400... Object expressions

**14.2.6.1** The business object '{0}' is not in a universe. (CIM 01400)

## Cause

The business object is not owned by a universe.

## Action

Affect the business object to a universe.

**14.2.6.2** The object on which the business object '{0}' is based is not valid. (CIM 01401)

## Cause

The business object is based on a missing or invalid source object.



---

## Action

In the business layer, edit the object and check the SQL or MDX expression.

**14.2.6.3** Failed to execute the expression for business object '{0}'. Check the object properties. (CIM 01403)

## Cause

The business object is based on a missing or invalid source object.

## Action

In the business layer, edit the object and check the SQL or MDX expression.

**14.2.6.4** Business object '{0}' returns an incorrect data type. (CIM01404)

## Cause

The business object has an invalid data type.

## Action

In the business layer, edit the object and check the SQL or MDX expression.

**14.2.6.5** The business object '{0}' is invalid. (CIM 01405)

## Cause

The business object has no name or the name is invalid.

---

## Action

In the business layer, edit the business object name.

### 14.2.6.6 `The solve order value must be a number (CIM 01406)`

## Cause

The measure has an invalid solve order value.

## Action

In the business layer, edit the measure and enter a numeric value for the solve order.

### 14.2.6.7 `The aggregation function cannot be empty. (CIM 01407)`

## Cause

The aggregation function is empty.

## Action

In the business layer, edit the expression for the measure and add an aggregation function.

### 14.2.6.8 `The name of the measure is already used in the business layer. (CIM 01408)`

## Cause

The name is already used by a calculated measure defined in the business layer.

---

## Action

In the business layer, edit the measure and rename the measure.

**14.2.6.9** The MDX expression does not reference the dimension [MEASURES]. (CIM 01409)

## Cause

The MDX expression for the measure does not reference the dimension [MEASURES].

## Action

In the business layer, edit the measure and validate the MDX expression.

**14.2.6.10** No hierarchy specified. (CIM 01410)

## Cause

No hierarchy is defined for the calculated member.

## Action

In the business layer, edit the calculated member and assign a hierarchy.

**14.2.6.11** This name is already used by a calculated member within the same hierarchy. (CIM 01411)

## Cause

The calculated member name is already used by another calculated member within the same hierarchy.

---

## Action

In the business layer, edit the calculated member and change the name.

**14.2.6.12** The MDX expression does not reference the hierarchy assigned to the calculated member. (CIM 01412)

## Cause

Missing hierarchy in the MDX expression for the calculated member.

## Action

In the business layer, edit the calculated member and assign a hierarchy.

**14.2.6.13** No hierarchy specified for the named set. (CIM 01413)

## Cause

Missing hierarchy in the MDX expression for the named set.

## Action

In the business layer, edit the named set and assign a hierarchy.

**14.2.6.14** The name is already used by another named set (CIM 01414)

## Cause

The name is already used by a named set defined in the business layer.

---

## Action

In the business layer, edit the named set and change the name.

**14.2.6.15** The MDX expression contains the "crossjoin" operator. The named set may show unexpected behavior at query time. (CIM 01415)

## Cause

The MDX expression for the named set contains the crossjoin operator.

## Action

In the business layer, edit the named set and validate the MDX expression.

**14.2.6.16** The MDX expression does not reference the hierarchy assigned to the named set. (CIM 01416)

## Cause

Missing hierarchy in the definition for the named set.

## Action

In the business layer, edit the named set and assign a hierarchy.

**14.2.6.17** The language value must be a number. (CIM 01417)

## Cause

The language value for the measure or calculated member is invalid.

---

## Action

In the business layer, edit the MDX expression for the measure or calculated member and enter a numeric value for the language.

**14.2.6.18** The dimension '{0}' does not reference a valid OLAP hierarchy. (CIM 01418)

## Cause

The dimension does not reference an OLAP hierarchy.

## Action

In the business layer, edit the dimension and enter a valid hierarchy unique name.

**14.2.6.19** The associated dimension '{0}' must reference a valid OLAP hierarchy. (CIM 01419)

## Cause

The associated dimension does not reference a valid OLAP hierarchy.

## Action

In the business layer, edit the dimension and enter a valid hierarchy unique name.

**14.2.6.20** The name is already used by a measure predefined on the OLAP server (Search the string [Measures].[{0}] in the OLAP catalog). (CIM 01420)

## Cause

The name of the measure is already used by a measure defined in the OLAP data source.

---

## Action

Search for the string [Measures].[{0}] in the OLAP catalog. In the business layer, edit the measure and change the name.

**14.2.6.21** The name is already used by a named set predefined on the OLAP server  
(CIM 01421)

## Cause

The name of the named set is already used by a named set defined in the OLAP data source.

## Action

In the business layer, edit the named set and change the name.

**14.2.6.22** The expression for the business object "{0}" is empty. (CIM 01422)

## Cause

The SQL or MDX expression for the object is empty.

## Action

In the business layer, edit the object and enter a valid SQL or MDX expression.

**14.2.6.23** Invalid expression. Parsing of expression for the business object "{0}"  
failed: {1} (CIM 01423)

## Cause

The SQL or MDX expression for the business object is invalid.

---

## Action

In the business layer, edit the object and enter a valid SQL or MDX expression.

**14.2.6.24** Connection to the OLAP server failed. Cannot check the object name. (CIM 01424)

## Cause

The application cannot connect to the OLAP data source to check that the measure name or named set name is not already used.

## Action

Check that the connection is working properly.

**14.2.6.25** The business object name cannot be empty. (Parent path : {0}). (CIM 01425)

## Cause

The name of the business object is empty.

## Action

In the business layer, edit the business object and enter a name.

**14.2.6.26** The business object has a duplicate name. (Parent path : {0}). (CIM 04126)

## Cause

Two objects in the business layer have the same name.



---

## Action

In the business layer, edit one of the objects and change the name.

**14.2.6.27** Cannot parse the expression. The parser does not recognize object "{0}".  
(CIM 04127)

## Cause

The expression contains an unsupported object type.

## Action

In the business layer, edit the object and change and validate the expression.

**14.2.6.28** No aggregation function is defined in the SQL expression for measure  
'{0}'. (CIM 01428)

## Cause

The measure has no aggregation function set.

## Action

In the business layer, edit the object and define an aggregation function in the SELECT statement.

**14.2.6.29** The business object name cannot end with a space character. (CIM 01429)

## Cause

The business object name ends with a blank character.

---

## Action

In the business layer, edit the object and remove any blanks at the end of the name.

## 14.2.7 CIM 01500... Contexts

### 14.2.7.1 `The context "{0}" in data foundation "{1}" is invalid. (CIM 01501)`

#### Cause

Loops in the join path found when checking the context.

#### Action

In the data foundation, resolve the loops using the loop visualization tool in the Aliases and Contexts pane.

### 14.2.7.2 `The checked context "{0}" in data foundation "{1}" contains an excluded join that generates a Cartesian product. (CIM 01502)`

#### Cause

An excluded join in the context generates a Cartesian product.

#### Action

In the data foundation, edit the context and review the excluded joins.

### 14.2.7.3 `The checked context "{0}" in data foundation "{1}" is incomplete. (CIM 01503)`

#### Cause

The context is invalid.

---

## Action

In the data foundation, edit and validate the context.

**14.2.7.4** The loop "{0}" in data foundation "{1}" is insufficiently resolved by contexts (CIM 01511)

## Cause

A loop in the data foundation is not yet resolved by contexts.

## Action

In the data foundation editor, open the Aliases and Contexts pane and use the icons in the Loops pane to visualize the loops in the data foundation. Add or validate the contexts to resolve the unresolved loop.

**14.2.7.5** The loop "{0}" in data foundation "{1}" is insufficiently resolved by invalid contexts. (CIM 01512)

## Cause

A loop in the data foundation is not yet resolved because of invalid contexts.

## Action

In the data foundation editor, open the Aliases and Contexts pane and use the icons in the Loops pane to visualize the loops in the data foundation. Validate the contexts to resolve the unresolved loop.

**14.2.7.6** The loop "{0}" in data foundation "{1}" contains invalid contexts. (CIM 01513)

## Cause

A loop in the data foundation contains invalid contexts.

---

## Action

In the data foundation editor, open the Aliases and Contexts pane and use the icons in the Loops pane to visualize the loops in the data foundation. Validate the contexts used to resolve the loop.

**14.2.7.7**    The loop "{0}" in data foundation "{1}" is not resolved by any contexts.  
(CIM 01514)

## Cause

A loop in the data foundation is not yet resolved by any contexts.

## Action

In the data foundation editor, open the Aliases and Contexts pane and use the icons in the Loops pane to visualize the loops in the data foundation. Add contexts to resolve the unresolved loop.

## 14.2.8 CIM 01600... Parameters and lists of values

**14.2.8.1**    The list of values "{0}" must have at least one column in the data table  
(CIM 01601)

## Cause

The list of values does not reference any columns in the table.

## Action

Edit the list of values (in the data foundation or business layer), and make sure that at least one column is referenced.

---

**14.2.8.2** Set the Filter Before Use option to False for list of values "{0}". (CIM 01602)

### Cause

The *Force users to filter values before use* option is invalid for the list of values.

### Action

In the business layer, edit the list of values and unselect the *Force users to filter values before use* option.

**14.2.8.3** Set Automatic Refresh option to True for list of values "{0}". (CIM 01603)

### Cause

The *Automatic refresh before use* option is set incorrectly.

### Action

Edit the list of values (in the business layer or data foundation), and select the *Automatic refresh before use* option.

**14.2.8.4** Set the Allow users to search values on the database option to False for list of values "{0}". (CIM 01604)

### Cause

The *Allow users to search values in the database* option is set incorrectly.

### Action

In the business layer, edit the list of values and unselect the *Allow users to search values in the database* option.

---

### 14.2.8.5 `Disable Query Time Out option for list of vlaues "{0}"`. (CIM 01605)

#### Cause

The *Query execution timeout* option is invalid for the list of values.

#### Action

Edit the list of values (in the business layer or data foundation), and unselect the *Query execution timeout* option.

### 14.2.8.6 `Disable the Max Rows option for list of values "{0}"`. (CIM 01606)

#### Cause

The *Max number of rows* option is not valid for the list of values.

#### Action

Edit the list of values (in the business layer or data foundation), and unselect the *Max number of rows* option.

### 14.2.8.7 `Error in the SQL script`. (CIM 01607)

#### Cause

There was an error in the SQL expression for the list of values.

#### Action

Edit the list of values (in the data foundation or business layer) and enter and validate an SQL expression.

---

#### **14.2.8.8** No available connection found for the list of values. (CIM 01608)

##### **Cause**

The connection referenced by the list of values is not available.

##### **Action**

Check that the connection referenced by the data foundation or business layer is available.

#### **14.2.8.9** No available data structure found for the list of values. (CIM 01609)

##### **Cause**

The data structure referenced by the list of values was not found.

##### **Action**

Edit the list of values (in the data foundation or business layer) and check the validity of the referenced data source.

#### **14.2.8.10** Set the Allow users to search values on the database option to False for list of values "{0}". (CIM 01610)

##### **Cause**

The *Allow users to search values in the database* option is set incorrectly.

##### **Action**

In the business layer, edit the list of values and unselect the *Allow users to search values in the database* option.

---

### **14.2.8.11** `The parameter name is empty. (CIM 01611)`

#### **Cause**

The parameter does not have a name.

#### **Action**

Review the parameters in the data foundation and business layer to make sure they have names.

### **14.2.8.12** `The data type of parameter {0} is empty, unknown, or different from the data type of the list-of-values column. (CIM 01612)`

#### **Cause**

The data type of the parameter is set incorrectly.

#### **Action**

Edit the parameter (in the data foundation or business layer) and set the data type to be consistent with the source data type.

### **14.2.8.13** `Prompt "{0}" must have a Question (CIM 01613)`

#### **Cause**

The parameter does not have an associated prompt text.

#### **Action**

Edit the parameter (in the data foundation or business layer) and enter a prompt text.



---

**14.2.8.14** If the "Index aware prompt" option is selected, the "Select only from list" option must also be selected. (CIM 01614)

### Cause

The *Select only from list* option is not selected for the list of values.

### Action

Edit the parameter (in the data foundation or business layer) and select the *Select only from list* option for the associated list of values.

**14.2.8.15** The default values for the prompt are empty. (CIM 01615)

### Cause

There are no default values defined for the parameter.

### Action

Edit the parameter (in the data foundation or business layer) and enter default values for the prompt.

**14.2.8.16** The selected column in the list of values associated with the parameter "{0}" is invalid. (CIM 01616)

### Cause

The selected column in the associated list of values is invalid.

### Action

Edit the parameter (in the data foundation or business layer) and select another column for the associated list of values.

---

### **14.2.8.17** The list of values contains circular references. (CIM 01617)

#### **Cause**

The list of values contains circular references.

#### **Action**

Edit the list of values (in the data foundation or business layer) and validate the expression.

### **14.2.8.18** Parsing the SQL statement generates errors. Check that the SQL is correct. (CIM 01618)

#### **Cause**

The list of values contains invalid SQL that cannot be parsed.

#### **Action**

Edit the list of values (in the data foundation or business layer) and validate the expression.

### **14.2.8.19** Errors returned when running the SQL statement. Check that the SQL is correct. (CIM 01619)

#### **Cause**

The list of values contains invalid SQL that cannot be executed on the database.

#### **Action**

Edit the list of values (in the data foundation or business layer) and validate the expression.

---

**14.2.8.20** The @Execute function is not supported in the SQL expression for a list of values. (CIM 01620)

### Cause

The list of values expression contains the @Execute function. The @Execute function is not supported for lists of values.

### Action

Edit the list of values (in the data foundation or business layer) and remove the @Execute from the expression.

## 14.2.9 CIM 01700... Query definitions

**14.2.9.1** The query definition for "{0}" is empty. (CIM 01700)

### Cause

The query has no definition.

### Action

Edit the query and check the validity.

**14.2.9.2** The query definition for "{0}" cannot be parsed. (CIM 01701)

### Cause

Query definition cannot be parsed.

### Action

Edit the query and validate the query expression.

---

### 14.2.9.3 Query "{0}" has no query expression. (CIM 01702)

#### Cause

The query has no definition.

#### Action

Edit the query and check the validity.

### 14.2.9.4 Query "{0}" references a missing object ({1}) in the universe. (CIM 01703)

#### Cause

The query references an object that is no longer in the universe.

#### Action

Edit the query to reference a different object, or refresh the universe to obtain the missing object.

### 14.2.9.5 Query "{0}" has no result objects. (CIM 01704)

#### Cause

The query has no result objects.

#### Action

Edit the query and check that objects are returned.

## 14.2.9.6 Query "{0}" has combined queries with an inconsistent result object count. (CIM 01705)

### Cause

The query has combined queries with an inconsistent result object count.

### Action

Edit the query and validate the combined query expression.

## 14.2.10 CIM 01800... Resource dependencies

### 14.2.10.1 The resource "{0}" was not found. (CIM 01800)

### Cause

The resource references another resource that was not found.

### Action

Check the validity of the resource. Check for resources that have been moved, deleted, or renamed.

## 14.3 Check Security Mapping (CSM) error messages

Check Security Mapping error message categories include the following:

CSM Errors	Category
CSM 00001 - CSM 00017	Data Security Profile errors: Table and row restrictions, table mapping, and connection overrides.
CSM 00100 - CSM 00118	Business Security Profile integrity: Create query, display data, and filters.

---

## 14.3.1 CSM 00001... Data Security Profiles

**14.3.1.1** The checked Data Security Profile "{0}" contains an invalid data foundation. Check that the data foundation exists or contains at least one table. (CSM 00001)

### Cause

The referenced data foundation is not valid.

### Action

Check the validity of the data foundation. The data foundation should contain at least one table. Run a check integrity on the data foundation.

**14.3.1.2** A row restriction in the checked Data Security Profile "{0}" contains a restricted table not defined in the data foundation. Correct the definition of the row restriction. (CSM 00002)

### Cause

The table defined in the row restriction is not present in the data foundation.

### Action

Edit the Data Security Profile row restriction and change the referenced table.

**14.3.1.3** A row restriction in the checked Data Security Profile "{0}" contains an undefined restricted table. Define a new restricted table. (CSM 00003)

### Cause

The restricted table defined in the row restriction is empty.

---

## Action

Edit the Data Security Profile row restriction and change the referenced table.

**14.3.1.4** The table mapping in the checked Data Security Profile "{0}" contains an original table "{1}" not defined in the data foundation. Check the definition of the original table. (CSM 00004)

## Cause

The original table defined in the table replacement is not in the data foundation.

## Action

Edit the Data Security Profile table replacement and correct the reference to the original table.

**14.3.1.5** The table mapping in the checked Data Security Profile "{0}" contains an undefined replacement table. Define a new valid replacement table for the original table "{1}". (CSM 00005)

## Cause

The table defined in the table replacement is not in the data foundation or data source.

## Action

Edit the Data Security Profile table replacement and correct the reference to the replacement table.

---

**14.3.1.6** The table mapping in the checked Data Security Profile "{0}" contains a replacement table "{1}" which is an alias. Alias tables are not supported as replacement tables. (CSM 00006)

### Cause

The table defined as a replacement is an alias table in the data foundation. Alias tables cannot be used as replacement tables.

### Action

Edit the Data Security Profile table replacement and define a standard table in the data foundation, or a database table as the replacement table.

**14.3.1.7** The table mapping in the checked Data Security Profile "{0}" contains a replacement table "{1}" which is a derived table. Derived tables are not supported as replacement tables. (CSM 00007)

### Cause

The table defined as a replacement is a derived table in the data foundation. Derived tables cannot be used as replacement tables.

### Action

Edit the Data Security Profile table replacement and define a standard table in the data foundation, or a database table as the replacement table.



---

**14.3.1.8** The connection mapping in the checked Data Security Profile "{0}" contains an original connection not defined as the data source in the data foundation. Check the definition of the original connection. (CSM 00008)

### Cause

The original connection referenced in the connection replacement is not defined as a connection in the data foundation.

### Action

Check the connections defined in the data foundation, then edit the Data Security Profile connection replacement, and change the original connection to a connection that is defined in the data foundation.

**14.3.1.9** The connection mapping in the checked Data Security Profile "{0}" contains an undefined original connection. Redefine the original connection. (CSM 00009)

### Cause

The original connection referenced in the connection replacement is invalid.

### Action

Edit the Data Security Profile connection replacement, and change the original connection to a valid connection.

**14.3.1.10** The connection mapping in the checked Data Security Profile "{0}" contains an undefined replacement connection. Define a new valid replacement connection for the original connection "{1}". (CSM 00010)

### Cause

The replacement connection is invalid.

---

## Action

Edit the Data Security Profile connection replacement and change the replacement connection to valid connection.

**14.3.1.11** The SQL WHERE clause for a row restriction in the Data Security Profile "{0}" is incomplete. Enter a valid SQL statement for the row restriction. (CSM 00011)

## Cause

The SQL expression for the row restriction is invalid.

## Action

Edit the Data Security Profile row restriction and check the validity of the WHERE expression.

**14.3.1.12** The SQL WHERE clause in a row restriction condition in the Data Security Profile "{0}" is not valid. Enter a valid SQL statement. (CSM 00012)

## Cause

The SQL expression for the row restriction is invalid.

## Action

Edit the Data Security Profile row restriction and check the validity of the WHERE expression.

**14.3.1.13** The table mapping in the checked Data Security Profile "{0}" contains a replacement table "{1}" not defined in the data foundation. (CSM 00015)

## Cause

The replacement table defined in the table mapping is not present in the data foundation.

---

## Action

Edit the Data Security Profile replacement table to reference a valid data foundation table.

**14.3.1.14** The table mapping in the checked Data Security Profile "{0}" contains an original table "{1}" not defined in the database. (CSM 00016)

## Cause

The original table defined in the table mapping is not present in the database.

## Action

Edit the Data Security Profile original table to reference a valid table in the database.

**14.3.1.15** The table mapping in the Data Security Profile "{0}" contains a replacement table "{1}" that is not defined in the database. (CSM 00017)

## Cause

The replacement table defined in the table mapping is not present in the database.

## Action

Edit the Data Security Profile replacement table to reference a valid table in the database.

---

## 14.3.2 CSM 00100... Business Security Profiles

**14.3.2.1** The Business Security Profile "{0}" contains an invalid universe reference. Redefine Business Security Profile "{0}" on a new universe. (CSM 00101)

### Cause

The universe is not valid.

### Action

Check the validity of the universe referenced by the Business Security Profile.

**14.3.2.2** The Business Security Profile "{0}" refers to a denied object that has been removed from the universe "{1}". Edit the Business Security Profile and remove the object from the Create Query panel. (CSM 00102)

### Cause

The business object denied in the Create Query settings is missing from the universe.

### Action

Edit the Business Security Profile Create Query settings and delete or change the denied object.

**14.3.2.3** The Business Security Profile "{0}" refers a granted object that has been removed from the universe "{1}". Edit the Business Security Profile and remove the object from the Display Data panel. (CSM 00103)

### Cause

The business object granted in the Display Data settings is missing from the universe.

---

## Action

Edit the Business Security Profile Display Data settings and delete or change the granted object.

**14.3.2.4** The Business Security Profile "{0}" refers to a denied view that has been removed from the universe "{1}". Edit the Business Security Profile and remove the view from the Create Query panel. (CSM 00104)

## Cause

The business layer view denied in the Create Query settings is missing from the universe.

## Action

Edit the Business Security Profile Create Query settings and delete or change the denied view.

**14.3.2.5** The Business Security Profile "{0}" refers a granted view that has been removed from the universe "{1}". Edit the Business Security Profile and remove the view from the Create Query panel. (CSM 00105)

## Cause

The business layer view granted in the Create Query settings is missing from the universe.

## Action

Edit the Business Security Profile Create Query settings and delete or change the granted view.

---

**14.3.2.6** The Business Security Profile "{0}" refers to a denied object that has been removed from the universe "{1}". Edit the Business Security Profile and remove the object from the Display Data settings. (CSM 00106)

### Cause

The business object denied in the Display Data settings is missing from the universe.

### Action

Edit the Business Security Profile Display Data settings and delete or change the denied object.

**14.3.2.7** The Business Security Profile "{0}" refers to a granted object that has been removed from the universe "{1}". Edit the Business Security Profile and remove the object from the Display Data panel. (CSM 00107)

### Cause

The business object granted in the Display Data settings is missing from the universe.

### Action

Edit the Business Security Profile Display Data settings and delete or change the granted object.

**14.3.2.8** The Business Security Profile "{0}" refers to a filter that has been removed from the universe "{1}". Edit the Business Security profile and remove the filter from the Filters panel. (CSM 00108)

### Cause

The filter defined in the Business Security Profile Filters setting is missing from the universe.

---

## Action

Edit the Business Security Profile Filters setting and change the referenced filter.

**14.3.2.9** The Business Security Profile "{0}" contains a filter "{1}" with an invalid query definition. In the Business Security Profile, redefine the filter with a correct query definition. (CSM 00109)

## Cause

The filter defined in the Business Security Profile Filters setting is invalid.

## Action

Edit the Business Security Profile Filters setting and validate the filter definition.

**14.3.2.10** The Business Security Profile "{0}" refers to a named set that has been removed from the universe "{1}". Edit the Business Security Profile and remove the named set from the Filters panel. (CSM 00110)

## Cause

The named set defined in the Business Security Profile Filters setting is missing from the universe.

## Action

Edit the Business Security Profile Filters setting and reference a valid named set.

---

**14.3.2.11** The Business Security Profile "{0}" contains a named set "{1}" which has no hierarchy assignment. In the Business Security Profile, redefine a named set with the correct hierarchy. (CSM 00111)

### Cause

The named set defined in the Business Security Profile Filters setting has no hierarchy defined.

### Action

Edit the Business Security Profile Filters setting and validate the named set definition.

**14.3.2.12** The Business Security Profile "{0}" contains a named set "{1}" with a hierarchy that has been removed from universe "{2}". In the Business Security Profile, redefine a named set with a correct hierarchy. (CSM 00112)

### Cause

The named set defined in the Business Security Profile Filters setting is defined on a missing hierarchy.

### Action

Edit the Business Security Profile Filters setting and validate the named set definition.

**14.3.2.13** The connection mapping in the Business Security Profile "{0}" is not valid. Either the original connection "{1}" is not stored in the repository, or the view right for this connection is denied. (CSM 00113)

### Cause

The original connection does not exist in the repository.



---

## Action

Check that the original connection of the connection mapping is present in the repository and that you have rights to view it.

**14.3.2.14** The connection mapping in the Business Security Profile "{0}" is not valid. Either the replacement connection "{1}" is not stored in the repository, or the view right for this connection is denied. (CSM 00114)

## Cause

The replacement connection does not exist in the repository.

## Action

Check that the replacement connection of the connection mapping is present in the repository and that you have rights to view it.

**14.3.2.15** The connection mapping in the Business Security Profile "{0}" contains an undefined original connection. Redefine the original connection. (CSM 00115)

## Cause

The original connection has not been defined in the connection mapping.

## Action

Edit the Business Security Profile connection setting and define a valid original connection.

---

**14.3.2.16** The connection mapping in the Business Security Profile "{0}" contains an undefined replacement connection. Define a new valid replacement connection for the original connection "{1}". (CSM 00116)

### Cause

The replacement connection has not been defined in the connection mapping.

### Action

Edit the Business Security Profile connection setting and define a valid replacement connection.

**14.3.2.17** The cube either does not exist or has not been specified in the replacement connection "{1}". (CSM 00117)

### Cause

The replacement connection has no specified cube.

### Action

Edit the connection that is used as the replacement connection and specify a cube, or edit the Business Security Profile connection setting and define a replacement connection that specifies a cube in the connection.

**14.3.2.18** The provider "{4}" from the replacement connection "{2}" is different from the provider "{3}" of the original connection "{1}". (CSM 00118)

### Cause

The InfoProvider defined in the replacement connection is different from the InfoProvider defined in the original connection.

---

## Action

Edit the connections so that the same InfoProvider is defined in the original and replacement connections.

# 15 Information Engine Services (IES) Error Messages

Information Engine Services error messages include the following:

Range	Category
IES 00001 - IES 01031	Query execution errors
IES 01501 - IES 01513	Graph execution errors
IES 10001 - IES 10903	Query execution errors (specific to Web Intelligence)

## 15.1 IES 00001 -IES 01031 Query execution errors

### 15.1.1 `Query script generation failed. See your administrator. {0}` (IES 00013)

#### Cause

Errors occurred during generation of the query SQL.

#### Action

Ask your universe designer to verify the SQL.

### 15.1.2 `Some objects are no longer available in the universe.` (IES 00001)

#### Cause

One or more objects in a universe are no longer available to a document.

#### Action

Delete the missing objects from the query by comparing the objects in the query with the available objects.

---

**15.1.3** You do not have sufficient rights to refresh the query. Some objects are not available to your user profile. Contact your administrator to request the necessary rights. (IES 00002)

### Cause

You do not have the correct user rights to access the data for one or more objects included in a query. As you are not permitted to access the data for these objects, you cannot refresh the report.

### Action

Ask your administrator to change your user profile to make these objects accessible.

**15.1.4** Some pre-defined filters are no longer available in the universe. (IES 00003)

### Cause

Compare the available universe objects with query objects. Perhaps the objects are no longer available or you don't have the rights.

### Action

Compare universe objects with query objects. If you don't have rights, contact your universe designer or administrator.

**15.1.5** Some database tables are no longer available in the universe. (IES 00004)

### Cause

One or more database tables referenced by objects in the universe are no longer available. The tables may have been renamed, or removed from the database.

---

## Action

Ask your universe designer to refresh the universe to remove non-existent tables or update table names.

### 15.1.6 `Invalid prompt definition. (IES 00005)`

## Cause

The syntax in a prompt is not valid, or the prompt makes reference to an object that no longer exists in the universe

## Action

Ask your universe designer to verify the prompt.

### 15.1.7 `Invalid aggregate aware definition. (IES 00006)`

## Cause

One or more objects in the query use aggregate awareness, and the aggregate awareness syntax in the universe is not valid.

## Action

Ask your universe designer to verify the aggregate awareness syntax.

### 15.1.8 `A filter contains a wrong value. You cannot run this query. (IES 00007)`

## Cause

A filter has a incorrect operand. For example, a filter has an empty constant, or a filter that expects a numeric value is defined with an alphanumeric value.

---

## Action

Correct the filter.

**15.1.9** The query cannot run because it contains objects that reference incompatible tables. (IES 00008)

## Cause

The query contains objects that return data sets that cannot be combined or synchronized, possibly because the universe does not allow multiple SQL statements for each context or measure.

## Action

Ask your universe designer to do the following:

- Allow multiple SQL statements for each context and measure.
- Create a new context that includes the incompatible objects.

**15.1.10** You cannot run the query because an advanced filter contains an incompatible object. Try simplifying the filter set and run your query again. (IES 00009)

## Cause

An advanced filter uses incompatible objects.

## Action

Change the advanced filter to use compatible objects only.

**15.1.11** The universe does not allow using a complex expression in a GROUP BY statement. You cannot run this query. (IES 00010)

## Cause

A query contains a GROUP BY clause that uses formulas or aliases. The universe does not allow these expressions in GROUP BY clauses. The behavior is determined by the parameter

```
<Parameter Name="GROUPBY_EXCLUDE_COMPLEX">Y</Parameter>
```

in the PRM file for the target RDBMS.

## Action

- Modify the query so that objects using formulas or aliases are not included in the query.
- If your RDBMS supports complex GROUP BY expressions, ask your universe designer to change the value of the GROUPBY\_EXCLUDE\_COMPLEX parameter to N.

**15.1.12** The expression "{0}" contains multiple attributes. This syntax is not supported in this version. (IES 00011)

## Cause

One or more objects in the query use a comma (",") instead of a concatenation operator in their definition. This syntax is no longer supported.

## Action

Ask your universe designer to perform one of the following actions:

- Redefine the objects that use the comma to concatenate the data for two objects using the standard concatenation operator for the RDBMS.
- Add the following line to the PRM file for the target RDBMS:

```
<Parameter Name = "REPLACE_COMMA_BY_SEPARATOR"=Y>
```

This will enable the comma to be accepted syntax for concatenation in object definitions.

- Set the value of REPLACE\_COMMA\_BY\_CONCAT to "Yes" in the universe.



---

**15.1.13** You cannot run this query because it will produce a Cartesian product. (IES 00012)

### Cause

The query will produce a Cartesian product. A Cartesian product returns all possible combinations of rows from the tables referenced by objects in the query and is rarely correct.

### Action

Ask your universe designer to perform one of the following actions:

- Prevent Cartesian products by modifying the universe table schema to include appropriate joins and restrictions.
- Allow the universe to return Cartesian products if they are acceptable.

**15.1.14** Aggregate aware resolution failed. (IES 00014)

### Cause

The query objects exclude all possible SQL choices for an aggregate aware function.

### Action

Ask your universe designer to remove the incompatibility between the objects.

**15.1.15** Multiple Query Filters contain a prompt with the same text, but different operand type or operator count of values. (IES 00015)

### Cause

The query has multiple prompts that display the same message. Prompts with the same message are usually combined, but this is not possible if some require you to enter one value and others require multiple values.

---

## Action

Modify the prompts so they all require one or multiple values.

**15.1.16** The query contains a @script() function, which is not supported. (IES 00016)

## Cause

The SQL generated by the query for this document includes a @script() function, which is not supported.

## Action

Ask your universe designer to remove the @script() function.

**15.1.17** The following objects cannot be used as Result Objects: {0}. See your administrator. (IES 00017)

## Cause

The query includes objects that cannot be used as result objects in queries.

## Action

Remove the objects, or ask your universe designer to allow the objects to be included in as result objects in queries.

**15.1.18** The following objects cannot be used as query filters: {0}. Contact your administrator. (IES 00018)

## Cause

The query contains objects used as query filters that are not valid as query filters.

---

## Action

Remove the objects, or ask your universe designer to allow them as query filters.

**15.1.19** A query filter object contains too many values for the object to be used in a query filter. (IES 00019)

## Cause

A query filter contains too many values.

## Action

Select fewer values.

**15.1.20** The only authorized SQL statement is SELECT. {0} (IES 00020)

## Cause

The SQL generated by the query is invalid.

## Action

Ask your universe designer to verify the SQL.

**15.1.21** The combined query cannot run because one of the queries contains incompatible objects. (IES 00021)

## Cause

A query in a combined query contains incompatible objects.

---

## Action

Remove the incompatible objects.

**15.1.22** The query does not reference any table when attempting to build the WHERE clause. (IES 00022)

## Cause

The WHERE clause of the generated SQL does not reference a table.

## Action

Modify the query to reference a table.

**15.1.23** Invalid sub-query filter. Either data cannot be retrieved (null) or no result objects are defined. (IES 00023)

## Cause

The query contains an invalid sub-query. Either data cannot be retrieved or no result objects are defined.

## Action

Modify the sub-query.

**15.1.24** Incompatible object types in the sub-query filter. (IES 00024)

## Cause

The subquery contains incompatible object types.

---

## Action

Remove the incompatible object types.

**15.1.25** The query is too complex to apply a sampling function. When the function is applied, no SQL is generated so query aborts. Try to simplify your query (such as, combined query, or query with JOIN or SYNCHRO operators). (IES 00025)

## Cause

The query is too complex to apply a sampling function.

## Action

Try to simplify the query.

**15.1.26** Failed to regenerate SQL for optional prompts, the following required prompts were skipped: {0}. (IES 00026)

## Cause

The SQL relating to optional prompts could not be regenerated.

## Action

See your universe designer.

**15.1.27** Removing optional prompts from the query will introduce new prompts. This introduces complexities that cannot be supported. (IES 00027)

## Cause

The query cannot be processed due to optional prompts.

---

## Action

Remove the optional prompts from the query.

### 15.1.28 `No value specified for the Keydate parameter. (IES 00028)`

## Cause

No value was specified for the Keydate parameter.

## Action

Specify a value for the Keydate.

### 15.1.29 `The universe is already open with write permission by another user. (IES 00029)`

## Cause

The universe could not be opened because it is already opened with write permission by another user.

## Action

See your administrator.

### 15.1.30 `Queries that do not contain a measure are not allowed to run on this universe. (IES 00030)`

## Cause

The query does not contain a measure, and therefore cannot be used with the universe.

---

## Action

Check that the query definition is correct, add the relevant measure if necessary.

**15.1.31** Universe not found. Either the universe was deleted from the repository or you do not have sufficient rights to see the universe in the repository. (IES 00501)

## Cause

Cannot find the universe.

## Action

Check with your administrator or universe designer to find out why the universe is not available.

**15.1.32** The appropriate user rights were not found. Contact your administrator. (IES 00502)

## Cause

You cannot perform this action because your user rights cannot be found.

## Action

Ensure that you have used the correct login. Check with your CMC administrator that the user rights have not been deleted;

**15.1.33** You are not authorized to access the universe {0}. Contact your administrator to request the appropriate rights. (IES 00503)

## Cause

Your user rights do not permit this action.

---

## Action

Ask your CMC administrator to check that your permissions are correctly defined.

**15.1.34** You do not have the right to access data for this universe. Contact your administrator to request the appropriate rights. (IES 00504)

## Cause

Your current user rights do not allow you to access the data.

## Action

Ask your CMC administrator to check that your permissions are correctly defined.

**15.1.35** You do not have the right to access data for this universe connection. Contact your administrator to request the appropriate rights. (IES 00505)

## Cause

Your current user rights do not allow you to access the connection.

## Action

Ask your CMC administrator to check that your permissions are correctly defined.

**15.1.36** Failed to download universe {0} from repository {1}. Check that there is enough memory available and try again. (IES 00506)

## Cause

Cannot download the universe.



---

## Action

Contact your administrator to report the problem.

**15.1.37** You do not have the right to access data for this core universe. Contact your administrator to request the appropriate rights. (IES 00507)

## Cause

Your current user rights do not allow you to access the data.

## Action

Ask your CMC administrator to check that your permissions are correctly defined.

**15.1.38** Universe data connection could not be found. The connection has been deleted or you do not have the right to use it. (IES 00509)

## Cause

The connection has been lost.

## Action

Contact your administrator to report the problem.

**15.1.39** Cannot generate the SQL for this query because one of its objects is based on a derived table (table\_name) that contains a loop in its definition. (IES 00510)

## Cause

When a derived table contains a loop, it is not possible to generate the SQL.

---

## Action

Redefine your query, or try to avoid having a loop in the derived table.

**15.1.40** Cannot generate the SQL for this query because one of its objects is based on a derived table (table\_name) that is unknown. (IES 00511)

## Cause

The SQL cannot be generated.

## Action

Check that the derived table is correctly defined and can be used. Check that your query is correct.

**15.1.41** Cannot generate the SQL for this query because one of its objects is based on a derived table (table\_name) with an incorrect definition. (IES 00512)

## Cause

The dervied table is not correctly defined.

## Action

Check the definition of the derived table and correct it if necessary.

**15.1.42** The query statement cannot be generated because of a syntax error. Check the syntax of the statement that uses the @Variable function. (IES 00513)

## Cause

Your query contains one or more syntax errors.

---

## Action

Check the syntax of the SQL statement that uses the @Variable function. Refer to the @Functions section of the Universe Designer user documentation (pdf document or online help)

**15.1.43** The database SQL generation parameters file could not be loaded  
(`{database_name}`, `{network_layer}`) . (IES 00514)

## Cause

Cannot find the relevant SQL parameter file.

## Action

Contact your administrator.

**15.1.44** Unexpected enumerated type {0}. (IES 01001)

## Cause

A new enumerated type has been declared but is not supported.

## Action

Contact your administrator.

**15.1.45** Nested @aggregate\_aware functions are not supported. (IES 01002)

## Cause

The expression contains nested @aggregate\_aware functions.

---

## Action

The designer can edit the business layer and remove nested @agreggate\_aware functions.

**15.1.46** Circular references: check the references to other business layer objects in the expression. (IES 01003)

## Cause

The expression contains circular references.

## Action

The designer can edit the business layer and check for circular references between business layer objects.

**15.1.47** Invalid @Select reference. Check the definition of the @Select declaration. (IES 01004)

## Cause

The expression contains an invalid reference to the @Select function.

## Action

The designer can edit the business layer and validate the use of the @Select function in the object expression.

**15.1.48** Invalid @Where reference. Check the definition of the @Where declaration. (IES 01005)

## Cause

The expression contains an invalid reference to the @Where function.

---

## Action

The designer can edit the business layer and validate the use of the @Where function in the object expression.

**15.1.49** Some prompt parameters are no longer available in the universe. (IES 01006)

## Cause

The expression contains an invalid reference to the @Prompt function.

## Action

The designer can edit the query or the business layer and validate the use of the @Prompt function in the object expression.

**15.1.50** Bad hierarchy reference. (IES 01007)

## Cause

The hierarchy declared in the query contains an error.

## Action

Check the query expression for errors.

**15.1.51** Catalog for source "{0}" cannot be retrieved. Check Data Foundation connection. (IES 01008)

## Cause

Catalog for source "{0}" cannot be retrieved.

---

## Action

Check the connection to the data source in the data foundation.

**15.1.52** The prompt cannot be validated but it may be correct. Associate a list of values or at least one default value to the prompt. (IES 01010)

## Cause

The prompt cannot be validated but it may be correct.

## Action

Associate a list of values or at least one default value to the prompt.

**15.1.53** More than 100 levels of nested derived tables is not supported. (IES 01015)

## Cause

There are more than 100 levels of nested derived tables.

## Action

Edit the @DerivedTable expression to reduce the number of nested levels.

**15.1.54** The definition of the list of values {0} is invalid. The list or the current column is hidden. (IES 01025)

## Cause

The list of values is hidden, or the current column is hidden.

---

## Action

Check for hidden objects in the universe or business layer. Either make the objects active or redefine the list of values expression.

## 15.2 IES 01501 - IES 01513 Graph execution errors

**15.2.1** Detection cannot take place because the data foundation contains cycles. Use the Visualize Loops command to visualize the cycles. Modify the cardinality of the joins involved in the cycles before detecting aliases or contexts. (IES 01501)

### Cause

The data foundation contains loops.

### Action

In the information design tool, edit the data foundation and use the Visualize Loops command to find loops in the data foundation. Modify the cardinality of the joins involved in the loops before detecting aliases or contexts.

**15.2.2** Detection cannot take place because some tables have at least two joins with opposite cardinalities: {0}. Modify the joins between these tables. (IES 01502)

### Cause

Some tables in the data foundation have at least two joins with opposite cardinalities.

### Action

In the information design tool, edit the data foundation and modify the joins between these tables.

---

**15.2.3** Detection cannot take place because all join cardinalities have not been set. Set all the join cardinalities. (IES 01504)

### Cause

All join cardinalities have not been set in the data foundation.

### Action

In the information design tool, edit the data foundation and detect or set the cardinalities for all joins.

**15.2.4** Automatic detections will fail as long as some cardinalities are many-to-many. (IES 01505)

### Cause

Some joins in the data foundation have cardinality many-to-many.

### Action

In the information design tool, edit the data foundation modify the cardinality for these joins.

**15.2.5** Detection cannot take place because no fact table was detected. A fact table is always joined to other tables with a 'many to one' join, with the 'many' side of the join connected to the fact table. The problem could be the cardinalities that are currently set on the data foundation joins, or the way the database schema is built. (IES 01510)

### Cause

No fact table was detected. A fact table relates other tables only with many-to-one cardinality joins, with many being on the side of the join connected to the fact table.



---

## Action

In the information design tool, edit the data foundation check the cardinality of the joins. There might be a problem with the cardinalities that are currently set on the data foundation joins or with the way the database schema is built.

**15.2.6** Detection cannot take place because there are loops in the schema. Use the Detect Aliases command to detect the alias tables that will resolve the loops. (IES 01512)

## Cause

The data foundation contains loops.

## Action

In the information design tool, edit the data foundation and use the Detect Aliases command to detect the alias tables that will resolve the loops.

## 15.3 IES 10001 - IES 10903 Query execution errors (Web Intelligence only)

**15.3.1** Syntax error in formula '%1%' at position %2%. (IES 10001)

## Cause

There is a syntax error in your formula at the position indicated.

## Action

Correct the formula.

---

## 15.3.2 Problem initializing the dictionary of functions. (IES 10002)

### Cause

The dictionary of functions could not be initialized.

### Action

See your administrator.

## 15.3.3 The object '%1%' at position '%2%' is not unique in the report. (IES 10005)

### Cause

An object has a name that conflicts with the name of another object in the report

### Action

Use the fully-qualified name for the object.

## 15.3.4 The object '%1%' at position '%2%' does not exist in the report. (IES 10006)

### Cause

The formula refers to an object that no longer exists in the report.

### Action

Remove the reference to the object from the formula.

---

### **15.3.5** Unexpected empty expression after '='. (IES 10009)

#### **Cause**

The expression appears to be incomplete.

#### **Action**

Check the syntax of your expression and correct it.

### **15.3.6** The integer '%1%' at position '%2%' is too long. (IES 10013)

#### **Cause**

An integer in a formula exceeds the maximum limit.

#### **Action**

Edit the formula.

### **15.3.7** The number '%1%' at position '%2%' has a format that is incompatible with your regional settings. (IES 10014)

#### **Cause**

The format of the real number {number} is not compatible with your regional settings.

#### **Action**

Change the number format to conform with the format permitted by your regional settings.

---

### **15.3.8** Missing quotation mark after '%1%' at position '%2%'. (IES 10016)

#### **Cause**

There is a missing closing quotation mark in the formula.

#### **Action**

Add the closing quotation mark.

### **15.3.9** The list of dimensions in the input or output context is empty. (IES 10032)

#### **Cause**

The list of dimensions in the input or output context is empty.

#### **Action**

Specify a list of dimensions.

### **15.3.10** The variable '%1%' cannot be deleted because it has dependant formulas or variables linked to: '%2%'. (IES 10033)

#### **Cause**

The variable cannot be deleted because it is referenced by other variables or formulas.

#### **Action**

Delete the dependent formulas/variables before deleting the variable.

---

**15.3.11** You attempted to create a variable or update a variable name using a variable name that already exists. (IES 10034)

### Cause

You attempted to create a variable or update a variable name using a variable name that already exists.

### Action

Choose a variable name that does not already exist.

**15.3.12** The date or time format '%1%' at position '%2%' is not valid. (IES 10035)

### Cause

The formula contains an invalid date/time format (for example, "bb/MM/yyyy").

### Action

Specify a valid date/time format in the formula.

**15.3.13** The expression or sub-expression at position '%2%' is not valid. (IES 10036)

### Cause

The formula contains an invalid expression/sub-expression.

### Action

Specify a valid expression/sub-expression.

---

**15.3.14** The expression or sub-expression at position '%2%' in the '%1%' function uses an invalid data type. (IES 10037)

### Cause

An expression contains an invalid data type. (For example, you have attempted to pass a string to a function that requires a date.)

### Action

Use a valid data type in the expression.

**15.3.15** Invalid character '%1%' in variable name at position '%2%'. (IES 10038)

### Cause

The character {character} is not valid in the variable name.

### Action

Remove {character} from the variable name.

**15.3.16** The formula for variable '%1%' contains a reference to a variable with the same short name. (IES 10040)

### Cause

The formula of a variable references another variable with the same short name.

### Action

The formula of a variable references another variable with the same short name.

---

**15.3.17** Incorrect use of multiple comparison operators (<,>,<>,<=,>=,=) at position '%2%'. (IES 10041)

### Cause

The formula uses multiple comparison operators incorrectly (for example: if(1<2=3;0;-1)).

### Action

Re-structure the formula to avoid using comparison operators incorrectly.

**15.3.18** There is a circular reference because the formula for variable '%1%' references a variable whose formula references '%1%' .(IES 10042)

### Cause

A formula contains a circular reference.

### Action

Remove the circular reference.

**15.3.19** There is no opening parenthesis after function '%1%' at position %2%. (IES 10060)

### Cause

There is no opening parenthesis in the location indicated by the error message.

### Action

Add an opening parenthesis in the location indicated.

---

**15.3.20** The function '%1%' has missing arguments or closing parenthesis at position %2%. (IES 10061)

### Cause

Arguments or a closing parenthesis are missing from the formula.

### Action

Supply the arguments or closing parenthesis.

**15.3.21** Missing ';' before argument in function '%1%' at position %2%. (IES 10062)

### Cause

The syntax of your expression is incorrect

### Action

Check the syntax and correct the expression.

**15.3.22** Missing ';' or closing parenthesis in function '%1%' at position %2%. (IES 10063)

### Cause

The syntax is incorrect.

### Action

Check the syntax and correct your expression.



---

**15.3.23** Missing ';' or closing parenthesis in list '%1%' at position %2%. (IES 10064)

### Cause

A semicolon or closing parenthesis is missing from the formula.

### Action

Supply the semicolon or closing parenthesis.

**15.3.24** Missing closing parenthesis in function '%1%' at position %2%. (IES 10065)

### Cause

The syntax is incorrect.

### Action

Check the expression and correct the syntax.

**15.3.25** Missing aggregate operator or closing parenthesis in function '%1%' at position %2%. (IES 10066)

### Cause

The syntax is incorrect.

### Action

Check the expression and correct the syntax.

---

**15.3.26** Missing operator or closing parenthesis in '%1%' at position %2%. (IES 10067)

### Cause

The syntax is incorrect.

### Action

Check the expression and correct the syntax.

**15.3.27** Missing list element in '%1%' at position %2%. (IES 10068)

### Cause

The syntax is incorrect. An element is missing.

### Action

Check the expression and correct the issue.

**15.3.28** Missing object identifier in '%1%' at position %2%. (IES 10069)

### Cause

An object identifier is missing from the formula.

### Action

Correct the formula.

---

### **15.3.29** Missing or bad operand in '%1%' expression at position %2%. (IES 10070)

#### **Cause**

Either the operand is not compatible, or the operand is missing.

#### **Action**

Check the syntax and correct the expression.

### **15.3.30** Incorrect calculation context %1%' at position %2%. (IES 10071)

#### **Cause**

The calculation context is incorrect.

#### **Action**

Check the syntax of your expression and correct it.

### **15.3.31** Incorrect reset context at position %2%. (IES 10072)

#### **Cause**

The formula contains an incorrect reset context.

#### **Action**

Correct the reset context.

---

**15.3.32** Invalid Where clause in function '%1%': a dimension is missing at position %2%. (IES 10073)

### Cause

The expression is missing an expression.

### Action

Check the syntax of the expression and ensure that there is the expected dimension.

**15.3.33** Incompatible object '%1%' at position %2%. (IES 10076)

### Cause

You cannot use this type of object.

### Action

Ensure that the correct object has been declared.

**15.3.34** The object '%1%' at position %2% is incompatible. (IES 10077)

### Cause

The formula contains an incompatible object.

### Action

Correct the formula.

---

### **15.3.35** Invalid character '%1%' at position %2%. (IES 10080)

#### **Cause**

There is an invalid character in the expression.

#### **Action**

Check the syntax of the expression.

### **15.3.36** Invalid string '%1%' at position %2%. (IES 10082)

#### **Cause**

The formula contains an invalid string.

#### **Action**

Correct the string.

### **15.3.37** The qualification of the variable '%1%' cannot be changed. (IES 10083)

#### **Cause**

You cannot change the qualification of the variable. (For example, you cannot change a measure to a dimension if its definition includes an aggregate.)

#### **Action**

Create a new variable with the appropriate qualification.

---

### **15.3.38** Expecting object member in '%1%' at position %2%. (IES 10084)

#### **Cause**

There is no object member.

#### **Action**

Check the syntax of the expression and correct it as necessary.

### **15.3.39** Invalid member '%1%' at position %2%. (IES 10085)

#### **Cause**

You cannot use this type of member in this context.

#### **Action**

Correct the expression.

### **15.3.40** Invalid set definition. (IES 10086)

#### **Cause**

A query contains an invalid set definition.

#### **Action**

Verify the query.

---

### **15.3.41** Custom functions could not be loaded. (IES 10100)

#### **Cause**

The custom function library could not be loaded because it is not correctly defined. This could be due to invalid XML, a duplicate function name or duplicate function ID.

#### **Action**

See the trace log for more details and provide these details to your administrator.

### **15.3.42** Your database server does not support the Both and Except operators. (IES 10701)

#### **Cause**

The database on which this document is based does not support the Both and Except operators. This means that you cannot use the Both operator or the Except operator when you define filters on the query.

#### **Action**

Remove the operators from the query filters.

### **15.3.43** A filter is defined on an object that is incompatible with the result objects. (IES 10702)

#### **Cause**

One of the query filters is defined on an object which is incompatible with all the result objects returned by the query.

#### **Action**

Remove the query filter or the result objects.

---

**15.3.44** The numeric value for the query filter based on '{object}' is invalid. (IES 10703)

### Cause

You specified an invalid numeric value for a query filter.

### Action

Edit the query filter and specify a valid numeric value.

**15.3.45** The date for the prompt '{prompt}' is invalid. (IES 1070) (IES 10704)

### Cause

You specified an invalid date for a query filter.

### Action

Edit the query filter and specify a valid date.

**15.3.46** The prompt '{prompt}' contains an invalid numeric value. (IES 10705)

### Cause

You specified an invalid numeric value for a prompt.

### Action

Specify a valid numeric value.



---

### **15.3.47** The date for the prompt '{prompt}' is invalid. (IES 10706)

#### **Cause**

You specified an invalid date for a prompt.

#### **Action**

Edit the prompt and specify a valid date.

### **15.3.48** The server cannot build the SQL for the query. (IES 10707)

#### **Cause**

Your query cannot be converted to SQL to run against the database.

#### **Action**

Reformulate the query or see your administrator.

### **15.3.49** The object '{ObjName}' in the prompt '{PromptName}' can no longer display a list of values. Remove the prompt from the query or contact your administrator to clear the "Select only from list" option of the object properties tab. (IES 10708)

#### **Cause**

The object in the prompt can no longer display a list of values.

#### **Action**

Remove the prompt, or ask your administrator to allow the prompt to accept values not selected from a list.

---

### **15.3.50** A class already exists with this name : '{ClassName}' . (IES 10709)

#### **Cause**

You cannot have two classes with the same name.

#### **Action**

Use a different name for the class.

### **15.3.51** You do not have the right to refresh this document. (IES 10801)

#### **Cause**

Your user profile does not permit you to view data for one of the objects included in the query for this document.

#### **Action**

Cancel the refresh, or ask your administrator for the security rights necessary to refresh the document.

### **15.3.52** The query SQL has {nbHaving} instead of {nbWanted} columns. (IES 10810)

#### **Cause**

The SQL generated by the query has an invalid number of columns.

#### **Action**

See your administrator.

---

### **15.3.53** The data type of a column in the query is not valid. (IES 10811)

#### **Cause**

The data type of a column in the query is not valid.

#### **Action**

See your administrator.

### **15.3.54** Custom SQL cannot contain optional prompts. (IES 10812)

#### **Cause**

Optional prompts are not supported in custom SQL.

#### **Action**

Remove the optional prompts.

### **15.3.55** Incompatible objects cannot be used in combined queries. (IES 10820)

#### **Cause**

A combined query contains incompatible objects.

#### **Action**

Edit the combined query and remove the incompatible objects.

---

### **15.3.56** A subquery in the '{dp\_name}' data provider has missing objects. (IES 10830)

#### **Cause**

Objects necessary to generate query SQL are missing from a subquery in the {dp\_name} data provider.

#### **Action**

Edit the subquery and add the missing objects.

### **15.3.57** The filtered object is missing in a ranking in the '{dp\_name}' data provider. (IES 10831)

#### **Cause**

The filtered object is missing in a ranking.

#### **Action**

Edit the ranking and add the filtered object.

### **15.3.58** The rank-based object is missing in a ranking in the '{dp\_name}' data provider. (IES 10832)

#### **Cause**

The rank-based object is missing in a ranking.

#### **Action**

Edit the ranking and add the rank-based object.

---

### **15.3.59** The document cannot be loaded. (IES 10833)

#### **Cause**

The interactive analysis document could not be loaded.

#### **Action**

See your administrator.

### **15.3.60** Additional context resolution is not supported with optional prompts. (IES 10834)

#### **Cause**

The optional prompts in a query generate additional query context resolution that is not supported.

#### **Action**

Remove the optional prompts or make them obligatory.

### **15.3.61** Invalid data in column "{col\_name}". (IES 10840)

#### **Cause**

A database column referenced by the query contains invalid data.

#### **Action**

See your administrator.

---

### 15.3.62 Invalid UTF-8 string in column "{col\_name}". (IES 10841)

#### Cause

A database column referenced by the query contains invalid data.

#### Action

See your administrator.

### 15.3.63 The file that is required to create or update the query cannot be found on the file system. File not found: "{filename}". (IES 10850)

#### Cause

The file {filename} cannot be found on the file system.

#### Action

Check the location of {filename} or see your administrator.

### 15.3.64 The file that is required to refresh the query cannot be found on the file system. File not found: "{filename}" (IES 10851)

#### Cause

The file seems to be missing, deleted, or renamed.

#### Action

Check with your administrator.

---

**15.3.65** Unable to refresh the query on this file: the structure of file "{filename}" does not match. (IES 10852)

### Cause

The file might have been modified since the query was last run.

### Action

Check with the administrator or universe designer that the file has not been modified.

**15.3.66** Error originates from the Personal Data Provider: {message}. (IES 10853)

### Cause

The file that supplies data to a personal data provider might be corrupt or missing.

### Action

Check that the file is present, and that it does not contain errors.

**15.3.67** Unable to create or update the Excel personal data provider: the file path is invalid. (IES 10870)

### Cause

The Excel file could not be found on the file system.

### Action

See your administrator.

---

**15.3.68** Unable to create or update the Excel personal data provider: cannot retrieve the named ranges. (IES 10872) (IES 10871)

### Cause

The Excel personal data provider could not be created or updated because the workbook is protected.

### Action

Remove the protection from the Excel workbook or see your administrator if you do not have access to the Excel file.

**15.3.69** Unable to create or update the Excel personal data provider: cannot open the workbook. (IES 10872)

### Cause

The Excel file could not be opened.

### Action

Verify the Excel file or see your administrator.

**15.3.70** Unable to create or update the Excel personal data provider: cannot retrieve the named ranges. (IES 10873)

### Cause

Data could not be retrieved from a named range of cells.

### Action

Check the Excel file or see your administrator.



---

**15.3.71** Unable to create or update the Excel personal data provider: cannot retrieve data from the file. (IES 10874)

### Cause

Data could not be retrieved from the Excel file.

### Action

Verify the file or see your administrator.

**15.3.72** Unable to create or update the Excel personal data provider: cannot retrieve data from the file. (IES 10875)

### Cause

No data could be retrieved from the Excel file.

### Action

Verify the file or see your administrator.

**15.3.73** Unable to create or update the Excel personal data provider: cannot build the iterator on the data set. (IES 10876)

### Cause

An error occurred when retrieving data from the Excel file.

### Action

Verify the file or see your administrator.

---

**15.3.74** Unable to create or update the Excel personal data provider: no worksheet available. (IES 10877)

### Cause

No worksheet could be found in the Excel file.

### Action

Verify the file or see your administrator.

**15.3.75** Unable to create or update the Excel personal data provider: unable to retrieve the list of worksheets. (IES 10878)

### Cause

The list of worksheets could not be retrieved from the Excel file.

### Action

Verify the file or see your administrator.

**15.3.76** Unable to create or update the Excel personal data provider: invalid data retrieved from the selected range. (IES 10879)

### Cause

The data retrieved from a range in the Excel file is invalid.

### Action

Verify the file or see your administrator.

---

**15.3.77** Unable to create or update the Excel personal data provider: the selected worksheet is invalid. (IES 10880)

### Cause

The Excel worksheet is invalid.

### Action

Verify the Excel file or see your administrator.

**15.3.78** Unable to create or update the Excel personal data provider: an error occurred while retrieving the data sampling. (IES 10881)

### Cause

An error occurred during data retrieval from the Excel file.

### Action

Verify the file or see your administrator.

**15.3.79** Unable to create or update the Excel personal data provider: an error occurred while creating the data iterator. (IES 10882)

### Cause

An error occurred during data retrieval from the Excel file.

### Action

See your administrator.

---

**15.3.80** Unable to create or update the Excel personal data provider: an error occurred during data retrieval. (IES 10883)

### Cause

An error occurred during data retrieval from the Excel file.

### Action

See your administrator.

**15.3.81** Unable to create or update the Excel personal data provider: an internal error occurred. (IES 10884)

### Cause

An error occurred during data retrieval from the Excel file.

### Action

See your administrator.

**15.3.82** Unable to create or update the Excel personal data provider: the range selection is invalid. (IES 10885)

### Cause

An error occurred during data retrieval from the Excel file because the range selected was not valid.

### Action

Verify the file or see your administrator.

---

**15.3.83** Unable to create or update the Excel personal data provider: the range selection does not match the worksheet. (IES 10886)

### Cause

An error occurred during data retrieval from the Excel file because the range selection does not match the worksheet.

### Action

Verify the file or see your administrator.

**15.3.84** A condition on an object refers to an object from another query that has a different type. (IES 10887)

### Cause

The object in the other query has a different data type from the object in the condition.

### Action

Correct the condition.

**15.3.85** A condition on an object refers to an object in another query that does not exist. (IES 10888)

### Cause

Either the object or query referred to by the condition does not exist.

### Action

Correct the condition.

---

### **15.3.86** `There is a circular dependency in the query. (IES 10889)`

#### **Cause**

The query has a circular dependency.

#### **Action**

Edit the query to remove the circular dependency.

### **15.3.87** `Database error: {error_db}. (IES 10901)`

#### **Cause**

The database returned the error given in the message.

#### **Action**

See your administrator with the details of the error that occurred.

### **15.3.88** `Query exceeded fixed time limit: {error_db}. (IES 10902)`

#### **Cause**

The query could not return data because it took too long to run.

#### **Action**

Run the query again. If the problem persists see your administrator.

---

### **15.3.89** Invalid Database Field Type : {db\_fieldname}. (IES 10903)

#### **Cause**

The database field given in the message contains an invalid data type.

#### **Action**

See your administrator.

## 16 Installation (INS) Error Messages

Installation (INS) includes the following error message categories:

Range	Category
INS 00000-00002	Installation (INS)
INS 00286-00300	Installation (INS)
INS 00301-00305	Installation (INS)

### 16.1 INS 00000-00002

#### 16.1.1 Please use a user account with administrative privileges. (INS00001)

##### Cause

Your user account has insufficient privileges.

##### Action

Log on with an Administrator account.

#### 16.1.2 Please install Microsoft .NET Framework 2.0 or higher. (INS00002)

##### Cause

Microsoft .NET Framework 3.5 (or higher) is missing.

##### Action

Install Microsoft .NET Framework 3.5 (or higher).



---

## 16.2 INS 00286-00293

**16.2.1** BI platform services is already installed on this machine. INS000286  
(INS00286)

### Cause

Information platform services software is installed on this machine.

### Action

You must uninstall Information platform services before you install SAP BusinessObjects Business Intelligence platform.

**16.2.2** Please use a user account that has administrative privilege. INS00287

### Cause

Your Windows user account has insufficient privileges.

### Action

Log on with an Administrator account.

**16.2.3** You cannot install this product as the root user. INS00288

### Cause

Your Unix user account has root privileges.

### Action

Log on as a user that does not have root privileges.

---

**16.2.4** A preceding installation requires a reboot to complete. Please restart Windows and re-run the installer. INS00289

### Cause

This installation prerequisite checks the contents of the following registry key: `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\PendingFileRenameOperations`

If the key is populated then there are pending file changes that need to be made upon reboot. This may be triggered during program installation or if background updates are running.

### Action

Reboot the machine before running the installation program. In some cases, multiple reboot attempts may be required to clear this condition. If rebooting does not solve the problem, you can try to delete the registry entry and proceed with the installation.

**16.2.5** Please uninstall SAP Crystal Reports Server before installing `#product.boe64_name#` on the same machine. INS00290

### Cause

Report Application Server (RAS) is installed on this machine.

### Action

You must uninstall RAS before you install SAP BusinessObjects Business Intelligence platform.

**16.2.6** `#product.boe64_name#` is already installed on this machine. INS00291

### Cause

SAP BusinessObjects Business Intelligence platform is installed on this machine.

---

## Action

You must uninstall SAP BusinessObjects Business Intelligence platform before you install Information platform services.

**16.2.7** This product needs to be installed on on a 64-bit Operating System (OS). Please verify that your OS matches this requirement. INS00292

## Cause

This operating system is not 64-bit.

## Action

You can run the installation only on a 64-bit operating system.

**16.2.8** localhost, 127.0.0.1 or the machine's hostname are not pingable. INS00293

## Cause

localhost or 127.0.0.1 cannot be reached.

## Action

Ensure that your `hosts` file is valid, and that localhost and 127.0.0.1 can be reached.

**16.2.9** There is not enough free space in /tmp. INS000295 (INS00295)

## Cause

There is not enough free space in /tmp

## Action

Use the following guidelines to free up the disk space:

Platform	Required disk space
Linux	100 MB
AIX	190 MB
Solaris	100 MB
HPUX	340 MB

### 16.2.10 The UID and GID must not be greater than 65536. INS000296 (INS00296)

## Cause

DB2 does not support installation with a UID or GID greater than 65536.

## Action

Perform the installation with a user that has a UID and GID that is less than 65536.

### 16.2.11 Please install Microsoft .NET Framework 3.5 or higher. (INS00297)

## Cause

Microsoft .NET Framework 3.5 (or higher) is missing.

## Action

Install Microsoft .NET Framework 3.5 (or higher).

---

## **16.2.12** Please install Microsoft .NET Framework 3.0 or higher. (INS00298)

### **Cause**

Microsoft .NET Framework 3.0 (or higher) is missing.

### **Action**

Install Microsoft .NET Framework 3.0 (or higher).

## **16.2.13** Microsoft Visual Studio 2005 Tools for Office Second Edition Runtime not detected, please install it. (INS00299)

### **Cause**

Microsoft Visual Studio 2005 Tools for Office Second Edition Runtime is missing.

### **Action**

Install the Microsoft Visual Studio 2005 Tools for Office Second Edition Runtime.

## **16.2.14** Please install Microsoft Office 2003 or higher. (INS00300)

### **Cause**

Microsoft Office 2003 (or higher) is missing.

### **Action**

Install Microsoft Office 2003 (or higher).

---

## 16.3 INS 00301-00340

**16.3.1** This update targets #productname# #product\_version# #product\_patch#, which was not detected. (INS00301)

### Cause

Microsoft SharePoint 2007 is missing.

### Action

Install Microsoft SharePoint 2007.

**16.3.2** #productname# #product\_version# has a higher version than this update, so the update is not applicable. It is not recommended that you continue. (INS00302)

### Cause

The Windows SharePoint Service Administration service is not running.

### Action

Start the Windows SharePoint Service Administration service.

**16.3.3** This update targets #productname# #product\_version#, which was not detected. (INS00303)

### Cause

Microsoft .NET Framework 2.0 (or higher) is missing.

---

## Action

Install Microsoft .NET Framework 2.0 (or higher).

### 16.3.4 `Update for Microsoft Office 2003 (KB907417) (INS00304)`

## Cause

Microsoft Office is not installed.

## Action

Install Microsoft Office.

### 16.3.5 `Please install Microsoft Visual Studio 2010 before installing this product. (INS00305)`

## Cause

Microsoft Visual Studio 2010 is missing.

## Action

Install Microsoft Visual Studio 2010.

---

**16.3.6** The installation cannot proceed. The installation program cannot write to the ODBC system information file that has been defined in your environment:  
[OdbcIniPath] To connect to the bundled database, the installation program needs to write DSN entries to this file. (INS00340)

## Cause

During the installation of the bundled SQL Anywhere for the CMS and auditing database on Unix, the installation program attempts to find and write new DSN entries to an existing ODBC system information file. This error occurs if one of the following situations is encountered:

- The ODBC system information file is detected by the installation program, but cannot be written to.
- The ODBC system information file cannot be found at the location specified by the \$ODBCINI or \$ODBC\_INI environment variables.

## Action

Ensure that the user account running the installation program has write permission to any existing ODBC system information file on the machine. The installation program checks for:

- The file name and path specified by \$ODBCINI.
- The file name and path specified by \$ODBC\_INI.
- A file named .odbc.ini at the path specified by \$ODBCHOME.
- A file named .odbc.ini at the path specified by \$HOME or in the user account's home directory.
- A file named .odbc.ini in each path specified by \$PATH.

Also, if the \$ODBCINI or \$ODBC\_INI variables are set to an invalid file name and path, reset the variable to a valid file that can be written to, or simply unset the variable. If no existing file is detected or set, the installation program will create a file with the new DSN entries at <<BIP\_INSTALL\_DIR>/sap\_bobj/enterprise\_xi40/odbc.ini.

Once the issues are resolved, re-run the installation program.



# 17 Lifecycle management console Error Messages

Lifecycle management console error messages include the following categories:

Range	Category
LMC00001 - LMC00008 LMS00001 - LMS00027 LMS0022 LMS00101 - LMS00109	Lifecycle management error messages
VDC00001 - VDC00010 VDS00001 - VDS00029	Visual difference error messages

## 17.1 Lifecycle management error messages

### 17.1.1 `LCM CMS is either null or not logged in (LMC 00001)`

#### Cause

The LCM CMS details are not provided or not logged in.

#### Action

Provide the LCM CMS details or log into the LCM CMS.

### 17.1.2 `CMS is either null or not logged in. The CMS could be either source or destination (LMC 00002)`

#### Cause

CMS(Source or/and Destination) details are not provided or/and not logged in.

---

## Action

Provide CMS(Source or/and Destination) details or log into Source or/and Destination CMS.

### 17.1.3 `Username is either null or empty (LMC 00003)`

## Cause

Username is not provided.

## Action

Provide a valid username.

### 17.1.4 `Password is either null or empty (LMC 00004)`

## Cause

Password is not provided.

## Action

Provide the correct password.

### 17.1.5 `There are no resources to export (LMC 00005)`

## Cause

BIAR file is missing or empty.

## Action

Select a valid BIAR file.

---

## **17.1.6**    Source CMS is either null or not logged in (LMC 00006)

### **Cause**

The source CMS details are not provided or not logged in.

### **Action**

Provide the source CMS details or log into the source CMS.

## **17.1.7**    Destination CMS is either null or not logged in (LMC 00007)

### **Cause**

The destination CMS details are not provided or not logged in.

### **Action**

Provide the destination CMS details or log into the destination CMS.

## **17.1.8**    Destination cannot be same as the Source. (LMC 00008)

### **Cause**

The source and the destination CMS are the same.

### **Action**

Select a destination CMS that is different from the source CMS.

---

## **17.1.9** Login to BusinessObjects LifeCycle Manager failed. (LMS 00001)

### **Cause**

Username and/or password may not be valid.

### **Action**

Provide a valid username and/or password.

## **17.1.10** Log off from the Lifecycle management console for SAP BusinessObjects Business Intelligence platform failed. (LMS 00002)

### **Cause**

CMS may be down.

### **Action**

None.

## **17.1.11** The job contains parent id which is less than zero. This job is invalid. (LMS 00003)

### **Cause**

The parent id of the job is invalid.

### **Action**

Provide a valid parent id for the job.

---

## **17.1.12** Job creation failed. Please refer to the stack trace (LMS 00004)

### **Cause**

The LCM CMS may be down. Refer to stack trace for other causes.

### **Action**

Restart the LCM CMS, or refer to stack trace and correct accordingly.

## **17.1.13** Failed to save the job (LMS 00005)

### **Cause**

The LCM CMS may be down. Refer to stack trace for other causes.

### **Action**

Restart LCM CMS, or refer to stack trace and correct accordingly.

## **17.1.14** Failed to create a job from an existing job (LMS 00006)

### **Cause**

Job may not exist.

### **Action**

Select a valid job.

---

### **17.1.15** Login to CMS (source / destination) failed (LMS 00007)

#### **Cause**

Username and/or password may not be valid.

#### **Action**

Provide a valid username and/or password.

### **17.1.16** Log off from CMS (source / destination) failed (LMS 00008)

#### **Cause**

CMS may be down.

#### **Action**

None.

### **17.1.17** Job did not promote successfully (LMS 00009)

#### **Cause**

Refer to Stack trace for the exact cause.

#### **Action**

Refer to stack trace and take appropriate action.

---

**17.1.18** Please check the stack trace to determine why the job has failed to run (LMS 00010)

### **Cause**

The Scheduling Process may be down.

### **Action**

Restart the Scheduling Process.

**17.1.19** Scheduling of job failed (LMS 00011)

### **Cause**

The Scheduling Process may be down.

### **Action**

Restart the Scheduling Process.

**17.1.20** Unable to retrieve job. Select a valid LCM Job. (LMS 00012)

### **Cause**

The job may not exist.

### **Action**

Select a valid job.

---

### **17.1.21** Unable to retrieve job by name (LMS 00013)

#### **Cause**

Job by that name may not exist.

#### **Action**

Provide a valid job name.

### **17.1.22** Failed to retrieve job history. (LMS 00014)

#### **Cause**

Job history may not exist.

#### **Action**

None.

### **17.1.23** Unable to retrieve unique resources from the given set of dependencies. (LMS 00015)

#### **Cause**

Unique resources may not exist or the dependencies may not be valid.

#### **Action**

Ensure that unique resources exist or provide valid dependencies.



---

## **17.1.24** Unable to retrieve the infoobject with cuid = {0}. (LMS 00016)

### **Cause**

Infoobject may not exist.

### **Action**

Select a valid infoobject.

## **17.1.25** The Query {0} failed. (VDS 00013) (LMS 00017)

### **Cause**

User may not have the required rights. Refer the stack trace for other causes.

### **Action**

Provide the user with the required rights, or refer the stack trace and correct accordingly.

## **17.1.26** Unable to delete list of resources from the job. (LMS 00018)

### **Cause**

Resources may not exist.

### **Action**

Select valid resources.

---

## **17.1.27** Error in setting enabled events. Refer to the stack trace. (LMS 00019)

### **Cause**

The Auditing Service may be down.

### **Action**

Restart the Auditing Service.

## **17.1.28** Error in getting supported audit events. Please refer to the stack trace (LMS 00020)

### **Cause**

Supported Audit events may not exist, or the Auditing Service may be down.

### **Action**

Restart the Auditing Service.

## **17.1.29** Error in getting enabled audit events. Please refer to the stack trace (LMS 00021)

### **Cause**

Enabled audit events may not exist, or the Auditing Service may be down.

### **Action**

Restart the Auditing Service.

---

**17.1.30** A general exception occurred in LCM Application. Refer to the stack trace for more information. (LMS 00022)

### Cause

Refer to stack trace for the exact cause.

### Action

Refer to stack trace and take appropriate action.

**17.1.31** Failed to Login to Source CMS as the user access to it is denied by the Administrator. (LMS 00023)

### Cause

Administrator has denied access to the system.

### Action

Contact your system administrator.

**17.1.32** Failed to login to the Destination CMS because the user is denied access by the Administrator (LMS 00024)

### Cause

Administrator has denied access to the system.

### Action

Contact your system administrator.

---

**17.1.33** The LCMbiar file location for importing the resources is either missing or invalid. (LMS 00025)

### Cause

The location of the LCMBIAR file is invalid.

### Action

Provide a valid LCMBIAR file location.

**17.1.34** The location to export resources to LCMBIAR file is either missing or invalid. (LMS 00026)

### Cause

The location to export the LCMBIAR file is invalid.

### Action

Select a valid location to export the LCMBIAR file.

**17.1.35** The selected job is either null or invalid. Please select a valid LCM job. (LMS 00027)

### Cause

The selected job is invalid.

### Action

Select a valid job.

---

### **17.1.36** Failed to add resource to the version management tool (LMS 00101)

#### **Cause**

The LCM VMS Service or the VMS Service may be down.

#### **Action**

Restart the LCM VMS Service or the VMS Service.

### **17.1.37** Failed to checkout the resource. (LMS 00103)

#### **Cause**

The LCM VMS Service or the VMS Service may be down.

#### **Action**

Restart the LCM VMS Service or the VMS Service.

### **17.1.38** Failed to retrieve the revision history. (LMS 00104)

#### **Cause**

The LCM VMS Service or the VMS Service may be down.

#### **Action**

Restart the LCM VMS Service or the VMS Service.

---

### **17.1.39** Failed to retrieve the revision from version management. (LMS 00105)

#### **Cause**

The LCM VMS Service or the VMS Service may be down.

#### **Action**

Restart the LCM VMS Service or the VMS Service.

### **17.1.40** Failed to retrieve the latest revision (LMS 00106)

#### **Cause**

The LCM VMS Service or the VMS Service may be down.

#### **Action**

Restart the LCM VMS Service or the VMS Service.

### **17.1.41** Failed to retrieve the workspace revision. (LMS 00107)

#### **Cause**

The LCM VMS Service or the VMS Service may be down.

#### **Action**

Restart the LCM VMS Service or the VMS Service.

---

**17.1.42** Failed to retrieve the Version Management System. Refer to the stack trace.  
(LMS 00108)

### Cause

The LCM CMS may be down.

### Action

Restart the LCM CMS.

**17.1.43** Failed to get the repository version (LMS 00109)

### Cause

The LCM VMS Service or the VMS Service may be down.

### Action

Restart the LCM VMS Service or the VMS Service.

**17.1.44** Error in clearing enabled audit events. Refer to the stack trace. (LMS 0022)

### Cause

The Audit Event Property Bag in LCM Appobject may not exist.

### Action

None.

---

## 17.2 Visual difference error messages

### 17.2.1 `Login to SAP BusinessObjects Visual Difference Server failed. (VDS 00001)`

#### Cause

Invalid Username or Password.

#### Action

Enter a valid Username or Password.

### 17.2.2 `Log off from the BusinessObjects Visual Difference failed. (VDS 00002)`

#### Cause

CMS may be down.

#### Action

Try again after some time.

### 17.2.3 `Error in retrieving the list of CMS. (VDS 00003)`

#### Cause

File storing the CMS list may be corrupt.

#### Action

Recreate the CMS list.



---

## **17.2.4** Login to CMS (source or destination) failed. (VDS 00004)

### **Cause**

Invalid Username or Password.

### **Action**

Enter a valid Username or Password.

## **17.2.5** Log off from CMS (source or destination) failed. (VDS 00005)

### **Cause**

CMS may be down.

### **Action**

Try again after some time.

## **17.2.6** Error in scheduling the job (VDS 00006)

### **Cause**

The job could not be saved due to insufficient rights.

### **Action**

Set the correct rights.

---

**17.2.7** A general exception occurred in Visual Difference Server. Refer to the stack trace for more information. (VDS 00007)

### Cause

Refer to Stack trace for the exact cause.

### Action

Refer to Stack trace and take appropriate action.

**17.2.8** Compare action failed. (VDS 00008)

### Cause

The Visual Difference Service may be down or refer to logs for other causes.

### Action

Restart the Visual Difference Service or refer to logs and correct accordingly.

**17.2.9** Failed to initialize the file " {0} ". (VDS 00009)

### Cause

The FRS may be down.

### Action

Restart the FRS.

---

## **17.2.10** Failed to set the list of objects in the file " {0} ". (VDS 00010)

### **Cause**

Invalid file or file does not have write permission.

### **Action**

Select a valid file or set the write permission.

## **17.2.11** Failed to create an infoobject with prog id = {0}. (VDS 00012)

### **Cause**

Prog id already exists.

### **Action**

None.

## **17.2.12** Unable to retrieve the InfoObject with cuid = {0}. (VDS 00013)

### **Cause**

Invalid Infoobject.

### **Action**

Select a valid infoobject.

---

### **17.2.13** Failed to create an infoobject with si\_id = {0}. (VDS 00014)

#### **Cause**

Infoobject could not be created.

#### **Action**

None.

### **17.2.14** Failed to set the property {0} with the value {1}. (VDS 00015)

#### **Cause**

Invalid property or value.

#### **Action**

Check the property or value.

### **17.2.15** Failed to retrieve the value of the property {0}. (VDS 00016)

#### **Cause**

Property may not exist.

#### **Action**

Check the property.

---

**17.2.16** Error in retrieving Audit Handler. Please refer to the stack trace. (VDS 00017)

### Cause

The Auditing Service may be down.

### Action

Restart the Auditing Service.

**17.2.17** Error in adding audit events. Please refer to the stack trace. (VDS 00018)

### Cause

The Auditing Service may be down.

### Action

Restart the Auditing Service.

**17.2.18** Error in adding audit event detail. Please refer to the stack trace. (VDS 00019)

### Cause

The Auditing Service may be down.

### Action

Restart the Auditing Service.

---

### **17.2.19** Error in committing audit event. Please refer to the stack trace. (VDS 00020)

#### **Cause**

The Auditing Service may be down.

#### **Action**

Restart the Auditing Service.

### **17.2.20** Error in setting enabled events. Please refer to the stack trace. (VDS 00021)

#### **Cause**

The Auditing Service may be down.

#### **Action**

Restart the Auditing Service.

### **17.2.21** Error in getting supported audit events. Please refer to the stack trace. (VDS 00022)

#### **Cause**

Invalid audit events or the Auditing Service may be down.

#### **Action**

Restart the Auditing service.

---

**17.2.22** Error in getting enabled audit events. Please refer to the stack trace.(VDS 00023)

### Cause

Enabled Audit events may not exist or the Auditing Service may be down.

### Action

Restart the Auditing Service.

**17.2.23** Error in validating audit event type. Please refer to the stack trace (VDS 00024) .

### Cause

The Auditing Service may be down.

### Action

Restart the Auditing Service.

**17.2.24** Error in retrieving event objects. Please refer to the stack trace.(VDS 00025)

### Cause

Event objects may not exist or the Auditing Service may be down.

### Action

Restart the Auditing Service.

---

**17.2.25** Error in clearing enabled audit events. Please refer to the stack trace. (VDS 00026)

### Cause

The Audit Event Property Bag in LCM App object may not exist.

### Action

None.

**17.2.26** Error in generating the logon token. Please refer to the stack trace. (VDS 00027)

### Cause

CMS may be down.

### Action

Restart CMS.

**17.2.27** Failed to login to the source CMS as the administrator has denied access to the user. (VDS 00028)

### Cause

Administrator has denied user access to the system.

### Action

Contact your system Administrator.



---

**17.2.28** Failed to login to the destination CMS as the administrator has denied access to the user. (VDS 00029)

### Cause

Administrator has denied user access to the system.

### Action

Contact your system Administrator.

**17.2.29** VisualDiff CMS is either null or not logged in. (VDC 00001)

### Cause

The VisualDiff CMS details are not provided or user is not logged in.

### Action

Provide the VisualDiff CMS details or log into the VisualDiff CMS.

**17.2.30** User name is either null or empty. (VDC 00002)

### Cause

Invalid Username.

### Action

Provide a valid username.

---

### **17.2.31** Password is either null or empty. (VDC 00003)

#### **Cause**

Invalid Password.

#### **Action**

Provide a valid password.

### **17.2.32** Authentication is either null or empty. (VDC 00004)

#### **Cause**

Authentication is not provided.

#### **Action**

Provide an authentication.

### **17.2.33** Folder Name Already Exists. (VDC 00005)

#### **Cause**

Folder name already exists.

#### **Action**

Provide a unique folder name.

---

**17.2.34** CMS is either null or not logged in. CMS could be either source or destination. (VDC 00007)

### Cause

CMS(Source or/and Destination) details are not provided or not logged in.

### Action

Provide CMS (Source or/and Destination) details or log into Source or login.

**17.2.35** Source CMS is either null or not logged in. (VDC 00008)

### Cause

Source CMS details are not provided or not logged in.

### Action

Provide source CMS details or log into source CMS.

**17.2.36** Destination CMS is either null or not logged in. (VDC 00009)

### Cause

Destination CMS details are not provided or not logged in.

### Action

Provide destination CMS details or log into destination CMS.

---

## **17.2.37** Error in parsing the Date as per the specified format.(VDC 00010)

### **Cause**

Invalid Date set format in the scheduler.

### **Action**

Set the date in valid format.

## 18 List of Values Error Messages

### 18.1 List of Values (LOV) Error Messages

List of Values LOV error messages include the following ranges and categories:

Range	Category
LOV0001 - LOV0002	List of Values (LOV)

#### 18.1.1 `Too many selected values. (LOV0001)`

##### Cause

From a list of values in the Query Panel, you attempted to select more than the authorized number of values. By default, you can select up to 99 values at the same time.

##### Action

Limit the number of values you select to less than 99.

##### Cause

You selected less than 99 values but the above error appears. This means that a restriction has been set in the prm file corresponding to your database. This restriction appears as the parameter **MAX\_INLIST\_VALUES**.

##### Action

Remove this parameter, or set its limit to a higher number.

## 18.1.2 `You have not been authorized to use this universe. (LOV0002)`

### Cause

You do not have rights to this universe (to which lists of values have been assigned).

### Action

See the BusinessObjects supervisor to find out about the universes you are authorized to work with.

## 18.2 List of Values (VAR) Error Messages

List of Values VAR error messages include the following ranges and categories:

Range	Category
VAR0001	List of Values (LOV)

### 18.2.1 `Syntax error (VAR0001)`

#### Cause

The query contains a condition with a prompt for which you must enter one or more values using a separator between each value. The separator is usually a semicolon (;) or a comma (,). It is defined in the Windows Control Panel (Regional Settings).

The error results from the use of the separator. Perhaps you entered it at the beginning of the prompt, or inadvertently entered it twice between two values.

#### Action

In the Enter or Select Values dialog box, reenter the values using one separator between each value.

## 19 Live Office (LO) Errors

Live Office error messages include the following:

Range	Category
LO 01001 - LO 26627	Live Office errors

### 19.1 LO 01000 - LO 01999

#### 19.1.1 `The application is not ready. Please try again later. (LO 01001)`

##### Cause

The Microsoft Office application is not ready to accept data.

##### Action

Retry later.

#### 19.1.2 `An error occurred when refreshing. (LO 01003)`

##### Cause

This error might occur due to the following reasons:

- The report is corrupted.
- The Live Office object is being inserted in unsupported areas, such as in the header or footer of a Word document, or in an Office 2007 PowerPoint Slide Master.
- The server is not accessible.

##### Action

- In BI Launch Pad, confirm that the document is valid. Log off and log on to SAP BusinessObjects Business Intelligence platform in the Live Office Option dialog box. Restart the Microsoft Office application.
- Do not insert Live Office objects in unsupported areas.

- Repair the network connectivity or start the server.

For more information about the error, check the error details.

### 19.1.3 `Failed to upgrade this document. (LO 01004)`

#### Cause

This error occurs when upgrading the office document which was created by a previous version of Live Office. It might be caused by the following reasons:

- The report is corrupted.
- The Live Office object is inserted in an unsupported area, such as in the header or footer of a Word document, or in an Office 2007 PowerPoint Slide Master.
- The server is not accessible.

#### Action

- In BI Launch Pad, confirm that the document is valid. Log off and log on to SAP BusinessObjects Business Intelligence platform on the Live Office Option dialog box. Restart the Office application.
- Do not insert Live Office objects in unsupported areas.
- Repair the network connectivity or start the server.
- For more information, check the error details.

### 19.1.4 `To prevent data loss, Microsoft Excel cannot shift cells with content off of the worksheet. (LO 01005)`

#### Cause

To prevent possible data loss, Microsoft Office Excel cannot shift cells with content off of the worksheet.

#### Action

If you do not have data in cells that can be shifted off of the worksheet, you can reset which cells Excel considers non-blank. To do this, press **CTRL+End** to locate the last non-blank cell on the worksheet. Delete this cell and all cells between it and the last row and column of your data. Click **Save**.



---

## 19.2 LO 02000 - LO 02999

### 19.2.1 `Create session fail. Please check the web service connection. (LO 02001)`

#### Cause

Live Office cannot connect to the SAP BusinessObjects Web service; the network connection may not be available or the SAP BusinessObjects Web service is not responding.

#### Action

Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC to verify that the Web service is operating correctly.

### 19.2.2 `An error occurred when connecting to the web service. (LO 02002)`

#### Cause

Live Office cannot connect to the SAP BusinessObjects Web service; the network connection may not be available or the SAP BusinessObjects Web service is not responding.

#### Action

Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC to verify that the Web service is operating correctly.

### 19.2.3 `An error occurred when connecting to the web service. (LO 02003)`

#### Cause

Live Office cannot connect to the SAP BusinessObjects Web service; the network connection may not be available or the SAP BusinessObjects Web service is not responding.

---

## Action

Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC to verify that the Web service is operating correctly.

### 19.2.4 `An error occurred when connecting to the web service. (LO 02004)`

## Cause

Live Office cannot connect to the SAP BusinessObjects Web service; the network connection may not be available or the SAP BusinessObjects Web service is not responding.

## Action

Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC to verify that the Web service is operating correctly.

### 19.2.5 `An error occurred when connecting to the web service. (LO 02005)`

## Cause

Live Office cannot connect to the SAP BusinessObjects Web service; the network connection may not be available or the SAP BusinessObjects Web service is not responding.

## Action

Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC to verify that the Web service is operating correctly.

### 19.2.6 `An error occurred when opening the file. (LO 02006)`

## Cause

The Office document you opened has been removed from SAP BusinessObjects Business Intelligence platform or the CMS and Web service are not accessible.

---

## Action

- On the Live Office Option dialog box, log off from SAP BusinessObjects Business Intelligence platform and log on again.
- Close the Office application and re-start it.
- In BI Launch Pad, verify that the document exists.
- Ping the server to verify that the network connection is working correctly. Also log on to the CMC and check that the CMS and Web server are working.

### 19.2.7 `An error occurred when the file is saving. (LO 02007)`

## Cause

This error may occur for the following reasons:

- You do not have the necessary rights to modify objects within the folder you saved to.
- The CMS and Web service are not accessible.
- The Office document you opened has been removed from SAP BusinessObjects Business Intelligence platform.

## Action

- On the Live Office Options dialog box, log off SAP BusinessObjects Business Intelligence platform and then log back on and try saving again.
- Restart the Office application and try saving again.
- Make sure you have the necessary rights to access the folder.
- Verify your network connection by "pinging" the server. If the network is running properly, log on to the CMC and verify that the CMS and Web services are currently working.
- Ensure that the office document exists in BI Launch Pad.

### 19.2.8 `An error occurred when finding the Crystal Report properties. (LO 02008)`

## Cause

The Crystal report is not available; it does not exist or has been removed from the specified location or the connection to the SAP BusinessObjects Web service is not available.

---

## Action

- Make sure the server is accessible and the Web Service is working correctly.
- In BI Launch Pad, check that the document exists.
- In Live Office, select the object and click "View Object in Web Browser" to check that it can be opened. If not, in the Live Office Option dialog box, log off from SAP BusinessObjects Business Intelligence platform and log on again. Also, close the Office application and restart it.

**19.2.9** The server is not available. Please check the network connection and server status. (LO 02009)

## Cause

Live Office cannot connect to the SAP BusinessObjects Web service. The network connection may not be available or the SAP BusinessObjects Web service is not responding.

## Action

Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC to verify that the Web service and CMS are operating correctly.

**19.2.10** An error occurred while opening the report. The report does not exist; you have insufficient rights to open the report; or you cannot make a connection to the BusinessObjects Web Service. (LO 02010)

## Cause

You cannot open the document from Live Office cache. The document does not exist, or you have insufficient privileges on the report, or you cannot make a connection to the SAP BusinessObjects web service.

## Action

Check whether the document exists and if you have sufficient privileges in BI Launch Pad. If yes, close and start the Office application and then retry.

---

**19.2.11** An error occurred while saving the report. The report does not exist, or you cannot make a connection to the BusinessObjects Web Service. (LO 02011)

### Cause

You cannot save the document to Live Office cache. The document does not exist, or you cannot make a connection to the SAP BusinessObjects web service.

### Action

Check whether the document exists in BI Launch Pad. If yes, close and start the Office application and then retry.

**19.2.12** An error occurred while refreshing the report. (LO 02012)

### Cause

This error is caused by one of the following reasons:

- Drawing a Live Office object in unsupported areas, like the header and footer in Word, or in the Slide Master of PowerPoint Office 2007.
- The report is corrupted.
- The server is not accessible.

If the cause is not in the list, check the error details.

### Action

- Do not draw Live Office objects in unsupported areas.
- In BI Launch Pad, confirm that the document is valid.
- Fix the network connectivity or start up the server.

For other causes, use the error code in the error details to find the solution.

**19.2.13** An error occurred when rowset data was inserted. (LO 02013)

### Cause

This error is caused by one of the following reasons:

- 
- Drawing a Live Office object in unsupported areas, like the header and footer in Word, or in the Slide Master of PowerPoint Office 2007.
  - The report is corrupted.
  - The server is not accessible.

If the cause is not in the list, check the error details.

## Action

- Do not draw Live Office objects in unsupported areas.
- In BI Launch Pad, confirm that the document is valid.
- Fix the network connectivity or start up the server.

For other causes, use the error code in the error details to find the solution.

### 19.2.14 An error occurred when the report part was inserted. (LO 02014)

## Cause

This error is caused by one of the following reasons:

- Drawing a Live Office object in unsupported areas, like the header and footer in Word, or in the Slide Master of PowerPoint Office 2007.
- The report is corrupted.
- The server is not accessible.

If the cause is not in the list, check the error details.

## Action

- Do not draw Live Office objects in unsupported areas.
- In BI Launch Pad, confirm that the document is valid.
- Fix the network connectivity or start up the server.

For other causes, use the error code in the error details to find the solution.

### 19.2.15 An error occurred when the page segment was inserted. (LO 02015)

## Cause

This error is caused by one of the following reasons:

- 
- Drawing a Live Office object in unsupported areas, like the header and footer in Word, or in the Slide Master of PowerPoint Office 2007.
  - The report is corrupted.
  - The server is not accessible.

If the cause is not in the list, check the error details.

## Action

- Do not draw Live Office objects in unsupported areas.
- In BI Launch Pad, confirm that the document is valid.
- Fix the network connectivity or start up the server.

For other causes, use the error code in the error details to find the solution.

## 19.2.16 `An error occurred when the crosstab was inserted. (LO 02016)`

### Cause

This error is caused by one of the following reasons:

- Drawing a Live Office object in unsupported areas, like the header and footer in Word, or in the Slide Master of PowerPoint Office 2007.
- The report is corrupted.
- The server is not accessible.

If the cause is not in the list, check the error details.

## Action

- Do not draw Live Office objects in unsupported areas.
- In BI Launch Pad, confirm that the document is valid.
- Fix the network connectivity or start up the server.

For other causes, use the error code in the error details to find the solution.

## 19.2.17 `An error occurred in the Microsoft Office document. (LO 02017)`

### Cause

You encountered an Office SDK error.

---

## Action

Close and restart the Office application. If the problem persists, keep the Live Office log file and contact SAP BusinessObjects Customer Support.

**19.2.18** An error occurred in a query in BusinessObjects Business Intelligence platform. (LO 02018)

## Cause

You cannot make a connection to the SAP BusinessObjects web service, because either there is no network connection, or the SAP BusinessObjects web service is down.

## Action

Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC and check if the web service is up.

**19.2.19** An error occurred when connecting to the web service. (LO 02019)

## Cause

You cannot make a connection to the SAP BusinessObjects web service, because either there is no network connection, or the SAP BusinessObjects web service is down.

## Action

Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC and check if the web service is up.



---

## **19.2.20** An error occurred when connecting to the web service. (LO 02020)

### **Cause**

You cannot make a connection to the SAP BusinessObjects web service, because either there is no network connection, or the SAP BusinessObjects web service is down.

### **Action**

Verify the network connection by "pinging" the server. If the network is running properly, log on to CMC and check if the web service is up.

## **19.2.21** Data source was not found. (LO 02021)

### **Cause**

The Crystal report is not available. It does not exist or it has been removed.

### **Action**

Check whether the document exists in BI Launch Pad or click Live Office "View Object in Web Browser" to check its existence.

## **19.2.22** Data source was not found. (LO 02022)

### **Cause**

The Web Intelligence document is not available. It does not exist or it has been removed.

### **Action**

Check whether the document exists in BI Launch Pad or click Live Office "View Object in Web Browser" to check its existence.

---

## 19.2.23 `Data source was not found. (LO 02023)`

### Cause

The universe no longer exists because it was changed or deleted.

### Action

Log on to BI Launch Pad using the same user account and check whether the universe is available.

## 19.2.24 `Report's latest instance was not found. (LO 02024)`

### Cause

You cannot find a valid scheduled document.

### Action

Log on to BI Launch Pad, check whether the instance of the report is scheduled successfully. Make sure the instance is of the proper report type.

## 19.2.25 `An error occurred when the Report Part Viewer was initialized. (LO 02025)`

### Cause

This error is caused by one of the following:

- The report is corrupted.
- The connection to the SAP BusinessObjects web service failed.
- Viewer files are mismatched.

---

## Action

In BI Launch Pad, confirm that the document is valid. Log off and log on to BOE using the Live Office Option dialog. Close and restart the Office application. Make sure the server is accessible and the Web Service is online. If the problem persists, reinstall Live Office.

**19.2.26** An error occurred when an object was selected in the Report Part Viewer. (LO 02026)

## Cause

This error is caused by one of the following:

- The report is corrupted.
- The connection to the SAP BusinessObjects web service failed.
- Viewer files are mismatched.

## Action

In BI Launch Pad, confirm that the document is valid. Log off and log on to BOE using the Live Office Option dialog. Close and restart the Office application. Make sure the server is accessible and the Web Service is online. If the problem persists, reinstall Live Office.

**19.2.27** Please select a report part. (LO 02027)

## Cause

You have not selected any object in the viewer.

## Action

Select a Live Office object before using the feature.

---

## 19.2.28 An error occurred when the Repository Explorer was initialized. (LO 02028)

### Cause

The Repository Explorer control fails to load. The connection to the SAP BusinessObjects web service fails, or some files do not match.

### Action

Close and restart the Office application and try again. Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC and check if the web service is up. If the problem persists, reinstall Live Office.

## 19.2.29 An error occurred from viewer control. (LO 02029)

### Cause

An error occurred when trying to show the report in report part viewer. Either the document is not available, some servers are down, or some files are mismatched.

### Action

- In BI Launch Pad, confirm that the document is valid.
- Log off and log on to BOE using the Live Office Option dialog.
- Close and restart the Office application.
- Make sure the server is accessible and the Web Service is online.

If the problem persists, reinstall Live Office.

## 19.2.30 An error occurred from parameter control. (LO 02030)

### Cause

- The document is not available or corrupted.
- The server are down.
- Files are mismatched.

---

## Action

- In BI Launch Pad, confirm that the document is valid.
- Log off and log on to BOE using the Live Office Option dialog.
- Close and restart the Office application.
- Make sure the server is accessible and the Web Service is online.

If the problem persists, reinstall Live Office.

### 19.2.31 `An error occurred from the prompt dialog. (LO 02031)`

## Cause

The document is not available or corrupted, or some servers are down.

## Action

- In BI Launch Pad, confirm that the document is valid.
- Log off and log on to BOE using the Live Office Option dialog.
- Close and restart the Office application.

### 19.2.32 `An error occurred from specify query panel. (LO 02032)`

## Cause

The universe is not available or corrupted, or some servers are down.

## Action

In BI Launch Pad, confirm that the universe is valid. Log off and log on to BOE using the Live Office Option dialog, or close and restart the Office application. Make sure the server is accessible and the Web Service is online. If the problem persists, use Live Office QP Wizard to create the query again.

---

### 19.2.33

An error occurred when browsing the field's values. (LO 02035)

#### Cause

You cannot retrieve values for the field. Either the Crystal report is not available, or the Crystal Report service is not running.

#### Action

In BI Launch Pad, confirm that the document exists. Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC and check if the web service and Report Application Servers are up.

### 19.2.34

Live Office Object Properties dialog cannot be shown because there is no object in the current document. (LO 02038)

#### Cause

You are showing Properties dialog for a damaged Live Office object. A user may have caused this error by modifying the Live Office object manually.

#### Action

Click all menu items under Live Office "Go to Object" menu, which will remove the damaged Live Office Objects. Alternatively, delete the Live Office Object manually and click menu items under the Live Office "Go to Object" menu.

### 19.2.35

The Web Intelligence document's query specification is invalid. (LO 02039)

#### Cause

Your office document is corrupted, or your version of Live Office Client is mismatched with the version of SAP BusinessObjects Business Intelligence platform.

---

## Action

- In BI Launch Pad, confirm that the document is valid.
- Log off and log on to BOE on the Live Office Option dialog.
- Close and restart the Office application.
- Confirm that the versions of Live Office Client and SAP BusinessObjects Business Intelligence platform are compatible.

If the problem persists, recreate your office document.

### 19.2.36 `An error occurred while logging on. (LO 02040)`

## Cause

This error occurs due to the following reasons:

- Logon information is incorrect
- The SAP BusinessObjects Business Intelligence platform server is not running
- The Web Service is down
- The local network connection is not available
- You are connecting to a lower version Web Service

If the cause is not listed, review the error details.

## Action

- Provide valid log on information.
- Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC and check if the web service is up. If not, fix the network connectivity or startup the server.
- Provide the correct web service URL.

### 19.2.37 `Live Office is not installed properly. The definition of {0} is missing in AssemblyInfo.xml. (LO 02041)`

## Cause

Live Office installation is corrupted.

---

## Action

Reinstall Live Office.

**19.2.38** Live Office is not installed properly. An error occurred when reflecting the default constructor of {0}. (LO 02042)

## Cause

Live Office installation is corrupted.

## Action

Reinstall Live Office.

**19.2.39** Live Office is not installed properly. An error occurred when loading class {0}. (LO 02043)

## Cause

Live Office installation is corrupted.

## Action

Reinstall Live Office.

**19.2.40** An error occurred when the Insert Wizard is initialized. Please check the web service connection. (LO 02044)

## Cause

The Office document is read-only or the report is corrupted.



---

## Action

Ensure that the Office document is write-enabled. Remove the old object and reinsert it.

### 19.2.41 `Failed to update parameter. (LO 02045)`

## Cause

The value type that you entered does not match the expected value type.

## Action

Enter the correct value.

### 19.2.42 `The entered parameter does not match the expected parameter type. (LO 02046)`

## Cause

The entered parameter does not match the expected parameter type.

## Action

Enter a value that matches the expected parameter type.

### 19.2.43 `An instance corresponding to the Live Office object's report type cannot be found. (LO 02047)`

## Cause

The instance does not exist in BI Launch Pad.

---

## Action

Please check whether the instance of corresponding report type exists in BI Launch Pad. If not, re-schedule an instance of the Live Office object's corresponding report type.

## 19.3 LO 26000 - LO 26999

### 19.3.1 `Live Office encountered an error. (LO 26000)`

#### Cause

The SAP BusinessObjects Live Office Web service encountered an unexpected error.

#### Action

Retry or restart your Office application.

### 19.3.2 `You do not have a valid license to use SAP BusinessObjects Live Office. Contact your SAP BusinessObjects Business Intelligence platform system administrator. (LO 26003)`

#### Cause

You do not have a valid license to use SAP BusinessObjects Live Office Web Services.

#### Action

Contact the system administrator to check if a valid keycode exists.

---

**19.3.3** You may have connected to the wrong version of SAP BusinessObjects Web Services or the Web Services deployment is corrupt. (LO 26002)

### Cause

You may have connected to the wrong version of SAP BusinessObjects Web Services, or the Web Services deployment may be corrupt.

### Action

Make sure you are connecting to a compatible version of Web Services. If the problem persists, contact your SAP BusinessObjects administrator.

**19.3.4** SAP BusinessObjects Live Office Web Service encountered an error. (LO 26004)

### Cause

SAP BusinessObjects Live Office Web Service encountered an unexpected error.

### Action

Please retry or restart your Office application.

**19.3.5** Failed to parse XML. (LO 26005)

### Cause

Your Live Office Client version is newer than the SAP BusinessObjects Web Service.

### Action

Install a compatible version of Live Office client.

---

## 19.3.6 Client XML version is newer than server XML version (LO 26006)

### Cause

Your Live Office Client version is newer than the SAP BusinessObjects Web Service.

### Action

Use a compatible version of Live Office Web Service or enable the previous version of Live Office if it exists.

## 19.3.7 The connection to BusinessObjects Business Intelligence platform was lost. Try to log on again. (LO 26007)

### Cause

You cannot make a connection to the SAP BusinessObjects web service. Either there is no network connection, or the SAP BusinessObjects web service is down.

### Action

Repair your network connection and retry. If the problem persists, contact your SAP BusinessObjects administrator to check if the server is up.

## 19.3.8 The current refresh option requires saved data that does not exist. (LO 26008)

### Cause

The current refresh option requires a report instance that does not exist.

### Action

Change the refresh option of the object or re-publish the report with saved data.

---

**19.3.9** The web server is out of memory. Contact your system administrator. (LO 26009)

### Cause

The web server is out of memory.

### Action

Contact the system administrator to check the configuration of the Web server. Restart the Web server and retry.

**19.3.10** The search service encountered a problem. The search operation is corrupt. (LO 26010)

### Cause

The search service failed to respond.

### Action

Check whether the search service is stopped.

**19.3.11** Live Office has encountered a problem and cannot complete the requested action. (LO 26300)

### Cause

Live Office has encountered a problem and cannot complete the requested action.

### Action

Log off and log back in to the SAP BusinessObjects Business Intelligence platform Server or reopen the document.

---

**19.3.12** The current refresh option requires a report instance that does not exist.  
(LO 26301)

### Cause

The current refresh option requires a report instance that does not exist.

### Action

Change the refresh option of the object or use the CMC to schedule a new instance.

**19.3.13** Report connection "{0}-{1}" does not exist. (LO 26302)

### Cause

The Web Intelligence document is not available. Either it does not exist, or it has been removed.

### Action

Check whether the document exists on BI Launch Pad or use Set Location in Live Office to redefine the report source.

**19.3.14** Cannot connect to the Web Intelligence Report Engine Web service (LO 26303)

### Cause

You cannot make a connection to the SAP BusinessObjects web service, either because there is no network connection, or because the SAP BusinessObjects web service is down.

### Action

Verify that the network connection to the SAP BusinessObjects Business Intelligence platform Server is online. If the network is running properly, log on to the CMC and check if the Web Intelligence Report Server is up.

---

### **19.3.15** Cannot connect to the Web Intelligence Report Engine Web service (LO 26304)

#### **Cause**

You cannot make a connection to the SAP BusinessObjects web service, either because there is no network connection, or because the SAP BusinessObjects web service is offline.

#### **Action**

Verify that the network connection to the server is online. If the network is running properly, log on to CMC and check if the web service is online.

### **19.3.16** Failed to load persisted view. (LO 26307)

#### **Cause**

Your office document is corrupted, or the version of Live Office Client is mismatched with the version of SAP BusinessObjects Business Intelligence platform.

#### **Action**

Please install the latest version of Live Office and retry. Check that the version numbers from Web Service and Client are consistent. This may be caused by a version mismatch.

### **19.3.17** Report part type has been changed from {0} to {1}. (LO 26310)

#### **Cause**

The Web Intelligence document is not available or the structure of the Web Intelligence document is changed.

#### **Action**

Insert the Web Intelligence document again.

---

### 19.3.18 Could not get the Query data (LO 26312)

#### Cause

The universe used by the Web Intelligence document was changed or deleted.

#### Action

From BI Launch Pad, verify the universe data source for the Web Intelligence document.

### 19.3.19 Could not get the Web Intelligence report part output data or the data is invalid (LO 26313)

#### Cause

The document is not available, corrupted, or the server is down.

#### Action

- In BI Launch Pad, confirm that the document is valid.
- In the CMC, confirm that the server is online.
- Log off and log on to BOE on the Live Office Option dialog.
- Close and restart the Office application.

### 19.3.20 You do not have sufficient rights to refresh data from the specified report. (LO 26314)

#### Cause

You do not have sufficient rights to refresh data from the specified report.



---

## Action

Contact your SAP BusinessObjects Business Intelligence platform administrator to grant you sufficient rights to refresh the report.

### 19.3.21 `Failed to get the document information. (LO 26315)`

## Cause

Failed to get the document information. For more information, see the error message details.

## Action

Ensure that the Report Engine service is running and try again.

### 19.3.22 `Failed to get Live Office object. Online picture is not supported. (LO 26318)`

## Cause

Failed to download the picture from the Internet.

## Action

Replace with a supported picture.

### 19.3.23 `You do not have sufficient rights to fetch data from the specified report. (LO 26604)`

## Cause

You do not have sufficient rights to fetch data from the specified report.

---

## Action

Contact your SAP BusinessObjects Business Intelligence platform administrator to grant you sufficient rights.

### 19.3.24 `The Live Office view is corrupt. (LO 26605)`

## Cause

The Live Office view is corrupt.

## Action

Click all the Live Office objects under Live Office "Go to Object" menu, which will remove the damaged Live Office Objects.

### 19.3.25 `Refresh failure. View Refresh Options does not exist. (LO 26606)`

## Cause

The current refresh option requires a report instance that does not exist.

## Action

Please check the refresh options of this report and retry. Otherwise, check whether the scheduled instance on Live Office view exists.

### 19.3.26 `You cannot access the Crystal Reports Server. Please check the Crystal Reports Server connection. (LO 26607)`

## Cause

You cannot access the Crystal Report Server. The network connection or the Crystal Report Server might be down.

---

## Action

Verify the network connection to the Crystal Report Server. If the network is running properly, log on to the CMC and check if the Crystal Report Server is online.

**19.3.27** Cannot find the SAP BusinessObjects Business Intelligence platform object.  
(LO 26608)

## Cause

The document is not available. It either does not exist, or it has been removed.

## Action

Check the report path from CMS and use SetLocation in Live Office to redefine the report source. Otherwise, check if the user has sufficient rights to view the object.

**19.3.28** Report connection does not exist. (LO 26610)

## Cause

You cannot access the Crystal Report Server. There may be no network connection or the Crystal Report service is unavailable.

## Action

Verify the network connection to the Crystal Report Server. If the network is running properly, log on to CMC and check if the web service is online.

---

**19.3.29** Failed to parse the parameter value "{0}" to "{1}" in the "{2}" locale. (LO 26611)

### Cause

This value does not match with the required value type for this field.

### Action

Change the value to the required type.

**19.3.30** Failed to get Crystal report. (LO 26612)

### Cause

The document does not exist in BI Launch Pad, or you cannot make a connection to the SAP BusinessObjects web service.

### Action

Check whether the document exists in BI Launch Pad. If it exists, restart the Office application and try again.

**19.3.31** The version of your Live Office Client does not match the version of the SAP BusinessObjects Web Service. (LO 26613)

### Cause

Your version of Live Office Client is incompatible with the installed version of SAP BusinessObjects Web Service.

### Action

Install a compatible version of Live Office Client and try again.

---

**19.3.32** You cannot access the Crystal Reports Server. Please check the Crystal Reports Server connection. (LO 26614)

### Cause

You cannot access the Crystal Report Server. The network connection or the Crystal Report Server is unavailable.

### Action

Verify the network connection to the Crystal Report Server. If the network is running properly, log on to the CMC and check if the Crystal Report Server is up.

**19.3.33** Failed to render view. Report CUID, {0}, cannot be found. (LO 26615)

### Cause

Cannot find the report. The report may not exist.

### Action

Use CMC to ensure that the report exists. Ensure that the report instances or saved data has not been removed from the source report.

**19.3.34** Cell already existed. (LO 26616)

### Cause

Unable to insert a new view because it overwrites the existing object.

### Action

Please choose another cell and retry.

---

### 19.3.35 `The value entered does not match the expected filter type. (LO 26617)`

#### Cause

The filter is invalid. The filter type does not match the value type.

#### Action

Use CMC to change the filter or change the filter set in Live Office.

### 19.3.36 `Failed to open report. (LO 26619)`

#### Cause

You cannot access the Crystal Report Server. The network connection or the Crystal Report Server might be down or the report does not exist.

#### Action

Verify the network connection to the Crystal Report Server. If the network is running properly, log on to the CMC and check if the Crystal Report Server is up.

### 19.3.37 `Failed to load persisted view. (LO 26620)`

#### Cause

Your Live Office Client version does not match the SAP BusinessObjects Live Office Web Service version.

#### Action

Install the latest version of Live Office Web Service and retry. Check the version number for SAP BusinessObjects Business Intelligence platform Web Service and client. This error may also be caused by a backward compatibility issue.

---

### **19.3.38** This type of Report Object is not supported. (LO 26621)

#### **Cause**

This type of report object is not supported.

#### **Action**

Insert another report object.

### **19.3.39** Failed to refresh the specified report part. Please make sure the specified data context exists: {0}. (LO 26626)

#### **Cause**

Failed to retrieve the specified part of the report. This part of the report may be missing.

#### **Action**

View the report in BI Launch Pad to check if the specified part of the report is missing.

### **19.3.40** Missing Part(s): (LO 26627)

#### **Cause**

Failed to retrieve the specified TopN report part. This part of the report may be missing.

#### **Action**

View the report in BI Launch Pad to check if the part is missing or select another part of the report and retry.

---

### **19.3.41** The current version does not support the SAP KeyDate feature. (LO 26630)

#### **Cause**

The current version does not support the SAP KeyDate feature.

#### **Action**

- Upgrade to a newer version.
- Do not use Web Intelligence reports with KeyDate universes.
- Set location to report without KeyDate.

### **19.3.42** Crystal Reports Java format is not supported. (LO 26631)

#### **Cause**

A Crystal report created using Crystal Reports for Enterprise is not supported.

#### **Action**

Choose another report.



## 20 Metadata Bridges and Universe Builder (MDB) Error Messages

Metadata Bridges and Universe Builder includes the following error message categories:

Range	Category
MDB 00001	Metadata Bridges and Universe Builder

**20.1** This universe cannot be parsed.\nYou may need to review the universe design.  
(MDB 00001)

### Cause

The bridge cannot generate the universe because the objects cannot be parsed.

### Action

Review universe design to simplify the objects.

## 21 SAP BusinessObjects Mobile (MOB) Error Messages

SAP BusinessObjects Mobile error messages include the following categories:

Range	Category
MOB 00001 - MOB 00305 MOB 02003 - MOB 02121	Mobile Server error messages
MOB 10001 - MOB 10909	Mobile Client error messages
MOB 20001 - MOB 20016	Mobile Server Configuration Tool error messages

### 21.1 Mobile Server error messages

**21.1.1** Invalid credentials: {0}. Ensure that your login information is correct.  
(MOB 00001)

#### Cause

Invalid credentials.

#### Action

Check the connection settings and try logging in with valid information.

**21.1.2** {0} authentication could not log you on. Ensure that your login information is correct. (MOB 00002)

#### Cause

Invalid credentials.

---

## Action

Enter valid user name and password for the specified authentication type.

### 21.1.3 `Failed to open {0} document. (MOB 00005)`

## Cause

Document translator not found. Contact your Enterprise administrator.

## Action

Ensure that the document translator is available for the specified document type.

### 21.1.4 `The document does not exist on the server. (MOB 00006)`

## Cause

You are trying to open a document which is already deleted on the server.

## Action

Refresh the document list to get the latest document list from the server.

### 21.1.5 `An internal server error occurred while creating the command. Contact your administrator. (MOB 00009)`

## Cause

Failed to create the command, due to invalid type-casting of message class.

---

## Action

Contact your administrator.

**21.1.6** Failed to create a session from the information received from the client.  
(MOB 00010)

## Cause

Failed to create a session for the information received from the client.

## Action

Try logging in again.

**21.1.7** Prompts not found for the document. (MOB 00011)

## Cause

Prompts not found for the document.

## Action

For more information, contact the document designer.

**21.1.8** An internal server error occurred while getting the information from Central Management Server. (MOB 00012)

## Cause

An internal server error occurred while getting the information from Central Management Server (CMS).

---

## Action

Contact your administrator.

**21.1.9** An internal server error occurred while processing the client request. (MOB 00014)

## Cause

Could not find the class information in the client request.

## Action

Contact your administrator.

**21.1.10** An internal server error occurred while opening document. Could not find class {0} at server. (MOB 00015)

## Cause

Unable to not find the class in WebIParser.jar.

## Action

Contact your administrator.

**21.1.11** An internal error occurred. Could not find the - {0} service. (MOB 00018)

## Cause

The service you are trying to access cannot be found.

---

## Action

Contact your administrator.

**21.1.12** An internal error occurred. Could not find the {0} service. (MOB 10001)

## Cause

This error occurs when the requested action is not registered as service.

## Action

Contact your administrator.

**21.1.13** An internal error occurred while creating {0} service. (MOB 00019)

## Cause

An internal error occurred while creating the service.

## Action

Contact your administrator.

**21.1.14** An internal server error occurred while processing the client request. (MOB 00020)

## Cause

The remote method invocation failed. Types of argument and names of argument must have same values.

---

## Action

Contact your administrator.

**21.1.15** An internal server error occurred while processing the client request. (MOB 00021)

## Cause

The remote method invocation failed. Declared methods can only use boolean, int, double or java.lang.String type arguments. Other data types are not supported.

## Action

Contact your administrator.

**21.1.16** An internal server error occurred while processing the client request. (MOB 00022)

## Cause

The command\_factories.properties file in MobiVaultusServer.jar is corrupted.

## Action

Contact your administrator.

**21.1.17** An internal server error occurred while processing the client request. (MOB 00023)

## Cause

The remote method invocation failed. Unable to convert the argument that was passed to one of its primitive type.

---

## Action

Contact your administrator.

**21.1.18** You are not authorized to subscribe to document alerts. (MOB 00024)

## Cause

You do not have permission to subscribe to document alerts.

## Action

Contact your administrator

**21.1.19** You are not authorized to save documents to the local store of a device. You can subscribe to alert without selecting the 'Save Local Copy' option. (MOB 00026)

## Cause

You do not have permission to save documents on the device's local store.

## Action

Contact your administrator

**21.1.20** You are not authorized to save documents to the local store of a device. (MOB 00027)

## Cause

You do not have permission to save documents on the device's local store.



---

## Action

Contact your administrator.

**21.1.21** An internal server error occurred while performing a search. (MOB 00028)

## Cause

An internal server error occurred while performing search.

## Action

Contact your administrator.

**21.1.22** An internal server error occurred while processing the client request. (MOB 00029)

## Cause

The requested method does not exist. For more information refer to logs.

## Action

Contact your administrator.

**21.1.23** Session has expired. Try logging in again. (MOB 00030)

## Cause

The session has expired. while receiving the login credentials from the client.

---

## Action

Exit the application and try login again.

**21.1.24** Session has expired. Try logging in again. (MOB 00031)

## Cause

An internal server error occurred while receiving the login credentials from the client.

## Action

Exit your application, and try logging in again.

**21.1.25** Message push failed while confirming the received session data. (MOB 00050)

## Cause

The message push failed due to network unavailability.

## Action

Check the format of the received session data.

**21.1.26** An internal server error occurred while processing the client request. (MOB 00060)

## Cause

An internal server error occurred as the requested action could not be published on the server.

---

## Action

Contact your administrator.

**21.1.27** An internal server error occurred while processing the client request. (MOB 00080)

## Cause

Command execution failed due to an internal error.

## Action

Contact your administrator.

**21.1.28** An internal server error occurred while creating an instance for the class {0}. (MOB 00110)

## Cause

Remote invocation of the class failed due to invalid information.

## Action

Contact your administrator.

**21.1.29** An internal server error occurred while processing the client request. (MOB 00130)

## Cause

Remote invocation of the method failed due to invalid method information.

---

## Action

Contact your administrator.

**21.1.30** An internal server error occurred. File {0} is not found or the file is corrupted at server. (MOB 00300)

## Cause

The requested file could not be found or the file is corrupted.

## Action

Contact your administrator.

**21.1.31** Session has expired. Re-login to open the document. (MOB 02003)

## Cause

The session has expired.

## Action

Check if the setInfoObjects & setSession methods are called before openDocumentInstance, and try logging in again.

**21.1.32** Prompt execution failed due to an invalid range of parameters. (MOB 02017)

## Cause

The range of parameters for the prompt value must contain two parameters.

---

## Action

Provide the valid range of values to execute the prompt.

**21.1.33** Invalid prompt value. Enter the date in a proper format. (MOB 02100)

## Cause

Failed to convert the string into the date format.

## Action

Ensure that the date you have entered in the prompts is in the valid format.

**21.1.34** Cannot execute the requested action due to an invalid syntax of <href> tag.  
(MOB 02120)

## Cause

The syntax of <href> tag of html is invalid.

## Action

Contact your document designer.

**21.1.35** Unable to resolve the mobile server name or IP address. (MOB 20007)

## Cause

Unable to resolve the mobile server name or ip address.

---

## Action

Specify a valid mobile server name or ip address.

### **21.1.36** Failed to save settings to {0} file. (MOB 20010)

## Cause

Unable to edit the properties file.

## Action

Check whether the file has write permission.

### **21.1.37 Session has expired. Try logging again (MOB 00931)**

## Cause

Your session has expired or terminated.

## Action

Exit the application and try logging in again.

### **21.1.38 Class {0} failed to invoke method 'getEnterpriseSession'. (MOB 00929)**

## Cause

Invalid parameter.

---

## Action

Contact your system administrator.

### **21.1.39 Failed to invoke method 'getEnterpriseSession'. (MOB 00930)**

## Cause

Due to Invalid parameters, Class unable to invoke method 'getEnterpriseSession'.

## Action

Contact your system administrator.

### **21.1.40 An internal server error occurred in Remote Action, enter the class name. (MOB 00401)**

## Cause

API does not provide a Class name.

## Action

Enter the class name.

### **21.1.41 An internal server error occurred in Remote Action, class with name {0} not found. (MOB 00402)**

## Cause

Invalid class name.

---

## Action

Contact your system administrator.

### **21.1.42 An internal server error occurred in Remote Action, arguments mismatch - types {0}, values {1} (MOB 00403)**

## Cause

Invalid argument.

## Action

Contact your system administrator.

### **21.1.43 An internal server error occurred in Remote Action, no method exists with name {0}. (MOB 00405)**

## Cause

Invalid argument

## Action

Contact your system administrator.

### **21.1.44 Failed to retrieve Info Object data. Could not find document with id {0}. (MOB 00801)**

## Cause

Failed to retrieve Info Objects data.



---

## Action

Contact your system administrator.

### **21.1.45 Unable to find and open document with id {0}. (MOB 00802)**

## Cause

Document with id {0} could not be found.

## Action

Contact your system administrator.

### **21.1.46 Failed to change subscription, cannot find document with id {0}. (MOB 00803)**

## Cause

Document with id {0} could not be found.

## Action

Contact your system administrator.

### **21.1.47 Failed to subscribe the document, cannot find document with id {0}. (MOB 00804)**

## Cause

Document with id {0} could not be found.

---

## Action

Contact your system administrator.

### **21.1.48 Failed to get System Object Data, cannot find object with id {0}. (MOB 00805)**

## Cause

Document with id {0} could not be found.

## Action

Contact your system administrator.

### **21.1.49** Cannot execute the requested action due to an invalid character in the URL {0}. (MOB 02090)

## Cause

Invalid character in the URL.

## Action

Contact your document designer.

### **21.1.50 Cannot instantiate the implementation class {0}, contact your system administrator. (MOB 00901)**

## Cause

Unable to instantiate the implementation class {0}.

---

## Action

Contact your system administrator.

### **21.1.51 Invalid authentication scheme {0}, contact your system administrator. (MOB 00902)**

## Cause

Invalid authentication scheme.

## Action

Contact your system administrator.

### **21.1.52 User account ({0}) currently disabled. (MOB 00903)**

## Cause

User account is disabled.

## Action

Contact your system administrator.

### **21.1.53 User name or Password is missing from request. (MOB 00910)**

## Cause

Username and Password were not entered while logging.

---

## Action

Enter Username and Password and try logging in again.

### 21.1.54 Failed to identify CMS address. (MOB 00912)

#### Cause

CMS value is not entered or no default connection is configured.

#### Action

Enter the CMS address or configure the connection as default.

### 21.1.55 Failed to identify Authentication Type. (MOB 00913)

#### Cause

Authentication Type is not selected or no default connection is configured.

#### Action

Enter the Authentication Type with the request or configure the connection as default.

### 21.1.56 Failed to identify Authentication cookie. (MOB 00914)

#### Cause

Cookie Name is not selected or no default connection is configured.

#### Action

Enter the Cookie Name with the request or configure the connection as default.

---

## **21.1.57 Failed to get {0} cookie from request. (MOB 00915)**

### **Casue**

Invalid Cookie.

### **Action**

Ensure a valid Cookie is sent with the request.

## **21.1.58 Failed to retrieve SAP Ticket from request. (MOB 00916)**

### **Cause**

Invalid SAP Ticket in the request.

### **Action**

Ensure a valid SAP Ticket is sent with the request.

## **21.1.59 Failed to locate SAP system. (MOB 00917)**

### **Cause**

Invalid SAP system configured.

### **Action**

Ensure to configure a valid SAP system.

---

## **21.1.60 Failed to retrieve log-on token from request. (MOB 00918)**

### **Cause**

BusinessObjects Enterprise logon token missing from the request.

### **Action**

Ensure to send the log on token along with the request.

## **21.1.61 Invalid User parameter name configured. (MOB 00919)**

### **Cause**

Entered user name is invalid.

### **Action**

Ensure valid user parameter name is configured.

## **21.1.62 User as Header is missing from request. (MOB 00920)**

### **Casue**

User as Header is missing from request.

### **Action**

Ensure to send the user as header with request.

---

### **21.1.63 User parameter is missing in the query. (MOB 00921)**

#### **Cause**

User parameter is missing in the query.

#### **Action**

Ensure to send the user as header with request.

### **21.1.64 User attribute is missing in the session. (MOB 00922)**

#### **Cause**

User attribute in the session is missing.

#### **Action**

Ensure to add user attribute in the web session.

### **21.1.65 User X509 certificate missing from request. (MOB 00924)**

#### **Cause**

User X509 certificate is missing in the sent request.

#### **Action**

Add a valid X509 certificate to the request.

---

## **21.1.66 Failed to load custom implementation class {0}. (MOB 00925)**

### **Cause**

Could not load custom implementation class.

### **Action**

Contact your system administrator.

## **21.1.67 Failed to find and invoke 'getUser' method in class {0}. (MOB 00926)**

### **Cause**

The 'getUser' method class could not be found and invoked.

### **Action**

Contact your system administrator.

## **21.1.68 Log-on error: Invalid Password. (MOB 00927)**

### **Cause**

Invalid password.

### **Action**

Enter a valid password and try logging again.



---

## 21.2 Mobile Client error messages

### 21.2.1 `Cannot find the requested folder. (MOB 10004)`

#### Cause

The requested folder may have been deleted on the server.

#### Action

Check whether the requested folder is available in the repository.

### 21.2.2 `Unable to perform the requested action. (MOB 10005)`

#### Cause

Unable to perform the requested action as the data received from the server is invalid.

#### Action

Contact your administrator.

### 21.2.3 `Unable to open the local document. (MOB 10006)`

#### Cause

Unable to perform the requested action as the data received from the server is invalid.

#### Action

Contact your administrator.

---

## **21.2.4** You have abruptly canceled the operation which was in progress. (MOB 10007)

### **Cause**

The user cancelled the operation.

### **Action**

No action required.

## **21.2.5** Invalid login credentials. Try logging with correct credentials. (MOB 10008)

### **Cause**

Invalid login credentials.

### **Action**

Try logging in with valid credentials.

## **21.2.6** An error occurred during login. (MOB 10009)

### **Cause**

An error occurred due to network unavailability.

### **Action**

Try logging in again.

---

## **21.2.7** Unable to find the report. (MOB 10010)

### **Cause**

The requested report is not found in the repository.

### **Action**

Check if the requested report is available in the repository.

## **21.2.8** Failed to renew the data connection. (MOB 10011)

### **Cause**

Failed to renew the data connection.

### **Action**

Exit your application and try logging in again.

## **21.2.9** Unable to find the email account on device. (MOB 10012)

### **Cause**

The e-mail account is not found on the device.

### **Action**

Set up an e-mail account on the device.

---

## **21.2.10** Device platform does not support the requested action. (MOB 10013)

### **Cause**

The device platform does not support the requested action (mail/call/URL).

### **Action**

Check if the device platform supports the requested action.

## **21.2.11** Unable to initiate phone call. (MOB 10030)

### **Cause**

The device platform does not support the call action.

### **Action**

Check if the device platform supports the requested action.

## **21.2.12** Unable to refresh the report due to an internal error. (MOB 10031)

### **Cause**

Unable to refresh the report due to an internal error.

### **Action**

Contact your administrator.

---

### **21.2.13** Failed to exit the application due to an internal error. (MOB 10032)

#### **Cause**

An internal error occurred while canceling the synchronization process.

#### **Action**

Exit the application and try again.

### **21.2.14** Failed to lookup {0} document in the folder. (MOB 10033)

#### **Cause**

The requested document is not found in the folder.

#### **Action**

Contact your administrator.

### **21.2.15** Failed to lookup a folder in the requested folder. (MOB 10034)

#### **Cause**

Folder lookup failed in the requested folder.

#### **Action**

Contact your administrator

---

## **21.2.16** Failed to perform the requested action. (MOB 10035)

### **Cause**

Communication service is not initialized.

### **Action**

Contact your administrator.

## **21.2.17** You are not authorized to send documents as an email. (MOB 10037)

### **Cause**

You do not have permission to send documents as an e-mail.

### **Action**

Contact your administrator

## **21.2.18** An internal error occurred. Unable to send notifications. (MOB 10039)

### **Cause**

The alert type must be either a warning, error, or info. Any other type is not supported.

### **Action**

Contact your administrator.

---

**21.2.19** You are not authorized to log on to SAP BusinessObjects Mobile application.  
(MOB 10040)

### Cause

You do not have permission to log on to the SAP BusinessObjects Mobile application.

### Action

Contact your administrator

**21.2.20** Client does not support the Screen : {0} (MOB 10042)

### Cause

You are trying to obtain an unsupported screen from the client application.

### Action

Check whether the screen you are creating is supported in the client.

**21.2.21** The requested navigation direction is not supported. (MOB 10043)

### Cause

The Mobile application only supports up/down/left/right directions.

### Action

Contact your administrator.

---

## **21.2.22** Unable to retrieve the document instance information. (MOB 10044)

### **Cause**

Unable to retrieve the document instance information.

### **Action**

Contact your administrator.

## **21.2.23** An internal error occurred while remote invocation of {0} class. (MOB 10045)

### **Cause**

Failed to create an instance of the class.

### **Action**

Contact your administrator.

## **21.2.24** An internal error occurred while opening the report. (MOB 10046)

### **Cause**

Failed to parse the report. Object reference not found in the hash table of DOM.

### **Action**

Contact your administrator.



---

## **21.2.25** An error occurred while opening the report. (MOB 10047)

### **Cause**

The graph data received from the server is invalid. The cycle is detected in the object graph.

### **Action**

Contact your administrator.

## **21.2.26** Unable to open the folder. (MOB 10048)

### **Cause**

Unable to retrieve the document instance list information from the Enterprise repository.

### **Action**

Contact your administrator.

## **21.2.27** The action URL embedded in the document is not in the expected format. (MOB 10050)

### **Cause**

The action URL embedded in the document is not in the expected format.

### **Action**

Contact the document designer.

---

## **21.2.28** Failed to perform the requested action. (MOB 10071)

### **Cause**

Failed to perform the requested action because the synchronization of documents is in progress.

### **Action**

Perform the action after the synchronization is complete.

## **21.2.29** Unauthorized operation (MOB 10081)

### **Cause**

The communication service is not initialized.

### **Action**

Contact your administrator.

## **21.2.30** An internal error occurred while reading the data from server. (MOB 10090)

### **Cause**

An internal error occurred while reading the data from the server.

### **Action**

Contact your administrator.

---

### **21.2.31** Cannot recover local store due to a network error. (MOB 10100)

#### **Cause**

Unable to perform a full data recovery due to a network error.

#### **Action**

Check whether you are able to connect to the Mobile server.

### **21.2.32** The requested page of the report is not found on the server. (MOB 10110)

#### **Cause**

The requested page of the report cannot be found on the server because it may have been deleted.

#### **Action**

Check the repository to see if the requested page exists.

### **21.2.33** An internal error occurred. Failed to initiate the application. (MOB 10120)

#### **Cause**

Service binder information is not found. Unable to initiate J2MIServiceBinderImpl class.

#### **Action**

Contact your administrator.

---

## **21.2.34** `An error occurred while managing UI controls on the screen. (MOB 10130)`

### **Cause**

An error occurred while adding or replacing an unsupported control.

### **Action**

Check whether the platform supports the control you are adding or replacing.

## **21.2.35** `Invalid credentials (MOB 10140)`

### **Cause**

Credentials are not valid.

### **Action**

Check if the user name and password are valid for the specified authentication.

## **21.2.36** `An internal error occurred. (MOB 10150)`

### **Cause**

The data format retrieved is invalid.

### **Action**

Contact your administrator.

---

### **21.2.37** An error occurred during data synchronization. (MOB 10160)

#### **Cause**

An error occurred while synchronizing data.

#### **Action**

Contact your administrator.

### **21.2.38** Login failed. Try to re-login. (MOB 10170)

#### **Cause**

Unable to reach the server due to network unavailability.

#### **Action**

Ensure you are connected to network and try logging in again.

### **21.2.39** Cannot delete the document, as the synchronization process is in progress. (MOB 10180)

#### **Cause**

Unable to delete the document as the synchronization process is in progress.

#### **Action**

Try deleting the document after the synchronization is complete.

---

## **21.2.40** An internal error occurred while opening the report. (MOB 10190)

### **Cause**

Failed to restore the object references in the hash table of DOM.

### **Action**

Contact your administrator.

## **21.2.41** Failed to send the SMS due to an internal error. (MOB 10200)

### **Cause**

Failed to send the SMS due to an internal error.

### **Action**

Contact your administrator.

## **21.2.42** The requested action is not supported. (MOB 10210)

### **Cause**

The requested action is not supported.

### **Action**

Contact the document designer.

---

## **21.2.43** Failed to start the application. (MOB 10220)

### **Cause**

Failed to start the application because MIDlet information is missing.

### **Action**

Contact your administrator.

## **21.2.44** Login failed. Unable to connect to the Mobile server. (MOB 10230)

### **Cause**

Login failed. Unable to connect to the Mobile server.

### **Action**

Check if the Mobile server is running and you have configured your Mobile server correctly.

## **21.2.45** Unable to retrieve information from the server as you are in the offline mode. (MOB 10300)

### **Cause**

Unable to retrieve information from the server as you are in offline mode.

### **Action**

Log in to the application.

---

## **21.2.46** Unable to connect to the Mobile server. (MOB 10400)

### **Cause**

An error occurred while communicating with the Mobile server due to network issues.

### **Action**

Check the network connectivity.

## **21.2.47** An error occurred while managing the UI controls on the screen. (MOB 10500)

### **Cause**

An error occurred while adding or replacing unsupported control.

### **Action**

Check whether platform supports the control you are adding or replacing.

## **21.2.48** Input is not selected. Request is cancelled. (MOB 10600)

### **Cause**

No input is selected in the screen.

### **Action**

Select the required input.



---

**21.2.49** An internal error occurred while performing the requested action. (MOB 10700)

### Cause

An error occurred while initiating the user interface (screens) on the mobile device.

### Action

Contact your administrator.

**21.2.50** Session has expired. Try logging in again. (MOB 10800)

### Cause

The session has expired or the network is unavailable.

### Action

Try logging in again.

**21.2.51** The requested operation is not supported. (MOB 10900)

### Cause

You are trying to view parts of the report which are not supported.

### Action

Contact your administrator.

---

## **21.2.52** Cannot load the image. Ensure the image is available. (MOB 10002)

### **Cause**

An error occurred while loading the image.

### **Action**

Ensure the image is available.

## **21.2.53** Failed to restart the server. (MOB 20012)

### **Cause**

Failed to restart the server.

### **Action**

Check the mobile server logs for a valid error message and restart the server.

## **21.2.54** {0} properties file is not found. (MOB 20011)

### **Cause**

Properties file not found.

### **Action**

Check whether the properties file exists in the installation directory. If it does not exist then contact the support team.

## 22 Multitenancy Error Messages

This section provides a list of common errors displayed by the Multitenancy Management Tool and recorded in the .csv log file.

Error code range	Category
MTM 00001 - MTM 00024	Properties configuration file errors
MTM 00101 - MTM 10104	Error reading data
MTM 01001 - MTM 01009	Database configuration errors
MTM 02000 - MTM 02002	User Group and Permissions errors
Multitenancy Management Tool	Warning messages

### 22.1 MTM 00001 - MTM 00024 Properties configuration file errors

#### 22.1.1 (MTM 00001) Invalid application configuration file. Error: {0}

##### Cause

There were errors with the specification of some configuration options.

##### Action

Check the output or log file to see which option is incorrect and fix it according to the corresponding comment in the installed sample tenant template definition file.

#### 22.1.2 (MTM 00002) Reserved

##### Cause (reserved for MTM 00002)

Cause placeholder text.

---

## Action

Action placeholder text.

### 22.1.3 (MTM 00003) An unexpected error has occurred

## Cause

An unexpected situation has occurred.

## Action

Check the log file for more detailed error message.

### 22.1.4 (MTM 00004) Reserved

## Cause

Cause placeholder text.

## Action

Action placeholder text.

### 22.1.5 (MTM 00005) No matching objects under root folder "{1}" in "{2}", specified by configuration option "{3}", are found using query "{0}"

## Cause

No template object can be retrieved based on the template paths specified.

---

## Action

Verify that the template paths specified are correct using the configuration option. It is possible that no template is available under the specified root folder.

### 22.1.6 `(MTM 00006) Failed to fetch object(s) with query {0}`

## Cause

An error occurred when fetching objects from the CMS or the Object Manager.

## Action

Check log file for more detailed root cause. Check the query syntax, the CMS availability, and the object accessibility.

### 22.1.7 `(MTM 00007) Failed to fetch template object(s) from "{1}", specified by configuration option "{2}", under root folder "{0}"`

## Cause

An error occurred when fetching template objects from the CMS or the Object Manager..

## Action

Check log file for more detailed root cause. Check the query syntax, the CMS availability, and the object accessibility.

### 22.1.8 `(MTM 00008) Failed to map template object(s) to tenant object(s)`

## Cause

An error occurred when mapping a template object to a tenant object. The error could be caused by IO operations during Object Manager related operation or BIAR file operations.

---

## Action

Check the log for more details on the actual cause. Check if the template objects are properly defined in the tenant template definition file used. Also check if the user has sufficient access privilege to access IO resources.

**22.1.9** (MTM 00009) Failed to perform backup of the previously imported tenant objects

## Cause

An exception occurred while backing up existing tenant objects. The error could be caused by IO operations during Object Manager related operation or BIAR file operations.

## Action

Check that you have enough disk space in user's home directory and the CMS can be accessed. Check log file for more details on the actual cause.

**22.1.10** (MTM 00010) Failed to restore the backup tenant objects

## Cause

An exception occurred while restoring the tenant objects to their original state.

## Action

Check that the BIAR file for the backup tenant objects can be located in user's home directory and the CMS can be accessed. Check log file for more details.

**22.1.11** (MTM 00011) Failed to refresh tenant object(s) or update shared object(s)

## Cause

An exception occurred while refreshing some tenant objects with tenant specific data such as database connection info.

---

## Action

Check log file for more detailed root cause relevant to different object types.

### 22.1.12 (MTM 00012) Failed to load document refresh plugin for kind {0}

## Cause

An exception occurred while loading a document refresh plugin jar.

## Action

Check that the document refresh plugin jar exists and is accessible. The refresh plugins are located under \$installdir\$\SAP BusinessObjects Enterprise XI 4.0\java\apps\multitenancyManager\jars\docRefreshPlugins

### 22.1.13 (MTM 00013) Reserved

## Cause

Reserved.

## Action

Reserved.

### 22.1.14 (MTM 00014) Failed to prepare tenant for importing

## Cause

An exception occurred while getting a tenant's objects ready for importing. The error is usually specific to particular object type.

---

## Action

Check log file for more detailed root cause relevant to different object types.

### 22.1.15 `(MTM 00015) Failed to create tenant system object for tenant {0}`

## Cause

Cannot retrieve the tenant system object for the given tenant after it has been created.

## Action

Verify that the tenant system object was committed successfully and the MTM user has view right on it.

### 22.1.16 `(MTM 00016) Failed to fetch tenant system object for tenant {0}`

## Cause

Cannot retrieve the tenant system object for the given tenant possibly due to user's lack of view right on the object.

## Action

Verify that the tenant system object exists and the MTM user has view right on it.

### 22.1.17 `(MTM 00017) Failed to fetch Tenant-Object relationship object`

## Cause

Cannot retrieve the Tenant-Object relationship object possibly due to user's lack of view right on the object.



---

## Action

Verify that the Tenant-Object relationship object exists and the MTM user has view right on it.

**22.1.18** (MTM 00018) The `templateToken` property defined in the definition file contains invalid value (probably too short)

## Cause

The `templateToken` property value defined in the definition file contains invalid (possibly too short) value.

## Action

Provide a longer `templateToken` property value and make sure it does not coincide part of any existing non-template info object names.

**22.1.19** (MTM 00019) The shared object `{0}` should not use the unshared template object `{1}`

## Cause

A shared object is using an unshared template object. This is likely the result of an incorrectly specified template or incorrect configuration of the template object.

## Action

Verify that the template object in the error message is not being used by the shared object.

**22.1.20** (MTM 00020) The shared universe folder `{0}` is invalid

## Cause

`sharedUniverseFolder` in the configuration file is set to a non-existent folder.

---

## Action

Verify that the `sharedUniverseFolder` is set to a valid folder if `optionUseSharedUniverses` is set to true.

**22.1.21** (MTM 00021) Failed to fetch the Multitenancy Management Tool application object with query {0}

## Cause

Failed to retrieve the MTM application object from the CMS.

## Action

This is a non-recoverable error. Check the system to make sure the user has the view right on the Multitenancy Management Tool application object.

**22.1.22** (MTM 00022) Failed to commit changes to the Multitenancy Management Tool application object

## Cause

Failed to commit the updated MTM application object to the CMS.

## Action

Check the system to make sure the user has the edit right on the Multitenancy Management Tool application object.

**22.1.23** (MTM 00023) Failed to setup the object manager database for the temporary storage of objects

## Cause

Unable to create the object manager database for the temporary storage of objects.

---

## Action

Check that the MTM user has sufficient privilege to set up the object manager database. Check log file for more details on the actual cause.

### 22.1.24 (MTM 00024) Failed to create file path {0}.

## Cause

Failed to create the specified file path possibly due to directory access restriction.

## Action

Check that the MTM user has sufficient privilege to create the specified file path.

## 22.2 MTM 00101 - MTM 00104

### 22.2.1 (MTM 00101) Error occurred when parsing configuration file and command line parameters. Invalid parameter detected: "{0}"

## Cause

There was an error detected with the specification of the configuration option.

## Action

Check the corresponding comment in the installed sample tenant template definition properties file to get more detail on how the option should be specified. Correct the option accordingly in the definition file or on the command line.

---

## 22.2.2 (MTM 00102) Error occurred when reading configuration file: "{0}"

### Cause

Errors occurred when trying to read and parse the tenant template definition file. It is most likely caused by IO errors.

### Action

Check if the tenant template definition file exists as specified by the "configFile" option on the command line and is accessible by the user.

## 22.2.3 (MTM 00103) Template token cannot be found

### Cause

The template token configuration option, `templateToken`, is not properly specified.

### Action

The template token is used to identify the templates as specified in other object path related configuration options, without which the tool cannot know what to import or provision. Make sure the `templateToken` option is properly set in the tenant template definition file or on the command line.

## 22.2.4 (MTM 00104) Tenant name cannot be found

### Cause

The tenant name configuration option, `tenantName`, is not properly specified.

### Action

The tenant name is a unique name used to identify a particular tenant. It is also the string replacing the template token placeholder in template object paths. Make sure the `tenantName` option is properly set in the tenant template definition file or on the command line.

---

## 22.3 MTM 01001 - MTM 01009 Database configuration errors

**22.3.1** (MTM 01001) Missing template database configuration {0} or tenant database configuration {1}

### Cause

A template to tenant database mapping is not configured correctly.

### Action

Please check your configuration to see if any template to tenant database information is incorrect.

**22.3.2** (MTM 01002) Invalid template database configuration, error parsing {0}

### Cause

The template object referenced by the report object does not have a matching tenant object.

### Action

Please check if the matching tenant object such as connection or universe object is missing from the importing.

**22.3.3** (MTM 01003) Invalid tenant database configuration, error parsing {0}

### Cause

The tenant database configuration does not have the right format.

### Action

Please check the tenant database format described by the tenant template definition file.

---

## 22.3.4 (MTM 01004) Invalid database server type {0}

### Cause

The specified database server type is not supported.

### Action

Ensure that the database server types is supported. For a list of supported types please see our documentation.

## 22.3.5 (MTM 01005) Reserved

### Cause

Reserved.

### Action

Reserved.

## 22.3.6 (MTM 01006) Table prefixes mismatch for {0} and {1}, either one of them does not exist, or number of prefixes do not match

### Cause

The number of template table prefixes doesn't match that of tenant table prefixes.

### Action

Please check the table prefix configuration to fix the problem.

---

**22.3.7** (MTM 01007) Database configuration is invalid, please see previous item(s) for details

### Cause

A database configuration error was reported earlier.

### Action

Please check the output or the log file for more detail on the earlier configuration error.

**22.3.8** (MTM 01008) An unexpected exception occurred while refreshing a CR document

### Cause

An unexpected exception occurred while refreshing a CR document.

### Action

Please check log file for more detailed root cause.

**22.3.9** (MTM 01009) The template connection {0} specified by option {1} does not correspond to an imported tenant connection

### Cause

A specified template connection does not have a corresponding tenant connection imported. This could be the result of an incorrectly specified template connection, a missing connection object import, or incorrect configuration of the connection import option.

### Action

Please check the template connection configuration of the specified option in the error message to make sure the template connection CUID is correct. Also check that the `optionIncludeConnections` import option is set to

---

true and the specified template connection object is properly included by the specification of `templateConnectionFolder` option.

## 22.4 MTM 02000 - MTM 02002 User Group and Permissions

**22.4.1** (MTM 02000) The user '<username>' does not have sufficient permissions for tenant '<tenantname>'

### Cause

A template to tenant mapping for SAP Crystal Reports 2011 direct-to-data connections is missing or not configured correctly.

### Action

Open your configuration file (`tenant_template_def.properties`) and ensure that every `crystalreport.template<n>` option has a corresponding `crystalreport.tenantdb<n>` option.

Check the trace log file (`multitenancymanager_trace.00000<n>.glf`) to perform further analysis.

**22.4.2** (MTM 02001) Database configuration is invalid, refer to previous error logs for more details

### Cause

There was error detected with the specification of the database configuration options related to CCIS Date Connection.

### Action

Open your configuration file (`tenant_template_def.properties`) and ensure that every `crystalreport.template<n>` option has a corresponding `crystalreport.tenantdb<n>` option.

Check the trace log file (`multitenancymanager_trace.00000<n>.glf`) to perform further analysis.



---

**22.4.3** (MTM 02002) Principals are only allowed to join user groups belonging to the same tenant. Related principals are not in the same tenant: {type1} '{name1}'(id={id1}, tenant={tenant 1 name(tenant 1 id)} and {type2} '{name2}'(id={id2}, tenant={tenant 2 name(tenant 2 id)})

## Cause

An attempt is being made to add a principal to a user group that belongs to another tenant.

## Action

In CMC, review the users and groups

## Example

```
Principals are only allowed to join user groups belonging to the same tenant.
Related principals are not in the same tenant: usergroup 'Administrators'
(id=33, tenant=shared(0)) and user 'George'(id=1234, tenant=TenantA(4567)).
```

## 22.5 MTM Tool warning messages

**22.5.1** (MTM Tool 1) Retrieving objects of type Category, template path  
templateCategoryFolder is not specified

## Cause

The MTM properties configuration file *optionIncludeCategories* is set to *true* and there is no valid path supplied for *templateCategoryFolder*.

## Action

Set *optionIncludeCategories* to *false* or specify a valid path for *templateCategoryFolder*.

---

## 22.5.2 (MTM Tool 2) No matching shared objects for kind CCIS.DataConnection or CommonConnection

### Cause

The MTM properties configuration file *optionUseSharedConnections* is specified, but the *sharedConnectionFolder* is not specified or the specification doesn't point to a valid connection object.

### Action

set *optionUseSharedConnections* to false or specify a valid path for *sharedConnectionFolder*

## 22.5.3 (MTM Tool 3) There are errors/warnings encountered during validation of the plugin specific configuration for plugins CrystalReport.

### Cause

One or more CR specific configuration (those starts with "crystalreport." in the tenant definition file) is not valid.

### Action

There should be an error logged or displayed for the invalid option. Correct it in accordance with the comments associated with these options in the tenant definition file.

## 23 Query as a Web Service (QWS) Error Messages

Query as a Web Service error messages include the following range in the QWS category.

Range	Category
00001-00011	QWS
02718-02719	QWS

### 23.1 `Unable to locate help file:\n{0} (QWS 00001)`

#### Cause

Help file is not installed at the expected location.

#### Action

Reinstall the QaaWS product.

### 23.2 `Server name and certificate name does not match (QWS 00002)`

#### Cause

Error is linked to the setting of HTTPS on the server and the validity of the certificate.

#### Action

Check server name and certificate validity.

---

## 23.3 `HTTPS Certificate Issuer is not trusted (QWS 00003)`

### Cause

Error is linked to the setting of HTTPS on the server and the validity of the certificate.

### Action

Check server name and HTTPS certificate validity.

## 23.4 `The Web Service URL you provided hasn't been updated. Please contact your administrator or see the Query as a Web Service documentation. (QWS 00004)`

### Cause

QaaWS web service has not been installed on your server.

### Action

Check that the QaaWS web service has been installed on your server.

## 23.5 `Invalid query specification of XML contents (QWS 00005)`

### Cause

Cannot load the query that is saved in the CMS because the consumer assemblies may be corrupted or incompatible.

### Action

Check that the Web Service DSWS files or \*.dll files are not corrupted, or have an invalid version. If they are corrupted, you must reinstall.

---

## 23.6 `Unrecognized data type in result object: {0}` (QWS 00006)

### Cause

Query as a Web Service only supports time, string, or numeric data types.

### Action

Check your data source to ensure the data type complies with the supported list above.

## 23.7 `You must be logged on to the server` (QWS 00007)

### Cause

You are attempting to call a web service but you are not logged in.

### Action

You must first login to the server hosting Query as a Web Service.

## 23.8 `The proxy to the report engine web service is not available. The attempted calls to the web service have not been successful.` (QWS 00008)

### Cause

You are attempting to call a Query as a Web Service, but you are not connected to the server.

### Action

Ensure that you are connected to the network, wait for a brief period, then try again.

---

## 23.9 Problem during prompt selection (QWS 00009)

### Cause

A call to a Query as a Web Service has failed. This may have occurred when retrieving the list of values (LOV) in a prompt. The possible causes are:

- The server is down.
- The server has timed-out.
- There is a connection problem.

### Action

Verify that the server is active, the time-out parameters are sufficient, and that the server is responding.

## 23.10 Problem during context selection (QWS 00010)

### Cause

A call to a Query as a Web Service has failed, most likely when retrieving the query context from universe. The possible causes are:

- The server is down.
- The server has timed-out.
- There is a connection problem.

### Action

Verify that the server is active, the time-out parameters are sufficient, and that the server is responding.

## 23.11 Impossible to load the list of data sources (QWS 00011)

### Cause

Query as a Web Service cannot access the list of data sources.

---

## Action

Try closing the application and restarting.

**23.12** You are not authorized to design or edit a query.\r\nPlease contact your administrator. (QWS 02718)

## Cause

The user attempting to log in does not have the rights to access Query as a Web Service.

## Action

Ask your administrator to provide the corresponding permissions in the CMC.

## 24 Explorer (PS) Error Messages

The error messages for Explorer are grouped into the following numeric categories:

Error message number range	Description
PS 10000 - PS 15010	Categories are defined for organisational purposes only. The error messages for Explorer are not grouped thematically within the categories.
PS 20000 - PS 20015	
PS 30000 - PS 30020	
PS 40000 - PS 40010	
PS 50000 - PS 50310	
PS 60000 - PS 60310	

### 24.1 PS 10001 - PS 15010

#### 24.1.1 The system cannot log you on. (PS 10001)

##### Cause

The system could not log you on.

##### Action

Please make sure your logon information is correct.

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

##### Cause

The system could not log you on using the token that was passed.

##### Action

Please make sure your logon information is correct.



---

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

### Cause

The system could not log you on as some logon informations were missing.

### Action

Please make sure your logon information is correct.

**24.1.4** The Explorer web application was not able to retrieve an Explorer service from the received web client request. (PS 10004)

### Cause

Polestar's web application was not able to retrieve a Polestar service from the received web client request.

### Action

Check that the Explorer server version is in sync with Explorer web application version. Or if you are manually building requests, ensure the it respects the defined format.

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

### Cause

Your user profile does not allow you perform that request.

### Action

Please make sure you have sufficient rights to perform that action.

---

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

### **Cause**

Explorer was not able to retrieve a service.

### **Action**

Please have a look to the detailed error for more information.

## **24.1.7** Explorer was not able to initialize the service locator. (PS 10007)

### **Cause**

Explorer was not able to initialize the service locator.

### **Action**

Please have a look to the detailed error for more information.

## **24.1.8** Explorer was not able to retrieve its configuration. (PS 10008)

### **Cause**

Explorer was not able to retrieve its configuration.

### **Action**

Please have a look to the detailed error for more information.

---

## **24.1.9** An error occurred during logon. (PS 15002)

### **Cause**

### **Action**

Please check the exception detail for more information.

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

### **Cause**

A string property is missing in the SSO configuration file.

### **Action**

Modify the SSO configuration file.

## **24.1.11** 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.

---

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

#### **Cause**

A list property is missing in the SSO configuration file.

#### **Action**

Modify the SSO configuration file.

### **24.1.13** No credential can be found to log you on. (PS 15006)

#### **Cause**

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

#### **Action**

Contact your administrator.

## **24.2 PS 20000 - PS 20015**

### **24.2.1** The data source file was not found. (PS 20001)

#### **Cause**

The datasource file was not found.

#### **Action**

Please make sure the datasource file linked with that Information Space exists.

---

## **24.2.2** `An error occurred while reading the Universe. (PS 20002)`

### **Cause**

There was an error while reading the Universe.

### **Action**

Please check the exception detail for more information.

## **24.2.3** `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 CMS.

### **Action**

Please check the exception detail for more information.

## **24.2.4** `The Information Space was not found. (PS 20004)`

### **Cause**

The Information Space was not found.

### **Action**

Please check that the Information Space exists and you have sufficient rights to access it. Or it may have just been removed by another user.

---

## **24.2.5** `It is not possible to read the information space properties.` (PS 20005)

### **Cause**

Unable to read the Information Space properties.

### **Action**

Please check that the Information Space exists and you have sufficient rights to access it. Or it may have just been removed by another user.

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

### **Cause**

Unable to retrieve the Information Spaces navigation indexes list.

### **Action**

Please have a look to the error detail for more information.

## **24.2.7** `It is not possible to start indexing.` (PS 20007)

### **Cause**

Unable to start indexing.

### **Action**

Please have a look to the error detail for more information.

---

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

### **Cause**

Unable to acquire the lock on the requested resource.

### **Action**

Please have a look to the error detail for more information.

## **24.2.9** It is not possible to release the lock on the requested resource. (PS 20009)

### **Cause**

Unable to release the lock on the requested resource.

### **Action**

Please have a look to the error detail for more information.

## **24.2.10** A server error occurred during logoff. (PS 20010)

### **Cause**

Server error occurred during logoff.

### **Action**

Please have a look to the error detail for more information.

---

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

### Cause

Server error occurred while trying to schedule an indexing task.

### Action

Please have a look to the error detail for more information.

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

### Cause

Server error occurred while trying to compute the user profile.

### Action

Please have a look to the error detail for more information.

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

### Cause

Server error occurred while trying to cancel an indexing task.

### Action

Please have a look to the error detail for more information.



---

## **24.2.14** Access to this Information Space is restricted. (PS 20014)

### **Cause**

The selected information space is marked as Hidden and can not be explored.

### **Action**

Please have a look to the error detail for more information.

## **24.3 PS 30000 - PS 30020**

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

#### **Cause**

Information Space name must not be empty.

#### **Action**

Please make sure the Information Space name is not empty.

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

#### **Cause**

Information Space with the same name already exists.

#### **Action**

Please make sure the Information Space has a different name from the other existing one.

---

### **24.3.3** Unable to access the repository. (PS 30003)

#### **Cause**

Unable to access the repository.

#### **Action**

Please make sure the CMS is running.

### **24.3.4** It is not possible to create an information space without a dimension or a measure. (PS 30004)

#### **Cause**

Unable to create an Information Space with either no dimension or no measure.

#### **Action**

Please make sure you have added at least one dimension and one measure to the Information Space objects.

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

#### **Cause**

Password confirmation of the Information Space scheduling failed.

#### **Action**

Please make sure the scheduling credential informations are correct for that Information Space.

---

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

### Cause

The query returns more than one flow.

### Action

Please check and modify the Universe objects added to that Information Space definition.

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

### Cause

The query has generated a WebI Report Engine exception.

### Action

Please check and modify the Universe objects added to that Information Space definition.

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

### Cause

Problem occurred while retrieving the cms public and favorite folders.

### Action

Please check the detail of that exception.

---

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

#### **Cause**

Problem occurred while retrieving the InformationSpace list.

#### **Action**

Please check the detail of that exception.

### **24.3.10** A problem occurred while retrieving the Information Space scheduling details. (PS 30010)

#### **Cause**

Problem occurred while retrieving the Information Space scheduling informations.

#### **Action**

Please check the detail of that exception.

### **24.3.11** 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**

Please choose another folder.

---

**24.3.12** It is not possible to use the following objects, prompts are not supported.  
(PS 30012)

### Cause

It is not possible to use the following objects, prompts are not supported.

### Action

Please check and modify the Universe objects added to that Information Space definition.

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

### Cause

A context must be selected before continuing.

### Action

Please check select a context by clicking the browse contexts button.

**24.3.14** 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

Please contact your administrator.

---

**24.3.15** 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

Please contact your administrator.

**24.3.16** It is not possible to use this spreadsheet. (PS 30017)

### Cause

The workbook spreadsheet has no data or the data is not located on the first row.

### Action

Check the sheet and ensure that the cells on the first row are populated.

**24.3.17** It is not possible to use this spreadsheet as it has no dimensions. (PS 30019)

### Cause

It is not possible to use this excel as it contains no sheets with dimensions to create facets.

### Action

Check each sheet and ensure that it contains dimensions or configure the Information Space so it contains at least one label.

---

## 24.4 PS 40000 - PS 40010

### 24.4.1 `The search failed. (PS 40001)`

#### Cause

Search failed.

#### Action

Please have a look to the error detail for more information.

### 24.4.2 `It is not possible to load the latest version of the search index. (PS 40002)`

#### Cause

Unable to load the search index latest version.

#### Action

Please have a look to the error detail for more information.

### 24.4.3 `Unable to execute the search, there are too many matching results. (PS 40003)`

#### Cause

Unable to execute the search. Too many matching results.

#### Action

Please refine your search criterion.

---

**24.4.4** The data provider(s) failed to execute the search query because a wildcard term matches too many terms for a single Information Space. (PS 40004)

### Cause

The data provider(s) failed to execute the search query because a wildcard term matches too many terms for a single information space.

### Action

Refine your search, or ask your administrator to set the data provider parameter max\_wildcard\_matches.

## 24.5 PS 50000 - PS 50310

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

### Cause

Unable to retrieve more values.

### Action

Please have a look to the error detail for more information.

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

### Cause

Unable to generate the chart.

### Action

Please have a look to the error detail for more information.



---

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

#### **Cause**

Unable to retrieve the measures list.

#### **Action**

Please have a look to the error detail for more information.

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

#### **Cause**

Unable to retrieve the navigation tree.

#### **Action**

Please have a look to the error detail for more information.

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

#### **Cause**

Unable to retrieve the data table values.

#### **Action**

Please have a look to the error detail for more information.

---

## **24.5.6** It is not possible to begin exploration of the information space. (PS 50006)

### **Cause**

Unable to start exploring that Information Space.

### **Action**

Please have a look to the error detail for more information.

## **24.5.7** It is not possible to load the latest version of the Information Space navigation index. (PS 50007)

### **Cause**

Unable to load the latest version of the Information Space navigation index.

### **Action**

Maybe the latest indexing has failed and the Information Space definition needs to be reviewed in order to create a new index version.

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

### **Cause**

Unable to close exploring that Information Space.

### **Action**

Please have a look to the error detail for more information.

---

**24.5.9** Unable to execute the search, there are too many matching results. (PS 50009)

### Cause

Unable to execute the search. Too many matching results.

### Action

Please refine your search criterion.

**24.5.10** Unable to execute the search, there are too many matching results. (PS 50010)

### Cause

Unable to execute the search. Too many matching results.

### Action

Please refine your search criterion.

**24.5.11** Unable to start exploring that Information Space since it does not contain any data. (PS 50011)

### Cause

Unable to start exploring that Information Space. No data.

### Action

Contact your administrator.

---

## **24.5.12** `Server error occurred while trying to perform an export request. (PS 50100)`

### **Cause**

Server error occurred while trying to perform an export request.

### **Action**

Please have a look to the error detail for more information.

## **24.5.13** `Server error occurred while trying to retrieve an export result. (PS 50101)`

### **Cause**

Server error occurred while trying to retrieve an export result.

### **Action**

Please have a look to the error detail for more information.

## **24.5.14** `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: no task identifier provided in request.

### **Action**

Please make sure Explorer server version are in sync with Explorer web application version. Or if you are manually building requests, please ensure that your request has the right syntax.

---

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

### **Cause**

The export format is not recognized by the server.

### **Action**

Please make sure Explorer server version is in sync with Explorer web application version. Or if you are manually building requests, please ensure the export format specified is supported.

## **24.5.16** 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**

Please make sure Explorer server version is in sync with Explorer web application version. Or if you are manually building requests, please ensure the export format specified is supported.

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

### **Cause**

The export format and the destination specified are not compatible.

### **Action**

Please make sure Explorer server version is in sync with Explorer web application version. Or if you are manually building requests, please ensure the export format specified is supported.

---

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

### Cause

Server error occurred while interacting with the data provider.

### Action

Please have a look to the error detail for more information.

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

### Cause

Some data received by the export engine are illegal or not supported, or request does not follow expected syntax.

### Action

Please make sure Explorer server version is in sync with Explorer web application version. Or if you are manually building requests, please ensure the export format specified is supported and the destination type specified for the export, as well as the configuration chosen, are supported, and that the request follows the expected syntax.

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

### Cause

Server error occurred while interacting with the data provider. The current exploration state is not supported

### Action

You may try with another selection path. Please have a look to the error detail for more information.

---

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

### **Cause**

The current data set is too large for this export.

### **Action**

Please try to reduce the data set to export by adding or modifying some selections.

## **24.5.22** Server error occurred while processing the prompt input. (PS 50200)

### **Cause**

Server error occurred while processing the prompt input.

### **Action**

Please have a look to the error detail for more information.

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

### **Cause**

Server error occurred while analyzing the prompt.

### **Action**

Please have a look to the error detail for more information.

---

## **24.5.24** `Server error occurred while submitting the prompt inputs. (PS 50202)`

### **Cause**

Server error occurred while submitting the prompt inputs.

### **Action**

Please have a look to the error detail for more information.

## **24.5.25** `Some prompt inputs are missing. (PS 50203)`

### **Cause**

Some prompt inputs are missing.

### **Action**

Please have a look to the error detail for more information.

## **24.5.26** `A prompt input is invalid. (PS 50204)`

### **Cause**

A prompt input is invalid

### **Action**

Please have a look to the error detail for more information.



---

## **24.5.27** `Server error occurred while saving the prompt inputs. (PS 50205)`

### **Cause**

Server error occurred while saving the prompt inputs.

### **Action**

Please have a look to the error detail for more information.

## **24.5.28** `The selected objects are not compatible. (PS 50206)`

### **Cause**

The selected objects are not compatible.

### **Action**

Please have a look to the error detail for more information.

## **24.5.29** `Failed to load the Information Space. (PS 50300)`

### **Cause**

Failed to load the Information Space.

### **Action**

Please, ask your administrator to check the availability or accessibility of the Information Space.

---

## **24.5.30** Failed to load the Information Space index. (PS 50301)

### **Cause**

Failed to load the Information Space index.

### **Action**

Please, ask your administrator to check the availability of the Information Space index.

## **24.5.31** Failed to initialize the data provider session. (PS 50302)

### **Cause**

Failed to initialize the data provider session.

### **Action**

Please, ask your administrator to check the availability and/or the configuration of the data provider of the Information Space.

## **24.5.32** The Information Space is based on a data source that does not exist. (PS 50303)

### **Cause**

The Information Space is based on a data source which doesn't exist anymore.

### **Action**

Please ask your administrator to check the definition of the Information Space and make sure the corresponding index is available.

---

### **24.5.33** The Information Space doesn't contain any facets. (PS 50304)

#### **Cause**

The Information Space doesn't contain any facet.

#### **Action**

Please ask your administrator to check the definition of the Information Space and make sure the corresponding index is available.

### **24.5.34** The Information Space doesn't contain any data. (PS 50305)

#### **Cause**

The Information Space doesn't contain any data.

#### **Action**

Please ask your administrator to check the definition of the Information Space and make sure the corresponding index is available.

### **24.5.35** Failed to apply the object level security. (PS 50306)

#### **Cause**

Failed to apply the object level security.

#### **Action**

Please ask your administrator to check the definition of the Information Space and make sure the corresponding index is available.

---

## 24.5.36 Failed to apply the personalization settings. (PS 50307)

### Cause

Failed to apply the personalization settings.

### Action

Please ask your administrator to check the definition of the Information Space and make sure the corresponding index is available.

## 24.5.37 A request to the underlying data access layer failed. (PS 50308)

### Cause

A request to the underlying data access layer failed.

### Action

Please ask your administrator to check the definition of the Information Space and make sure the corresponding index is available.

## 24.6 PS 60000 - PS 60310

### 24.6.1 The method called is not supported for this endpoint. (PS 60001)

### Cause

The method called is not supported for this endpoint.

### Action

Ensure that you call the correct endpoint with the appropriate method.

---

## 24.6.2 The method called requires a token. (PS 60002)

### Cause

The method called needs a token passed in header or cookie.

### Action

Ensure that you pass a token in the header or cookie.

## 24.6.3 The web application encountered an error while parsing the response.. (PS 60003)

### Cause

The webapp encountered an error while parsing the response from the backend.

### Action

Check that the webapp and backend server versions are in phase.

## 24.6.4 The endpoint called does not exist. (PS 60004)

### Cause

The endpoint called doesn't exist.

### Action

Check that you call the correct url

---

## **24.6.5** `The request has caused a parsing issue. (PS 60101)`

### **Cause**

The request is not well formed.

### **Action**

Ensure that the request is formatted as XML with closing tags and that unsupported characters are escaped.

## **24.6.6** `There are missing parameters within the request. (PS 60102)`

### **Cause**

There are missing parameters within the request.

### **Action**

Ensure that the request contains the necessary parameters and that they are defined properly.

## **24.6.7** `The request is incorrectly formed. (PS 60103)`

### **Cause**

The request is malformed.

### **Action**

Ensure that the request is formatted as XML with closing tags, that unsupported characters are escaped, and that parameters are defined properly.

---

## **24.6.8** Error while creating or updating the information space datachunk. (PS 60201)

### **Cause**

Error while creating or updating the information space datachunk.

### **Action**

Check that the datachunk id is correct or check that the FRS is available.

## **24.6.9** Error during Openspace. The indexing of the Information Space failed. (PS 60301)

### **Cause**

The indexing of the Space failed.

### **Action**

Ensure that the Information Space has a valid definition and valid dataset. If the problem continues, contact your administrator.

## **24.7 PS 70000 - PS 70003**

### **24.7.1** Bookmark does not exist. (PS 70001)

### **Cause**

Bookmark does not exist.

### **Action**

Ensure that the bookmark ID is correct and that the bookmark actually exists.

---

## 24.7.2 It was not possible to open the Information Space. (PS 70002)

### Cause

It was not possible to open the information space.

### Action

Ensure that a valid information space ID, or name, has been provided and is valid.

## 24.7.3 It was not possible to open the bookmark. (PS 70003)

### Cause

It was not possible to open the bookmark.

### Action

Check that the information space exists and that you have appropriate rights to view it.

## 24.8 PS 80000 - PS 80105

### 24.8.1 Failed to open the album. (PS 80001)

### Cause

Failed to open the exploration view set.

### Action

Check that the exploration view set exists and you have sufficient rights to access it. Or it may have just been removed by another user.



---

## **24.8.2** Failed to delete the album. (PS 80002)

### **Cause**

Failed to delete the exploration view set.

### **Action**

Check that the exploration view set exists and you have sufficient rights to delete it. Or it may have just been removed by another user.

## **24.8.3** Failed to save or delete the Album due to a concurrent access. Please retry later. (PS 80003)

### **Cause**

Failed to save or delete the exploration view set due to a concurrent access.

### **Action**

Retry later.

## **24.8.4** You do not have sufficient rights to create an album. (PS 80101)

### **Cause**

You do not have sufficient rights to create an exploration view set.

### **Action**

Contact your administrator.

---

## **24.8.5** You do not have sufficient rights to open an album. (PS 80102)

### **Cause**

You do not have sufficient rights to open an exploration view set.

### **Action**

Contact your administrator.

## **24.8.6** You do not have sufficient rights to edit an album. (PS 80103)

### **Cause**

You do not have sufficient rights to edit an exploration view set.

### **Action**

Contact your administrator.

## **24.8.7** You do not have sufficient rights to save an album. (PS 80104)

### **Cause**

You do not have sufficient rights to save an exploration view set.

### **Action**

Contact your administrator.

---

## **24.8.8** You do not have sufficient rights to delete an album. (PS 80105)

### **Cause**

You do not have sufficient rights to delete an exploration view set.

### **Action**

Contact your administrator.

---

## 25 Report Conversion Tool (RCT) Error Messages

Report Conversion Tool error messages include the following ranges and categories:

Range	Category
RCT 00001 - 00032	Report Conversion Tool

### 25.1 `Unknown error (RCT 00001)`

#### Cause

The Report Conversion Tool encountered an error that it cannot resolve.

#### Action

Contact your BusinessObjects Administrator.

### 25.2 `user canceled the conversion (RCT 00011)`

#### Cause

Conversion is canceled by the user.

#### Action

Do Nothing as the conversion is canceled by the user.

---

## 25.3 An error occurred while trying to start the conversion server. (RCT 00013)

### Cause

Unable to start the conversion process

### Action

1. Check whether the CMS is up and running 2. Restart the RCT Application and start the conversion process again 3. Contact your BusinessObjects Administrator if problem still persist

## 25.4 Publish failed (RCT 00014)

### Cause

The Report Conversion Tool could not publish the converted report. Destination CMS might be down.

### Action

1. Make sure that destination CMS is running.
2. Run the conversion process again.

## 25.5 The Source server is not found or the server may be down. (RCT 00016)

### Cause

The Source Server is not found or the server may be down

### Action

1. Recheck the source server IP/Hostname is entered correctly 2. Recheck that the source CMS is up and running

---

## 25.6 The Destination server is not found or the server may be down. (RCT 00017)

### Cause

The Destination Server is not found or the server may be down

### Action

1. Recheck the destination server IP/Hostname is entered correctly 2. Recheck that the destination CMS is up and running

## 25.7 Source User name is invalid. (RCT 00018)

### Cause

The source user name entered by you is incorrect.

### Action

Enter a valid user name.

## 25.8 Destination User name is invalid. (RCT 00019)

### Cause

The destination user name entered by you is incorrect.

### Action

Enter a valid user name.

---

## **25.9** Source Password is invalid. (RCT 00020)

### **Cause**

The source password entered by you is incorrect.

### **Action**

Enter a valid password.

## **25.10** Destination Password is invalid. (RCT 00021)

### **Cause**

The destination password entered by you is incorrect.

### **Action**

Enter a valid password.

## **25.11** Incorrect login or password or port at Source. (RCT 00022)

### **Cause**

Your Source login is not recognized by the server.

### **Action**

Contact your BusinessObjects Administrator.

To login, you must be either an Administrator or a member of the Report Conversion Tool Users Group, defined in the Source Central Management Console.

---

## **25.12** `Incorrect login or password or port at Destination. (RCT 00023)`

### **Cause**

Your Destination login is not recognized by the server.

### **Action**

Contact your BusinessObjects Administrator.

To login, you must be either an Administrator or a member of the Report Conversion Tool Users Group, defined in the Destination Central Management Console.

## **25.13** `Invalid Source (RCT 00024)`

### **Cause**

The source machine cannot be XI 4.0 or a higher version, it should be of the prior version.

### **Action**

Enter the correct source machine information.

## **25.14** `Invalid Destination (RCT 00025)`

### **Cause**

The Destination Machine should be XI 4.0 or a higher version.

### **Action**

Enter the correct destination machine information.



---

**25.15** Choose a connection to continue with audit or deselect the checkbox. (RCT 00026)

### Cause

No connection has been selected for the audit.

### Action

Choose the connection to continue or deselect the checkbox.

**25.16** Unable to open file from (RCT 00027)

### Cause

The list of Desktop Intelligence report which was saved in this XML file is no longer valid. Few or all the Desktop Intelligence documents are either deleted from the source repository, or it's document ID has changed.

### Action

Manully open the XML file and check that all the document IDs available in the file are also available in the source repository. If not, then remove the document tag of that particular document or modify the document ID in XML to refer to the correct document ID available in source repository.

**25.17** File not found. Verify the file name. (RCT 00028)

### Cause

The File name entered is not found.

---

## Action

Enter a valid file name.

### 25.18 Invalid file name. (RCT 00029)

## Cause

The File name entered is not valid.

## Action

Enter a valid file name.

### 25.19 Invalid roc file. Please select a valid roc file. (RCT 00030)

## Cause

The file is not a valid roc file.

## Action

Select a valid roc file.

### 25.20 Invalid file. (File corrupted?) Please select a valid roc file. (RCT 00031)

## Cause

The roc file is corrupted.

---

## Action

Select an uncorrupted roc file.

## 25.21 Invalid File name. (RCT 00032)

## Cause

The File name entered is not valid.

## Action

Enter a valid file name.

## 26 RESTful Web Services (RWS) Error Messages

RESTful Web Services error messages include the following:

Range	Category
RWS 00002 - RWS 00010	RESTful Web Services
RWS 000011 - RWS 000026	RESTful Web Services
RWS 000031 - RWS 000051	RESTful Web Services
RWS 00052 - RWS 00075	RESTful Web Services
RWS 000076 - RWS 000079	RESTful Web Services

### 26.1 RWS 00002 - RWS 00010

#### 26.1.1 `General server error. (RWS 00002)`

##### Cause

An unknown error occurred in the BIP RESTful Web Service.

##### Action

Please check the server logs for more details.

#### 26.1.2 `Client input error. (RWS 00003)`

##### Cause

There is an unknown error in the input of the client provided to the BIP RESTful Web Service.

##### Action

Please consult the documentation for the resource you're trying to call to determine if your input was indeed valid.

---

### 26.1.3 `Forbidden (RWS 00004)`

#### Cause

This resource may not be accessed.

#### Action

Verify you have the right permissions to access the resource.

### 26.1.4 `Not Found (RWS 00005)`

#### Cause

The specific resource could not be found. Either the resource does not exist or you do not have the permissions to view it.

#### Action

Verify that the URL you used was correct. If you're trying to view an InfoObject, use the Central Management Console (CMC) to verify that you have the right to view that object.

### 26.1.5 `Unable to create service. See server logs for details. (RWS 00006)`

#### Cause

The BIP RESTful Web Service was unable to create the requested service.

#### Action

Examine the JavaDoc for `Constructor.newInstance`. Cross check the cause of this exception with the exceptions thrown by `Constructor.newInstance`.

---

**26.1.6** Unknown error occurred while invoking service. See server logs for details.  
(RWS 00007)

### Cause

The BIP RESTful Web Service encountered an unknown error while invoking the service.

### Action

Check the log of the Web Application Server containing the BIP RESTful Web Service to see more details.

**26.1.7** The HTTP header does not contain the X-SAP-LogonToken attribute. (RWS 00008)

### Cause

Access to the requested resources requires you to have been authenticated.

### Action

Please pass in the X-SAP-LogonToken in the request's header. You may generate one using the logon resource.

**26.1.8** Resource not found: {0} (RWS 00009)

### Cause

The specific resource could not be found. Either the resource does not exist or you do not have the permissions to view it.

### Action

Verify that the URL you used was correct. If you're trying to view an InfoObject, use the Central Management Console (CMC) to verify that you have the right to view that object.

---

## 26.1.9 Resource not supported for the requested object. (RWS 00010)

### Cause

You attempted to access a resource for an InfoObject which was not supported. For example, this exception would be thrown when you try to access the Crystal Reports service for a Folder.

### Action

Don't call this method on unsupported objects. Only visit links that are valid.

## 26.2 RWS 00011 - RWS 00026

### 26.2.1 Invalid session token timeout value: {0}. (RWS 000011)

#### Cause

A logon token could not be created because of an invalid setting in the BIP RESTful Web Service.

#### Action

Please contact your administrator to set an appropriate session token timeout value for the BIP RESTful Web Service in the Central Management Console (CMC).

### 26.2.2 Info object with ID {0} not found. (RWS 000012)

#### Cause

The InfoObject could not be found. If it's suppose to exist, have you verified that you have the permissions to view it?

---

## Action

Use the Central Management Console (CMC) to verify that the InfoObject exists and that you have the right to view it.

### 26.2.3 Duplicate Object (RWS 000013)

## Cause

A duplicate object was detected.

## Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

### 26.2.4 No relationship named {0}. (RWS 000015)

## Cause

The relationship could not be found on the InfoObject.

## Action

Verify that the URL used was one generated by the BIP RESTful WebService by visiting the root object. If the URL is indeed valid, have you checked your permissions to verify that you have the appropriate rights to view the relationship?

### 26.2.5 The server session is not available from the PJS service bean. (RWS 000016)

## Cause

The Adaptive Processing Server has not passed a server session to the BIP RESTful Web Service.



---

## Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

### 26.2.6 `Encode failure. (RWS 000017)`

## Cause

The BIP RESTful Web Service uses a codec to encode objects into a user-readable format (e.g., XML). Unfortunately, it looks an encoding error occurred.

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

### 26.2.7 `{0} is NULL. (RWS 000018)`

## Cause

The BIP RESTful Web Service uses a codec to encode objects into a user-readable format (e.g., XML). Unfortunately, during its execution, it couldn't reference to a value.

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

### 26.2.8 `Illegal Argument: {0} (RWS 000019)`

## Cause

The BIP RESTful Web Service uses a codec to encode objects into a user-readable format (e.g., XML). Unfortunately, during its execution, it detected an illegal argument.

---

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

### 26.2.9 `Cannot serialize value of type {0}. (RWS 000020)`

## Cause

The BIP RESTful Web Service uses a codec to encode objects into a user-readable format (e.g., XML). We were unable to serialize a value.

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

### 26.2.10 `Unterminated string. (RWS 000021)`

## Cause

The BIP RESTful Web Service uses a codec to encode objects into a user-readable format (e.g., XML). It encountered an unterminated string.

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

### 26.2.11 `Malformed date: {0}. (RWS 000022)`

## Cause

The BIP RESTful Web Service was unable to encode/decode the date passed into it.

---

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

### 26.2.12 `Malformed time: {0}. (RWS 000023)`

## Cause

The BIP RESTful Web Service was unable to encode/decode the time passed into it.

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

### 26.2.13 `Malformed datetime: {0}. (RWS 000024)`

## Cause

The BIP RESTful Web Service was unable to encode/decode the date time passed into it.

## Action

Please make sure the date time is in a format recognized by the ATOM standard (RFC 4287). Check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

### 26.2.14 `Cannot deserialize value of type {0}. (RWS 000025)`

## Cause

The BIP RESTful Web Service uses a codec to encode objects into a user-readable format (e.g., XML). Unfortunately, it looks a decoding error occurred.

---

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

**26.2.15** `Cannot get the attribute name. The name is either null or empty. (RWS 000026)`

## Cause

The BIP RESTful Web Service uses a codec to encode objects into a user-readable format (e.g., XML). While reading/writing the user-readable format, a parser error occurred.

## Action

Please check the logs for more details about the parameter that caused this error. If the problem remains unclear, please contact SAP BusinessObjects support for assistance.

## 26.3 RWS 00031 - RWS 00051

**26.3.1** `Model error. (RWS 000031)`

## Cause

The BIP RESTful Web Service contains invalid data in its binaries.

## Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

---

## 26.3.2 `No setter.` (RWS 000032)

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.3.3 `Getter must not have parameters: {0}.` (RWS 000033)

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.3.4 `Setter must have exactly one parameter: {0}.` (RWS 000034)

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

---

## 26.3.5 `Setter {0} is not of the same type as getter {1}. (RWS 000035)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.3.6 `source: {0} + destination: {1}. (RWS 000036)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.3.7 `Reference equality is not implemented. (RWS 000037)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

---

## 26.3.8 `This use in hash-based collections is not implemented. (RWS 000038)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.3.9 `Class {0} is not a model class. (RWS 000039)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.3.10 `property '{0}' cannot bind to two fields: {1}, and {2}. (RWS 000040)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

---

**26.3.11** Attribute '{0}' cannot bind to two get (or set) methods: {1}, and {2}. (RWS 000041)

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

**26.3.12** Model contains at least 1 write-only attribute. name: {0}, method: {1}. (RWS 000042)

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

**26.3.13** No accessible constructor without parameters for class {0}. (RWS 000043)

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.



---

## **26.3.14** {0} object is null for composition property {1}. (RWS 000044)

### **Cause**

The BIP RESTful Web Service contains invalid data in its binaries.

### **Action**

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## **26.3.15** Couldn't inject property '{0}' to field {1} of type {2}. (RWS 000045)

### **Cause**

The BIP RESTful Web Service contains invalid data in its binaries.

### **Action**

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## **26.3.16** Property name already exists: {0} (RWS 000046)

### **Cause**

The BIP RESTful Web Service contains invalid data in its binaries.

### **Action**

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

---

## 26.3.17 `GUID must not contain the path separator '/' (RWS 000047)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.3.18 `No type for class {0} (RWS 000048)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.3.19 `Empty filter. (RWS 000049)`

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

---

**26.3.20** Filter may not use '{0}' in conjunction with any other filter strings. (RWS 000050)

### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

**26.3.21** A duplicate {0} instance was created. (RWS 000051)

### Cause

The BIP RESTful Web Service code has singleton objects to manage its daily operations. Strangely, a duplicate of a singleton object was created.

### Action

This error should not be thrown in a customer environment. If you have verified that your installation is correct and hasn't been corrupted, please contact SAP BusinessObjects support for help resolving this issue.

## 26.4 RWS 00052 - RWS 00075

**26.4.1** Bad request. (RWS 00052)

### Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

---

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.2 `Unauthorized` (RWS 00053)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.3 `Payment required.` (RWS 00054)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.4 `Forbidden` (RWS 00055)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

---

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.5 `Not found. (RWS 00056)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.6 `Method not allowed (RWS 00057)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.7 `Not acceptable, (RWS 00058)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

---

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.8 `Proxy authentication required. (RWS 00059)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.9 `Request timeout. (RWS 00060)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.10 `Conflict (RWS 00061)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

---

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.11 `Gone` (RWS 00062)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.12 `Length required.` (RWS 00063)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.13 `Length required.` (RWS 00063)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

---

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.14 `Precondition failed. (RWS 00064)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.15 `Request entity too large. (RWS 00065)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.16 `Request-URI too long. (RWS 00066)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.



---

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.17 `Unsupported media type.` (RWS 00067)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.18 `Requested range not satisfiable.` (RWS 00068)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.19 `Expectation failed.` (RWS 00069)

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

---

## Action

Please consult section 10.4 of RFC 2616 for more guidance on resolving this error.

### 26.4.20 `Internal server error. (RWS 00070)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.5 of RFC 2616 for more guidance on resolving this error.

### 26.4.21 `Not implemented. (RWS 00071)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.5 of RFC 2616 for more guidance on resolving this error.

### 26.4.22 `Bad gateway. (RWS 00072)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

---

## Action

Please consult section 10.5 of RFC 2616 for more guidance on resolving this error.

### 26.4.23 `Service unavailable. (RWS 00073)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.5 of RFC 2616 for more guidance on resolving this error.

### 26.4.24 `Gateway timeout. (RWS 00074)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

## Action

Please consult section 10.5 of RFC 2616 for more guidance on resolving this error.

### 26.4.25 `HTTP version not supported. (RWS 00075)`

## Cause

This is a generic error message thrown by the BIP RESTful Web Service under the circumstances dictated by RFC 2616.

---

## Action

Please consult section 10.5 of RFC 2616 for more guidance on resolving this error.

## 26.5 RWS 00076 - RWS 00080

**26.5.1** Logon may not proceed because a session is already associated with this request. (RWS 000076)

### Cause

You attempted to log onto the BIP RESTful Web Service while a session has already been associated with the request.

### Action

Don't pass in a session to the BIP RESTful Web Service when you use the Logon resource.

**26.5.2** The authentication scheme you have chosen is currently not supported. (RWS 000077)

### Cause

The selected authentication scheme you have chosen is not supported by the BI Platform RESTful Web Service.

### Action

Either pass in the credentials using the X-SAP-LogonToken mechanism or use HTTP BASIC authentication (see RFC 2617).

---

### 26.5.3 `The credentials could not be decoded. (RWS 000078)`

#### Cause

The credentials passed into the BI Platform RESTful Web Service could not be decoded.

#### Action

Make sure credentials are encoded correctly before using them. If you're using HTTP BASIC authentication, make sure they're encoded in the format specified by RFC 2617.

### 26.5.4 `Please validate your input. (RWS 000079)`

#### Cause

Please make sure the content of your request is formatted correctly and contains all the necessary fields.

#### Action

Re-send the request after you've verified that that content of your request is formatted correctly. Typically, you may use GET to determine what format the request should be in. You may also check the documentation for this information as well.

### 26.5.5 `Cannot bind unknown attribute {0} to method {1}. (RWS00080)`

#### Cause

The BIP RESTful Web Service contains invalid data in its binaries.

#### Action

Because this error message is rare in a fully installed environment, it may indicate a faulty or corrupted installation. If you have verified that your installation is correct and hasn't been corrupted, contact SAP BusinessObjects support for help resolving this issue.

## 27 Translation tool error messages (TMT)

Translation tool error messages include the following ranges and categories:

- Translation Management Tool (TMT) Error Messages

### 27.1 Translation management tool (TMT) Errors

Translation management tool error messages include the following:

Range	Category
TMT10000 - TMT20100	Translation management tool errors

#### 27.1.1 `Object type is not translatable (TMT10000)`

##### Cause

The objects of this type are not translatable.

##### Action

Enable the translatable property for the object kind and deploy the corresponding translation server plugin.

#### 27.1.2 `No translation plugin is defined for the type "{0}" (TMT10010)`

##### Cause

Translation server plugin is not defined for the object kind.

##### Action

Deploy the translation server plugin for the object kind.

---

### **27.1.3** `Cannot load the translation plugin for the type "{0}" (TMT10020)`

#### **Cause**

Some errors happened while loading the plugin components.

#### **Action**

Test and re-deploy the translation server plugin for the object kind.

### **27.1.4** `"{0}" is a read-only object (TMT10030)`

#### **Cause**

The object is Read-only. (eg. default Custom Roles)

#### **Action**

Read-only objects cannot be translated.

### **27.1.5** `Unexpected I/O exception (TMT10040)`

#### **Cause**

An unexpected error occurred.

#### **Action**

Retry the operation.

---

## 27.1.6 `You do not have rights to translate "{0}" (TMT10050)`

### Cause

User doesn't have the right to translate the object. User should have either edit or translate right to perform this action.

### Action

Assign the edit or translate right on the object for the user. Otherwise the user can only access this object in read-only mode.

## 27.1.7 `Invalid User Rights (TMT 20050)`

### Cause

The user doesn't have the right to view, translate, or edit the document.

### Action

Check the user rights in the CMC.

## 27.1.8 `You are not authorized to use this document.\n\nThe document belongs to another CMS. You cannot open it unless you are connected to the same CMS from which it was imported. (TMT 20070)`

### Cause

Unable to open the document because it was authorized in a different CMS.

### Action

Login to the correct CMS and try again.



## 28 Universe Error Messages

Universe error messages include the following ranges and categories:

- Universe Management (UNM) Error Messages
- Universe (UNV) Error Messages

### 28.1 Universe Management (UNM) Error Messages

Universe management error messages include the following:

Range	Category
UNM0001 - UNM0016	Universe management errors

#### 28.1.1 `May be inconsistent. (UNM0001)`

##### Cause

The universe may contain:

- Invalid syntax in the SQL definition of an object, condition, or join
- Loops
- Isolated tables
- Missing or incorrect cardinalities.

##### Action

Run an Integrity Check on the universe. This checks whether the structure of your universe matches the requirements of the database.

#### 28.1.2 `Bad number format (UNM0002)`

##### Cause

There is a syntax error in the SQL formula you entered. The number format is incorrect.

---

## Action

Reenter the number, and resubmit the formula.

### 28.1.3 `Missing quote "..."` (UNM0003)

## Cause

There is a syntax error in the SQL formula you entered. The formula lacks a single quotation mark.

## Action

Enter the missing single quote, and resubmit the formula.

### 28.1.4 `Missing double quote "..."` (UNM0004)

## Cause

There is a syntax error in the SQL formula you entered. The formula lacks a double quotation mark.

## Action

Enter the missing double quote, and resubmit the formula.

### 28.1.5 `Missing closing bracket {...}` (UNM0005)

## Cause

There is a syntax error in the SQL formula you entered. The formula lacks a closing bracket.

## Action

Enter the missing closing bracket, and resubmit the formula.

---

## 28.1.6 `Missing opening parenthesis after function name (UNM0006)`

### Cause

There is a syntax error in the SQL formula you entered. The formula lacks an opening parenthesis.

### Action

Enter the missing opening parenthesis, and resubmit the formula.

## 28.1.7 `Missing closing parenthesis (UNM0007)`

### Cause

There is a syntax error in the SQL formula you entered. The formula lacks a closing parenthesis.

### Action

Enter the missing closing parenthesis, and resubmit the formula.

## 28.1.8 `Missing parameters (UNM0008)`

### Cause

There is a syntax error in the SQL formula you entered. The formula lacks one or more parameters.

### Action

Enter the missing parameters, and resubmit the formula.

---

## 28.1.9 `Wrong number of parameters (UNM0009)`

### Cause

There is a syntax error in the SQL formula you entered. The formula may either lack one or more parameters or have too many parameters.

### Action

Enter the correct number of parameters, and resubmit the formula.

## 28.1.10 `Bad character (UNM0010)`

### Cause

There is a syntax error in the SQL formula you entered. You included an unauthorized character in one of the field statements.

### Action

Check and correct the syntax. Then resubmit the formula.

## 28.1.11 `Bad indent (UNM0011)`

### Cause

There is a syntax error in the SQL formula you entered. You included an illegal indent in one of the field statements.

### Action

Check and correct the syntax. Then resubmit the formula.

---

### **28.1.12** `Incompatible operand (UNM0012)`

#### **Cause**

There is a syntax error in the SQL formula you entered. You included an operand that is not compatible with the current SQL function.

#### **Action**

Check and correct the SQL. Then resubmit the formula.

### **28.1.13** `Looping in variable definition (UNM0013)`

#### **Cause**

There is a syntax error in the SQL formula you entered. You included a loop which cannot be resolved.

#### **Action**

Check and correct the syntax. Then resubmit the formula.

### **28.1.14** `Returns type incompatible with the user object type. (UNM0014)`

#### **Cause**

There is a syntax error in the SQL formula you entered. There are inconsistencies in the User Object Definition.

#### **Action**

Check and correct the syntax. Then resubmit the formula.

## 28.1.15 Syntax error (UNM0015)

### Cause

This error message appears when special characters are used in object names, including: [ ] = & @ × \$ % , ; ! ß £ ~ \$ μ + ' ( ) { } -

### Action

Do not use special characters in object names.

## 28.1.16 Cannot create two user objects with the same name. (UNM0016)

### Cause

You tried to create a user object with a name that is already assigned to another user object.

### Action

Choose a unique name for the user object. Then resubmit the formula.

## 28.2 Universe (UNV) Error Messages

Universe error messages include the following:

Range	Category
UNV0017 - UNV0049	Universe errors

---

## 28.2.1 `The server is not responding. (UNV0017)`

### Cause

This message may occur when you try to access the database by performing the following types of actions: "ping" a connection, refresh the structure of the universe, or refresh a document.

### Action

Verify the network connection by "pinging" the server. If the network is running properly, the database administrator should then use database middleware, for example Net8 for Oracle, to check if there is any response from the repository database.

## 28.2.2 The server is not responding (UNV0018)

### Cause

This message may occur when you try to access the database that is not connected (the server is down, or the connection connection lost).

### Action

Verify the network connection by "pinging" the server. If the network is running properly, the database administrator should then use database middleware (such as Net8 for Oracle) to check if there is any response from the repository database.

## 28.2.3 `This alias name is used for a table. (UNV0031)`

### Cause

The name you want to use as an alias is already used as a name for a table. Names must be unique in the universe.

### Action

Use another name for the alias and try again.

---

## 28.2.4 Associated table does not exist. (UNV0032)

### Cause

Cannot find the table ID for a table you are trying to use.

### Action

Try again. If the problem persists, there may have been a problem during the import process. Import the universe again and try again.

## 28.2.5 This object already exists. (UNV0035)

### Cause

The object that you are trying to create already exists in the class. Objects must have unique names within the same class.

### Action

Rename the existing object, or give the new object another name. If you change the name of an existing object, documents using this object may not refresh correctly.

## 28.2.6 Strategy connection not found. (UNV0049)

### Cause

This message may be displayed when an external object strategy is used to access the repository.

### Action

The connection referenced in the [CONNECTION] section of the .PRM file must be defined as a personal connection. If it is defined as a secured connection, it will not work. This is because this connection enables you to access every metadata structure, and might not be available for all other users.



---

### **i** Note

External strategy files are declared in the .PRM files located in the various subfolders of:

```
$INSTALLDIR\dataAccess\RDBMS\legacy  
\<database name>
```

## 29 Upgrade management tool (UMT) Error Messages

Upgrade management tool (UMT) includes the following error message categories:

Range	Category
UMT 00001	Upgrade management tool (UMT)
UMT 00301 - 00304	Upgrade management tool (UMT)
UMT 10001 - 10007	Upgrade management tool (UMT)
UMT 10101 - 10105	Upgrade management tool (UMT)
UMT 20001 - 20016	Upgrade management tool (UMT)
UMT 20106 - 20112	Upgrade management tool (UMT)
UMT 20201 - 20215	Upgrade management tool (UMT)

### 29.1 UMT 00001

**29.1.1** The new language you have selected will not take effect until you have restarted upgrade management tool. (UMT 00001)

#### Cause

You have selected a new language for the upgrade management tool.

#### Action

Restart the upgrade management tool to use it in the selected language.

---

## 29.2 UMT 00301-00304

**29.2.1** As part of the upgrade process for this object, another object, titled "{0}", of kind "{1}", has been created. (UMT 00301)

### Cause

A migration operation has been performed.

### Action

No action is necessary.

**29.2.2** This object is created as part of the upgrade process for another object titled "{0}", of kind "{1}". (UMT 00302)

### Cause

A migration operation has been performed.

### Action

No action is necessary.

**29.2.3** This object will not be committed during the upgrade. This behavior is by design, and is not an error. (UMT 00303)

### Cause

A migration operation has been performed.

---

## Action

No action is necessary.

**29.2.4** As part of the upgrade process for this object, another object, titled "{0}", of kind "{1}", has been excluded from being committed. This is not an error. (UMT 00304)

## Cause

A migration operation has been performed.

## Action

No action is necessary.

## 29.3 UMT 10001-10007

**29.3.1** You must be an administrator in order to change parameters. (UMT 10001)

## Cause

Your user account has no *Edit* right on the upgrade management tool application object.

## Action

Use the Central Management Console to grant the *Edit* right to your user account.

**29.3.2** A warning occurred. No further details are available. (UMT 10002)

## Cause

A problem has occurred during the upgrade process.

---

## Action

Restart the upgrade management tool.

**29.3.3** File "{0}" not found. Please verify that the correct file name was given.  
(UMT 10003)

## Cause

The file that you have selected is missing.

## Action

Select a valid file.

**29.3.4** This object is excluded from being committed. This is part of the upgrade process, and is not an error. (UMT 10004)

## Cause

A migration operation has been performed.

## Action

No action is necessary.

**29.3.5** This object is excluded from being committed as part of the upgrade process for another object titled "{0}", of kind "{1}". This is not an error. (UMT 10005)

## Cause

A migration operation has been performed.

---

## Action

No action is necessary.

**29.3.6** For users and groups mapped in via third-party authentication, the name (not the CUID) is used to detect whether the user or group already exists at the destination. (UMT 10006)

## Cause

Users and groups with third-party aliases are mapped to users and groups with identical names on the destination system.

## Action

No action is necessary.

**29.3.7** The upgrade process cannot continue until you start or enable the following services: (UMT 10007)

## Cause

The objects selected for upgrade require services to be running.

## Action

Start or enable the servers that contain the required services.

---

## 29.4 UMT 10101-10105

**29.4.1** You have logged on to the source CMS as a user that is not a system administrator. You will not be able to export objects which you have no access to. It is recommended that you run the upgrade management tool as the system administrator. (UMT 10101)

### Cause

The user account you have used to log onto the source CMS is not a member of the Administrators group.

### Action

Log off, and then log on with an account with an Administrator account.

**29.4.2** You have logged on to the destination CMS as a user that is not a system administrator. Certain objects may fail to commit due to security rights. (UMT 10102)

### Cause

The user account you have used to log onto the destination CMS is not a member of the Administrators group.

### Action

Log off, and then log on with an account with an Administrator account.

---

**29.4.3** You have logged on to both the source and the destination CMSes as users that are not system administrators. You will not be able to export or commit objects which you have no access to. It is recommended that you run the upgrade management tool as the system administrator. (UMT 10103)

### Cause

The user accounts you have used to log onto the source and destination Central Management Servers are not members of the Administrators group.

### Action

Log off, and then log on with Administrator accounts.

**29.4.4** You have logged on to the source XI Release 2 CMS as a user that is not the system administrator. You will not be able to export objects which you have no access to. Also, users' passwords will not be exported. It is recommended that you run the upgrade management tool as the system administrator. (UMT 10104)

### Cause

The user account you have used to log onto the source CMS is not a member of the Administrators group.

### Action

Log off, and then log on with an Administrator account.



---

**29.4.5** You have logged on to both the source and the destination CMSES as users that are not system administrators. You will not be able to export or commit objects which you have no access to. Also, users' passwords will not be exported. It is recommended that you run the upgrade management tool as the system administrator. (UMT 10105)

### Cause

The user accounts you have used to log onto the source and destination Central Management Servers are not members of the Administrators group.

### Action

Log off, and then log on with Administrator accounts.

## 29.5 UMT 20001-20016

**29.5.1** Object ID not recognized: {0} (UMT 20001)

### Cause

The ID of an InfoObject could not be processed.

### Action

Restart the upgrade management tool.

**29.5.2** An error has occurred. No further details are available. (UMT 20002)

### Cause

An internal error has occurred.

---

## Action

Restart the upgrade management tool.

**29.5.3** Failed to apply upgrade management tool application plugin changes. The error is: {0} (UMT 20003)

## Cause

Your user account has no *Edit* right on the upgrade management tool application object.

## Action

Use the Central Management Console to grant the *Edit* right to your user account.

**29.5.4** An unexpected error has occurred. (UMT 20004)

## Cause

An internal error has occurred.

## Action

Restart the upgrade management tool.

**29.5.5** An unexpected error of type "{0}" has occurred. (UMT 20005)

## Cause

An internal error has occurred.

---

## Action

Restart the upgrade management tool.

**29.5.6** Unable to retrieve the object with CUID "{0}" from object manager. (UMT 20006)

## Cause

An internal error has occurred.

## Action

Restart the upgrade management tool.

**29.5.7** Unable to retrieve the CUID of "{0}". The error is: {1} (UMT 20007)

## Cause

An internal error has occurred.

## Action

Restart the upgrade management tool.

**29.5.8** Insufficient right to retrieve the upgrade management tool application object. Please log on with a user who has View right on the upgrade management tool application object. (UMT 20008)

## Cause

Your user account has no *View* right on the upgrade management tool application object.

---

## Action

Use the Central Management Console to grant the *View* right to your user account.

**29.5.9** Internal inconsistencies detected among upgrade management tool collaterals.  
Object: "{0}", property: "{1}", unexpected value: "{2}". (UMT 20009)

## Cause

An internal error has occurred.

## Action

Restart the upgrade management tool.

**29.5.10** Internal inconsistencies detected among plugins associated with upgrade management tool. The prompt name "{0}" is used by at least plugins "{1}" and "{2}".  
(UMT 20010)

## Cause

An internal error has occurred.

## Action

Restart the upgrade management tool.

---

**29.5.11** Internal inconsistencies detected among plugins associated with upgrade management tool. The prompt name "{0}" from plugin "{1}" contains one or more invalid characters. (UMT 20011)

### Cause

An internal error has occurred because one or more migration plugins are invalid.

### Action

Re-install the specified migration plugins.

**29.5.12** Version check failed. The source system or source BIAR file must be of an older version. The destination system must be of the current version. (UMT 20012)

### Cause

You have used a BIAR file from the current version of the deployment as an upgrade source, or you have tried to connect to an older version of the deployment as an upgrade destination.

### Action

Use a BIAR file from a previous version as an upgrade source, and connect to a current version of the deployment as the upgrade destination.

**29.5.13** Version check failed. Source system must be of the current version. (UMT 20013)

### Cause

You have tried to connect to a non-current version of a source deployment.

---

## Action

Connect to a current version of a source deployment.

**29.5.14** Version check failed. The source system's version must be XI Release 2 or later. (UMT 20014)

## Cause

You have tried to connect to a version of a source deployment that is older than the oldest supported version.

## Action

Connect to a valid source deployment.

**29.5.15** Failed to open Help in browser. (UMT 20015)

## Cause

The current machine does not have a web browser installed.

## Action

Install a web browser such as Microsoft Internet Explorer or Mozilla Firefox.

**29.5.16** Upgrade management tool is currently not configured to work with WinAD. Please refer to the Upgrade Guide on how to properly set up WinAD authentication. (UMT 20016)

## Cause

The required Java system properties do not refer to the WinAD configuration file.

---

## Action

Run the upgrade management tool using the proper Java system properties.

## 29.6 UMT 20106-20112

**29.6.1** To perform Complete Upgrade, you have to log on to the source CMS as a system administrator. (UMT 20106)

### Cause

The user account you have used to log onto the source Central Management Server is not a member of the Administrators group.

### Action

Log off, and then log on with an account with administrative privileges.

**29.6.2** To perform a Complete Upgrade, you have to log onto the destination CMS as a system administrator. (UMT 20107)

### Cause

The user account you have used to log onto the destination Central Management Server is not a member of the Administrators group.

### Action

Log off, and then log on with an Administrator account.

---

**29.6.3** To perform Complete Upgrade, you must log on to the source XI Release 2 CMS as the system administrator. (UMT 20108)

### Cause

The user account you have used to log onto the source Central Management Server is not a member of the Administrators group.

### Action

Log off, and then log on with an Administrator account.

**29.6.4** No source input File Repository Servers are available. Please check your source system, and ensure the FRS servers are running. (UMT 20109)

### Cause

No input File Repository Servers (FRS) are available on the source deployment.

### Action

Start or enable at least one FRS on the source deployment.

**29.6.5** No source output File Repository Servers are available. Please check your source system, and ensure the FRS servers are running. (UMT 20110)

### Cause

No input File Repository Servers (FRS) are available on the source deployment.

### Action

Start or enable at least one FRS on the source deployment.



---

**29.6.6** No destination input File Repository Servers are available. Please check your destination system, and ensure the FRS servers are running. (UMT 20111)

### Cause

No input File Repository Servers (FRS) are available on the destination deployment.

### Action

Start or enable at least one FRS on the destination deployment.

**29.6.7** No destination output File Repository Servers are available. Please check your destination system, and ensure the FRS servers are running. (UMT 20112)

### Cause

No input File Repository Servers (FTS) are available on the destination deployment.

### Action

Start or enable at least one FRS on the destination deployment.

## 29.7 UMT 20201-20215

**29.7.1** Invalid upgrade mode detected. Refer to the documentation for a list of acceptable modes. (UMT 20201)

### Cause

You have not selected a valid upgrade mode.

---

## Action

Select a valid upgrade mode.

### 29.7.2 `Source system name cannot be empty. (UMT 20202)`

## Cause

You have not provided a name for the source deployment.

## Action

Provide a valid name for the source deployment.

### 29.7.3 `Source system user name cannot be empty. (UMT 20203)`

## Cause

You have not provided a user name for the source deployment.

## Action

Provide a valid user name for the source deployment.

### 29.7.4 `Source system authentication cannot be empty. (UMT 20204)`

## Cause

You have not specified an authentication method for the source deployment.

## Action

Provide an authentication method for the source deployment.

---

## **29.7.5** Destination CMS name cannot be empty. (UMT 20205)

### **Cause**

You have not provided a name for the destination deployment.

### **Action**

Provide a valid name for the destination deployment.

## **29.7.6** Destination user name cannot be empty. (UMT 20206)

### **Cause**

You have not provided a user name for the destination deployment.

### **Action**

Provide a valid user name for the destination deployment.

## **29.7.7** Destination authentication type cannot be empty. (UMT 20207)

### **Cause**

You have not specified an authentication method for the destination deployment.

### **Action**

Provide an authentication method for the destination deployment.

---

## **29.7.8** BIAR file path cannot be empty. (UMT 20208)

### **Cause**

The location or name for the BIAR file are not specified.

### **Action**

Provide a valid location and name for the BIAR file.

## **29.7.9** Cannot find the directory specified in the BIAR file path. Please verify the path. (UMT 20209)

### **Cause**

A location specified in the BIAR file is missing.

### **Action**

Ensure that the specified location is valid.

## **29.7.10** The BIAR file path is invalid. Please verify the path. (UMT 20210)

### **Cause**

The location or name of the BIAR file is invalid.

### **Action**

Provide a valid location and name for the BIAR file.

---

## **29.7.11** Cannot find the specified BIAR file. Please check the file path. (UMT 20211)

### **Cause**

The specified BIAR file is missing.

### **Action**

Provide a valid location and name for the BIAR file.

## **29.7.12** Log file path cannot be empty. (UMT 20212)

### **Cause**

A location specified in the log file is missing.

### **Action**

Ensure that the specified location is valid.

## **29.7.13** The log file path is invalid. Please verify the path. (UMT 20213)

### **Cause**

The location of the log file is invalid.

### **Action**

Provide a valid location for the log file.

---

**29.7.14** The prompt "{0}" is invalid. Please refer to the documentation for a list of acceptable prompts. (UMT 20214)

### Cause

You have specified an invalid prompt name.

### Action

Provide a valid prompt name.

**29.7.15** Cannot find the directory specified in log file path. Please verify the path. (UMT 20215)

### Cause

The path specified for saving the log file has a missing folder.

### Action

Specify a path that contains the correct folder.

## 30 Web Intelligence Error Messages

Web Intelligence error messages include the following ranges and categories:

- Web Intelligence Java interface (WIJ) Error Messages
- Web Intelligence HTML interface (WIH) Error Messages
- Web Intelligence Desktop (WIO) Error Messages
- Web Intelligence Server (WIS) Error Messages
- Web Intelligence Report Engine (RWI) Error Messages

### 30.1 Web Intelligence (WIJ) Error Messages

Web Intelligence Java interface error messages include the following:

Range	Category
WIJ 10000 - WIJ 77778	Web Intelligence Java interface

#### 30.1.1 `You need to use the Formula Editor to create a formula. (Error: WIJ 10000)`

##### Cause

You typed a formula into a cell using the Cell Properties panel instead of the Formula Editor.

##### Action

Launch the Formula Editor and define the formula in the Formula Definition pane.

#### 30.1.2 `You cannot create a variable that has the same name as an existing document object. Give the new variable a different name. (Error: WIJ 10001)`

##### Cause

A single document cannot contain multiple objects or variables with the same name.

---

## Action

To save a new variable, give the variable a name that is different from the objects and variables already included in the document.

**30.1.3** You cannot position this report component in relation to a block, cell, or section that is positioned relative to this report component. Select a different block, cell or section in the dropdown list or unselect the Relative To option. (WIJ 10500)

## Cause

When you position a report component in relation to another report component that references the selected one, you create a circular attachment.

## Action

Remove relative positioning, or select a different block, cell, or section for relative positioning.

**30.1.4** Web Intelligence requires the Java Runtime Environment (JRE) 1.4.2\_01. The currently installed JRE is {0}. Contact your administrator to upgrade to 1.4.2\_01 or select the [default VM] entry in the [Java Plug-in Control Panel], if you already have the required version installed. (WIJ 11111)

## Cause

When you use the Java interface, a Java applet is installed on your local PC. The Java Runtime Environment 1.4.2\_01 (or later version) needs to be installed and selected in order for the report panel to function.

## Action

If Java Runtime Environment 1.4.2\_01 (or later version) is already installed on your PC, then launch the Java Plugin Control panel. To do this:

- Select the Windows menu:  **Start** > **Settings** > **Control Panel** .



- Double-click Java Plug-in.
- On the **Advanced** tab, select Use Java Plug-in Default, then click Apply.

Or

Contact your administrator, and request help with installing Java Runtime Environment 1.4.2\_01 (or later version).

**30.1.5** An error occurred while the document was being decoded. Try to open the document in the BI Launch Pad, or contact your administrator for further information.  
( WIJ 20000)

## Cause

Web Intelligence cannot decode and open the document in the Java Report Panel.

## Action

Open the document in InfoView by clicking the document title where the document is listed on the InfoView Corporate Documents or Personal Documents page.

If this does not work, see your administrator.

**30.1.6** An unexpected problem occurred when during document refresh and open. The data source has been modified or deleted, or a prompt on the document has no value selected. (WIJ 20001)

## Cause

The document has the Refresh on open option selected. One or more of the following explanations can account for this error:

- The data source has been modified since the document was created.
- The data source has been deleted since the document was created.
- One or more prompts have no values selected.

## Action

See your administrator.

---

**30.1.7** Unexpected error. If you cannot reconnect to the server, close your session and start again. (WIJ 20002)

### Cause

The server may be down or your user session may be closed.

### Action

See your administrator.

**30.1.8** Unable to get the first page of the current report.\nCheck the validity of your report. (ERR WIJ 20003).

### Cause

The report cannot be displayed because it contains structural errors.

### Action

Do one of the following:

- View the report in Structure View and verify the report structure. For example, errors can be caused if report blocks overlap or if the structure of a table contains cells that create an asymmetrical table format. Modify the report structure appropriately.
- Contact your administrator and request them to search for structural anomalies in the report.

**30.1.9** The current query contains unresolvable objects. The query will be updated (WIJ 20004).

### Cause

There are objects that cannot be resolved in the query.

---

## Action

Check that the related objects have not been deleted from the data source.

**30.1.10** The current request has returned corrupted data. Contact your administrator for further information ( WIJ 20005).

## Cause

The returned data is corrupted. This could be due to data source or network issues.

## Action

Contact your administrator.

**30.1.11** Unable to contact the application server. Contact your administrator for further information (WIJ 20010).

## Cause

The application server could be down, or address different to the one expected.

## Action

Contact your administrator.

**30.1.12** The {0,number} MB report element you want to copy is too large to be exported to an external application.\nThe maximum allowed size is {1,number} MB.  
(Error: WIJ 30004)

## Cause

The report element you want to copy is too large to be copied.

---

## Action

Do not attempt to copy the report element.

**30.1.13** Your user profile does not give you access to a document domain to save corporate documents. Save this document as a personal document or contact your administrator (ERR WIJ 40000).

## Cause

You do not have the rights to save the document to the corporate repository.

## Action

Save the document as a personal document or ask your administrator for the rights to save the document to the repository.

**30.1.14** The query in this document is empty. Check that the Result Objects pane on the query tab includes objects before running the query (ERR WIJ 30000).

## Cause

The query does not contain any result objects.

## Action

Edit the query and add result objects..

**30.1.15** At least one query in this document is empty. Check that the Result Objects pane on each query tab includes objects before running the queries (ERR WIJ 30001).

## Cause

A query does not contain any result objects.

---

## Action

Add the result objects to the empty query.

**30.1.16** Out of memory. Reduce the browser window size or re-launch the report panel.  
(WIJ 30003).

## Cause

Your computer has run out of the memory. This may be because your browser window size is too large.

## Action

Do one of the following:

- Reduce the size of the browser window.
- Relaunch the Java interface.

**30.1.17** Your user profile does not allow you to save personal or corporate documents. Contact your administrator for further details. (WIJ 40001)

## Cause

Your user profile, defined by your administrator, does not allow you to save personal or corporate documents.

## Action

If you think you need to be allowed to save personal documents and/or corporate documents to InfoView, contact your administrator to request they modify your security profile.

**30.1.18** An unexpected error occurred. (WIJ 44444)

## Cause

An unexpected error was encountered.

---

## Action

Please contact your administrator with details of the actions you performed before the error occurred.

**30.1.19** Your version of Web Intelligence Rich Client is not up-to-date to connect to this system (ERR WIJ 50003). You must upgrade your Web Intelligence Rich Client by clicking [here]({0}).

## Cause

Your version of Web Intelligence Rich Client is not recent enough to connect to the repository.

## Action

Upgrade your version of Web Intelligence Rich Client by following the link.

**30.1.20** The information sent to the server contains invalid character(s). Use the Undo button to cancel the latest changes to the document and then retry. (Error: WIJ 55555)

## Cause

There is an error in the XML sent to the server by the application.

## Action

Use the **Undo** feature to remove the erroneous modification made to the document, and then run the query or refresh the document again.

---

**30.1.21** The session timed out. The document {document\_name}.wid has been autosaved in the Favorites\~InteractiveAnalysis folder. Click Restore to retrieve it. (WIJ 60001)

### Cause

Due to a server timeout, the current document was autosaved in the Favorites\~InteractiveAnalysis folder.

### Action

Click **Restore** to retrieve the autosaved document.

If you cannot restore the document automatically, retrieve it manually from the folder. The name of the autosaved document is the original document name with an automatically-generated prefix and postfix.

Retrieve the document from the autosave folder as quickly as possible. This folder is not a permanent storage location for autosaved documents.

**30.1.22** The session timed out, but the document could not be autosaved because the following security rights are not assigned (WIJ 60002): {list\_of\_rights}

### Cause

The document could not be autosaved because you do not have some or all of the following security rights:

- Edit object
- Delete object
- Add object

### Action

Ask your administrator to assign you the appropriate security rights.

**30.1.23** The document cannot be retrieved due to a server problem (WIJ 77777).

### Cause

The document cannot be retrieved because the server is down.

---

## Action

See your administrator.

**30.1.24** The Central Management System is not functioning. Contact your administrator for further information. (WIJ 77779)

## Cause

The Central Management System (CMS) is not running.

## Action

Contact your administrator.

**30.1.25** Your session timed out. Please close the Java interface and log on again. (WIJ 77778)

## Cause

You have remained logged in to the BI launch pad without using the Java interface for longer than the maximum time allowed by the system.

## Action

Log out and then log back into the BI launch pad to continue using the Java interface (you will lose any unsaved modifications you made previous to timeout).

To increase the length of time you are allowed to remain logged in to the BI launch pad ask your administrator to increase your session timeout parameter.

## 30.2 Web Intelligence Desktop (WIO) Error Messages

Web Intelligence Desktop (Rich Client) error messages include the following:



Range	Category
WIO 00001 - WIS 30284	Web Intelligence Desktop

### 30.2.1 `Web Intelligence Desktop cannot log in. (WIO 00001)`

#### Cause

The browser cache might be full – under certain circumstances this can prevent Web Intelligence Desktop from logging in.

#### Action

Empty the browser cache if it is full. If Web Intelligence Desktop still cannot log in, see your administrator.

### 30.2.2 `Cannot open the hyperlink (WIO 00002).`

#### Cause

- The URL in the hyperlink is incorrectly constructed.
- The hyperlink references a document in a *CMC*. Documents in a *CMC* are not always accessible from Web Intelligence Desktop for two reasons:
  - The hyperlink does not specify the name of the server hosting the document because the **Use complete URL path to build document hyperlink** setting is not selected. Incomplete URLs are invalid when used outside the BI launch pad.
  - The hyperlink builds the complete URL, but the server specified in the URL is not accessible from the computer running Web Intelligence Rich Client.

#### Action

Correct the hyperlink or see your administrator for help.

### 30.2.3 `There is no more memory available. (WIS 30280) (WIO 30280)`

#### Cause

Your system is out of memory.

#### Action

Close open documents to free memory.

### 30.2.4 `Cannot continue because memory is low. Please close documents to free memory. (WIO 30284)`

#### Cause

Your system memory is low.

#### Action

Close open documents to free memory.

## 30.3 Web Intelligence Server (WIS) Error Messages

Web Intelligence Server error messages include the following:

Range	Category
WIS 30000 - WIS 40000	Web Intelligence Server

### 30.3.1 `The query in this document is empty. (WIS 30000)`

#### Cause

No data is defined for this document.

---

## Action

Add result objects to the query.

### 30.3.2 `At least one query in the document is empty. (WIS 30001)`

## Cause

No data is defined for at least one of the queries in this document.

## Action

Add result objects to the query.

### 30.3.3 `Your security profile does not include permission to edit queries. (WIS 30251)`

## Cause

You do not have the right to edit queries.

## Action

Contact your administrator to request the ability to edit the queries in documents.

### 30.3.4 `Your security profile does not include permission to edit documents. (WIS 30252)`

## Cause

You do not have the right to edit documents.

---

## Action

Contact your administrator and request the ability to edit documents.

**30.3.5** Your security profile does not include permission to refresh documents. (WIS 30253)

## Cause

You do not have the right to refresh documents.

## Action

Contact your administrator to request the ability to refresh documents.

**30.3.6** Your security profile does not include permission to refresh lists of values. (WIS 30254)

## Cause

You do not have permission to refresh lists of values.

## Action

Contact your administrator to request the ability to refresh lists of values in documents.

**30.3.7** Your security profile does not include permission to use lists of values. (WIS 30255)

## Cause

You do not have permission to use lists of values.

---

## Action

Contact your administrator to request the ability to use lists of values in documents.

**30.3.8** Your security profile does not include permission to view the script generated by the query. (WIS 30256)

## Cause

You do not have the permission to view the script generated by the query.

## Action

Contact your administrator to request the ability to view the script in queries.

**30.3.9** Your security profile does not include permission to use the formula language. (WIS 30257)

## Cause

You do not have permission to use the formula language or create variables.

## Action

Contact your administrator to request the ability to use the formula language and create variables in documents.

**30.3.10** Your security profile does not include permission to perform drill analysis. (WIS 30258)

## Cause

You do not have permission to perform drill analysis.

---

## Action

Contact your administrator to request the ability to drill on reports.

**30.3.11** Your security profile does not include permission to extend the scope of analysis. (WIS 30259)

## Cause

You attempted to perform a drill operation outside the defined scope of analysis, and you do not have permission to drill outside the scope of analysis.

## Action

Contact your administrator.

**30.3.12** An internal error occurred while calling the {api\_name} API. (WIS 30270)

## Cause

Information about the document or the data source is invalid or not available.

## Action

Your administrator can trace the problem that caused the error by activating the tracking and verifying the trace associated with the API.

**30.3.13** The document is too large to be processed by the server. (WIS 30271)

## Cause

When you view a document in Portable Document Format (PDF) or Microsoft Excel format, the server generates binary based output, which is then interpreted by your web browser. This error occurs if the size of the binary output is greater than the maximum size specified by your administrator for the server.

---

## Action

Contact your administrator and ask them to increase the maximum size.

### 30.3.14 `The document is too large to be processed by the server. (WIS 30272)`

## Cause

When you view a document in HTML format, the server generates character-based output, which is then interpreted by your web browser. This error occurs if the size of the character output is greater than the maximum size specified by your administrator for the server.

## Action

Ask your administrator to increase the maximum document size.

### 30.3.15 `The query or report could not be generated. (WIS 30351)`

## Cause

It was not possible to complete one or more of the steps required to define a query and generate a report. This is due to one of the following reasons:

- the document was not initialized
- the data source is not valid
- the query was not defined
- the query context was not defined at the universe level
- no values were specified for prompts at the universe level

## Action

Contact your administrator and ask them to check the connection to the data source, and that the universe does not contain unspecified contexts and prompt values.

---

### **30.3.16** A query with this name already exists. (WIS 30371)

#### **Cause**

Another query used in this document already has this name.

#### **Action**

Enter a different name for this query.

### **30.3.17** The Web Intelligence server memory is full. Log off and try to connect later. If the problem persists, contact your administrator. (Error: ERR\_WIS\_30280) (WIS 30280)

#### **Cause**

The server memory is full.

#### **Action**

Try again later. If the problem persists, see your administrator.

### **30.3.18** The Web Intelligence server is busy. Save any pending change and try again later. If the problem persists, contact your administrator. (Error: ERR\_WIS\_30284) (WIS 30284)

#### **Cause**

The server is busy.

#### **Action**

Save any changes and try again later. If the problem persists, see your administrator.



---

**30.3.19** The Web Intelligence server is running out of memory, your document has been closed. If the problem persists, contact your administrator. (Error: ERR\_WIS\_30285)  
(WIS 30285)

### Cause

The server memory is full.

### Action

Try again later. If the problem persists, see your administrator.

**30.3.20** You cannot edit this document because the query property option "Allow other users to edit the query" was not enabled when the document was created. (WIS 30381)

### Cause

The creator of the document did not select the query property option: "Allow other users to edit the query".

### Action

Do one of the following:

- Ask the document creator to enable the option and re-save the document.
- Save a copy of the document as a personal document and then edit the query in the copy.

**30.3.21** An internal error has been generated by the WIQT. (WIS 30551)

### Cause

An unexpected error occurred on the WIQT.

---

## Action

Contact your administrator.

**30.3.22** Your WIQT session has reached timeout. Log out and log in again to the BI launch pad. (WIS 30553)

## Cause

You have remained logged into the BI launch pad without using Web Intelligence for longer than the maximum time allowed by the system.

## Action

Log out and then log back into the BI launch pad (you will lose any unsaved modifications you made previous to timeout).

To increase the length of time you are allowed to remain logged in to the BI launch pad, ask your administrator to increase your session timeout parameter.

**30.3.23** No more WIQT servers are available. The maximum number of concurrent users is already logged in. (WIS 30554)

## Cause

The maximum number users are already logged in.

## Action

Try again later, or ask your administrator to increase the maximum number of concurrent users.

---

**30.3.24** Your security profile does not include permission to save documents as corporate documents or to send documents using the BI launch pad. (WIS 30555)

### Cause

Your security profile does not allow you to save documents as personal or corporate documents, or to schedule documents.

### Action

Contact your administrator to request the ability to do the following:

- Save corporate documents
- Send documents to users in own groups
- Send documents to users in other groups

**30.3.25** A corporate document with this name already exists. Your security profile does not include permission to delete corporate documents created by other users. (WIS 30556)

### Cause

Your security profile does not allow you to overwrite existing corporate documents.

### Action

Contact your administrator to request the ability to delete corporate documents saved by other users.

**30.3.26** There is no document with this name in the repository. Specify a different document name. (WIS 30557)

### Cause

There is no document with this name in the repository for one of the following reasons:

- You have typed the document name incorrectly

- The document with this name has been deleted from the repository

## Action

Check that you have entered the document correctly.

### Note

Deleted documents cannot be retrieved.

## 30.3.27 Cannot perform the intended action on this document. (WIS 30650)

## Cause

The server is unable to complete the current task because of lack of resources or access problems.

## Action

Do one of the following:

- Close your session, log out of the BI launch pad then log in again.
- Ask your administrator to verify that your security profile allows you access to the corporate repository.

## 30.3.28 The server failed to load the XML document. (WIS 30751)

## Cause

When you migrate a BusinessObjects document to Web Intelligence 6.x, an XML file is created that can be opened by the Web Intelligence Report Server. (The related module on the Administration Console is called the WIRReportServer). In this case an unexpected error occurred on the Web Intelligence Report Server while migrating a document to Web Intelligence 6.x.

## Action

Your administrator can trace the problem that caused this error by activating the tracking and verifying the trace associated with the WIRReportServer. Contact your administrator with this information.

---

**30.3.29** The XML file for this document cannot be opened. Contact your administrator.  
(WIS 30752)

### Cause

When you migrate a Desktop Intelligence document to Web Intelligence 6.x, an XML file is created that can be opened by the server. This error occurs when the XML file cannot be opened by the server, and so migration cannot be completed. There are two common causes:

- The XML is Read Only.
- The file path to the XML file is incorrect.

### Action

Contact your administrator with this information.

**30.3.30** An error occurred while parsing the XML document. Contact your administrator. (WIS 30753)

### Cause

When you migrate a Desktop Intelligence document to Web Intelligence 6.x, an XML file is created that can be opened by the server. This error occurs when the XML file contains structural anomalies that the server cannot interpret, and so migration cannot be completed.

### Action

There are two possible actions that an administrator can take to solve this problem:

- Open the XML file with an XML editing tool and verify the structure of the document.
- Activate the tracking and verify the trace associated with the WIReporServer.

**30.3.31** The Web Intelligence 2.x document could not be migrated. (WIS 30761)

### Cause

An unexpected error occurred when trying to migrate a Web Intelligence 2.x document to the current document format.

---

## Action

An administrator may be able to identify the cause of this error by activating the tracking and verifying the trace associated with the server. Contact your administrator with this information.

**30.3.32** This document cannot be migrated. The query and report of the original Web Intelligence 2.x document are not synchronized. Try to refresh and save the original document; then attempt migration again. (WIS 30762)

## Cause

In the original Web Intelligence 2.x document, there is a discrepancy between the objects included in the query and the objects included in the report. This means that the server is unable to interpret the document correctly to migrate it to the current document format.

## Action

To synchronize the data definition in the query and report of the original Web Intelligence 2.x document:

1. Use Web Intelligence 2.x to open the original document again.
2. Either run the query or refresh the document data.
3. Save the refreshed document.
4. Try to migrate the document again using the Migration Tool.

If you do not have access to Web Intelligence 2.x or the Migration Tool, contact your administrator with this information.

**30.3.33** The Web Intelligence 2.x document could not be migrated, because the WIQT module returned an error. Contact your administrator. (WIS 30763)

## Cause

The original Web Intelligence 2.x document could not be migrated to the current document format, due to an error generated by the WIQT process.

## Action

Your administrator can trace the problem that caused this error by activating the tracking and verifying the trace associated with the WIQT. Contact your administrator with this information.

**30.3.34** Your user profile does not provide you with access to a document domain to save corporate documents. Save this document as a personal document or contact your administrator. (WIS 40000)

## Cause

Your user profile does not include permission to save documents to a corporate document domain in the repository.

## Action

Do one of the following:

- Save the document as a personal document.
- Contact your administrator and request access to a corporate document domain.

## 30.4 Web Intelligence Desktop HTML Interface (WIH) Error Messages

Web Intelligence Desktop HTML interface error messages include the following:

Range	Category
WIH 00000 - WIH 00020	Web Intelligence Desktop HTML interface

### 30.4.1 The document could not be saved. (WIH 00014)

## Cause

The document could not be saved to the repository. This error can occur for a number of reasons. For example: you do not have the security rights to the folder where you tried to save the document.

---

## Action

See your administrator to determine why you could not save the document.

**30.4.2** The session timed out. The document {document\_name}.wid has been autosaved in the Favorites\~WebIntelligence folder. Click Restore to retrieve it. (WIH 00015)

## Cause

Due to a server timeout, the current document was autosaved in the Favorites\~WebIntelligence folder.

## Action

Click **Restore** to retrieve the autosaved document.

If you cannot restore the document automatically, retrieve it manually from the folder. The name of the autosaved document is the original document name with an automatically-generated prefix and postfix.

Retrieve the document from the autosave folder as quickly as possible. This folder is not a permanent storage location for autosaved documents.

**30.4.3** The session timed out, but the document could not be autosaved because the following security rights are not assigned (WIH 00016): {list\_of\_rights}

## Cause

The document could not be autosaved because you do not have some or all of the following security rights:

- Edit object
- Delete object
- Add object

## Action

Ask your administrator to assign you the appropriate security rights.



## 30.5 ReportEngine Web Intelligence (RWI) Error Messages

ReportEngine Web Intelligence error messages include the following:

Range	Category
RWI 00000 - RWI 00850	ReportEngine Web Intelligence

### 30.5.1 RWI 00000 - RWI 00314

#### 30.5.1.1 User input is required for the prompt in the query. (RWI 00000)

##### Cause

The server requires prompt values in order to fulfill the request.

##### Action

Enter values for all mandatory prompts.

#### 30.5.1.2 User input is required to select an universe context for the query. (RWI 00001)

##### Cause

The server requires context(s) selection in order to fulfill the request.

##### Action

Supply context(s) choice.

---

### **30.5.1.3**    `The argument cannot be null. (RWI 00010)`

#### **Cause**

The specified argument is "null".

#### **Action**

Enter a non-null value for the argument.

### **30.5.1.4**    `Invalid value: {0}. (RWI 00011)`

#### **Cause**

The specified argument value is invalid.

#### **Action**

Enter a valid value for the argument.

### **30.5.1.5**    `The argument is out of range. (RWI 00012)`

#### **Cause**

The specified argument value is not within the allowed range.

#### **Action**

Specify a value within the allowed range.

---

**30.5.1.6** Unable to retrieve the requested report part(s). Either the report part references are invalid, or the corresponding data does not exist anymore. (RWI 00013)

### Cause

One or more report part references are invalid, or the corresponding data is not available.

### Action

Ensure that you are using valid report part references. Subsequently, ensure that the requested data is available after refreshing the document's data providers.

**30.5.1.7** Cannot retrieve more than one report part simultaneously in DHTML output format. (RWI 00014)

### Cause

You cannot retrieve more than one report part in DHTML output format simultaneously.

### Action

Enter a single report part reference.

**30.5.1.8** Cannot turn off search mode for delegated search. (RWI 00015)

### Cause

A list of values defined as "delegated" search cannot have search mode disabled.

### Action

Before disabling the search mode, check if the list of values is defined as "delegated search".

---

**30.5.1.9** One of the supplied `OutputCacheEntry` instances is invalid or not supported by the Web Intelligence server. (RWI 00016)

### Cause

While preloading the server output cache, one or more output formats specified are invalid or unsupported.

### Action

Ensure that the requested output formats are valid and supported.

**30.5.1.10** Could not read {0}bytes from the specified stream. (RWI 00017)

### Cause

Upon upload of the resource into a document, the supplied data could not be read.

### Action

Ensure that the specified parameters are correct and consistent.

**30.5.1.11** The Web Intelligence server returned an invalid XML output. Contact your administrator. (RWI 00200)

### Cause

The server returned an invalid or incorrect XML output.

### Action

Contact your technical support.

---

### **30.5.1.12** Could not get page number. (RWI 00223)

#### **Cause**

The requested page could not be retrieved because of an invalid page number.

#### **Action**

Ensure that the requested page number is valid.

### **30.5.1.13** Cannot initialize Report Engine server. (RWI 00226)

#### **Cause**

Communication with the server could not be established. This may occur when attempting to create or open a document.

#### **Action**

Ensure that the server is installed correctly. Also, check if the server is started and enabled.

### **30.5.1.14** Your Web Intelligence session is no longer valid because of a timeout. (RWI 00235)

#### **Cause**

The server session allocated to a particular document has been closed, either explicitly or because of a timeout.

#### **Action**

Ensure that the document has not been explicitly closed. Alternatively, increase the `<server session timeout>` value.

To modify the server session timeout value:

- 
1. Log on to the Business Intelligence platform Central Management Console (CMC).
  2. Click on Servers.
  3. Expand Server Categories, and click on Web Intelligence.
  4. Under Server name, double-click on WebIntelligenceProcessingServer. The Properties window appears.
  5. In Properties window, under Web Intelligence Processing Service, enter the value for Idle Connection Timeout.

**30.5.1.15** The Web Intelligence server cannot be reached. Contact your administrator. (RWI 00236)

### Cause

An error occurred while attempting to communicate with the server.

### Action

Contact the administrator to ensure that the server is enabled and running. Also, check for network problems.

**30.5.1.16** Cannot write output stream. Contact your administrator. (RWI 00237)

### Cause

An I/O error occurred when writing data in response to a view request.

### Action

Contact the administrator to ensure that the specified destination parameter is valid.

**30.5.1.17** Connection failed. The server has reached the maximum number of simultaneous connections. (RWI 00239)

### Cause

The maximum number of server connections allowed has been reached.

---

## Action

Either raise the value of the `<maximum connections>` server parameter, or add another server instance.

To modify the maximum connections value:

1. Log on to the Business Intelligence platform Central Management Console (CMC).
2. Click on Servers.
3. Expand Server Categories, and click on Web Intelligence.
4. Under Server name, double-click on WebIntelligenceProcessingServer. The Properties window appears.
5. In Properties window, under Web Intelligence Processing Service, enter the value for Maximum Connections.

**30.5.1.18** `Your server version is incompatible with this client version. Contact your administrator. (RWI 00240)`

## Cause

The server does not support this SDK version.

## Action

Contact the administrator to ensure that the server version is compatible with the client version.

**30.5.1.19** `Cannot find an XML transformer. (RWI 00301)`

## Cause

Unable to instantiate the XSLT transformer used for XML to HTML transformation.

## Action

Try again later.

---

### 30.5.1.20 `Cannot create translet. (RWI 00309)`

#### Cause

Unable to compile the XSLT stylesheet used for XML to HTML transformation.

#### Action

Try again later.

### 30.5.1.21 `Cannot get an output file for the document. (RWI 00314)`

#### Cause

While serializing a document state, an error occurred. This might be due to insufficient memory or an I/O error.

#### Action

Ensure that there is sufficient memory available. Also, check for any `<webi.properties>` customization.

## 30.5.2 RWI 00315 - RWI 00605

### 30.5.2.1 `Cannot retrieve an XML parser ID. (RWI 00316)`

#### Cause

An error occurred during XSLT transformation. This might be because you are requesting output in XML format using a client supplied stylesheet.

#### Action

Ensure that the specified XSLT stylesheet is correct.



---

### 30.5.2.2 `Cannot transform XML to HTML. (RWI 00317)`

#### Cause

During XSLT transformation, an error occurred while requesting output in HTML.

#### Action

Try again later.

### 30.5.2.3 `The Java Runtime Environment does not support UTF-8 encoding. (RWI 00321)`

#### Cause

The JRE does not support UTF-8 encoding.

#### Action

Switch to a JRE that supports UTF-8 encoding.

### 30.5.2.4 `An error occurred while retrieving the document from the storage token. (RWI 00322)`

#### Cause

An error occurred during document state deserialization. This might be due to insufficient memory or an I/O error.

#### Action

Ensure that there is sufficient memory available. Also check for any `<webi.properties>` customization.

---

### 30.5.2.5 `Cannot retrieve the document with the passed obsolete token. (RWI 00323)`

#### Cause

An error occurred during document state deserialization. This might be caused by a storage token that identifies a document state, which is no longer available in the storage tokens stack.

#### Action

In the `<webi.properties>` file, increase the value of `< storage tokens stack size>`. Also, ensure that the storage token is valid before using it.

### 30.5.2.6 `Cannot retrieve the document with the passed malformed token. (RWI 00324)`

#### Cause

An error occurred during document state deserialization. This might be due to an invalid storage token.

#### Action

Specify a valid storage token.

### 30.5.2.7 `There are too many operands for the current operator. (RWI 00501)`

#### Cause

For the current operator, the condition or filter has too many operands to be able to add a new one.

#### Action

Remove existing operands before attempting to add a new one.

---

### **30.5.2.8** There are not enough operands for the current operator. (RWI 00502)

#### **Cause**

The condition or filter does not have enough operands with respect to the current operator.

#### **Action**

Add operand(s) to the condition or filter.

### **30.5.2.9** Prompts are not supported on filters created at the report level. (RWI 00503)

#### **Cause**

Report filters do not support prompts. Only query conditions support prompts.

#### **Action**

Do not use prompts in report filters.

### **30.5.2.10** You cannot modify operators and operands in predefined filters. (RWI 00504)

#### **Cause**

While using a pre-defined condition, you cannot specify an operator for a condition or filter.

#### **Action**

Ensure that the operator in the pre-defined condition does not have any filters or conditions.

---

**30.5.2.11** LIKE and NOT\_LIKE operators are allowed only on ObjectType.TEXT objects.  
(RWI 00506)

### Cause

You attempted to use "LIKE" or "NOT\_LIKE" operators for objects that are not of *character* type.

### Action

When the object used in a filter is not of <character> type, ensure that you do not use the "LIKE" and "NOT\_LIKE" operators.

**30.5.2.12** The specified operator cannot be applied to a document filter. (RWI 00507)

### Cause

The specified operator cannot be used with report filters. It can be used only with query conditions.

### Action

Do not use this operator when working with report filters.

**30.5.2.13** Web Intelligence is unable to attach a LOV (List of Values) to the prompt because the associated source object does not have a LOV. (RWI 00508)

### Cause

Cannot use a list of values with the prompt being defined. This is because the object used in this condition does not contain a LOV.

---

## Action

Before requesting the prompt to use the list of values, ensure that the object used within the condition has a defined list of values.

**30.5.2.14** There are incompatible data source objects in the filter condition comparison. (RWI 00509)

## Cause

You have attempted to compare two objects of different types within a condition.

## Action

Use objects of the same type.

**30.5.2.15** Cannot create a report filter on a formula. (RWI 00511)

## Cause

Formulas cannot be used as report filters. Only data providers and variable expressions can be used.

## Action

Use a data provider or variable expression when defining a report filter.

**30.5.2.16** A percentage rank cannot have values greater than 100. (RWI 00512)

## Cause

When you defined the percentage ranking, you chose a rank size that was greater than 100.

---

## Action

Ensure that the rank size is less than 100.

### 30.5.2.17 `The expression is not available in the axis. (RWI 00602)`

## Cause

You have attempted to create a break, calculation, or sort using an expression that is not in the axis.

## Action

Use an expression that is available in the axis.

### 30.5.2.18 `Only measure objects can be included on the y-axis. (RWI 00603)`

## Cause

You have attempted to add an expression to the axis, where the expression is not of `<measure>` type.

## Action

Specify an expression of `<measure>` type.

### 30.5.2.19 `You cannot base a section on a measure. (RWI 00604)`

## Cause

A section cannot be based on an expression of `<measure>` type.

---

## Action

Do not use an expression of **<measure>** type as the basis for a section.

**30.5.2.20** You cannot add more than one expression to a section axis. (RWI 00605)

## Cause

A section axis does not support more than one expression.

## Action

Do not use several expressions in a section axis.

## 30.5.3 RWI 00606 - RWI 00850

**30.5.3.1** You cannot include a circular attachment in a document. (RWI 00606)

## Cause

You have attempted to define a report attachment that causes a circular attachment.

## Action

Define a report that does not generate a circular attachment.

**30.5.3.2** The expression is different from the table cell expression. (RWI 00607)

## Cause

You have attempted to create a calculation on a table cell, specifying an expression different from the one contained in the table cell.

---

## Action

Create a calculation table with the expression that is already defined in the table cell.

**30.5.3.3** You cannot copy a ReportElement object to an element in a different ReportElementContainer. (RWI 00608)

## Cause

Report attachments can only be defined between report elements belonging to the same container.

## Action

Ensure that you are creating report attachments between report elements that belong to the same container.

**30.5.3.4** You cannot create a horizontal attachment on a section. (RWI 00609)

## Cause

You have attempted to create a horizontal attachment in a section.

## Action

Do not create horizontal attachments in a section, as sections cannot exceed the maximum allowed width.

**30.5.3.5** You cannot remove all rows and columns from the table body. The table must contain at least one row and column. (RWI 00610)

## Cause

You have attempted to remove the last row or column in a table body.



---

## Action

Ensure that the table contains at least one row and column.

### 30.5.3.6 `Dimension and detail objects only are allowed on this axis. (RWI 00611)`

## Cause

You have attempted to add an expression of incompatible type on an axis where only dimension and detail expression types are allowed.

## Action

Specify an expression of compatible type.

### 30.5.3.7 `Additional objects cannot be added to the block axis based on the block shape. (RWI 00612)`

## Cause

Cannot add more expressions to the specified block axis.

## Action

Do not add more expressions.

### 30.5.3.8 `This report element cannot have a double side attachment. (RWI 00613)`

## Cause

A report element cannot be horizontally and vertically attached to two distinct report elements.

---

## Action

Ensure that the report element is attached (horizontally and vertically) to the same report element.

### 30.5.3.9 `The table cell has been removed from its table. (RWI 00614)`

## Cause

You have attempted to use a table cell that has been removed from its containing table.

## Action

You cannot use a table cell after it has been removed from its containing table.

### 30.5.3.10 `Alerter isn't defined in current document. (RWI 00619)`

## Cause

Alerter referenced in report doesn't belong to alerter dictionary of document.

## Action

Add alerter in dictionary.

### 30.5.3.11 `Track data change mode should be active to perform a track data change action. (RWI 00620)`

## Cause

Unable to perform track data change action because track data was not activated.

---

## Action

Enable track data changes mode in the Web Intelligence document.

### 30.5.3.12 `An exception occurred in the visualization framework. (RWI 00621)`

## Cause

An exception occurred in the visualization framework.

## Action

Check the inner exception.

### 30.5.3.13 `Drill mode should be active to perform drill actions (RWI 00624)`

## Cause

Unable to perform drill action due to drill state.

## Action

Activate the drill mode in the Web Intelligence document.

### 30.5.3.14 `You cannot run an empty query. (RWI 00701)`

## Cause

You have attempted to run an empty query.

## Action

Before running a query, add result objects to it.

---

### **30.5.3.15** Cannot delete the last data provider. (RWI 00702)

#### **Cause**

You have attempted to delete the last data provider in a document.

#### **Action**

A document must contain at least one data provider.

### **30.5.3.16** A data provider with this name already exists. (RWI 00703)

#### **Cause**

You have attempted to give a data provider a name that already exists in the document.

#### **Action**

Every data provider within a document must have a unique name.

### **30.5.3.17** Combined queries are incompatible with sampling mode activated. (RWI 00706)

#### **Cause**

Sampling cannot be used with combined queries.

#### **Action**

Do not use sampling with combined queries.

---

**30.5.3.18** Processing remove data source objects while there are only two data source expressions. (RWI 00800)

### Cause

You have attempted to remove an expression from a synchronized dimension that contains only two expressions.

### Action

Ensure that a synchronized dimension always contains at least two expressions.

**30.5.3.19** Cannot create a Link with a name that already exists ({0}). (RWI 00801)

### Cause

You have attempted to create a synchronized dimension with a name that already exists.

### Action

Provide a unique name for each synchronized dimension.

**30.5.3.20** Cannot update CustomSortLov with a new list of values more than the size supported by CustomSortLov. (RWI 00825)

### Cause

You have attempted to update the list of values of a custom sort definition with more values than allowed.

### Action

Ensure that the number of values in the list is within the specified custom sort range.

---

**30.5.3.21** Cannot create CustomSortLov while Report Expression's Lov size is greater than the size supported by CustomSortLov . (RWI 00826)

### Cause

You have attempted to create the list of values of a custom sort definition with more values than allowed.

### Action

Ensure that the number of values in the list is within the specified custom sort range.

**30.5.3.22** The provided expression violates one of the feed restrictions. (RWI 00830)

### Cause

The provided expression violates one of the feed restrictions.

### Action

There is an error in the formula. Check the feed restrictions before adding a formula.

**30.5.3.23** {0} feature is not supported. (RWI 00850)

### Cause

You have attempted to use a particular feature that is not supported in the current context.

### Action

Before using this feature, ensure that it is supported.

## 30.6 Custom Data Source (CDS) Framework Error Messages

Custom Data Source (CDS) Framework error messages include the following categories:

Range	Category
CDS 00001 - CDS 00013	Custom Data Source User Interface Framework error messages
CDS 10100 - CDS 10400	Web Services Custom Data Source Plugin error messages
CDS 15102 - CDS 15122	Custom Data Source Framework error messages

### 30.6.1 Custom Data Source User Interface Framework error messages

#### 30.6.1.1 `The selected file extension is not correct. (CDS 00001)`

##### Cause

The extension of the file is not as expected or is different from the previously selected file.

##### Action

Check whether the correct file is selected.

#### 30.6.1.2 `Cannot access the file. (CDS 00002)`

##### Cause

You have entered an incorrect file path.

##### Action

Check whether the correct path is entered.

---

### 30.6.1.3 `The file does not exist. (CDS 00003)`

#### Cause

The file does not exist at the path specified.

#### Action

Check whether you have specified valid path and filename.

### 30.6.1.4 `The selected file is a directory. (CDS 00004)`

#### Cause

The path entered points to a directory instead of a file.

#### Action

Enter the correct filename.

### 30.6.1.5 `Error in processing data source - There was an invalid operation for the plug-in. (CDS 00005)`

#### Cause

The plugin is not able to retrieve all the data source parameters.

#### Action

Check the logs and verify that the plug-in code is working properly.



---

### **30.6.1.6** An error occurred in the user interface of the plug-in. (CDS 00006)

#### **Cause**

An error has occurred in the plug-in user interface.

#### **Action**

Check the logs and verify that the plug-in code is working properly.

### **30.6.1.7** An error occurred while accessing the updated inputs. (CDS 00007)

#### **Cause**

An error occurred while accessing the data source parameters retrieved from the plug-in.

#### **Action**

Check the logs and verify that the plug-in code is working properly.

### **30.6.1.8** An object with this name already exists. (CDS 00008)

#### **Cause**

Another object with this name exists.

#### **Action**

Change the name of the object to a unique value.

---

### **30.6.1.9** The query with this name already exists. (CDS 00009)

#### **Cause**

Another query with this name exists.

#### **Action**

Change the name of the query to a unique value.

### **30.6.1.10** A problem was detected with the install. Please check and try again. (CDS 00010)

#### **Cause**

A problem was detected with the install.

#### **Action**

Check the installation setup. Refer to the documentation for more details.

### **30.6.1.11** Error in processing data source. (CDS 00011)

#### **Cause**

A problem was detected while identifying the data source.

#### **Action**

Check the logs to get the detailed error message.

---

### **30.6.1.12** The requested action could not be completed. (CDS 00012)

#### **Cause**

An error was detected.

#### **Action**

Check the logs to get the detailed error message.

### **30.6.1.13** Could not retrieve plug-in display component. (CDS 00013)

#### **Cause**

A error occurred while retrieving the plug-in component.

#### **Action**

Check the logs to get the detailed error message. Verify that the plugin-in code is correct.

## **30.6.2 Web Services Custom Data Source Plugin error messages**

### **30.6.2.1** An error occurred while processing the requested action. (CDS 10100)

#### **Cause**

An unexpected error occurred while processing the requested action.

#### **Action**

Contact your enterprise administrator.

---

### **30.6.2.2** `No selection made in Output Message panel. (CDS 10101)`

#### **Cause**

User has not selected the field(s) for the query from the Output Message panel.

#### **Action**

Select the field(s) that need to be displayed in the report from the Output Message panel.

### **30.6.2.3** `An error occurred while invoking Web Service. {0} (CDS 10200)`

#### **Cause**

An error occurred while invoking a web service.

#### **Action**

Contact your enterprise administrator.

### **30.6.2.4** `Error executing web service: "{0}" (CDS 10201)`

#### **Cause**

The Web Service Endpoint could not be invoked because of incorrect input parameters.

#### **Action**

Enter the correct values while invoking the Web Service.

---

### **30.6.2.5** `An error occurred while instantiating the Web Service plugin. (CDS 10202)`

#### **Cause**

The extension descriptor of the web service plug-in did not return the correct dstype.

#### **Action**

Contact your administrator to fix the problem.

### **30.6.2.6** `Parsing Exception: The input WSDL type or structure is not supported. (CDS 10203)`

#### **Cause**

The structure of the WSDL is not supported by Web Services Custom Data Source plug-in.

#### **Action**

Refer the documentation for supported WSDLs.

### **30.6.2.7** `WSDLs that refer to Microsoft's types namespace are not supported. (CDS 10204)`

#### **Cause**

WSDLs that refer to `http://microsoft.com/wsdl/types/` namespace are not supported.

#### **Action**

Modify the WSDL or select the supported WSDL.

---

### **30.6.2.8** WSDLs that have cyclical references are not supported. (CDS 10205)

#### **Cause**

WSDL type definitions contain cyclical references.

#### **Action**

Modify the WSDL or select the supported WSDL.

### **30.6.2.9** WSDLs that do not have type definitions are not supported. (CDS 10206)

#### **Cause**

WSDL does not contain any type definitions in <types> tags.

#### **Action**

Modify the WSDL or select the supported WSDL.

### **30.6.2.10** Unable to send SOAP request as the target URL is malformed. (CDS 10207)

#### **Cause**

The SOAP action target URL mentioned for this service in the WSDL is malformed.

#### **Action**

Modify the WSDL or select another WSDL that is supported.

---

### **30.6.2.11** WSDLs that use encoded messages are not supported. (CDS 10208)

#### **Cause**

The WSDL has operations that expect encoded messages.

#### **Action**

Modify the WSDL or select another WSDL that is supported.

### **30.6.2.12** An error was detected while parsing the response. (CDS 10400 )

#### **Cause**

An error was detected while parsing the response from server.

#### **Action**

Check the product logs to get the actual cause of error.

## **30.6.3 Custom Data Source Framework error messages**

### **30.6.3.1** Unable to create or update the Custom Data Provider : unable to retrieve information from the provided source. (CDS 15102)

#### **Cause**

An unexpected error occurred while trying to retrieve information from the provided source.

#### **Action**

Contact your administrator to resolve the error.

---

**30.6.3.2** Unable to create or update the Custom Data Provider : unable to retrieve structure information from the provided source. (CDS 15103)

### Cause

An unexpected error occurred while trying to retrieve the structure information from the provided source.

### Action

Contact the plug-in support to verify that the plug-in is working properly. If the error is not resolved contact SAP support to resolve the error.

**30.6.3.3** Unable to create or update the Custom Data Provider : unable to build the iterator on the data set. (CDS 15104)

### Cause

An unexpected error occurred while trying to build the iterator on the dataset.

### Action

Contact the plug-in support to verify that the plug-in is working properly. If the error is not resolved contact support to resolve the error.

**30.6.3.4** Unable to create or update the Custom Data Provider : a problem was encountered in Data Source plug-in management and the requested action cannot be completed. (CDS 15106)

### Cause

An unexpected error has occurred.



---

## Action

Contact support to resolve the error.

**30.6.3.5** Unable to create or update the query on this file : the file "{filename}" does not exist in the file system. (CDS 15107)

## Cause

The file does not exist at the specified location.

## Action

Check whether the file path specified for source file is correct.

**30.6.3.6** Unable to create or update the Custom Data Provider : the path is invalid. (CDS 15108)

## Cause

The file path mentioned is incorrect.

## Action

Check that the path specified for the source is correct.

**30.6.3.7** Unable to create or update the Custom Data Provider : invalid information retrieved while trying to get the structure. (CDS 15109)

## Cause

An error occurred while trying to retrieve the structure information from the data provider.

---

## Action

Contact the plug-in support to verify that the plug-in is working properly. If the error is not resolved, contact support to resolve the error.

**30.6.3.8** Unable to create or update the Custom Data Provider : could not find matching Data Source plug-in for this request. (CDS 15110)

## Cause

An error occurred while trying to retrieve the plug-in information.

## Action

Check that plug-in implementation returns required plug-in information correctly. Refer to documentation for information on configuring the plug-in.

**30.6.3.9** Unable to create or update the Custom Data Provider : could not instantiate matching Data Source plug-in for this request. (CDS 15111)

## Cause

An error occurred while trying to instantiate the plug-in.

## Action

Check that the plug-in details and MODULE-PATH in the plug-in MANIFEST file is correct. Refer to the documentation for information on configuring the plug-in.

---

**30.6.3.10** Unable to create or update the Custom Data Provider : could not instantiate Data Source plug-in's Data Provider for this request. (CDS 15112)

### Cause

An error occurred while trying to instantiate the Data Provider component of the plug-in extension.

### Action

Contact the plug-in support to verify if the plug-in is working properly.

**30.6.3.11** Unable to create or update the Custom Data Provider : an error occurred while retrieving the data sampling. (CDS 15113)

### Cause

An error occurred in the plug-in while trying to retrieve sample data from the data provider.

### Action

Contact the plug-in support to verify if the plug-in is working properly.

**30.6.3.12** Unable to retrieve data from the Custom Data Provider : an error occurred while creating the data iterator. (CDS 15114)

### Cause

An error occurred in the plug-in while trying to retrieve the data iterator.

### Action

Contact the plug-in support to verify if the plug-in is working properly.

---

**30.6.3.13** Unable to retrieve data from the Custom Data Provider : an error occurred while fetching data through the iterator. (CDS 15115)

### Cause

An error occurred in the plug-in while trying to fetch the data through the iterator.

### Action

Contact the plug-in support to verify if the plug-in is working properly.

**30.6.3.14** Unable to create or update the Custom Data Provider : unsupported object type was provided by the Data Source plug-in while trying to get the structure. (CDS 15116)

### Cause

The plug-in has data types that are not supported.

### Action

Refer to the documentation for the list of supported data types.

**30.6.3.15** Unable to create or update the Custom Data Provider : an internal error occurred while trying to open the session. (CDS 15117)

### Cause

An error occurred in the plug-in while trying to open a session.

### Action

Contact the plug-in support to verify if the plug-in is working properly.

---

**30.6.3.16** Unable to create or update the Custom Data Provider : the source in the provided path is protected. (CDS 15118)

### Cause

The plug-in could not proceed as the source file provided is a password-protected file.

### Action

Refer to the plug-in documentation.

**30.6.3.17** Unable to create or update the Custom Data Provider : the provided URL is invalid. (CDS 15119)

### Cause

The plug-in could not proceed as the URL is invalid.

### Action

Refer to the plug-in documentation.

**30.6.3.18** Unable to create or update the Custom Data Provider : the provided URL cannot be found. (CDS 15120)

### Cause

The plug-in could not proceed as the provided URL could not be found.

### Action

Refer to the plug-in documentation.

---

**30.6.3.19** Unable to interact with the Custom Data Provider on the provided source.  
(CDS 15121)

### Cause

An unexpected error has occurred.

### Action

Contact support to resolve the error.

**30.6.3.20** A problem was encountered. The requested action cannot be completed. (CDS 15122)

### Cause

An unexpected error has occurred.

### Action

Contact support to resolve the error.

# 31 HTTP errors

## 31.1 Troubleshooting HTTP 404 errors

You can receive the HTTP 404 error for one of the following reasons:

- The requested page was deleted in error. Check the deployment folder of the web application to make sure that the requested page exists.
- The web application is not properly configured. Try to access other pages in this web application. If there are other pages in this web application that are not accessible, then there is a problem with the web application configuration. Consult the web application deployment instructions to check that the configuration files are valid, or redeploy the web application.
- A system setting is incorrect. For example, the memory limit was reached or an ODBC DSN was not correctly configured. As a result, an exception was thrown and the expected page was not generated. Check the web server log or the web application log for error or exception records.
- An environment variable is not properly set. This environment variable can be a system variable, or a variable defined in the web application server. As a result, a required library or class cannot be found. Check the web server log or the web application log for error or exception records. Consult the web application deployment instructions to make sure that all of the required steps were done.
- The web application is corrupted. Restart the web server. If the problem still persists, re-deploy the web application.
- If the requested resource is a dynamically-generated web page with a special extension name (for example, .cwr), the web server may not handle the request because the corresponding application mapping is not configured properly. Check the web server configuration.
- A related web application may not be deployed or properly configured. Consult the web application deployment instructions to verify the configuration of the web application.
- If the page worked previously, but then stopped working, a recent change on the web server side may have negatively impacted this page or its parent web application. For example, when an add-on web application is applied on top of the existing web application, the original configuration may be corrupted. Check for recent changes to the web server.

## 31.2 Resolving HTTP 500 errors

You can receive the HTTP 500 error for one of the following reasons:

- A prerequisite component is not installed or properly configured. As a result, an exception is thrown on the web server side. Check the web server log or the web application log for error or exception records. Check the web application deployment instructions to make sure that all required components were installed.
- An environment variable was not properly configured. This environment variable can be a system variable, or a variable defined in the web application server. As a result, a required library or class can not be found. Check the web server log or the web application log for error or exception records. Check the web application deployment instructions to make sure that all required steps were done.
- A security setting was not properly set. For example, a required system user account was not set. Check the web server log or the web application log for error or exception records. Check the web application deployment instructions to make sure that all of the required security settings are valid.

- 
- The web application may not be properly configured or it may be corrupted. Restart the web server. If the problem persists, redeploy the web application.
  - If the page worked previously, but then stopped working, a recent change on the web server side may have negatively impacted this page or its parent web application. For example, when an add-on web application is applied on top of the existing web application, the original configuration may be corrupted. Check for recent changes to the web server.
  - If the requested resource is a dynamically-generated web page with a special extension name (for example, .cwr), the web server may not handle the request because the corresponding application mapping is not configured properly. Check the web server configuration.
  - If the web server is Microsoft IIS, refer to the following article in the Microsoft Knowledge base:<http://support.microsoft.com/kb/311766> ➡



---

## 32 Dashboards error messages

### 32.1 `DSL initialization failed. (XLS 000001)`

#### Cause

DSL Initialization failed.

#### Action

Check the DSL Universe for integrity.

### 32.2 `Could not find DSL services; Check your SAP BusinessObjects installation. (XLS 000002)`

#### Cause

Could not find the DSL services.

#### Action

Check the SAP BusinessObjects Business Intelligence platform installation.

### 32.3 `Could not connect to SAP BusinessObjects server; Check your network connection. (XLS 000003)`

#### Cause

Could not connect to SAP BusinessObjects Business Intelligence platform.

---

## Action

Check your network connection.

### 32.4 `Failed to (de-)serialize data. (XLS 000004)`

## Cause

Failed to (de-)serialize data.

## Action

Check data.

### 32.5 `Failed to serialize exception: {0}. (XLS 000005)`

## Cause

Failed to serialize exception.

## Action

Try again.

### 32.6 `Datasource ({0} - {1}) not found. (XLS 000006)`

## Cause

Universe not found.

---

## Action

Check CUID.

### 32.7 `Could not load Dashboards DSL library. (XLS 000007)`

## Cause

Could not load Dashboards DSL library.

## Action

Check Dashboards Server installation.

### 32.8 `Could not load session. (XLS 000008)`

## Cause

Could not load session.

## Action

Check the SAP BusinessObjects Business Intelligence platform login.

### 32.9 `Request processing failed. (XLS 000009)`

## Cause

Request processing error.

---

## Action

Try again.

**32.10** Cannot find {0} InfoObject: {1}. Please verify that it exists and that you have rights on it. (XLS 000010)

## Cause

Could not find InfoObject.

## Action

Verify that the InfoObject exists and you have access rights.

**32.11** Cannot find data connection information for universe: {0} (XLS 000011)

## Cause

Could not find data connection for universe.

## Action

Verify that the correct connection to the universe exists.

**32.12** Unknown server error. Please try again later. (XLS 000012)

## Cause

Unknown server error.

---

## Action

Attempt to access the server again.

### 32.13 `Invalid Dashboards Server configuration property: {0}. (XLS 000013)`

## Cause

Invalid Dashboards server configuration property.

## Action

Check that the server configuration properties are correctly defined with no typographical errors.

### 32.14 `Cannot find or load Dashboards Server configuration file. (XLS 000014)`

## Cause

Missing Dashboards server configuration file.

## Action

Check that the server configuration file exists.

### 32.15 `Your query generated multiple SQL statements, which is not supported. Please modify your query. (XLS 000015)`

## Cause

Multiple SQL statements are not supported.

---

## Action

Ensure that the query generates a single SQL statement.

### 32.16 `Combined Query is not supported. (XLS 000016)`

## Cause

Combined queries are not supported.

## Action

Check that your query is not a combined query.

### 32.17 `The cache file path is invalid. (XLS 000017)`

## Cause

Invalid cache file path.

## Action

Verify that the cache file path exists and is correct.

### 32.18 `Failed to initialize Dashboards Processing Server. (XLS 000018)`

## Cause

Failed to initialize Dashboards Processing Server.

---

## Action

Verify that the Dashboards Processing Server is up and running without errors.

### 32.19 `Current user does not have right: {0} on object: {1} (XLS 000019)`

## Cause

Invalid user rights on object.

## Action

Verify that the current user has correct permissions on the InfoObject.

### 32.20 `DSL could not create the Provider (XLS 000020)`

## Cause

Provider could not be created.

## Action

Make sure the user data is correct. If this problem persists, please contact an administrator.

### 32.21 `Could not connect to the server. Log on and try again. (XLW 000001)`

## Cause

Authentication failed.

---

## Action

Check login credentials.

**32.22** Could not communicate with the server. Try again. If the problem persists, contact your system administrator or technical support. (XLW 000002)

## Cause

Cannot get XcelsiusService from session.

## Action

Try re-login.

**32.23** Failed to read request ({0}). (XLW 000003)

## Cause

Failed to read request.

## Action

Make sure the client is sending a valid request.



## 33 Platform Search Error Messages

Platform Search error messages include the following:

Range	Category
PSS 0001 - PSS 07002	Platform Search errors

**33.1** New document extraction version has not been implemented. Contact your system administrator. (PSS 00002)

### Cause

Different version binaries are present in the build which does not match the internal class definitions and their implementations. This error may have occurred because binaries does not match the configuration parameters, or else the configuration parameters may have changed in the back end.

### Action

Contact the administrator.

**33.2** Extraction failed due to unknown reasons for {0}. Contact your system administrator. (PSS 00003)

### Cause

The document is not supported by third party libraries or the extraction due to an uncaught exception.

### Action

Contact the administrator with the stack trace and log files.

---

**33.3** While extracting the object with SI\_ID {0}, an Out of Memory Error occurred.  
Please check the document size. (PSS 00004)

### Cause

The size of the agnostic document uploaded to the repository is greater than the limit defined as LARGE\_OBJECT\_SIZE\_CUTOFF for the Platform Search configurations.

### Action

Reduce the size of the document or split it into parts and then upload it again. Otherwise, contact the administrator to change the configuration parameters.

**33.4** Indexing failed because more than one index engine has been enabled (PSS 01001).

### Cause

More than one search engine is enabled in the CMC Application under the Platform Search application.

### Action

Enable only one search engine in the CMC Application under the Platform Search application.

**33.5** Indexing failed. All index engines may be disabled (PSS 01002).

### Cause

None of the search engines is enabled in the CMC application under Platform Search.

---

## Action

Enable at least one search engine in the CMC Application under the Platform Search application.

### 33.6 `Index is not ready. Please try again later (PSS 01004).`

## Cause

The index is not generated.

## Action

You need to wait until the index is generated. You can also refer to the Platform Search application properties page in CMC to find the number of indexed documents.

### 33.7 `The string is too generic. Provide a more specific string. (PSS 02001)`

## Cause

This error may have occurred due to the use of generic strings such as "a", "this", "in", stop words or single letters as the only search keywords.

## Action

Replace the generic string with more specific and complete search keywords such as "sales".

#### Note

The usage of these generic strings in a phrased search does not result in this error message.

---

## 33.8 Search string is empty. Enter a valid search string (PSS 02003).

### Cause

The search string is either empty or blank.

### Action

Enter a valid search string.

## 33.9 Search string is invalid. Please refer to the documentation for information about supported search syntax (PSS 02004).

### Cause

The search string syntax is invalid.

### Action

Enter a valid search string. To know more about the valid search syntax, refer to the *Platform Search Techniques* topic in *BI Launch Pad User's Guide*.

## 33.10 Server is busy. Please try again later (PSS 02005).

### Cause

The server does not have sufficient system resources to process the search request.

### Action

Search again later.

### **33.11** `Summary extraction failed for {0}.` (PSS 03002)

#### **Cause**

The property values in the document summary are not extractable.

#### **Action**

Check if the summary information contains extractable content.

### **33.12** `Content extraction failed for {0}.` (PSS 03004)

#### **Cause**

This error may have occurred due to the following issues:

- If some of the components such as the header, footer, or cells in the structured agnostic documents contain unextractable text or objects.
- If the RTF and TXT documents contains unstructured text.

#### **Action**

Check if all the components in the document contain extractable text or object.

### **33.13** `Unable to extract the object with SI_ID {0} because the document may be a PPT with empty comments, password protected, or may have content that is not extractable.` (PSS 03007)

#### **Cause**

Platform Search failed to extract the object with SI\_ID< ID>, as the document may have one of the following problems:

- It may be a PPT with empty comments

- 
- It may be password protected
  - It may have some text or objects inserted which could not be extracted
  - The third party library is unable to access the document

## Action

Ensure that the document does not have any of the above- mentioned issues. If you encounter such an issue, remove those components and upload the document again.

**33.14** Unable to extract the object with SI\_ID {0} because the PDF may have content that is not extractable. (PSS 03008)

## Cause

The PDF document contains text or objects which cannot be extracted.

## Action

Ensure that the document does not contain text or objects which cannot be extracted.

**33.15** Unable to extract the object with SI\_ID {0} because the document may have content that is not extractable, or may be too large. (PSS 03009)

## Cause

This error may have occurred because the document with SI\_ID< ID> may contain text or objects that could not be extracted, or the size of the document is large.

## Action

Ensure that the document does not contain any text or object which cannot be extracted, and that the document size is not very large.

---

## 33.16 `RASFactory service failed to return. (PSS 04001)`

### Cause

Report Application Server (RAS) is down or the Crystal Report Server service is not available for SAP BusinessObjects Business Intelligence platform to process the Crystal Reports.

### Action

Ensure that the Report Application Service (RAS) is running, is properly configured and that the Crystal Report-specific services are functioning properly. Try to open the Crystal Report in *BI Launch Pad* to ensure RAS is available.

## 33.17 `Unsupported InfoObject {0} has been passed on to Crystal Reports extraction. (PSS 04003)`

### Cause

The InfoObject is identified as a non-Crystal Report containing the InfoObjects properties kind as a report.

### Action

Open the document in Crystal Report Designer and save it again.

## 33.18 `Failed to close Crystal report {0}. (PSS 04005)`

### Cause

Report Application Server (RAS) is down or the InfoObjects used in the report are corrupt.

---

## Action

Ensure that RAS is running continuously. If the error persists, re-submit the report for extraction or contact your system administrator.

### 33.19 `RAS has failed to open the document {0}.` (PSS 04006)

## Cause

The InfoObject is not identified as a Crystal Report object.

## Action

Upload proper Crystal Report objects to the repository which can be opened and viewed in Crystal Report Designer and BI launch pad.

### 33.20 `Failed to create context for universe with an exception: {0}.` (PSS 05001)

## Cause

Web Intelligence processing server is down.

## Action

Ensure Web Intelligence processing server is running.

### 33.21 `Failed to retrieve DataSourceElement value. Ensure DataSourceName is created and the connection is available.` (PSS 05002)

## Cause

Database connection failure after establishing a successful connection at the beginning.



---

## Action

Ensure there are no problems with the database connection. Check whether the DataSourceName (DSN) that was created for this data source has established a successful connection.

**33.22** Unable to create Business Layer for universe {0}. This may be due to context failure or unavailable core services. (PSS 05003)

## Cause

This error may have occurred due to one of the following issues:

- DataSource details are not received from the Web Intelligence processing server
- DataSourceName (DSN) has an incorrect or invalid database connection
- Web Intelligence processing server is down

## Action

Ensure that the Web Intelligence Processing Server is running and that the DSN connection is functioning properly.

**33.23** Interactive analysis processing server may be down. Unable to create document instance. (PSS 06002)

## Cause

The Web Intelligence processing server or service is down.

## Action

Check if the Web Intelligence processing server is running, and you have the rights to create an Interactive Analysis document. Try to open this document in BI Launch Pad.

---

**33.24** The new document extraction version is not implemented. Contact your system administrator. (PSS 06004)

### Cause

Platform Search does not support the document with content used from an unsupported version of the Interactive Analysis document.

### Action

Remove the content from the unsupported version of the Interactive Analysis document.

**33.25** Failed to close interactive analysis document {0}. (PSS 06005)

### Cause

This server may have occurred because Web Intelligence processing server is down.

### Action

Check if the Web Intelligence processing server is running. Try to open this document in BI Launch Pad.

**33.26** Interactive analysis processing server has failed to open the document {0}. (PSS 06006)

### Cause

Web Intelligence processing server is down.

---

## Action

Check if the Web Intelligence processing server is running, and you have the rights to view an Interactive Analysis document. Try to open this document in BI launch pad.

**33.27** Interactive analysis document contains incorrect universe connection information. (PSS 06007)

## Cause

Incorrect or no universe or database connection information is available.

## Action

Ensure that the universe or database connection information is available.

**33.28** Explorer Search Server may be down. Unable to compile results. (PSS 07001)

## Cause

Explorer search server is either down or disabled.

## Action

Restart the Explorer search server and ensure it is running.

**33.29** Internal error occurred while retrieving Information Spaces. (PSS 07002)

## Cause

This error may have occurred due to an internal error.

---

## Action

Search again later.

## 34 Monitoring Error Messages

Monitoring error messages include the following:

Range	Category
MON00001- MON00057	Monitoring errors

### 34.1 `An error occurred while running the probe (MON00001)`

#### Cause

The Probe Scheduling service may not be running, or there may be an exception causing an internal error.

#### Action

Check the Schedule Status link on the probe's history page or the log file for more details.

### 34.2 `An error occurred while listing the probes (MON00002)`

#### Cause

This error may have occurred due to failure of a query that retrieves the list of probes.

#### Action

For more details refer to web server logs.

---

**34.3** An error occurred while reading the probe result from file with id: {0}  
(MON00003)

### Cause

The probe run result report could not be fetched as the Input File Repository Server may not be running.

### Action

Check if the File Repository Server is running and if the run instance has been deleted from the history page.

**34.4** An error occurred while retrieving the URLs for Properties/Schedule/History  
Action (MON00004)

### Cause

This error may have occurred due to the failure of a query which is used to retrieve the URL.

### Action

Check the Web server log for more details.

**34.5** An error occurred while paginating the probes list (MON00006)

### Cause

This error may have occurred due to the failure of a query, which is used to retrieve a set of probes in a page.

### Action

Check the web server log for more details.

---

## 34.6 `{0} is not a valid {1} value (MON00007)`

### Cause

The value entered as the input parameter is not of the expected type. For example, String or Boolean.

### Action

Enter a value of the expected type as the input parameter.

## 34.7 `An exception occurred while executing the request (MON00008)`

### Cause

This error may have occurred due to an internal problem.

### Action

Check the Web server log for more details.

## 34.8 `An error occurred while retrieving the trend data from the database (MON00009)`

### Cause

The monitoring service may not be running, or there may be an error while retrieving trend data from the trending database.

### Action

Ensure that the monitoring service is running. Check the log for more details.

---

## **34.9** `An error occurred while listing the watches (MON00010)`

### **Cause**

This error may be due to the failure of a query, which is used to retrieve the list of watches.

### **Action**

Check the Web server log for more details.

## **34.10** `An error occurred while retrieving the details for the watch {0} (MON00011)`

### **Cause**

The error may be due to the failure of a query, which is used to retrieve the details of the watch.

### **Action**

Check the Web server log for more details.

## **34.11** `An error occurred while retrieving the status of the watch {0}. (MON00012)`

### **Cause**

The error may be due to the failure of a query, which is used to retrieve the status of the watch.

### **Action**

Check the Web server log for more details.



---

## **34.12** `An error occurred while creating the watch {0} (MON00013)`

### **Cause**

The monitoring service may not be running or there may be a query failure while committing the watch to the database.

### **Action**

Start the monitoring service. If the service is already running, check the Web server logs for more details.

## **34.13** `An error occurred while deleting the watch {0} (MON00014)`

### **Cause**

The monitoring service may not be running, or there may be a query failure while deleting the watch from the database.

### **Action**

Start the monitoring service. If the service is already running, check the Web server logs for more details.

## **34.14** `An error occurred while making a copy of the watch {0} (MON00015)`

### **Cause**

The monitoring service may not be running, or there may be a query failure while committing the copied watch to the database.

### **Action**

Start the monitoring service. If the service is already running, check the Web server logs for more details.

---

## **34.15** An error occurred while editing the watch {0} (MON00016)

### **Cause**

The monitoring service may not be running, or there may be a query failure while committing the modified watch to the database.

### **Action**

Start the monitoring service. If the service is already running, check the Web server logs for more details.

## **34.16** An error occurred while paginating the watches list (MON00017)

### **Cause**

The error may be due to the failure of a query, which is used to retrieve a set of watches in a page.

### **Action**

Check the Web server log for more details.

## **34.17** An error occurred while marking the watch {0} as Favorite (MON00018)

### **Cause**

This error may be due to the failure of a query, which is used to mark a watch as favorite.

### **Action**

Check the Web server log for more details.

---

## **34.18** `An error occurred while retrieving recent alerts (MON00019)`

### **Cause**

The monitoring service may not be running, or it may be running with errors.

### **Action**

Ensure that the monitoring service is running. Check the log for more details.

## **34.19** `An error occurred while retrieving alerts for the watch {0} (MON00020)`

### **Cause**

The monitoring service may not be running, or it may be running with errors. The user may not have permission to view the alerts.

### **Action**

Ensure that the monitoring service is running and the user has appropriate permissions. Check the logs for more details.

## **34.20** `An error occurred while deleting an alert (MON00021)`

### **Cause**

The user might not have permission to delete the alert, or the monitoring service may not be running or running with errors.

---

## Action

Ensure that the monitoring service is running and that the user has appropriate permissions. Check the logs for more details.

### **34.21** `An error occurred while retrieving the total number of alert pages (MON00022)`

## Cause

The monitoring service may not be running or it may be running with errors.

## Action

Ensure that the monitoring service is running. Check the logs for more details.

### **34.22** `An error occurred while retrieving watches with alerts count (MON00023)`

## Cause

The monitoring service may not be running or it may be running with errors.

## Action

Ensure that the monitoring service is running. Check the logs for more details.

### **34.23** `An error occurred while setting alert confirmed property (MON00024)`

## Cause

The user may not have permission to mark the alert as confirmed or the monitoring service may not be running or the monitoring service may be running with errors.

---

## Action

Ensure that the monitoring service is running and the user has appropriate permissions. Check the logs for more details.

### 34.24 `An error occurred while setting alert marked as read (MON00025)`

## Cause

The user may not have permission to mark the alert as read or the monitoring service may not be running or running with errors.

## Action

Ensure that the monitoring service is running and the user has appropriate permissions. Check the logs for more details.

### 34.25 `Server not running (MON00026)`

## Cause

AdaptiveProcessingServer (or the server hosting the monitoring service) is not running.

## Action

Restart the server.

### 34.26 `Unknown Error (MON00027)`

## Cause

Unknown error.

---

## Action

Ensure that the monitoring service is running. Check the log file for more details.

### **34.27** `An error occurred while retrieving the KPIs (MON00028)`

## Cause

This error may have occurred due to a query failure while retrieving the values from the repository.

## Action

Check the Web server logs for more details.

### **34.28** `An error occurred while refreshing the managed entities (MON00029)`

## Cause

An error occurred while refreshing the managed entities.

## Action

Restart the Central Management Server (CMS).

### **34.29** `An error occurred while enabling watch (MON00030)`

## Cause

The monitoring service may not be running or it may be running with errors.

---

## Action

Ensure that the monitoring service is running. Check the log file for more details.

### 34.30 `Timeout value cannot be zero or negative (MON00031)`

## Cause

The probe is not executed since the timeout value entered is zero or negative.

## Action

Enter a valid timeout value.

### 34.31 `Incorrect timeout value (MON00032)`

## Cause

The probe is not executed due to incorrect timeout value.

## Action

Enter a valid timeout value.

### 34.32 `Input Parameter Type "{0}" not recognized (MON00033)`

## Cause

Input parameter type is not valid.

---

## Action

Specify a valid input parameter. A valid input type is String, Boolean, and so on.

### 34.33 `Incorrect input parameter : {0} (MON00034)`

## Cause

Incorrect input parameter.

## Action

Specify a valid input parameter.

### 34.34 `Error in getting the Probe InfoObject (MON00035)`

## Cause

Error in getting the probe info object. The probe object may have been deleted or the incorrect probe ID is passed.

## Action

Ensure that you have provided the appropriate probe details.

### 34.35 `Probe InfoObject was not found (MON00036)`

## Cause

Probe InfoObject not found. The probe object may have been deleted or the incorrect probe ID is passed.



---

## Action

Ensure that the probe is available and you have the appropriate permissions.

**34.36** `The following argument(s) are missing {0} (MON00037)`

## Cause

Mandatory arguments are missing.

## Action

Specify the mandatory arguments.

**34.37** `An error occurred while disabling or enabling the watch {0} (MON00039)`

## Cause

The monitoring service may not be running or there may be a query failure causing an internal error.

## Action

Check the Web server log for more details.

**34.38** `Monitoring service may not have started yet or might have failed to start.  
Check the service status (MON00041).`

## Cause

The monitoring server or the service may not be running.

---

## Action

Ensure that the monitoring server and service are running.

**34.39** `An exception has occurred while executing the probe (MON00042).`

## Cause

An error has occurred while executing the probe. This may be due to wrong configuration of input parameter.

## Action

Check if the probe parameters are appropriately configured.

**34.40** `An exception occurred while formatting the response (MON00044).`

## Cause

The HTTP request returned a response that was not well formatted to be displayed as a response. This may be due to an exception while constructing the response to the request.

## Action

Check the Web server log for more details.

**34.41** `An error occurred while listing the Users (MON00045).`

## Cause

The error may be due to the failure of a query, which is used to retrieve the list of administrators and monitoring users.

---

## Action

Check the Web server log for more details.

**34.42** `An error occurred while retrieving the KPI details. (MON00046)`

## Cause

This error may have occurred due to a query failure while retrieving the values from the repository.

## Action

Check the Web server logs for more details.

**34.43** `An error occurred while retrieving synchronized live data (MON00047).`

## Cause

This error may have occurred due to an internal problem.

## Action

Restart the server hosting the monitoring service.

**34.44** `An error occurred while retrieving the watch state (MON00048).`

## Cause

The error may be due to the failure of a query which is used to retrieve the status of the watch.

---

## Action

Check the Web server log for more details.

### 34.45 `An error occurred while retrieving the probe run result report (MON00049)`

## Cause

The File Repository Server may not be running or the run result (instance) may be deleted.

## Action

Check if the File Repository Server is running or refresh the history page to see if the run result was deleted.

### 34.46 `An error occurred while saving the probe (MON00050)`

## Cause

This error may be due to a query failure while saving the probe or the probe may have been deleted.

## Action

Ensure that the probe has not been deleted. Check Web server log for more details.

### 34.47 `An error occurred while displaying the properties of the Probe (MON00051)`

## Cause

This error may be due to a query failure while retrieving the probe properties.

---

## Action

Ensure that the probe has not been deleted and the Web server is running. Check the Web server log for more details.

**34.48** An error occurred while saving the application properties (MON00052).

## Cause

This error message may have occurred due to an internal problem.

## Action

Ensure that the values entered are appropriate. If the error continues to persist, check the Web server log.

**34.49** An error occurred while displaying the properties of the application (MON00053).

## Cause

This error may have occurred due to an internal problem.

## Action

Check the Web server log for more details.

**34.50** An error occurred while running the database backup task (MON00054)

## Cause

The monitoring service may not be running, or there may be an internal error.

---

## Action

Ensure that the monitoring service is running. Check the log for more details.

**34.51** An error occurred while retrieving the details of the Derived metric  
(MON00055)

## Cause

The monitoring service may not be running or the derived metric equation may not be valid or there may be an internal error.

## Action

Ensure that the monitoring service is running. Check the log file for more details.

**34.52** An error occurred while editing the Derived metric (MON00056)

## Cause

The monitoring service may not be running or there may be an internal error.

## Action

Ensure that the monitoring service is running. Check logs for more details.

**34.53** An error occurred while disabling watch (MON00057)

## Cause

This error may have occurred due to an internal problem.

---

## Action

Refresh the watch list to check if the watch is already disabled. Check if the monitoring service is running. You can also restart the server hosting the Monitoring service.

### 34.54 `An error occurred while retrieving alerts. (MON00058)`

## Cause

Monitoring Service may not be running or running with errors.

## Action

Please ensure that the monitoring service is running and check the log for more details.

### 34.55 `An error occurred while creating the derived metric. (MON00059)`

## Cause

The Monitoring Service may not be running, or there may be an exception causing an internal error.

## Action

Please make sure that the monitoring service is running and check the log for more details.

### 34.56 `An error occurred while setting the KPIs to be displayed on the Dashboard. (MON00060)`

## Cause

An error may have occurred while setting the KPIs on the Monitoring Application object. This could be due to query failure.

---

## Action

Check web server logs for more details.

**34.57** `An error occurred while retrieving the drill down on the metric. (MON00061)`

## Cause

There may be an exception causing an internal error. The exception may be due to failure of a query, used to retrieve the instances contributing to the metric.

## Action

Check the web server log for more details.

**34.58** `An error occurred while marking the watch {0} as KPI. (MON00062)`

## Cause

There may be an exception causing an internal error. The exception may be due to failure of a query, used to mark a watch as a KPI.

## Action

Check the web server log for more details.

**34.59** `An error occurred while uploading the script file to the Probe. (MON00063)`

## Cause

There may be an exception causing an internal error. The exception may be due to a query failure or an I/O exception while uploading the file to the probe.



---

## Action

Check the web server log for more details.

**34.60** Choose either command line or script file as input for -scriptbased argument.  
You cannot select both the options. (MON00064)

## Cause

The parameters passed for script based probes are not correctly used in CLI

## Action

Choose either command line or script file as input for -scriptbased argument, not both.

**34.61** The input is not in the right format for script based probes for the following  
argument: {0} (MON00065)

## Cause

The input for script based probes is not in the right format.

## Action

Use the format key1=value

**34.62** The following input: {0} is missing for the script based probe. (MON00066)

## Cause

The input for script based probes is not in the right format. One of the required inputs is missing.

---

## Action

CommandLine=<command in string>|ScriptUpload=<filename in absolute path>

**34.63**Value for the input parameter {0} is missing. (MON00067)

## Cause

One of the mandatory values in the input parameters is missing.

## Action

Enter all the required input parameters.

**34.64**Unable to retrieve the health state of the managed entity. (MON00068)

## Cause

Not able to retrieve the health state of the managed entity.

## Action

Try re-starting the server hosting the monitoring service.

**34.65**Unable to retrieve the hierarchy. (MON00069)

## Cause

Monitoring service may be down.

---

## Action

Try starting server hosting the monitoring service.

### 34.66 `An error occurred while creating the probe. (MON00070)`

## Cause

There may be an exception causing an internal error. The exception may be due to a query failure while creating the probe.

## Action

Refresh and see if the probe is created; if not, try again. Check the web server log for more details.

### 34.67 `An error occurred while deleting the probe. (MON00071)`

## Cause

There may be an exception causing an internal error. The exception may be due to a query failure while creating the probe.

## Action

Refresh and see if the probe is deleted; if not, try again. Check the web server log for more details.

### 34.68 `Unable to retrieve the watch for the topology node. (MON00072)`

## Cause

Watch may not exist

---

## Action

Wait for some time, or try re-starting the server hosting the Monitoring service.

### 34.69 `An error occurred while querying the infostore for picture (MON00073)`

## Cause

There may be an exception causing an internal error. The exception may be due to failure of a query, used to retrieve the picture for a particular plugin kind.

## Action

Check the web server log for more details.

### 34.70 `A watch with the specified name already exists {0} (MON00074)`

## Cause

A watch with the specified name already exists.

## Action

Use a different name for the watch.



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