



Error Messages Explained

SAP BusinessObjects XI 3.1 Service Pack 3

windows/unix



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An error occurred while parsing the Web Intelligence XML document. Contact your BusinessObjects administrator. (WIS 30753)	504
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Administration & Security Error Messages



1

chapter



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

Administration (ADM) Errors

Administration error messages include the following:

Range	Category
ADM0012 - ADM 00208	Administration errors

Cannot connect to the universe domain. (ADM0012)

Cause

You cannot connect to the universe domain, either because you do not have a working network connection, or the server on which the universe domain is located is down.

Action

Verify your 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.

Too many loops in the universe (ADM0017)

Cause

You tried to create or import a universe with too many loops, or a universe which loops endlessly between two or more tables.

Action

The universe designer should run an Integrity Check on the universe to locate and fix the problem. The designer can then save and re-export the universe to the repository.

Unsupported RDBMS (ADM0026)

Cause

The installation of your ODBC databases is incorrect, or the `.sbo` file has been changed or damaged. Each of the databases you are using has an associated `.sbo` file.

This error is caused when you try to access your data warehouse via the repository after the associated database `.sbo` file has been moved, renamed, deleted, or damaged. This error can also occur if the `.sbo` is locked by another application or user.

Action

Run Setup and reinstall your ODBC connections (which you can find in the Data Access folder). This reinstalls the `Odbc.sbo` file.

Example:

The name of the `.sbo` file for ODBC databases is `Odbc.sbo`.

Parent class has changed. (ADM0069)

Cause

One of the database objects you are trying to access belongs to a class that has had its name changed.

Action

Ask the universe designer to fix the parent class definition, and to re-export the universe to the repository.

Parent class definition is incorrect. (ADM0070)

Cause

One of the database objects that you are trying to access belongs to a class that has an invalid name. Class names must be unique within a universe, and must not exceed 35 alphanumeric characters.

Action

Ask the universe designer to fix the parent class definition, and to re-export the universe to the repository.

The current user cannot be found. (ADM0195)

Cause

While you were logged on to a BusinessObjects Enterprise session, your user ID was deleted from the repository by the administrator.

Action

The administrator must recreate your user ID before you can continue working with BusinessObjects Enterprise.

Cannot start agent UX. (ADM0200)

Cause

A required DLL file has been deleted or damaged.

Action

Reinstall Universe Designer.

Error during copy. Contact Business Objects Customer Support. (ADM0201)

Cause

This error message may occur when you import data to the repository. It indicates that one or more tables of the repository are corrupted.

Action

Contact Business Objects Customer Support.

You are not authorized to delete a user who also belongs to at least one group that you cannot administrate. Use the "rg" command instead. Line <number> will not be processed. (ADM 00207)

Cause

The batch import file includes a DU command (Delete User). This would delete all instances of the user from the repository. However, at least one instance of the user belongs to a group which you do not have the right to administrate, and therefore you cannot use the DU command for this user.

Action

To remove the user from the group you are authorized to administrate, use the RG command (Remove from Group) instead.

You do not have the rights to use personal data files. Please contact your Business Objects administrator. (ADM 00207)

Cause

You do not have the necessary rights to use personal data files.

Action

Contact your administrator to request that they give you rights in the to access them.

Administration Wizard (ADW) Error Messages

Administration Wizard error messages include the following:

Range	Category
ADW0002 - ADW0025	Administration Wizard errors

Setup failed! (ADW0002)

Cause

BusinessObjects Enterprise must create a temporary folder during installation. This folder is deleted when the installation is finished. However, the disk is full.

Action

Empty your Recycle Bin. If necessary, delete any redundant or unwanted files, and empty the Recycle Bin again.

Cause

You have read-only privileges to the root C : \ drive.

Action

The system or network administrator can grant you Change or Full Control privileges on the C : \ root drive.

Cannot create universe domain. (ADW0011)

Cause

You tried to create a universe domain, but the system on which you want the domain to reside cannot be reached. Either the node is not running, or the network connection is down.

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.

Cannot find RSS file. (ADW0012)

Cause

An RSS file is associated with each of the databases that you are using. These files are located in the associated database folders.

You may receive the above error message if BusinessObjects Enterprise tries to access one of these databases after the associated RSS file has been deleted or corrupted.

Action

You need to replace the deleted or corrupted RSS file with a clean copy of the file, either from another BusinessObjects Enterprise installation, or with one provided by Business Objects Customer Support.

Cannot find Repository section in RSS file. (ADW0013)

Cause

An RSS file is associated with each of the databases that you are using. These files are located in the associated database folders.

You receive the above error message if BusinessObjects Enterprise tries to access the Repository section in one of these database RSS files after this section of the file has been corrupted.

Action

You need to replace the corrupted RSS file with a clean copy of the file, either from another BusinessObjects Enterprise installation, or with one provided by Business Objects Customer Support.

Cannot find Create section in RSS file. (ADW0014)

Cause

An RSS file is associated with each of the databases that you are using. These files are located in the associated database folders.

You may receive the above error message if BusinessObjects Enterprise tries to access the Create section in one of these database RSS files after this section of the file has been corrupted.

Action

You need to replace the corrupted RSS file with a clean copy of the file, either from another BusinessObjects Enterprise installation, or with one provided by Business Objects Customer Support.

Cannot find Table section in RSS file. (ADW0015)

Cause

An RSS file is associated with each of the databases that you are using. These files are located in the associated database folders.

You may receive the above error message if BusinessObjects Enterprise tries to access the Table section in one of these database RSS files after this section of the file has been corrupted.

Action

You need to replace the corrupted RSS file with a clean copy of the file, either from another BusinessObjects Enterprise installation, or with one provided by Business Objects Customer Support.

Cannot find Index section in RSS file. (ADW0016)

Cause

An RSS file is associated with each of the databases that you are using. These files are located in the associated database folders.

You may receive the above error message if BusinessObjects Enterprise tries to access the Index section in one of these database RSS files after this section of the file has been corrupted.

Action

You need to replace the corrupted RSS file with a clean copy of the file, either from another BusinessObjects Enterprise installation, or with one provided by Business Objects Customer Support.

Cannot find Insert section in RSS file. (ADW0017)

Cause

An RSS file is associated with each of the databases that you are using. These files are located in the associated database folders.

You may receive the above error message if BusinessObjects Enterprise tries to access the Insert section in one of these database RSS files after this section of the file has been corrupted.

Action

You need to replace the corrupted RSS file with a clean copy of the file, either from another BusinessObjects Enterprise installation, or with one provided by Business Objects Customer Support.

Cannot create document domain. (ADW0019)

Cause

The disk is full.

Action

Empty your Recycle Bin. If necessary, delete any redundant or unwanted files, and empty the Recycle Bin again.

Cause

You have read-only privileges to the root C:\ drive.

Action

The system or network administrator can grant you Change or Full Control privileges on the C:\ root drive.

Cause

You are trying to create the document domain on another machine (cluster node), but either the machine is down, or the connection is not working correctly.

Action

"Ping" the machine to see if the network connection is valid.

Cannot find the external script. (ADW0021)

Cause

You are trying to use an external SQL script in order to create a customized repository. However, BusinessObjects Enterprise does not have the correct path name to the script.

Action

Check the path name to the script file and correct it.

Cannot access network layer. (ADW0025)

Cause

The error occurs when you try to launch a Business Objects product and connect to the repository, while the middleware that allows all clients to access the database is not properly installed.

Action

Check your middleware installation:

- When you install BusinessObjects, make sure that the BusinessObjects-RDBMS access is checked.
- At the end of the setup, check the middleware.
- Check in the `AUTOEXEC.BAT` file that the database environment path is correct. It should be something like `[Local drive]\Orawin\bin`.

BIP Framework Middleware (FWM) Error Messages

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

Range	Category
FWM 00000 - 00999	BIP Framework Middleware (FWM)
FWM 01000 - 01999	BIP Framework Middleware (FWM)
FWM 02000 - 02999	BIP Framework Middleware (FWM)
FWM 04000 - 04999	BIP Framework Middleware (FWM)
FWM 08000 - 08999	BIP Framework Middleware (FWM)
FWM 10000 - 10999	BIP Framework Middleware (FWM)
FWM 11000 - 11999	BIP Framework Middleware (FWM)
FWM 12000 - 12999	BIP Framework Middleware (FWM)
FWM 13000 - 13999	BIP Framework Middleware (FWM)
FWM 14000 - 14999	BIP Framework Middleware (FWM)

FWM 00000 - FWM 00999

Transport error: Communication failure.(FWM 00001)

Cause

The client could not talk to the Server. Possible causes of the problem are:

- The server may be down.
- There may have been a network communication problem.
- The request may have timed out.

Action

Verify that the server is up, that network communication is working correctly, and check if a request time out has been set. If one has been set, lengthen the amount of time before the request times out.

Transport error: Insufficient resources.(FWM 00002)

Cause

The Client and Server don't have a communication channel over which they can communicate.

Action

If Client or Server side uses SSL, please make sure that both sides are using SSL.

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

Cause

The target account or SPN was not recognized

Action

Verify that the target account exists. Verify that the target SPN exists.

Failed to contact the Active Directory server. (FWM 00004)

Cause

The Active Directory Server is not reachable

Action

Turn on logging, find the server name, and make sure that it is reachable.

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

Cause

Old alias format is detected.

Action

Update AD plugin from CMC (Central Management Console) AD plugin screen.

FWM 01000 - FWM 01999

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

Cause

The indicated exception occurred while communicating with the server.

Action

See the cause of the exception for more information.

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

Cause

The session has been logged off or has expired.

Action

Log on again.

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

Cause

The server could not be found; it may be down.

Action

Check the CMS port settings. Then start and enable the server.

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

Cause

Unable to open a socket to talk to the CMS.

Action

Ensure that the CMS is running.

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

Cause

Unable to connect to the service through the CMS.

Action

Log on to the CMC and ensure that the service is running on the appropriate server.

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

Cause

Unable to list the services running on the specified server via the specified CMS.

Action

Log on to the CMC and ensure that the service is up on the appropriate server.

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. (FWM 01008)

Cause

Unable to find the required servers. The servers may be down or disabled.

Action

Ensure that all required servers are running and enabled.

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

Cause

The indicated communication error occurred when trying to connect to server.

Action

See the cause of the communication error for more information.

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

Cause

The server group was not found in the CMS.

Action

Create the server group.

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

Cause

The service not found on the indicated server.

Action

Log on to the CMC and ensure that the server has the indicated service running on it.

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

Cause

SSL mode is being requested but some of the arguments are not present.

Action

Ensure that all SSL arguments are present.

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

Cause

Failure occurred trying to open or read data from the indicated file.

Action

Ensure that the SSL files are present and readable.

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. (FWM 01014)

Cause

Could not find servers with the required services. All such servers may be down or disabled by the administrator.

Action

Ensure that all required servers are running and enabled, and that they have all required services running.

FWM 02000 - FWM 02999

{0} (FWM 02001)

Cause

The indicated exception occurred.

Action

See the cause of the indicated exception for details.

There was a problem with obtaining the service {0} from the server {1} (FWM 02002)

Cause

There was a problem obtaining the service from the server.

Action

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

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

Cause

The required plugin does not exist

Action

Ensure that the plugin is installed.

The plugin {0} does not exist in the CMS (FWM 02017)

Cause

The required plugin does not exist in the CMS.

Action

Ensure that the plugin is installed.

The plugin {0} could not be initialized (FWM 02018)

Cause

The required plugin could not be initialized

Action

You may not create a new InfoObject of this plugin type.

The object with ID {0} does not exist in the CMS or you don't have the right to access it (FWM 02020)

Cause

Either the required object does not exist in the CMS, or you don't have the required rights to access it.

Action

Ensure that the object exists in the CMS and that you have the required rights to access it.

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. (FWM 02031)

Cause

The value of the required system property is not valid.

Action

Provide a valid system property value.

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

Cause

There was an error reading the shared secret from the trusted principal configuration file.

Action

Ensure that the configuration file for the trusted principal is present and readable.

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

Cause

The required object has changed since the last query.

Action

Query the InfoObject again.

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

Cause

The required service cannot be removed. It is currently being used by a server.

Action

Ensure that the service is not being hosted by any server before trying to remove it from an installation.

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

Cause

The required service container cannot be removed. It is currently being used by a server.

Action

Ensure that there is no server associated with the service container.

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

Cause

Failed to audit the event(s).

Action

Ensure that the Program Job Server is running and enabled.

Event Type {0} disabled (FWM 02073)

Cause

The required event type is disabled.

Action

Enable the event types that you want to audit.

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

Cause

This user does not have a preferred viewing locale set.

Action

Set the preferred viewing locale for this user.

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

Cause

This user does not have a default locale set.

Action

Set the default locale for this user.

Service {0} has been disabled (FWM 02079)

Cause

The required service has been disabled.

Action

Ensure that the service is enabled.

Invalid logon token: {0}. (FWM 02080)

Cause

The logon token used is invalid.

Action

Use a valid logon token.

Invalid filepath: {0}. (FWM 02081)

Cause

The specified file cannot be found in file system.

Action

Check the file path, correct it, and try again.

The file properties are structured incorrectly. (FWM 02082)

Cause

The structure of the file properties is invalid.

Action

Please ensure the API is being used appropriately.

Audit service is disabled. (FWM 02083)

Cause

The Audit service is disabled.

Action

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

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

Cause

The required event type is not supported.

Action

You can only audit event types supported by the application.

User ID, Object ID must be a number > 0; Duration must be a number >=0; ObjectCUID must be a non-empty string. (FWM 02086)

Cause

Some of the event object parameters are invalid.

Action

Ensure that the event object parameters are valid.

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

Cause

The default locale for this user is not a valid locale.

Action

Ensure that the locale is defined.

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

Cause

The CMS database is unavailable.

Action

Contact the system administrator.

The Search Service is not initialized properly. (FWM 02091)

Cause

The Search Service is not initialized properly.

Action

Restart the Adaptive Processing Server.

Adaptive Processing Server is shutting down. (FWM 02092)

Cause

The Adaptive Processing Server is shutting down.

Action

Restart the Adaptive Processing Server and try again.

Invalid query string {0}. The Query Parser failed to parse it. (FWM 02093)

Cause

The parser cannot parse the query string.

Action

Revise the query string.

The current Search Service is already indexing. Try again later. (FWM 02094)

Cause

Search Service can only handle one indexing request at a time.

Action

Wait until the first indexing request finishes before attempting another.

Query string is empty. (FWM 02099)

Cause

Query string is empty.

Action

Provide a query string that is not empty.

FWM 04000 - FWM 04999

An SDK exception occurred. (FWM 04002)

Cause

The indicated CE SDK Exception occurred

Action

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

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

Cause

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

Action

Ensure that your BIAR file is valid.

Enterprise Session Invalid. (FWM 04004)

Cause

You have logged out of your Enterprise session or it has expired.

Action

Log on again.

Export to File Path invalid. (FWM 04005)

Cause

The file path you are trying to export to is invalid.

Action

Provide a valid file path.

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

Cause

A file to be uploaded to the FRS is missing from your BIAR file.

Action

Ensure that your BIAR file is valid.

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

Cause

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

Action

Ensure that your BIAR file is valid.

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

Cause

The `businessobjects.xml` file in your BIAR file is invalid.

Action

Ensure that sure your BIAR file is valid.

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

Cause

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

Action

Ensure that your BIAR file is valid.

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

Cause

An error occurred while parsing the XSD file.

Action

For help with problems in XSD files installed by BusinessObjects Enterprise, contact Business Objects Customer Support.

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

Cause

The XSD file is missing.

Action

Ensure that you have all XSD files installed.

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

Cause

There is an invalid enumeration item in your BIAR file.

Action

Ensure that your BIAR file is valid.

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

Cause

An Invalid XSD was passed in.

Action

For assistance with problems in XSD files installed by BusinessObjects Enterprise, contact Business Objects Customer Support.

Cannot import infoobject with missing CUID. (FWM 04026)

Cause

An InfoObject that is being imported is missing its CUID.

Action

Ensure that your BIAR file is valid.

Cannot import infoobject CUID '{0}' with missing parent CUID. (FWM 04027)

Cause

An InfoObject that is being imported is missing its parent CUID.

Action

Ensure that your BIAR file is valid.

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

Cause

A duplicate namespace prefix was defined.

Action

If you have your own XSD defined, ensure that it doesn't have a namespace prefix that duplicates the namespace prefix on an installed XSD.

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

Cause

The InfoObject type does not exist in the CMS

Action

Ensure that the InfoObject type is properly installed.

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

Cause

The format for the plugin namespace URI was not recognized.

Action

Ensure that your BIAR file is valid.

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

Cause

An InfoObject type is missing.

Action

Ensure that the XSD for this type of InfoObject is installed.

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

Cause

An object 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 the user exporting the documents can view.

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

Cause

An object you are exporting has a property array with an unexpected structure.

Action

Check the properties of the object and ensure that it has a valid array structure.

FWM 08000 - FWM 08999

Setting property {0} to {1} contradicts with property {2} of value {3}. Resolve the contradiction before setting this property. (FWM 08001)

Cause

The settings of the two properties contradict one another.

Action

Ensure that the property values do not contradict one another.

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

Cause

The referenced object doesn't exist in the system.

Action

Ensure that this is the correct ID and that the object with the indicated ID exists in the system.

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

Cause

Value is out of range.

Action

Please make sure value set falls within range.

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

Cause

The indicated parameter value is not valid.

Action

Ensure that you provide a valid parameter value.

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

Cause

The principal must be removed from object before inheriting rights from parent.

Action

Ensure that the principal is removed from object before inheriting rights from parent.

Unable to find the publication artifact with ID {0} during distribution. (FWM 08006)

Cause

One of the source documents of the publication does not exist in the system or the user does not have the right to view the document.

Action

Ensure that the document still exists and grant viewing and scheduling rights to the user running the publication.

FWM 10000 - FWM 10999

An error occurred while opening or closing the BIAR archive file. (FWM 10001)

Cause

An error occurred while opening or closing the BIAR archive file.

Action

Check that the archive file and path are valid.

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

Cause

An exception occurred that prevents the reading or writing of an object to or from storage.

Action

This is an internal error; please see the cause of the indicated exception for more information.

An exception occurred in the BIAR engine. (FWM 10004)

Cause

An exception occurred in the BIAR engine.

Action

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

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

Cause

An exception occurred.

Action

Please see the cause of this exception for details.

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

Cause

The indicated exception occurred while parsing a query.

Action

See the cause of the indicated exception for more information and ensure that your query is syntactically correct.

{0} exception(s) occurred. (FWM 10007)

Cause

The exception(s) indicated in the message occurred.

Action

See the cause and action for each referenced exception exception for details.

FWM 11000 - FWM 11999

{0} exception(s) occurred. (FWM 11001)

Cause

Exception(s) occurred.

Action

See the cause of each indicated exception for more information.

FWM 12000 - FWM 12999

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

Cause

The indicated exception occurred.

Action

See the cause of the indicated exception for more information.

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

Cause

The Import or Export action cannot be determined.

Action

Provide the action: import or export.

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

Cause

You have requested XML validation during import, but it is no longer supported.

Action

Set `validateXML` to `false`.

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

Cause

The query passed to the BIAR engine could not be parsed or understood.

Action

Ensure that the query is properly formatted.

Invalid BIAR file. If you want to import file older than version {0} please use Import Wizard. (FWM 12012)

Cause

Could not import the specified BIAR file because it is an older version.

Action

Use the Import Wizard to import the files.

FWM 13000 - FWM 13999

An error occurred while parsing a query: '{0}' (FWM 13001)

Cause

An error occurred while parsing a query.

Action

Ensure that your query is syntactically correct.

FWM 14000 - FWM 14999

No objects in replication list. (FWM 14001)

Cause

The replication list for this replication job did not contain any objects that the user running the replication job has permission to replicate.

Action

Ensure that the replication list is not empty, and that the user specified by the remote system connection has Replicate permission on the objects in that replication list.

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

Cause

The replication job calls for a replication list via an invalid Replication List CUID

Action

Check that the referenced replication list exists on the remote system.

Filter settings exclude everything from replication. (FWM 14003)

Cause

The replication filter settings exclude all objects.

Action

Check the replication job settings.

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

Cause

The current refresh mode value is invalid.

Note:

CeApplicationRefreshMode.REFRESH_TO_MASTER is not valid in one-way replication.

Action

Check your replication job settings. See CeApplicationRefreshMode for applicable values.

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

Cause

The current conflict resolution mode value is invalid.

Note:

CeConflictResolutionMode.SLAVE_WINS is not valid in one-way replication.

Action

Check your replication job settings. See CeConflictResolutionMode for applicable values.

Cannot run refresh replication without refresh objects. (FWM 14006)

Cause

Replication job is running in refresh mode but it does not specify objects to refresh.

Action

Check replication job settings and either specify objects to refresh, or change to normal replication mode.

Remote system connection refers to local system. (FWM 14007)

Cause

The origin for this replication job is the same as the destination.

Action

Check the remote cluster settings and modify them to refer to a different cluster.

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

Cause

The current combination of refresh mode and conflict resolution mode is invalid. CeConflictResolutionMode.MASTER_WINS cannot be used with CeApplicationRefreshMode.REFRESH_TO_MASTER, and CeConflictResolutionMode.SLAVE_WINS cannot be used with CeApplicationRefreshMode.REFRESH_FROM_MASTER.

Action

Check the replication job settings. See CeConflictResolutionMode and CeApplicationRefreshMode for applicable values.

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)

FWB 00001 - FWB 00999

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

Cause

A request was sent to a CMS that the system did not expect the request to be sent to.

Action

Ensure that the request is being sent to the correct CMS.

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

Cause

A requested security plugin is not enabled or it is missing.

Action

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

Not a valid logon token. (FWB 00003)

Cause

The token could be invalid/expired, authentication info could be missing, or the user may no longer be valid.

Action

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

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

Some encrypted Kerberos authentication data sent by the client did not decrypt properly at the server.

Action

Verify that a valid SPN is mapped to the service account

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

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.

Action

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

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

Cause

A requested plugin could not be found.

Action

Ensure that the requested plugin exists and is properly installed.

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

Cause

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

Action

Ensure that the user exists and has a valid alias.

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

Cause

Log on failed because the user name could not be found, or the user's password was invalid.

Action

Attempt log on again with correct user name and password, and ensure that the account information is valid.

This feature has been disabled. (FWB 00009)

Cause

The requested feature has been disabled.

Action

Enable the requested feature.

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

Cause

This user must have at least one alias, but does not have any at this time.

Action

Ensure that the user has an alias.

Session ID is not valid. (FWB 00011)

Cause

Could not find a valid session ID. Your session may have expired.

Action

Attempt to log on again.

The user account has been disabled. (FWB 00012)

Cause

This user account may have been manually disabled, a required alias for the user may have been disabled, the user's password may have expired, or the user has attempted too many unsuccessful logons.

Action

Re-enable the user account. Ensure that the user's password has not expired, and that required aliases are valid and enabled.

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 logged on allowed by the current license keys has been reached.

Action

Attempt to log on later after other users have logged off, or upgrade the license keys.

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 logged on allowed by the current license keys has been reached.

Action

Attempt to log on later after other users have logged off, or upgrade the license keys.

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 support the current operation.

Action

Upgrade your license keys.

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

Cause

The current license key is invalid or expired.

Action

Enter a valid license key.

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 and has been disabled.

Action

Investigate the error encountered by the third-party plugin and re-enable it if possible.

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

Change or correct the authentication provider for Single Sign-On support.

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 in the authentication provider.

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 in the authentication provider.

Action

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

Single Sign-On failed because the associated session can not be verified. Try to log on to Business Objects Enterprise again. (FWB 00021)

Cause

The session token may be invalid or expired, the authentication information may be missing, the original session may have expired, or the user may no longer be valid.

Action

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

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

Cause

The trusted authentication shared secret has expired.

Action

Update the trusted authentication shared secret.

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 (accounting for different time zones).

Action

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

BusinessObjects Enterprise 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 CMS has run out of available database connections.

Action

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

Not a valid query. (FWB 00025)

Cause

Invalid query string.

Action

Ensure the query string syntax is correct.

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

Cause

Trying to create an object with a name that already exists.

Action

Ensure that there is not an object of the same name in the same folder.

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

Cause

Timeout while waiting for database resources

Action

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

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

Cause

Could not connect to the LDAP server

Action

Ensure that the LDAP server is up and accepting connections.

FWB 01000 - FWB 01999

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

Cause

An InfoObject referenced the ID of another InfoObject which could not be found.

Action

Check the relationship between the server containers, services, servers, installations and enterprise nodes to make sure that they are correct.

Service {0} is not ready (FWB 01002)

Cause

A request was made to a service, but the service cannot handle the request because it is not configured completely.

Action

Ensure that this service is configured properly. Restart the server if needed.

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

Cause

A request was made to a service, but the service has reached maximum capacity. No more requests can be made.

Action

Try increasing the maximum capacity of the service, making the request later, or making the request to another server hosting the same service.

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

Cause

The CMS could not find the server InfoObject in the repository that corresponds to an APS that queried the CMS for the server configuration.

Action

The server friendly name used to start this APS instance may be incorrect. Change the name to a valid one that exists in the repository.

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

Cause

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

Action

Check the processes the service depends on to ensure that they can start properly

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

Cause

The service you are attempting to run depends upon the service referenced in the error message, which failed to start.

Action

Check the log file of the service that failed to start.

FWB 02000 - FWB 02999

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

Cause

Failed to load in a class through the specified string name because no definition for the class could be found.

Action

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

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

Cause

The Java Virtual Machine or a ClassLoader instance tried to load the definition of a class for which no definition could be found.

Action

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

iFWB 02000 - iFWB 02999

A ClassNotFoundException error occurred. (Exception message: {0}) (iFWB 02001i)

Cause

Failed to load in a class using its string name because no class definition matches its specified name.

Action

Ensure all necessary “jars” are included in the “classpath”.

A NoClassDefFoundError occurred; exception message: {0} (iFWB 02002i)

Cause

The “Java Virtual Machine” or a “ClassLoader” instance tried to load the definition of a class. The definition of the class could not be found.

Action

Ensure all necessary “jars” are included in the “classpath”.

Security (USR) Errors

Security error messages include the following:

Range	Category
USR0006	Security

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.

1 Administration & Security Error Messages

Security (USR) Errors



Crystal Reports Error Messages



2



chapter

Crystal Reports error messages include the following categories:

- Opening documents.
- Making database connections.
- Retrieving data from a database.

This document could not be opened. It does not appear to be a Crystal Report document.

Cause

This message occurs when you attempt to open a corrupt Crystal report file that does not have an RPT extension.

Action

A backup copy of the report must be used in place of the corrupted copy.

This document could not be opened. It does not appear to be a Crystal Report document. The document has the expected extension (.RPT), but it seems to be corrupted. If this report used to work, try opening it with a different version of Crystal Reports and if the

problem persists, contact your administrator.

Cause

This message occurs when you attempt to open a corrupt Crystal report file that has an RPT extension.

Action

A backup copy of the report must be used in place of the corrupted copy.

Failed to load database connector.

Cause

This message occurs if the database connector is not available on the machine that is processing the report. The database client software required by the database connector is not available on the machine that is processing the report.

Action

Ensure these scenarios are true:

- The database connector used by the report is installed on all machines from which the report can be run.
- The necessary database client software required by the database connector is installed and in the PATH environment system variable on all machines from which the report can be run.

Failed to open the connection. Details: [Database Vendor Code: <vendor code number>].

Cause

This message occurs for one of the following reasons:

- The data source required by the report is unavailable or improperly configured on the machine that is processing the report.
- The database server required by the report is unavailable.
- The database client is installed but improperly configured on the machine that is processing the report. For example a DB2 database alias, Oracle tnsnames entry, or Sybase DSEdit entry is missing or improperly configured.

Action

Ensure these scenarios are true:

- The data source required by the report is available and properly configured on all machines where the report can be run. For example, the ODBC data source or JNDI data source exists and connectivity can be proven from a client test tool.
- The database server required by the report is running and that connectivity can be proven from a client test tool on all machines where the report can be run.

Failed to retrieve data from the database. Details: [Database Vendor Code: <vendor code number>].

Failed to retrieve data from the database. Details: [Database Vendor Code: <vendor code number>].

Cause

The report SQL queries that have been sent to the server cannot be executed, because an error was returned by the database server after it processed the queries. For example, a field/table/procedure required by the report is missing, or the queries contain syntax errors.

Action

Ensure the report is using the correct connection information. For example, the data source name, server name, database name, and user name are correct.

In a database-client test tool, ensure that the fields, tables, and procedures used by the report exist and that SQL queries can be executed against them.

In the Crystal Reports designer, verify that the SQL query, as shown under the Database menu Show SQL Query option, does not contain syntax errors.

If the SQL query shown in Crystal Reports is valid, execute the same SQL query through a database-client test tool.

Failed to load database information

Cause

The error message is usually accompanied by the following phrase: "The database <dllname>.dll could not be loaded".

This error message occurs if the DLL for the data source is missing, or if the version of the data source is not compatible with the product version.

Action

To resolve this error message, ensure that the database client is installed and configured on the client computer from which the user views the report using Crystal Reports.

Prompting Failed with the following error message: “List of Values Failure: fail to get values.”

Cause

The following scenarios show some of the reasons that this error is displayed:

- Managed Reports.

The prompting service fails to retrieve the List of Values, or the Enterprise session is not accessible.

- Unmanaged Reports and Managed Reports.

The datasource for the List of Values is not accessible. It is possible to add a separate table into the report that is not joined to the rest of the tables in the report, so the main report could run, even if the prompting data source is not accessible.

Action

The system used to return an error message, but now it gracefully degrades to displaying static prompts for each parameter. You should no longer see this error message in later versions of Crystal Reports.

The request could not be submitted for background processing...

Cause

The Query Engine believes that it is low on resources and unable to complete the request.

The request could not be submitted for background processing...

Action

Ensure that you are not running out of hard drive space and check that your server is not overloaded. If the problem persists, contact Business Objects Technical Support for a resolution to this item.

2 | Crystal Reports Error Messages

The request could not be submitted for background processing...



Dashboard and Analytics (EPM) Error Messages



3

chapter



The Dashboard and Analytics error messages include the following ranges and categories:

Range	Category
EPM 00001 - EPM 09999	Default zone
EPM 01000 - EPM 01999	Metrics engine
EPM 02000 - EPM 02999	Analytic server
EPM 03000 - EPM 03999	Repository manager
EPM 04000 - EPM 04999	Rules engine
EPM 05000 - EPM 05999	Process Analysis engine
EPM 06000 - EPM 06999	Set engine
EPM 07000 - EPM 07999	Analytics
EPM 08000 - EPM 08999	Dashboard and Analytics SDK
EPM 09000 - EPM 09999	Visualization
EPM 10000 - EPM 10999	Web applications
EPM 11000 - EPM 11999	Data source

EPM 00001 - EPM 09999 Default zone

Cannot create query. (EPM 00001)

Cause

This error message appears for one or more of the following reasons:

- There is a problem in the performance management repository.
- There is an error in the universe fact tables.

- The SQL did not generate correctly.

Action

Check the following:

- Verify the connections to the performance management repository in performance management Setup.
- Verify the connection to the universe fact tables.
- See the trace log for specific information on the errors.

Note:

If you have not set up the trace log feature yet, go to **Dashboard and Analytics Setup > Parameters > Trace**. For more information on how to set up the trace logs, see the **Dashboard and Analytics Setup** online help.

The server could not perform this operation because of an exception or parser error. (EPM 00002)

Cause

The database driver was not set correctly.

Action

Check your database driver setup.

You must be a valid administrator. (EPM 00003)

Cause

The database driver was not set correctly.

Action

Check your database driver setup.

Could not communicate with Web Intelligence. (EPM 00004)

Cause

A Corba exception occurred when the repository tried to communicate with other servers.

Action

The IT administrator needs to restart all the servers in the Central Management Console.

A problem occurred during the attempt to publish the document '%1' (%2). (EPM 00005)

Cause

A problem occurred while saving the analytic in the BusinessObjects Enterprise repository.

Action

Check your trace log files to find out where the error occurred.

Note:

If you have not set up the trace log feature yet, go to **Dashboard and Analytics Setup > Parameters > Trace**. For more information on how to set up the trace logs, see the **Dashboard and Analytics Setup** online help.

The model-based metric could not be updated because of an error in the database. Contact your Business Objects administrator. (EPM 00006)

Cause

The default value for the packed_result size in the ci_param table is not compliant with your database configuration.

Action

1. Verify that the ci_param table contains the following values:

```
(param_id, param_type, item_name, item_value)
```

where item_name is 'packed_result size', and item_value is an integer that corresponds to the maximum size of the ci_context_output.packed_result.

Example:

```
insert into ci_param (param_id, param_type, item_name,  
item_value) values (0, 1, 'packed_result size', 20000)
```

2. Restart the performance management servers.
3. Refresh the models.

EPM 01000 - EPM 01999 Metrics engine

Could not retrieve user profile for filter '%1' equals to '%2'. (EPM 01001)

Cause

The user rights for that dimension cannot be loaded.

Action

Check the definition for the dimension in **Dashboard and Analytics Setup** > **System Setup** > **Dimensions** and the rights associated to that user.

Information on the selected subject area cannot be retrieved. Check the list definition. (EPM 01002)

Cause

In the Export List analytic, the associated subject area cannot be found in the Performance Manager repository. A "subject" is a class on a universe.

Action

To resolve this problem:

1. Log into InfoView.
2. Check the repository configuration in **Dashboard and Analytics Setup > System Setup > Repository**.
3. Update the universe which contains that subject in **Dashboard and Analytics Setup > System Setup > Universes**.

SQL cannot be generated for the selected objects. (EPM 01003)

Cause

Web Intelligence cannot generate the SQL corresponding to the universe objects selected to create the list.

Action

Use Web Intelligence to build a query the same objects in order to identify the objects causing the problem, then contact your BusinessObjects Enterprise Administrator with this information.

No data to fetch. (EPM 01004)

Cause

There are no values to display.

Action

Select different universe objects that might have some values.

No count object exists in the subject area %1. (EPM 01005)

Cause

No Count measure has been identified in that subject area. A "subject" is a class on a universe.

Action

To resolve this problem:

1. Open the universe in Designer.
2. Create or find the count measure and add `COUNT=Y` to its description.
3. Republish the universe, and update it in **Dashboard and Analytics Setup > Universes**.

No dimension object has been defined in the universe as the subject key for the subject area %1. (EPM 01006)

Cause

There is no dimension object identified in the universe for the specified subject area.

Action

To resolve this problem:

1. Open the universe in Designer.
2. Define a dimension object with the "SubjectKey=Y" parameter in its description.
3. Republish the universe, and update it in **Dashboard and Analytics Setup > System Setup > Universes**.

No IPDATE object exists in the subject area %1. (EPM 01007)

Cause

No dimension has been identified in the specified subject area as the date to be used for the Individual Profiler analytic.

Action

To resolve this problem:

1. Open the universe in Designer.
2. Create a date dimension called IPDATE.
3. Republish the universe, and update it in **Dashboard and Analytics Setup > System Setup > Universes**.

No IPFILTER object exists in the subject area %1. (EPM 01008)

Cause

No condition has been identified in the specified subject area as the filter to be used for the Individual Profiler analytic.

Action

To resolve this problem:

1. Open the universe in Designer.
2. Create a date dimension called IPFILTER.
3. Republish the universe, and update it in **Dashboard and Analytics Setup > System Setup > Universes**.

More than one count object exists in the subject area %1. (EPM 01009)

Cause

There is more than one measure in that subject area with "COUNT=Y" in its description.

Action

To resolve this problem:

1. Open the universe in Designer.
2. Delete all but one of the count measures.
3. Republish the universe, and update it in **Dashboard and Analytics Setup > System Setup > Universes.**

More than one Subject Key object exists in the subject area %1. (EPM 01010)

Cause

There is more than one dimension in that subject area with "SubjectKey=Y" in its description.

Action

To resolve this problem:

1. Open the universe in Designer.
2. Delete all but one subject key dimensions.
3. Republish the universe, and update it in **Dashboard and Analytics Setup > System Setup > Universes.**

The refresh action was not successful. (EPM 01011)

Cause

You could not refresh the sliced metric because of problems with the universe.

Action

To resolve this problem:

- Check if the universe connection to the database is proper.
- Verify the measure definition in the universe.

The metric(s) customized in this page is deleted or inaccessible to you. (EPM 01012)

Cause

This problem is caused by one of the following:

- The customized metrics in the pages have been deleted.
- You do not have the correct access rights to view the metric data.

Action

- Ensure that the metrics has not been deleted.
- Contact your Business Objects administrator to verify your access rights and ensure that you have sufficient rights to view the metrics.

You do not have the access rights necessary to view this slice. (EPM 01013)

Cause

You do not have the access permission necessary to view these slices.

Action

Contact your Business Objects administrator to request sufficient rights to view the slices and check your slice associations.

EPM 02000 - EPM 02999 Analytic server

Cannot parse analytic XML. (EPM 02001)

Cause

The analytic is not parsing correctly.

Action

Recreate the analytic.

Invalid analytic token. (EPM 02002)

Cause

The analytic cannot be retrieved.

Action

Logout and then log in again. Try to retrieve the analytic.

If the error message appears again, contact your IT administrator.

Could not find Pareto. (EPM 02003)

Cause

The metric or measure on which the Pareto chart is based could not be found.

Action

Check in the analytic definition that the metrics and measures used for the chart are valid.

Cannot find the appropriate metric to drill down. (EPM 02004)

Cause

The metric could not be found.

Action

Check the analytic's parameters to verify that the metric exists.

The system is unable to retrieve this goal. (EPM 02005)

Cause

The query cannot run on the Performance Manager repository.

Action

Check the repository configuration in **Dashboard and Analytics Setup > System Setup > Repository**, and the corresponding database.

Goal has expired. (EPM 02006)

Cause

The last period you selected for the goal is incompatible with the last refreshed value of the goal's metric.

Action

The goal's last period must precede the last refreshed value of the goal's metric. Extend the goal's range.

Cannot generate SQL. (EPM 02007)

Cause

The universe objects you have selected to create the Pareto Chart are not compatible given the structure of your data.

Action

Create a Web Intelligence query on the same universe using using compatible objects.

This link is unavailable. It is impossible to contact the server. (EPM 02008)

Cause

You clicked on a link in an SVG analytic that is saved to your computer or in an email.

Action

Open the SVG analytic from its original location inside **Dashboard and Analytics**.

Visual Data Query XML not found for dimension. (EPM 02009)

Cause

In Set Analysis, you selected dimensions to include in the set, but did not expand them in the Content step of the set building steps.

Action

To resolve this problem:

1. In **Set Analysis > Sets**, select the set.
2. In **Set Building Steps**, click **Edit**.

3. In the **Content** tab, under **Step Detail**, click the + sign next to each measure.
4. Select **Estimates Only** or **Exact Counts** to create the query for each measure.
5. Click **Build** or **Finish**.

EPM 03000 - EPM 03999 Repository manager

Error while attempting to link to AARepoMgt.exe. (EPM 03002)

Cause

"There is a problem with the AARepoMgt.exe file."

Action

"Contact your Business Objects administrator to see if the AARepoMgt.exe file is up and running. The Business Objects administrator should try restarting the Dashboard and Analytics Server."

Repository Version Manager failed: %1. (EPM 03003)

Cause

A problem occurred in the repository.

Action

Check the log file to find the errors.

Error while reading the parameter 'LastPushUnv' in the table ci_param. (EPM 03004)

Cause

An invalid parameter was found in the Performance Manager repository.

Action

In the ci_param table, delete all parameters whose name starts with "LastPushUnv".

Error pushing universe '%1'. (EPM 03005)

Cause

The universe could not be updated.

Action

Check your trace log files to find out where the error occurred.

Note:

If you have not set up the trace log feature yet, go to **Dashboard and Analytics Setup > Parameters > Trace**. For more information on how to set up the trace logs, see the **Dashboard and Analytics Setup** online help.

Universe not found. (EPM 03006)

Cause

The universe ID no longer exists because it was either changed or deleted.

Action

In **Dashboard and Analytics Setup > System Setup > Universes**, check that your universes are pushed and up-to-date.

The PMUser account is missing or corrupted. (EPM 03007)

Cause

This error occurs when the PMUser account is missing or has been corrupted in initialization configuration properties file.

Action

To resolve the problem:

1. Recreate the PMUser with no password and ensure that the new account has 'Administrator' rights.
2. Restart all 'AA' processes and the Central Management Server.

The probe engine cannot query the repository. (EPM 03008)

Cause

The repository is unavailable.

Action

The Business Objects administrator needs to do the following:

- In **Dashboard and Analytics Setup > System Setup**, make sure that the repository connection used is properly set, and that the repository has been created.
- In Designer, check that the connection used to access the repository is valid, for example that the username and password are correct.
- Make sure that the repository's database is up and running.

You cannot upgrade your repository version. (EPM 03009)

Cause

You are trying to upgrade from a repository version that is not supported by the current migration (upgrade) path.

Action

Before continuing with your upgrade, check that your repository is of the correct version. Consult the Dashboard and Analytics Setup documentation and the Business Objects migration guides for information on each of the possible migration paths.

If your repository version is not supported, contact technical support.

EPM 04000 - EPM 04999 Rules engine

Cannot get new task id. (EPM 04001)

Cause

You are not able connect to the Scheduler.

Action

Restart the Central Management Server and the AA servers.

EPM 06000 - EPM 06999 Set engine

You are not a Set Analysis user. (EPM 06001)

Cause

Your do not have administrator rights and do not have valid set analysis user rights.

Action

Log in as using a valid user account, or, if you are an administrator, edit the Set Analysis guest user name in **Dashboard and Analytics Setup > System Setup > System User**.

This version of Performance Manager predates the Set Analyzer repository\ Check you are running the latest version. (EPM 06002)

Cause

The Performance Manager and Set Analyzer repositories are not in sync.

Action

The versions need to be in sync. If they are not, you need to upgrade to a newer version of performance management. To find out which version of the repositories you need, consult the release notes.

EPM 11000 - EPM 11999 Data source

The connection to the database is not working. Check you database connection (EPM 11001)

Cause

This problem occurs when the database connection is lost while executing the SQL.

Action

Make sure the database is up and running.

DBDriver not set. (EPM 11002)

Cause

The database driver was not set correctly.

Action

Check your database driver setup.

Database type not found: %1. (EPM 11003)

Cause

This error appears for one of the following reasons:

- The database driver was not set correctly.
- You are trying to create a new PerformanceManager repository and the configurations you selected are not supported or valid.

Action

To resolve these problems:

- Check your database driver setup.
- Check the Business Objects technical support site for supported database configurations.



Data Access Error Messages



4

chapter

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

Database (DA) Error Messages

Database error messages include the following:

Range	Category
DA0005 - DA0010	Database errors

Connection or SQL sentence error. (DA0005)

Cause

Connection Server can generate a connection or SQL sentence error after the date format has been changed in the relevant `.sbo` file. This can occur if the format set in the `.sbo` file does not agree with that set in the database.

Action

Verify that the Oracle `NLS_DATE_FORMAT` parameter is set to the date format that you have set in the data access `.sbo` file. Check your Oracle documentation for more information. See the "Data Access Guide" for information on parameters defined in the `.sbo` files, and how to modify them.

Cause

Your Oracle data access drivers have been moved, deleted, renamed, or damaged.

Action

Re-install the Oracle data access driver.

BLOB column cannot fetch more than one row. (DA0009)

Cause

The request involves the retrieval of one or more Binary Large Objects (BLOBs). These objects extend beyond a single row. Your corporate database does not support the retrieval of objects that extend beyond a single row.

Action

Contact Business Objects Customer Support.

Some of the objects from the universe are missing or ambiguous. You cannot run the query on this universe. (DA0010)

Cause

This message is displayed whenever you try to run a query on a universe, where the query includes objects that are missing from the data source.

Action

Delete the missing objects from your query. To do this:

1. Select the error message's **Details** tab to determine the objects that are missing.
2. Use the **Data, View Data** option to remove the missing objects from the query.

Data Provider (DMA) Error Messages

Data Provider error messages include the following ranges and categories:

Range	Category
DMA0002 - DMA 0008	Data Provider

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.

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.

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.

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 Business Objects 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.

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 Designer Guide*.

File (DPP) Error Messages

File error messages include the following ranges and categories:

Range	Category
DPP0001 - DPP0002	File error

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.

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

Contact your database administrator.

Connection (DPQ) Error Messages

Connection error messages include the following ranges and categories:

Range	Category
DPQ0001 - DPQ0006	Connection

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.

The server is not responding! (DPQ0003)

Cause

This error message appears when you refresh a document in BusinessObjects. There are three possible causes:

- The middleware is not configured correctly.

- The BusinessObjects 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.

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.

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.

Stored Procedures (DPS) Error Messages

Stored Procedures error messages include the following ranges and categories:

Range	Category
DPS0001 - DPS0002	Stored Procedures

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

Contact the system administrator. The connection definition requires updating or replacing.

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.

SQL (QPF) Error Messages

SQL error messages include the following ranges and categories:

Range	Category
QPF0001	SQL

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.

Server (DWZ) Error Messages

Server error messages include the following ranges and categories:

Range	Category
DWZ0001	Server

The server is not responding. (DWZ0001)

Cause

This error message appears in Designer when the database server does not respond to a request for information. There are three possible causes for this:

- The connection configuration parameters are not correct.
- The database middleware is not configured correctly.
- The database server is down.

Action

Edit the connection, and click the **Test Connection** button. On the results dialog box that is displayed, click the **Details** button. Make a note of the error details that are displayed, and contact the database administrator or your system administrator.

SQL Query (QP) Error Messages

SQL Query error messages include the following ranges and categories:

Range	Category
QP0001 - QP0027	SQL Query

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 between BusinessObjects and the database.

Action

You should verify the SQL. If the SQL appears to be correct, test the connection.

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.

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.

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.

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.

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 BusinessObjects 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.

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 *Universe Designer Guide*.

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.

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.

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 *Universe Designer Guide*.

The .PRM file cannot be found. (QP0011)

Cause

BusinessObjects cannot find a .prm file. A .prm file contains all the parameters necessary for creating and managing BusinessObjects universes as well as generating queries. This error indicates that BusinessObjects has been incorrectly installed.

Action

Reinstall BusinessObjects.

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.

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.

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.

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 BusinessObjects 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.

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.

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|CON  
STRAIN])
```

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 *Universe Designer Guide*.

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 BusinessObjects supervisor can give the user access rights to the object.

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 *Universe Designer Guide*.

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.

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.

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.

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.

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.

Data Provider (VBA) Error Messages

Data Provider error messages include the following ranges and categories:

Range	Category
VBA 0009 - VBA 00013	Data Provider

Error when trying to access VBA. (VBA 00009)

Cause

You have tried to select VBA as a BusinessObjects data provider.

Action

Check that VBA is installed correctly.

Unable to edit the procedure. (VBA 00010)

Cause

You have tried to edit a VBA procedure used as a BusinessObjects data provider.

Action

The procedure is already open in the Visual Basic editor. Close it and try again.

Unable to create the procedure. (VBA 00011)

Cause

You have tried to create a VBA procedure for use as a BusinessObjects data provider.

Action

Check that VBA is installed correctly.

You must select a procedure in the list. (VBA 00012)

Cause

You have tried to run a VBA procedure as a BusinessObjects data provider without selecting a procedure from the list.

Action

Select a procedure from the list.

Unable to delete the procedure. (VBA 00013)

Cause

You have tried to delete a VBA procedure used as a BusinessObjects data provider

Action

The procedure is already open in the Visual Basic editor. Close it and try again.



Document and Universe Exchange Error Messages



5

chapter



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

Category (CAT) Error Messages

Category error messages include the following ranges and categories:

Range	Category
CAT0001	Category errors

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).

Document Exchange (DX) Error Messages

Document exchange error messages include the following ranges and categories:

Range	Category
DX0001 - DX 00050	Document Exchange errors

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.

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.

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).

Wrong SQL used. (DX0004)

Cause

BusinessObjects has encountered an exceptional error while attempting to access your corporate database.

Action

Contact Business Objects Customer Support.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

Database error (DX0045)

Cause

This error may be generated when you try to import, export, or refresh a document. 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.

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 Business Objects administrator.

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 Enterprise 6. You therefore cannot import documents created with version 6.

Action

To use BusinessObjects Enterprise 6 documents, you must upgrade your BusinessObjects installation to version 6.

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.

Universe Exchange (UX) Error Messages

Universe exchange error messages include the following ranges and categories:

Range	Category
UX0001 - UX0071	Universe Exchange errors

UX0001 - UX0019

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.

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 Business Objects Customer Support.

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 *Universe Designer Guide*.

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.

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.

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.

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.

UX0020 - UX0039

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 or 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.

Cannot load the repository. (UX0028)

Cause

You are trying to access data in the repository, but BusinessObjects cannot load the file kgtrp50.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.

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.

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\Business Objects 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.

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.

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 *Universe Designer Guide*.

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.

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.

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.

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.

UX0040 - UX0049

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.

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.

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\Business Objects 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.

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.

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.

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.

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.

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.

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.

<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.

UX0050 - UX0059

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.

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.

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.

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.

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.

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.

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.

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.

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\Business Objects 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.

UX0060 - UX0071

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 Business Objects Customer Support.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

5 | Document and Universe Exchange Error Messages

Universe Exchange (UX) Error Messages



Enterprise Application Errors



chapter

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

EAS 10001 - 10010

Failed while trying to get 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.

Failed while trying to get 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.

Failed while trying to get role member list using class CSecRfcRemoteUsersActGrp 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.

Failed while trying to validate 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.

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.

No SAP system was passed as part of the user name and there was no default system defined. User credential validation cannot continue. (EAS 10006)

Cause

Default system is not set for secSAPR3 security plug-in in the Central Management Console (CMC).

Action

Set default system for secSAPR3 security plug-in in CMC.

Since no SNC library was found for SAP system %1, logon failed. (EAS 10007)

Cause

SNC library is not found at the location specified in the Central Management Console (CMC).

Action

Ensure that the correct path to SNC library is set in the CMC.

Since SNC is required but not present for the requested logon type, the logon attempt failed.\n (EAS 10008)

Cause

SNC is enabled for the secSAPR3 security plug-in in the Central Management Console (CMC), but other settings are not correct.

Action

Verify settings for the SNC secSAPR3 security plug-in in the CMC, and ensure that they are correct.

Exception caught while trying to get SNC Mode for use with system %1. (EAS 10009)

Cause

The SNC setting for secSAPR3 security plug-in is not configured properly in the Central Management Console (CMC).

Action

Re-configure the SNC setting for secSAPR3 security plug-in in CMC.

Exception caught while trying to get SNC Quality of Protection value for use with system %1. (EAS 10010)

Cause

The SNC setting for secSAPR3 security plug-in is not configured properly in the Central Management Console (CMC).

Action

Re-configure the SNC setting for secSAPR3 security plug-in in CMC.

EAS 30001

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 role responsible for publishing reports. For more information on how to assign rights, refer to the User Guide available at <http://help.sap.com/>.



GUI Error Messages



chapter

Miscellaneous error messages include the following ranges and categories:

- GUI (GUI) Error Messages
- GUI (USU) Error Messages

GUI (GUI) Error Messages

GUI error messages include the following ranges and categories:

Range	Category
GUI0003 - GUI0006	GUI

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.

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.

<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.

GUI (USU) Error Messages

GUI error messages include the following ranges and categories:

Range	Category
USU0001	GUI

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.



Import Wizard (IWZ) Error Messages



8

chapter



8 | Import Wizard (IWZ) Error Messages

Error logging on to server. Check logon information and try again. (IWZ 00001)

The Import Wizard error messages include the following ranges and categories:

Range	Category
IWZ 00001 - 00029	Import Wizard

Error logging on to server. Check logon information and try again. (IWZ 00001)

Cause

The system may not be running, or there may be connection problems.

Action

Ensure that the system is up and running, that the connection information is correct, and that it is possible to establish a network connection with the server.

Invalid inbox documents location. (IWZ 00002)

Cause

The file path that you indicated could not be found.

Action

Ensure that the path exists and that it points to your Inbox folder.

Invalid personal documents location. (IWZ 00003)

Cause

The file path that you indicated could not be found.

Action

Enter a valid file path.

You have logged on as a user that is not the system administrator. (IWZ 00004)

Cause

You have not logged on as an administrator.

Action

You must log on as an administrator.

An error has occurred while parsing the config file. (IWZ 00005)

Cause

Parsing failed because the `config` file cannot be read, or it is invalid.

Action

Make sure the `config` file is not corrupt.

An unknown error has occurred while parsing the config file. Make sure you have a valid config file in the specified conf folder. (IWZ 00006)

Cause

The `config` file may be corrupt or invalid.

8 | Import Wizard (IWZ) Error Messages

The database engine specified by the config file is not available. (IWZ 00007)

Action

Ensure that the `config` file is not corrupt.

The database engine specified by the config file is not available. (IWZ 00007)

Cause

The database engine is not supported.

Action

Ensure that the database engine is supported.

The logon information is invalid. Enter the correct information to logon to the repository. (IWZ 00008)

Cause

The logon information is not valid.

Action

Ensure that your logon information is correct, and retry the logon.

Invalid Application Foundation conf folder. (IWZ 00009)

Cause

The path you specified to the Application Foundation `config` folder cannot be found.

Action

Make sure the specified folder location is the Application Foundation repository `config` folder.

Failed to get Application Foundation repository version. (IWZ 00010)

Cause

An unknown exception has occurred.

Action

Make sure the Application Foundation repository is functioning correctly.

Unable to decrypt keyfile contents - make sure it exists and is a valid keyfile (IWZ 00011)

Cause

An error has occurred when accessing and decrypting the keyfile.

Action

Ensure that:

- the specified keyfile exists
- you have read access
- it is not locked for reading by another application
- it is not in an unreadable legacy format

Failed to initialize the actor manager. (IWZ 00012)

Cause

An error has occurred when initializing the actor manager.

Action

Make sure a component is not missing or corrupted, and that there is no problem accessing the user-related tables in the repository (OBJ_M_ACTOR, OBJ_M_ACTORLINK, OBJ_M_USRATTR).

Failed to initialize the security model. (IWZ 00013)

Cause

The security model could not be initialized.

Action

Make sure the user permissions portion of the security domain (OBJ_M_RESLINK table) is not corrupt or invalid.

Failed to initialize the overload information server. (IWZ 00014)

Cause

The overload information server could not be initialized.

Action

Make sure the user permissions portion of the security domain (OBJ_M_UNIVCST, OBJ_M_UNIVDBCST tables) is not corrupt or invalid.

Failed to initialize the resource driver. (IWZ 00015)

Cause

The resource driver could not be initialized.

Action

Make sure the resource (document and universe) portion of the security domain (OBJ_M_DOCUMENTS, OBJ_M_UNIVERSES, OBJ_M_REPOSITORY tables) is not corrupt or invalid.

Failed to initialize the authentication driver. (IWZ 00016)

Cause

The authentication driver could not be initialized.

Action

Make sure the resource (document and universe) portion of the security domain (OBJ_M_DOCUMENTS, OBJ_M_UNIVERSES, OBJ_M_REPOSITORY tables) is not corrupt or invalid.

Failed to get the UID for the source repository. (IWZ 00017)

Cause

The source repository is missing the repository UID value. The repository UID is stored in the OBJ_M_GENPAR table, in the row that has M_GENPAR_N_ID equal to 121. The UID is found in the M_GENPAR_C_LABEL column of that row, but this error indicates that either no row with ID 121 was found, or that the LABEL column for that row was empty.

Action

Manually recreate a GENPAR row with the correct values from another repository that you don't plan to migrate from.

Unable to connect to security domain, please verify database connectivity. (IWZ 00018)

Cause

One of the first initialization tasks is to ping the security domain using the DB driver and connection server. If the ping fails, this error occurs.

Action

Verify connectivity to the database indicated in the error message.

Getting document content failed with resource exchange error: <error number> (IWZ 00019)

The table below shows the cause and action, depending on the <error number> that you see at the end of the message.

Error number	Cause	Action
4101	<p>Could not get connection information for the document from the security domain. This may be because information about this domain is missing or corrupted in the OBJ_M_REPOSITORY table; this may occur if the domain has been deleted. Alternately, the connection data in OBJ_M_CONNECTION or OBJ_M_CONNECTDATA may be missing or invalid. This error may also occur if the version of the keyfile is inconsistent with the version of the repository.</p>	<p>Check the integrity of the OBJ_M_REPOSITORY table; check the connection data in the OBJ_M_CONNECTION and OBJ_M_CONNECTDATA tables; ensure that the version of the keyfile is consistent with the version of the repository.</p>
4104	<p>A failure occurred while connecting to the document domain database. This may be due to incorrectly configured domain connection information (binary slice), missing DB client drivers, or missing configuration information required to connect to the document domains on the Import Wizard machine, such as missing machine DSN information for SQL Server or missing tnsname entries for Oracle.</p>	<p>Make sure the binary slice currently used is the same as that which was used when the documents were created; make sure client drivers are not missing; verify configuration information.</p>
6928	<p>A fatal error occurred while executing a query against the OBJ_X_DOCUMENTS table (which contains document binary data) in the document domain.</p>	<p>Turn on ConnectionServer logging for more information.</p>

Error number	Cause	Action
6930	Unable to create files in the Import Wizard temporary folder for read/write access. The error may also indicate that the compressed data is corrupt or invalid.	Verify that the Import Wizard has full permissions on this folder and that you have sufficient disk space.
6931	There is already a file in the Import Wizard temporary folder with the same name which the Import Wizard cannot delete.	Check access permissions on the file, and verify that no other application has it open.
6932	A fatal error occurred while appending document data to the working file. This may indicate that you do not have sufficient disk space.	Verify that you have sufficient disk space.

Failed to copy file. (IWZ 00020)

Cause

Failed to make a temporary copy of the extracted document file.

Action

Verify that you have sufficient disk space.

Unable to delete file. (IWZ 00021)

Cause

Prior to importing a universe, it was not possible to delete the specified existing universe file in the Import Wizard temporary directory.

Action

Check access permissions and make sure that the file is not opened by another application.

Unable to open file. (IWZ 00022)

Cause

The specified file cannot be opened.

Action

Verify that you have sufficient disk space.

Unable to configure language settings for universe. (IWZ 00023)

Cause

An internal error occurred while performing i18n-related initializations. This may occur when you attempt to import a universe created in a language for which you have not installed support.

Action

Verify that you have installed support for the language used by the universe.

Working directory is invalid. (IWZ 00024)

Cause

The working directory does not exist.

Action

Make sure that the `win32_x86` directory in your install folder is writeable by the Import Wizard.

Unread inbox import failed with error. (IWZ 00025)

Cause

The connection to the document domain is configured incorrectly or the domain is otherwise unreachable; a possible cause is an incorrect binary slice size in the domain connection parameters.

Action

Make sure that:

- the binary slice currently used is the same as that which was used when the documents were created
- there is sufficient disk space for the temporary folder
- there are no corrupted documents in the `OBJ_X_DOCUMENTS` table in the document domain

Logon failed: Incorrect username or password. (IWZ 00026)

Cause

Login failed due to incorrect username or password.

Action

Verify that the password and username are correct. Passwords are case sensitive, and user names may be case sensitive depending on the underlying case sensitivity of the security domain database.

Logon failed: Account is disabled. (IWZ 00027)

Cause

Logon failed for the specified account because the account is disabled.

Action

In Supervisor, re-enable the account.

Logon failed: Password change required. (IWZ 00028)

Cause

Logon failed because a password change is required.

Action

Use a BusinessObjects Enterprise 5.x/6.x client application to change the password.

Logon failed: Unexpected error. (IWZ 00029)

One of the following errors occurred during logon:

SHOULD_CHANGE_PASSWORD

BAD_USER_TMS

Cause

The user's password has expired but the "Number of logins allowed after password expiry" option in Supervisor is set to a non-zero number, and the user has not yet exceeded the given number of grace logons.

Action

Use a BusinessObjects Enterprise 5.x/6.x client application to change the password.



List of Values Error Messages



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chapter

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)

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.

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.

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)

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).

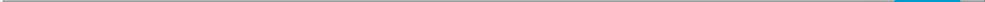
The error results from the use of the separator. Perhaps you entered it at the beginning of the prompt, or inadvertently entered it twice between two values.

Action

In the Enter or Select Values dialog box, reenter the values using one separator between each value.



Live Office (LO) Errors



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chapter

Live Office error messages include the following:

Range	Category
LO 01001 - LO 26627	Live Office errors

LO 01000 - LO 01999

The application is not ready. Please try again later. (LO 01001)

Cause

The Office application is not ready to accept data.

Action

Retry later.

An error occurred when refreshing. (LO 01003)

Cause

This error might be caused by the following reasons:

1. The report is corrupted.
2. Drawing Live Office object on unsupported areas, like Word Header or Footer, or Office 2007 PowerPoint Slide Master.
3. The server is not accessible.

If not in the list, check the detail error.

Action

For cause:

1. Check from InfoView to make sure the document is valid. If yes, log-off and log-on BOE on Live Office Option dialog then try again, or re-start the Office application, then try again.
2. Do not drawing Live Office object on unsupported areas.
3. Fix the network connectivity or start up the server.

If not in previous causes, use the error code in the detail to find the solution, or just follow the guide in the detail.

Failed to upgrade this document. (LO 01004)

Cause

This error only happens when upgrade the office document which was created by a previous version Live Office. It might be caused by the following reasons:

1. The report is corrupted.
2. Drawing Live Office object on unsupported areas, like Word Header or Footer, or Office 2007 PowerPoint Slide Master.
3. The server is not accessible.

Action

For cause:

1. Check from InfoView to make sure the document is valid. If yes, log-off and log-on BOE on Live Office Option dialog then try again, or re-start the Office application, then try again.
2. Do not drawing Live Office object on unsupported areas.
3. Fix the network connectivity or start up the server.

If not in previous causes, use the error code in the detail to find the solution, or just follow the guide in the detail.

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 nonblank. To do this, press CTRL +End to locate the last nonblank cell on the worksheet. Delete this cell and all cells between it and the last row and column of your data then save.

LO 02000 - LO 02999

Create session fail. Please check the web service connection. (LO 02001)

Cause

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or the 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.

An error occurred when connecting to the web service. (LO 02002)

Cause

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or the 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.

An error occurred when connecting to the web service. (LO 02003)

Cause

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or the 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.

An error occurred when connecting to the web service. (LO 02004)

Cause

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or the 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.

An error occurred when connecting to the web service. (LO 02005)

Cause

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or the 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.

An error occurred when opening the file. (LO 02006)

Cause

The Office document you opened has been removed in BusinessObjects Enterprise, or the CMS and Web Service are not accessible.

Action

Log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again. Check whether the office document exists on InfoView. Verify the network connection by "pinging" the server. If the network is running properly, log on to the CMC and check if the CMS and web service are up.

An error occurred when the file is saving. (LO 02007)

Cause

You may not have the necessary rights to modify objects within the folder you saved to. The CMS and Web Service may not be accessible. The Office document you opened may have been removed from BusinessObjects Enterprise.

Action

Log off and then log back on to BusinessObjects Enterprise through the Live Office Options dialog box and try again, or close and restart the Office application and try again. Ask your administrator to grant you the necessary rights. Verify your network connection by "pinging" the server. If the network is running properly, log on to the CMC and check if the CMS and web services are up. Ensure that the office document exists in InfoView

An error occurred when finding the Crystal Report properties. (LO 02008)

Cause

The Crystal Report is not available. Either it does not exist, or has been removed. Or the connection to the BusinessObjects web service fails.

Action

Check whether the document exists on InfoView. Or click Live Office "View Object in Web Browser" to check its existence. If cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again. Make sure the server is accessible and the Web Service is up.

The server is not available. Please check the network connection and server status. (LO 02009)

Cause

You cannot make a connection to the BusinessObjects web service or CMS, either because there is no network connection, or the BusinessObjects web service is down, or CMS 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 and CMS are up.

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 doesn't exist, or you have insufficient privilege on the report, or you cannot make a connection to the BusinessObjects web service.

Action

Check whether the document exists and you have sufficient privilege on InfoView. If yes, close and start the Office application again, then retry.

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 doesn't exist, or you cannot make a connection to the BusinessObjects web service.

Action

Check whether the document exists on InfoView. If yes, close and start the Office application again, then retry.

An error occurred while refreshing the report. (LO 02012)**Cause**

This error might be caused by the following reasons: 1) drawing Live Office object on unsupported areas, like Word Header or Footer, or Office 2007 PowerPoint Slide Master, 2) the report is corrupted, 3) the server is not accessible. If not in the list, check the detail error.

Action

For cause 1), do not drawing Live Office object on unsupported areas. For cause 2), check from InfoView to make sure the document is valid. If yes, log-off and log-on BOE on Live Office Option dialog then try again, or re-start the Office application, then try again. For cause 3), fix the network connectivity or start up the server. If not in previous causes, use the error code in the detail to find the solution, or just follow the guide in the detail.

An error occurred when rowset data was inserted. (LO 02013)**Cause**

This error might be caused by the following reasons: 1) drawing Live Office object on unsupported areas, like Word Header or Footer, or Office 2007 PowerPoint Slide Master, 2) the report is corrupted, 3) the server is not accessible. If not in the list, check the detail error.

Action

For cause 1), do not drawing Live Office object on unsupported areas. For cause 2), check from InfoView to make sure the document is valid. If yes, log-off and log-on BOE on Live Office Option dialog then try again, or re-start the Office application, then try again. For cause 3), fix the network connectivity

or start up the server. If not in previous causes, use the error code in the detail to find the solution, or just follow the guide in the detail.

An error occurred when the report part was inserted. (LO 02014)

Cause

This error might be caused by the following reasons: 1) drawing Live Office object on unsupported areas, like Word Header or Footer, or Office 2007 PowerPoint Slide Master, 2) the report is corrupted, 3) the server is not accessible. If not in the list, check the detail error.

Action

For cause 1), do not drawing Live Office object on unsupported areas. For cause 2), check from InfoView to make sure the document is valid. If yes, log-off and log-on BOE on Live Office Option dialog then try again, or re-start the Office application, then try again. For cause 3), fix the network connectivity or start up the server. If not in previous causes, use the error code in the detail to find the solution, or just follow the guide in the detail.

An error occurred when the page segment was inserted. (LO 02015)

Cause

This error might be caused by the following reasons: 1) drawing Live Office object on unsupported areas, like Word Header or Footer, or Office 2007 PowerPoint Slide Master, 2) the report is corrupted, 3) the server is not accessible. If not in the list, check the detail error.

Action

For cause 1), do not drawing Live Office object on unsupported areas. For cause 2), check from InfoView to make sure the document is valid. If yes, log-off and log-on BOE on Live Office Option dialog then try again, or re-start the Office application, then try again. For cause 3), fix the network connectivity or start up the server. If not in previous causes, use the error code in the detail to find the solution, or just follow the guide in the detail.

An error occurred when the crosstab was inserted. (LO 02016)

Cause

This error might be caused by the following reasons: 1) drawing Live Office object on unsupported areas, like Word Header or Footer, or Office 2007 PowerPoint Slide Master, 2) the report is corrupted, 3) the server is not accessible. If not in the list, check the detail error.

Action

For cause 1), do not drawing Live Office object on unsupported areas. For cause 2), check from InfoView to make sure the document is valid. If yes, log-off and log-on BOE on Live Office Option dialog then try again, or re-start the Office application, then try again. For cause 3), fix the network connectivity or start up the server. If not in previous causes, use the error code in the detail to find the solution, or just follow the guide in the detail.

An error occurred in the Microsoft Office document. (LO 02017)

Cause

You encounter an error of Office SDK.

Action

Close and re-start the Office application. Then try again. If the problem persists, keep the Live Office log file and contact Business Objects Customer Support.

An error occurred in a query in BusinessObjects Enterprise. (LO 02018)

Cause

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or the 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.

An error occurred when connecting to the web service. (LO 02019)

Cause

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or the 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.

An error occurred when connecting to the web service. (LO 02020)

Cause

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or the 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.

Data source was not found. (LO 02021)

Cause

The Crystal Report is not available. Either it does not exist, or has been removed.

Action

Check whether the document exists on InfoView. Or click Live Office "View Object in Web Browser" to check its existence.

Data source was not found. (LO 02022)

Cause

The Web Intelligence document is not available. Either it does not exist, or has been removed.

Action

Check whether the document exists on InfoView, or click Live Office "View Object in Web Browser" to check its existence.

Data source was not found. (LO 02023)

Cause

The universe no longer exists because it was either changed or deleted.

Action

Logon to InfoView using same user account and check whether the universe is available.

Report's latest instance was not found. (LO 02024)

Cause

You cannot find a valid scheduled document.

Action

Logon to InfoView, check whether the instance of the report is scheduled successfully. Make sure the instance is of the proper report type.

An error occurred when the Report Part Viewer was initialized. (LO 02025)

Cause

The report is corrupted, or the connection to the BusinessObjects web service fails, or some viewer files are mismatch.

Action

Check the document from InfoView to make sure it is valid, if cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again. Make sure the server is accessible and the Web Service is up. If the problem persists, reinstall Live Office.

An error occurred when an object was selected in the Report Part Viewer. (LO 02026)

Cause

The report is corrupted, or the connection to the BusinessObjects web service fails, or some viewer files are mismatch.

Action

Check the document from InfoView to make sure it is valid, if cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again. Make sure the server is accessible and the Web Service is up. If the problem persists, reinstall Live Office.

Please select a report part. (LO 02027)

Cause

You haven't selected any object in the viewer.

Action

Select a Live Office object before using the feature.

An error occurred when the Repository Explorer was initialized. (LO 02028)**Cause**

The Repository Explorer control fails to load. The connection to the BusinessObjects web service fails, or some files are mismatch.

Action

Close and re-start the Office application, then 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.

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, or some servers are down. Or some files are mismatch.

Action

Check the document from InfoView to make sure it is valid, if cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again. Make sure the server is accessible and the Web Service is up. If the problem persists, reinstall Live Office.

An error occurred from parameter control. (LO 02030)

Cause

The Document is not available or corrupted, or some servers are down, or some files are mismatch.

Action

Check the document from InfoView to make sure it is valid, if cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again. Make sure the server is accessible and the Web Service is up. If the problem persists, reinstall Live Office.

An error occurred from the prompt dialog. (LO 02031)

Cause

The document is not available or corrupted, or some servers are down.

Action

Check the document from InfoView to make sure it is valid, if cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again.

An error occurred from specify query panel. (LO 02032)

Cause

The universe is not available or corrupted, or some servers are down.

Action

Check the universe from InfoView to make sure it is valid, if cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close

and re-start the Office application, then try again. Make sure the server is accessible and the Web Service is up. If the problem persists, use Live Office QP Wizard to create the query again.

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

Check whether the document exists on InfoView. 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 Server are up.

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. It might be caused by user modified 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, or delete the Live Office Object manually then click menu items under Live Office "Go to Object" menu.

The Web Intelligence document's query specification is invalid. (LO 02039)

Cause

Your office document is corrupted, or you're the version of Live Office Client is mismatch with the version of Business Objects Enterprise.

Action

Check the document from InfoView to make sure it is valid, if cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again. Make sure the versions of Live Office Client and Business Objects Enterprise match. If the problem persists, recreate your office document.

An error occurred while logging on. (LO 02040)

Cause

This error might be caused by the following reasons: 1) Logon information is incorrect, 2) the BusinessObjects Enterprise server is not running, or the Web Service is down, or local network connection is not available 3) you are connecting to a lower version Web Service. If not in the list, check the detail error.

Action

For cause 1), give valid log on information. For cause 2), 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. For cause 3), give correct web service URL. If not in previous causes, use the error code in the detail to find the solution, or just follow the guide in the detail.

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 your Live Office and retry.

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 your Live Office and retry.

Live Office is not installed properly. An error occurred when loading class {0}. (LO 02043)

Cause

Live Office installation is corrupted.

Action

Reinstall your Live Office and retry.

Failed to update parameter. (LO 02044)

Cause

The office document is read-only or the report is corrupted.

Action

Ensure that the office document is writeable. Remove the old object and reinsert it.

The entered parameter does not match the expected parameter type. (LO 02045)

Cause

The value type that you entered does not match the expected value type.

Action

Enter the correct value.

An instance corresponding to the Live Office object's report type cannot be found. (LO 02047)

Cause

The instance does not exist on Infoview.

Action

Please check whether the instance of corresponding report type exists on Infoview. If not, re-schedule an instance of the Live Office object's corresponding report type.

LO 26000 - LO 26999

Live Office has encountered an unexpected exception. (LO 26000)

Cause

BusinessObjects Live Office Web Service encountered an unexpected error.

Action

Please retry or restart your Office application.

You do not have a valid license to use BusinessObjects Live Office. Contact your BusinessObjects Enterprise system administrator. (LO 26003)

Cause

You do not have a valid license to use BusinessObjects Live Office Web Services.

Action

Contact system administrator to check if the keycode exists and is up-to-date.

You may have connected to the wrong version of BusinessObjects Web Services, or the Web Services deployment is corrupted. (LO 26002)

Cause

You may connect to the wrong version of BusinessObjects Web Services. Or the Web Services deployment is corrupted.

Action

Make sure you are connecting to the correct Web Services with compatible version. If the problem persists, contact your BusinessObjects administrator.

BusinessObjects Live Office Web Service encountered an unexpected error. (LO 26004)

Cause

BusinessObjects Live Office Web Service encountered an unexpected error.

Action

Please retry or restart your Office application.

Failed to parse XML. (LO 26005)

Cause

Your Live Office Client version is newer than the BusinessObjects Web Service.

Action

Install a compatible version of Live Office client and retry.

Client XML version is newer than server XML version (LO 26006)

Cause

Your Live Office Client version is newer than the BusinessObjects Web Service.

Action

Please use a compatible version of Live Office Web Service or enable the previous version of Live Office if it exists.

The connection to BusinessObjects Enterprise is lost. Please try to log on again. (LO 26007)

Cause

You cannot make a connection to the BusinessObjects web service, either there is no network connection, or the BusinessObjects web service is down.

Action

Repair your network connection and retry. If the problem persists, contact your BusinessObjects administrator to check if the server is up.

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.

The web server is out of memory. Please contact the 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.

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. We are sorry for the inconvenience.

Action

Please logoff and re-logon to the BusinessObjects Enterprise Server or reopen the document.

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.

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 InfoView or use Set Location in Live Office to re-define the report source.

Cannot connect to Web Intelligence Report Engine web service. (LO 26303)**Cause**

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or because the BusinessObjects web service is down.

Action

Verify the network connection to the BusinessObjects Enterprise Server is up. If the network is running properly, log on to the CMC and check if the Web Intelligence Report Server is up.

Cannot connect to Web Intelligence Report Engine Web Service. (LO 26304)**Cause**

You cannot make a connection to the BusinessObjects web service, either because there is no network connection, or because the BusinessObjects web service is down.

Action

Verify the network connection to the server is up. If the network is running properly, log on to the CMC and check if the web service is up.

Failed to load persisted view. (LO 26307)**Cause**

Your office document is corrupted, or the version of Live Office Client is mismatch with the version of BusinessObjects Enterprise.

Action

Please install the latest version of Live Office and retry. Check the version number from web service and Client is consistent. This is maybe caused by the version mismatch.

Report part type has been changed from {0} to {1}. (LO 26310)

Cause

This Web Intelligence document is not available or the structure of this Web Intelligence document is changed.

Action

Please insert this Web Intelligence document again to see if this problem is solved.

Failed to fetch Query data. (LO 26312)

Cause

The universe used by this Web Intelligence document may be changed or deleted.

Action

Please check the Web Intelligence document from InfoView to verify its universe data source.

Failed to get the Web Intelligence report part output data or the data is invalid. (LO 26313)

Cause

The document is not available or corrupted, or some servers are down.

Action

Please check the document from InfoView to make sure it is valid. Check the server is up from CMC. If cannot resolve, log-off and log-on BOE on Live Office Option dialog then try again, or close and re-start the Office application, then try again.

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 BusinessObjects Enterprise administrator to grant the user sufficient rights to refresh the report.

Failed to get the document information. (LO 26315)

Cause

Failed to get the document information. For more information , see the detailed error message

Action

Ensure that the Report Engine service is running and retry.

Failed to get Live Office object. Online picture is not supported. (LO 26318)

Cause

Failed to download picture from Internet.

Action

Please replace the picture with the supported one.

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 BusinessObjects Enterprise administrator to grant you sufficient rights.

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.

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. Else, check whether the scheduled Instance on Live Office view exists.

You cannot access the Crystal Report Server. Please check the Crystal Report 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 up.

Cannot find the BusinessObjects Enterprise object. (LO 26608)

Cause

The document is not available; for example it does not exist, or it has been removed.

Action

Check the report path from CMS and use SetLocation in Live Office to re-define the report source. Otherwise, check if the user has sufficient rights to view the object.

Report connection does not exist. (LO 26610)

Cause

You cannot access to the Crystal Report Server. There may be no network connection or the Crystal Report service is 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 web service is up.

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 and retry.

Failed to get Crystal Report. (LO 26612)

Cause

The document does not exist on InfoView, or you cannot make a connection to the BusinessObjects web service.

Action

Check whether the document exists on InfoView. If it exists, close and start the Office application again, then retry.

The version of your Live Office Client does not match the version of the BusinessObjects Web Service. (LO 26613)

Cause

Your Live Office Client mismatches the BusinessObjects Web Service.

Action

Install a correct version Live Office Client and retry.

You cannot access the Crystal Report Server. Please check the Crystal Report Server connection. (LO 26614)

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 up.

Failed to render view. Report CUID, {0}, cannot be found. (LO 26615)

Cause

Cannot find the report. This report may not exist.

Action

Use the CMC to check ensure that the report exists. Ensure that the report instances or saved data has not been removed from the source report.

Cell already existed. (LO 26616)

Cause

Unable to insert a new view at this location because it will overwrite the existing object.

Action

Please choose another cell and retry.

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 the CMC to change the filter or change the filter set in Live Office.

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.

Failed to load persisted view. (LO 26620)

Cause

Your Live Office Client mismatches the BusinessObjects Live Office Web Service.

Action

Please install the latest version of Live Office Web Service and retry. Check the version number for BusinessObjects Enterprise Web Service and client. This also can be a backward compatibility issue.

This kind of Report Object is not supported. (LO 26621)

Cause

This kind of report object is not supported.

Action

Insert another report part object.

Failed to refresh the specified report part. Please make sure the specified data context exists: {0}. (LO 26626)

Cause

Failed to retrieve the specified report part. This report part may be missing.

Action

Please view the report in InfoView to check if the report part is missing.

Missing Part(s): (LO 26627)

Cause

Failed to retrieve the specified TopN report part. This report part may be missing.

Action

Please view the report in InfoView to check if the report part is missing or select another report part and retry.

The current version does not support the SAP KeyDate feature. (LO 26630)

Cause

The current version does not support the SAP KeyDate feature.

Action

1. Upgrade to a newer version. 2. Do not use Web Intelligence report with KeyDate universe. 3. Set location to report without KeyDate



Metadata Bridges and Universe Builder (MDB) Error Messages



11

chapter



11 | Metadata Bridges and Universe Builder (MDB) Error Messages

This universe cannot be parsed.\nYou may need to review the universe design. (MDB 00001)

Metadata Bridges and Universe Builder includes the following error message categories:

Range	Category
MDB 00001	Metadata Bridges and Universe Builder

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.



Publishing (FBE) Errors



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chapter

Publishing error messages include the following:

Range	Category
FBE 40000 - FBE 49999	Publishing errors
FBE 60000 - FBE 69999	Publishing errors

FBE 40000 - 49999

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 Business Objects Customer Support.

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.

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.

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.

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.

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.

Empty global delivery rule expression specified. Did you properly configure your publication? (FBE42017)

Cause

The global delivery rule document is scheduled, but there is no expression in the global delivery rule document to determine whether publication processing should commence.

Action

Check global delivery rule settings.

Global delivery rule document with CUID {0} is not valid. Did you properly configure your publication? (FBE42018)

Cause

There was a problem with the global delivery rule document which determines if publication processing should commence.

Action

Make sure that the global delivery rule document associated with the publication is not corrupt, and that the File Repository Server is running.

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.

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 BusinessObjects Enterprise.

The Business Objects 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 BusinessObjects Enterprise.

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.

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.

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 BusinessObjects Enterprise.

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 to the data provider.

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 was executed after distribution.

Action

Fix the custom post-distribution plugin.

Failed to merge MHTML documents. (FBE42050)

Cause

A failure occurred during the generation of an mHTML document.

Action

Check the mHTML configuration

Could not find HTML part of MHTML document. (FBE42051)

Cause

A failure occurred during the generation of an MHTML document.

Action

Check the mHTML configuration

Unable to find valid profile value from principal with ID {0} for Profile with ID {1}. (FBE42052)

Cause

A profile value may be specified for each recipient or each group of recipients. If the profile value is not specified, the recipient(s) may see all data without any filtering if a certain option is set, or this error may result if the option is not set.

Action

Provide a profile value for each recipient.

Scheduling the global delivery rule document failed. (FBE42055)

Cause

At the start of a publication job, the global delivery rule document is scheduled in order to check if the global delivery rule is true. When this scheduling job fails, the publication fails.

Action

Check the publication admin log for the reason that the job failed. Ensure that the global delivery rule document can be successfully scheduled independently from the publication.

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.

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 for the document type of this publication as defined in the Central Management Console.

Action

The administrator must use the Central Management Console to set the filter expression for the document type in the profile object.

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 expecting to download content to inline into email messages but could not.

Action

The administrator should ensure the Central Management Server and the Input and Output File Repository Servers are running properly.

Could not upload administrative logs to CMS: {0} (FBE42059)

Cause

Could not upload administrative logs to the CMS (Central Management Server). An attempt to upload the log files will occur every two minutes while the publication is running.

Action

The system administrator should check the "Adaptive Processing Server" log file for further log entries.

FBE 60000 - 69999

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.

An SDKException was caught. Is your CMS running and configured properly? (FBE 60003)

Cause

The BusinessObjects Enterprise SDK returned an error.

Action

Ensure that you can connect to the CMS and ensure that the CMS is running.

Unable to determine publication submitter ID in publication instance '{0}' (ID: {1}) - processing cannot continue! Did you configure your publication properly? (FBE 60004)

Cause

Could not determine which user submitted the Publication for processing.

Action

Ensure the publication is configured correctly and that you have permission to run it.

Unable to determine publication owner ID in publication instance '{0}' (ID: {1}) - processing cannot continue! Did you configure your publication properly? (FBE 60005)

Cause

Could not determine which user credentials the Publication is running under.

Action

Ensure the publication is configured correctly and that you have permission to run it.

**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. Also check the recipient's e-mail address, the SMTP server settings, the FTP settings, or the disk settings to ensure that they are correct.

**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 your publication is configured correctly and that the CMS is running.

**Unknown Destination Type: {0}. Did you properly configure your publication?
(FBE 60019)**

Cause

An unknown destination was specified on the publication.

Action

Check the configuration of your publication and correct it if necessary.

Could not complete post-distribution event handlers in scope batch with SI_ID {0}. Did you properly configure your publication? (FBE 60022)

Cause

The "After Publication Delivery" publication processing extensions could not be called.

Action

Check the configuration of your publication and ensure that the processing extensions are configured properly.

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 document specified in the publication could not be found.

Action

Please check the configuration of your publication and ensure that all referenced documents exist in the CMS repository.

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 document specified in the publication could not be found.

Action

Check the configuration of your publication and ensure that all referenced documents exist in the CMS repository.

Invalid plugin configuration for plugin: {0}. Did you properly configure your publication? (FBE 60027)

Cause

A processing extension specified on the publication was configured incorrectly.

Action

Please ensure the processing extensions in the publication are configured correctly.

Failed to execute post-distribution plugin {0} for scope batch {1} [recipients "{2}" to "{3}"]. (FBE 60029)

Cause

The "After Publication Delivery" publication processing extension failed during execution.

Action

Check the configuration of your publication and ensure that the processing extensions are configured properly.

Unable to grant View/ViewInstance rights on the Artifact with ID {0} for scopebatch object with ID {1}. Is everything configured correctly? (FBE 60033)

Cause

The publishing service was unable to set the rights on the publication artifacts.

Action

Please ensure that the user running the publication has appropriate permissions to set rights.

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

Please check that your publication is configured correctly.

Cannot deliver artifact because you do not have the "Subscribe to publications" right on enterprise recipient \"{0}\" (id {1}). Contact your BusinessObjects Enterprise administrator to be granted this right. (FBE 60036)

Cause

The user who schedules a publication needs the "Schedule to Destination" on all enterprise recipients of a publication in order to deliver artifacts to them.

Action

Grant the "Schedule to Destination" right on the recipient user to the scheduler of the publication or exclude the user from the publication's recipients.

Waiting for distribution job to complete. Job ID:%1, name:%2, kind:%3 in %4 state (FBE 60037)

Cause

A publication job is in the middle of distributing artifacts.

Action

This is not an error condition and no action needs to be taken.

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 SMTP options from the publication do not include any To or CC address. This will cause email delivery to fail.

Action

Add an email address or the %SI_EMAIL_ADDRESS% placeholder to either the To or CC address in the publication SMTP options.

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 supplied 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, ensure that "Email Address" is mapped to a dynamic recipient provider column in the dynamic recipient options and that there are no empty entries in that column.

Skipping clean-up of the scope batch and artifacts because auditing is enabled. (FBE 60040)**Cause**

The clean-up instances option was specified for the publication, but was ignored because auditing is enabled. The clean-up instances option is incompatible with auditing.

Action

Disable auditing or disable the clean-up instances option for the publication.

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 was expecting to download content to inline into email messages but could not.

Action

The administrator should ensure the Central Management Server and the Input and Output File Repository Servers are running properly.

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 global delivery rule document had an invalid expression specified.

Action

Please check your publication configuration and specify a valid delivery rule expression for the global delivery rule document.

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 specified global delivery rule document.

Action

Please ensure the global delivery rule document specified in the publication exists in your CMS.

Failed to schedule the global delivery rule document with ID {0}: {1} (FBE 60105)

Cause

The publishing service was unable to schedule the specified global delivery rule document.

Action

Please ensure that the publisher user account has permissions to schedule the global delivery rule document.

Unable to query global delivery document with ID {0}. (FBE 60106)

Cause

The Publishing Service was unable to retrieve the global delivery rule document.

Action

Please ensure you have permissions to view the global delivery rule document.

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 in the middle of evaluating the global delivery rule.

Action

This is not an error condition and no action needs to be taken.

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.

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 publishing job was running. The server hosting the publishing service most likely is stopped or was restarted.

Action

Check if the server hosting the publishing service is started. Check the server logs for fatal errors. Retry the publication instance.

WebI publications support only the "One database fetch for all recipients" and "One database fetch per recipient" bursting methods. (FBE 60212)

Cause

This WebI publication is configured to use an unsupported report bursting method.

Action

Change the report bursting method in the "Advanced" tab of the publication properties.

This publication references a profile object with ID {0} that no longer exists in the system. (FBE 60213)

Cause

This publication references a profile object that no longer exists in the system.

Action

The publication should be edited in the CMC (Central Management Console) or InfoView. Use the "Personalization" pane to ensure the profile is removed from the publication, and then save the publication.

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 rerun.

Action

A new publication job must be scheduled for distribution to the new recipients to occur.

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 its publishing job was rerun.

Action

A new publication job must be scheduled for distribution to the new recipients to occur.

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 for the publication's document type defined in the Central Management Console. For example, the user may be running a publication with Web Intelligence documents, but the profile does not have a valid Web Intelligence filter expression defined.

Action

The administrator should use the Central Management Console to set the filter expression for the document type in the profile object.

The user who scheduled the publication does not have the view right on the enterprise recipient principal with ID {0}. (FBE 60318)**Cause**

The user who scheduled the publication does not have the view right on one of the publication's enterprise recipient principals. In order to run a publication, a user must have the "View" right on all enterprise recipient principals.

Action

The administrator must grant the view right on all recipient principals to the user who schedules the publication.

The user who scheduled the publication does not have the view right on the excluded enterprise recipient principal with ID {0}. (FBE 60319)**Cause**

The user who scheduled the publication does not have the view right on one of the publication's excluded enterprise recipient principals. In order to run a publication, a user must have the "View" right on all excluded enterprise recipient principals.

Action

The administrator must grant the view right on all excluded recipient principals to the user who schedules the publication.

The user who scheduled the publication does not have the view right on the profile with ID {0}. (FBE 60320)**Cause**

The user who scheduled the publication does not have the view right on one of the profiles used by the publication. In order to run a publication, a user must have the "View" right on all profiles used by the publication.

Action

The administrator must grant the view right on all profiles used by the publication to the user who schedules the publication.

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 user who scheduled the publication does not have the view right on one of the groups that a publication recipient belongs to. Profile values coming from this group and any parent groups will not be applied.

Action

To eliminate this warning, the administrator must grant the view right on all groups the publication's recipients belong to the user who schedules the publication. This warning can be safely ignored if there are no profile values coming from the affected groups.

The limit of {0} recipients per publication has been reached. User {1} with ID {2} was not processed. (FBE 60322)

Cause

The limit of recipients per publication has been 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.

Unable to redistribute publication instance with ID {0}, because artifacts were not delivered to the default Enterprise location. (FBE 60323)

Cause

The publication wasn't configured with "Default Enterprise Location" as a destination.

Action

To redistribute a publication at a later time select "Default Enterprise Location" as a destination.

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.

An exception was caught during post-processing. (FBE 60401)

Cause

An abnormal condition occurred during the post-processing step of publication

Action

Ensure that the publication server and file repository server are running

Unable to retrieve post-processing publication event handler (post-processing will be skipped). (FBE 60402)

Cause

Each publication has a post-processing step such as PDF collation or package as ZIP, but in this publication the post-processing step is not specified 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.

No scopes found in scope batch with SI_ID {0}. Is everything configured correctly? (FBE 60404)

Cause

Some objects were deleted or their security rights were 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.

Post-processing plugin failure! Plugin class {0} threw an exception. (FBE 60405)

Cause

An abnormal condition occurred in the post-processing step.

Action

If a custom post-processing plugin has been installed and used, correct the exception in the custom plugin. If a standard post processing plugin is used, it should not cause an exception. Contact tech support.

Post-processing plugin class {0} returned a set of null or zero info objects. (FBE 60406)**Cause**

The post-processing step produces no result.

Action

If a custom post-processing plugin has been installed and used, correct the problem in the custom plugin. If a standard post processing plugin is used, it should not produce an empty result. In this case, contact tech support.

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

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 BusinessObjects Enterprise.

An exception was caught while committing the plugin-generated artifacts created by the Post-Processing Plugin class {0}. (FBE 60410)

Cause

Unable to store the results of a publication job.

Action

Verify that the File Repository Server is running.

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.

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 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.

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.

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 have proper security rights, and that the File Repository Server is up and running.

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 Business Objects Customer Support.

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.

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.

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.

Document '{0}' is an invalid publication document and cannot be published. (FBE 60505)

Cause

A non-publication document is submitted to a publication service for processing.

Action

Installation may be corrupt. Reinstall.

Unable to add document field mappings into target document. Is everything configured correctly? (FBE 60506)

Cause

When a publication has dynamic recipients, each variable for personalization must map to a variable in a report (which in turn maps to a column of a datasource). This error means that this report is mapped incorrectly.

Action

Ensure that the datasource contains the information required for personalization for dynamic recipients, that the database columns exist and are spelled correctly, that the semantic layer can read from the datasource, and that the report is able to show data needed for personalization correctly.

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.

Waiting for scheduling job to complete. Job ID:%1, name:%2, kind:%3 in %4 state (FBE 60509)

Cause

A publication job is in the middle of a processing a report.

Action

This is not an error condition and no action needs to be taken.

Warning while running document job "{0}" (id {1}): {2} (FBE 60510)

Cause

The document job succeeded, but a warning was given while running the job.

Action

Consult the documentation for the specific warning message.



Process Tracker (PT) Error Messages



13



chapter

13 | Process Tracker (PT) Error Messages

Unexpected command "{0}" encountered (PT 00001)

Process Tracker includes the following error message categories:

Range	Category
PT 00001 - 00005	Process Tracker

Unexpected command "{0}" encountered (PT 00001)

Cause

The Process list view is unable to differentiate between a Process and a Process Instance.

Action

Contact Business Objects Customer Support.

Invalid keycode (PT 00002)

Cause

Your license key is not valid.

Action

Contact your IT administrator to check if the key codes are up-to-date.

Unable to find the Licence (PT 00003)

Cause

Process Tracker cannot find your license key.

Error in Process Tracker configuration, please contact your system administrator and see the log for more information. (PT 00004)

Action

Contact your IT administrator to check if the key codes exist and are up-to-date.

Error in Process Tracker configuration, please contact your system administrator and see the log for more information. (PT 00004)**Cause**

There is a problem in the Process Tracker configuration.

Action

Contact your IT administrator to check the configuration of Process Tracker and, if necessary, re-install the software.

An error has occurred, please contact your system administrator and see the log for more information. (PT 00005)**Cause**

Process Tracker checked for your user credentials to create a session and found that you do not have the permissions to create a Process Tracker session.

Action

Contact your IT administrator to check your permissions, and if necessary, activate your user credentials.

Role name already exists or cannot be empty. Please choose a name (PT 00006)**Cause**

Role name already exists or is empty.

13 | Process Tracker (PT) Error Messages

Activity name already exist or cannot be empty. Please choose a name (PT 00007)

Action

Use valid role name.

Activity name already exist or cannot be empty. Please choose a name (PT 00007)

Cause

Activity name already exist or it is empty.

Action

Use valid name for activity.

Cannot delete the Role because it has been assigned to an Activity or a Process (PT 00008)

Cause

Role is assigned to activity or process.

Action

Contact your IT Administrator to remove the association of this role to the existing activity or process.



Query as a Web Service
(QWS) Error Messages

14



chapter

14 | Query as a Web Service (QWS) Error Messages

Unable to locate help file:\n{0} (QWS 00001)

Query as a Web Service error messages include the following range in the QWS category.

Range	Category
00001-00011	QWS
02718-02719	QWS

Unable to locate help file:\n{0} (QWS 00001)

Cause

Help file is not installed at the expected location.

Action

Reinstall the QaaWS product.

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.

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.

The Web Service URL you provided has not been updated. (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.

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.

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.

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.

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.

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.

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.

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.

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.

14 | Query as a Web Service (QWS) Error Messages

You are not authorized to design or edit a query.\r\nPlease contact your administrator. (QWS 02718)

Action

Ask your administrator to provide the corresponding permissions in the CMC.



Report Conversion Tool (RCT) Error Messages



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chapter

15 | Report Conversion Tool (RCT) Error Messages

Unknown error (RCT 00001)

Report Conversion Tool error messages include the following ranges and categories:

Range	Category
RCT 00001 - 00015	Report Conversion Tool

Unknown error (RCT 00001)

Cause

The Report Conversion Tool encountered an error that it cannot resolve.

Action

Contact your Business Objects Administrator.

Incorrect login or password (RCT 00002)

Cause

Your login is not recognized by the server.

Action

Contact your Business Objects Administrator. You must be either an **Administrator** or a member of the **Report Conversion Tool Users Group**, defined in the Central Management Console.

Cannot open document (RCT 00003)

Cause

When the Report Conversion Tool runs, it opens the BusinessObjects report before it converts the report to Web Intelligence. This message appears when the Report Conversion Tool cannot open the BusinessObjects, REP file before it converts to Web Intelligence, WID file.

Action

1. Ensure that you have a minimum set of security settings.
2. Increase the Access Level for the report to **Full Control**.
3. Login as an Administrator.

Note:

The converted Web Intelligence report inherits the user security settings from the original BusinessObjects report.

The audit connection is not defined. (RCT 00004)

Cause

You cannot write data to the audit table unless an audit connection is defined

Action

Use Designer and the Central Management Console to create a connection and assign it to the Report Conversion Tool

Error while loading XML description (RCT 00006)

Cause

The conversion batch file has not been saved correctly and the XML is not well formed.

Action

You must begin the conversion process again.

Error while saving XML description (RCT 00007)

Cause

You cannot save the state of the conversion batch. One potential reason is that document name contains unsupported characters.

Action

Check the names of the documents you want to convert and rename them if they contain unsupported characters.

Some audit data cannot be added to database (RCT 00008)

Cause

The XML log file format is not well formed.

Connection to the database is not correctly defined.

Action

1. Check that your connection middleware is defined.
2. Set up a separate connection using the Oracle middleware that is installed on your local hard drive if you want to save the audit data locally.

Incorrect URL to portal (RCT 00009)

Cause

The InfoView connection settings are incorrect to view the audit report.

Action

Verify the Portal access properties by clicking on the shortcut to InfoView. Copy the information from the URL that appears in the browser to the Portal access properties dialog box.

Error occurred while trying to access portal (RCT 00010)

Cause

The InfoView portal could not be accessed

Action

Try entering your login InfoView parameters again. Tip access InfoView via shortcut and copy and paste the parameters in the relevant location in the login box.

Audit connection is not defined (RCT 00012)

Cause

The connection to the audit server has not been established by logging into InfoView.

Action

1. Check that the database connection is present in the CMC under BusinessObjects Enterprise Applications and select the Report Conversion Application properties Tab.
2. Try repairing the connection in Designer.

Publish failed (RCT 00014)

Cause

The Report Conversion Tool could not publish the converted report.

Action

Try to run the conversion process again.

Error occurred while trying to start the conversion engine (RCT 00015)

Cause

1. The Report Conversion Tool was not correctly installed on your client machine. If you have installed BusinessObjects Enterprise 6.5, on a server that has BusinessObjects Enterprise 6.5 server, Business Objects recommends that you uninstall the 6.5 version before running XIR2. The installer modifies the system pass, and when you run Report Conversion Tool, it may take the inappropriate system pass that is required by 6.5.
2. The server is not responding.
3. The server is out of storage space.

Action

Repair the installation of the Report Conversion Tool.

If you are an expert user, you can also remove the folder from system Path variable value text box the install directory \bin for BusinessObjects Enterprise 6 bin file.



Setup Error Messages



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Setup error messages include the following ranges and categories:

- UNIX Setup (STU) Error Messages

UNIX Setup (STU) Error Messages

UNIX Setup error messages include the following:

Range	Category
STU 00001 - STU 00099	UNIX Setup
STU 00100 - STU 00199	UNIX Setup
STU 00200 - STU 00249	UNIX Setup

STU 00001 - STU 00099

Business Objects installation was aborted by the user. (STU00001)

Cause

CTRL-C was pressed during the installation process.

Action

To complete an installation do not press CTRL-C during the installation.

SAP Business Objects products have been installed with errors. (STU00002)

Cause

The installation completed, but errors have been detected.

Action

Check the installation logs which can be found at: *INSTALLDIR/setup/logs*. The name of the log is usually *product.version.version.log*. For example: BusinessObjects.12.0.log.

Business Objects installation has aborted with a fatal error. (STU00003)

Cause

The installation has been aborted due to an error.

Action

Check the installation logs which can be found at: *INSTALLDIR/setup/logs*. The name of the log is usually *product.version.version.log*. For example: BusinessObjects.12.0.log.

No previous version of BusinessObjects Enterprise could be found at the specified path. Please specify a different location. (STU00004)

Cause

The specified path to the previous version of BusinessObjects Enterprise is invalid.

Action

The correct installation path must be specified.

DB2 '\$DB2INSTANCE' environment variable not set. This means that a DB2 client is not installed on this computer, or that a DB2 client is installed on this computer but not set up for the current user. (STU00005)

Cause

No DB2 client is set up for the current user.

Action

Install a DB2 client or set up an existing client for the current user.

The specified directory does not exist. (STU00006)

Cause

The specified directory does not exist.

Action

Verify that the correct directory has been specified.

The specified directory does not contain an installation. (STU00007)

Cause

The path specified does not contain the previous installation.

Action

Verify that the path specified corresponds to the previously installed product.

You are not allowed to write in the specified directory. (STU00008)

Cause

You do not have write permissions to the specified directory.

Action

Ensure that you have write permissions to the directory.

The distribution is already installed in this directory (STU00009)

Cause

The product being installed already exists in the specified directory.

Action

To install a product to the specified location the product that exists there must first be uninstalled.

-BOBJEINSTALLLOCAL must be either system or user (STU00010)

Cause

The wrong option was given for -BOBJINSTALLLOCAL.

Action

The option must be either system or user.

Invalid BusinessObjects Enterprise Product Keycode (STU00011)

Cause

The BusinessObjects Enterprise product keycode entered is invalid.

Action

Check the product distribution information to ensure the right keycode was entered.

BusinessObjects Enterprise Product Keycode does not have Auditing capabilities. Please specify "-AUDITINGENABLED no" on the command line (STU00012)

Cause

The product keycode does not have Auditing capabilities.

Action

Specify -AUDITINGENABLED no on the command line.

[_WiseDialogFontDefault]The install was unable to log on to the CMS. Please ensure that your User Name and Password are correct, and try again. (STU000013)

Cause

The installation could not connect to and authenticate against a running Central Management Server (CMS).

Action

Specify valid CMS credentials.

The Administrator password you entered is empty. (STU00014)

Cause

A blank password was entered.

Action

Enter a password that is not blank or specify that it will be configured later.

Server Intelligence Node Name is invalid. (STU00015)

Cause

There are invalid characters present in the name specified for the Server Intelligence Agent (SIA) Node Name.

Action

When creating a SIA Node Name, only use English alphanumeric characters.

You are trying to install to a directory where a current or newer version of BusinessObjects Enterprise exists. Please choose another directory. (STU00016)

Cause

A current or newer version of BusinessObjects Enterprise exists in the specified directory.

Action

Install to a new directory.

Impossible to copy to the specified directory (STU00017)

Cause

A copy error occurred.

Action

Ensure that the current user has correct file permissions to copy to the specified directory.

Impossible to copy files to (STU00018)

Cause

A copy error occurred.

Action

Ensure that the current user has correct file permissions to copy files.

Impossible to create temporary file (STU00019)

Cause

An error occurred during the creation of the temporary file.

Action

Ensure that the current user has the correct file permissions to create a temporary file.

Error when creating (STU00020)

Cause

An error occurred while creating the file.

Action

Ensure that the current user has the necessary file permissions to create a file.

Cannot create the specified directory. (STU00021)

Cause

A directory creation error occurred.

Action

Ensure that the current user has the necessary file permissions to create the specified directory.

Current language is not one of the installed languages (STU00022)

Cause

An unsupported language has been chosen for installation.

Action

Choose a language that is supported.

-DBTYPE must be either Oracle, DB2, Sybase, or MySQL (STU00023)

Cause

The database type option specified is not supported.

Action

The database type must be: Oracle, DB2, Sybase, or MySQL.

Invalid Dashboard and Analytics Product Keycode (STU00024)

Cause

The keycode entered is invalid.

Action

Enter a valid product keycode.

-EMPLICENSEKEY was provided but you did not enable EPM. Please specify -ENABLEEPM yes on the command line. (STU00025)

Cause

The Enterprise Performance Manager (EPM) has not been enabled.

Action

Enable the EPM option by specifying -ENABLEEPM yes on the command line.

is not a valid option for -EXPANDSERVERS (STU00026)**Cause**

An invalid option was given for `-EXPANDSERVERS`.

Action

Consult the user manual for correct usage and valid options.

Cannot use the -a -r -f -x options with -INSTALLTYPE set to "expand". Specify which servers to add using the -EXPANDSERVERS option. (STU00027)**Cause**

Invalid options were used.

Action

You cannot use `-a`, `-r`, `-f`, and `-x` options with the `-INSTALLTYPE` set to "expand". See the product documentation for correct usage.

-INSTALLTYPE must be either new, expand, or custom (STU00028)**Cause**

The wrong option for `-INSTALLTYPE` was given.

Action

Either `new`, `expand`, or `custom` must be specified.

Installation directory is not correct (STU00029)

Cause

The install directory specified is incorrect.

Action

Verify the install directory.

Installation directory is needed (STU00030)

Cause

No install directory was specified.

Action

Specify an install directory.

The specified directory already contains an installation (STU00031)

Cause

The specified directory contains a previous installation.

Action

Specify a new installation directory.

**Attempting to install over a previous version of BusinessObjects Enterprise.
Please choose another install directory. (STU00032)**

Cause

A previous version of BusinessObjects Enterprise exists in the specified installation directory.

Action

Install to a new installation directory.

**Attempting to install over a previous version of BusinessObjects Enterprise.
Please choose another install directory. (STU00033)**

Cause

A previous installation of BusinessObjects Enterprise exists in the specified directory.

Action

Install to a new installation directory.

**Attempting to install over a previous version of RAS 8.5. Please choose
another install directory. (STU00034)**

Cause

A previous version of Report Application Server (RAS) 8.5 is located in the specified install directory.

Action

Install to a new installation directory.

**** Invalid Product Keycode ** (STU00035)**

Cause

An invalid product keycode was entered.

Action

Use a valid product keycode.

Unknown language (STU00036)

Cause

The language code specified is unknown.

Action

Specify a known language code.

Your installation must contain at least one language (STU00037)

Cause

No language was specified for the installation.

Action

Specify at least one language for the installation.

License directory is not correct (STU00038)

Cause

The license directory specified is invalid.

Action

Specify a valid license directory.

License directory is needed (STU00039)

Cause

No license directory was specified.

Action

A valid license directory needs to be specified.

All your licenses have expired (STU00040)

Cause

All product licenses have expired.

Action

Purchase new licenses.

Your license directory does not contain a valid license file (STU00041)

Cause

The specified license directory does not contain a valid license file.

Action

Purchase a new license.

cannot open license_agreement.txt (STU00042)

Cause

The `license_agreement.txt` file is missing from the installation CD.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

No APS Servers were found in the existing installation. Database migration and web.xml setup will not occur. (STU00043)

Cause

No Adaptive Processing Servers (APS) were found in the installation.

Action

Run an installation with an APS.

No license key provided. Specify with the `-BOBJELICENSEKEY` option (STU00044)

Cause

No license key was provided for the `-BOBJELICENSEKEY` option.

Action

Specify a license key for this option.

No CMS Servers were found in the existing installation. Database migration and web.xml setup will not occur. (STU00045)

Cause

The existing installation does not have a local Central Management Server (CMS).

Action

For database migration and `web.xml` setup, use an installation that has a CMS Server.

You do not have license for this feature (STU00046)

Cause

The necessary licenses to enable this feature have not been purchased.

Action

To enable this feature, a new license must be purchased.

There is not enough available space (STU00047)

Cause

Not enough hard disk space is available to complete the operation.

Action

To increase space on the hard disk, delete redundant and unnecessary files.

ERROR - No products have been selected for upgrade. (STU00048)

Cause

No products have been selected for upgrade.

Action

Select products to upgrade.

The Auditing database name you entered is empty. You must enter a Auditing database name so the MySQL database can be configured. (STU00049)

Cause

An Auditing database name was not specified.

Action

Enter an Auditing database name to configure the MySQL database.

The CMS system database name you entered is empty. You must enter a CMS system database name so the MySQL database can be configured. (STU00050)

Cause

A Central Management System (CMS) database name was not provided.

Action

Provide a CMS system database name to proceed with the configuration of the MySQL database.

Errors occurred during install (STU00051)

Cause

Errors occurred during installation.

Action

Check the installation logs which can be found at: *INSTALLDIR/setup/logs*. The name of the log is usually *product.version.version.log*. For example: BusinessObjects.12.0.log.

Option -t must be followed by a directory. (STU00052)

Cause

An invalid option was chosen.

Action

Option -t must be followed by a directory. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Options -a and -r can not be used with -f option (STU00053)

Cause

An invalid option was used.

Action

Options -a and -r cannot be used with the option -f. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Options -x can not be used with -f option (STU00054)

Cause

Invalid options were specified.

Action

Option -x cannot be used in conjunction with option -f. For more information, see the product documentation, or visit our Customer Support site:
<http://support.businessobjects.com/documentation/default.asp>.

The password does not match the confirmation password. Please try again. (STU00055)

Cause

The password entered does not match the confirmation password.

Action

Ensure the passwords entered are identical. Note that passwords case-sensitive.

ProductID.txt file not found. (STU00056)

Cause

The `ProductID.txt` file could not be found on the installation CD.

Action

Check the installation CD, or contact your system administrator.

Your installation must contain at least one product. (STU00057)

Cause

No products were chosen for installation.

Action

Choose one or more products to install.

You did not provide the CD (STU00058)

Cause

The system was unable to detect the installation CD.

Action

Insert an install CD.

Impossible to read license files (STU00059)

Cause

The installation license files cannot be read.

Action

Ensure the file and the necessary permissions exist.

Impossible to retrieve files from (STU00060)

Cause

The necessary files cannot be read.

Action

Ensure the file and the necessary permissions exist.

The password you entered for the 'root' account is empty. You must enter a password for the 'root' account so the MySQL database can be configured securely. (STU00061)

Cause

No password for the 'root' account was entered.

Action

To continue a secure MySQL database configuration, a password must be entered for the 'root' account.

Problem running setup engine. (STU00062)

Cause

The setup engine has encountered a problem and cannot be run.

Action

Check the system resources and try again.

Problem running setup engine on CD (STU00063)

Cause

The installer could not be run.

Action

Check the system resources and retry.

Your terminal window is smaller than 80 x 24. Please resize your window and restart the installer. (STU00064)

Cause

The terminal window is too small to run the installer.

Action

Resize the terminal window to at least 80 x 24 and restart the installer.

Your Business Objects server is still running. Stop it, then retry. (STU00065)

Cause

The Business Objects server was not shut down before the installation was run.

Action

Shut down the server and then run the installation again.

Setup engine aborted on signal (STU00066)

Cause

The setup engine was aborted.

Action

To complete the installation, do not abort the setup engine.

Source directory is not correct (STU00067)

Cause

The source directory is not correct.

Action

Specify the correct path to the installation CD.

Source directory is needed (STU00068)

Cause

The system cannot find the source directory.

Action

Specify the path to the installation CD.

Must specify option **-CLUSTER_NAMESERVER**. This is the CMS Hostname of the system we are clustering with (STU00069)

Cause

The option **-CLUSTER_NAMESERVER** was not specified.

Action

Specify the **-CLUSTER_NAMESERVER** option. For more information, see your product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option -CLUSTER_NAMESERVER. This is the CMS Hostname of the system we are expanding (STU00070)**Cause**

The option for -CLUSTER_NAMESERVER was not specified.

Action

Specify the -CLUSTER_NAMESERVER option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option -CMS_NAMESERVER. Because you are not installing a CMS, you must specify another CMS to use. (STU00071)**Cause**

The option for -CMS_NAMESERVER was not specified.

Action

Specify the -CMS_NAMESERVER option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option -DATABASEPWD_AUDIT when installing the Auditing Feature (STU00072)**Cause**

The option for -DATABASEPWD_AUDIT was not specified during the installation of the Auditing feature.

Action

Specify the -DATABASEWD_AUDIT option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option -DBTYPE when installing a CMS (STU00073)

Cause

The option for -DBTYPE was not specified for the Central Management Server (CMS) installation.

Action

Specify the -DBTYPE option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option -DATABASEUID when installing a CMS (STU00074)

Cause

The option for -DATABASEUID was not specified.

Action

Specify the -DATABASEUID option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option -DATABASEUID_AUDIT when installing the Auditing Feature (STU00075)

Cause

The option for -DATABASEUID_AUDIT was not specified.

Action

Specify the -DATABASEUID_AUDIT option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option -DATABASEPWD when installing a MySQL database (STU00076)**Cause**

The option for -DATABASEPWD was not specified during the MySQL database installation.

Action

Specify the -DATABASEPWD option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option -MYSQLHOSTNAME when installing a CMS on an existing MySQL database (STU00077)**Cause**

The option for -MYSQLHOSTNAME was not specified.

Action

Specify the -MYSQLHOSTNAME option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option **-MYSQLHOSTNAME_AUDIT** when installing the Auditing Feature on an existing MySQL database (STU00078)

Cause

The option for **-MYSQLHOSTNAME_AUDIT** was not specified.

Action

Specify the **-MYSQLHOSTNAME_AUDIT** option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option **-MYSQLROOTPWD** when installing a MySQL database (STU00079)

Cause

The option for **-MYSQLROOTPWD** was not specified.

Action

Specify the **-MYSQLROOTPWD** option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

You must specify which servers to add for an expand install (STU00080)

Cause

No servers were specified for an expand install.

Action

At least one server must be specified for adding for the expand install.

Must specify option **-SERVICENAME** when installing a CMS (STU00081)

Cause

The option for **-SERVICENAME** was not specified during the Central Management Server (CMS) installation.

Action

Specify the **-SERVICENAME** option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option **-SERVICENAME_AUDIT** when installing the Auditing Feature (STU00082)

Cause

The option for **-SERVICENAME_AUDIT** was not specified.

Action

Specify the **-SERVICENAME_AUDIT** option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option **-SERVICEPORT** when installing a CMS (STU00083)

Cause

The option for **-SERVICEPORT** was not specified for the Central Management Server (CMS) installation.

Action

Specify the `-SERVICEPORT` option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Must specify option `-SERVICEPORT_AUDIT` when installing the Auditing Feature (STU00084)

Cause

The option for `-SERVICEPORT_AUDIT` was not specified.

Action

Specify the `-SERVICEPORT_AUDIT` option. For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Temporary directory is not correct. (STU00085)

Cause

The temporary directory specified is incorrect.

Action

Specify and verify a path to a correct temporary directory.

Too many `DISK_ids` in the same directory (STU00086)

Cause

There are multiple `DISK_ids` in the same directory.

Action

Copy the *DISK_ids* to separate directories.

Please copy each CD in a separate directory (STU00087)**Cause**

There are multiple disks in a single directory.

Action

Copy some of the disks to a separate directory.

No previous version of BusinessObjects can be found at (STU00088)**Cause**

The installation directory specified does not contain a previous version of BusinessObjects Enterprise.

Action

Provide the installation directory that contains a previous version of BusinessObjects Enterprise.

It is not possible to upgrade this installation. It is not the same product. (STU00089)**Cause**

No previous version of the product was found at the installation directory specified.

Action

Specify the installation directory of the product that can be upgraded.

Can not upgrade both Crystal Enterprise 10 and RAS 8.5. Please select one or the other to upgrade. (STU00090)

Cause

Upgrades were attempted for both Crystal Enterprise 10 and Report Application Server 8.5.

Action

Select only one or the other to upgrade.

No previous version of RAS 8.5 can be found at (STU00091)

Cause

The wrong installation directory was provided. No previous version of Report Application Server (RAS) 8.5 was found in the given installation directory.

Action

Verify and provide the correct installation directory for RAS 8.5.

It is not possible to upgrade this version. (STU00092)

Cause

This upgrade is unsupported.

Action

For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

The user ID you entered is empty. You must enter a user ID so the MySQL database can be configured securely. (STU00093)

Cause

No user ID was provided.

Action

Enter a user ID so the MySQL database can be configured securely.

The password you entered for the user account is empty. You must enter a password for the user account so the MySQL database can be configured securely. (STU00094)

Cause

The password entered for the user account is empty.

Action

Enter a password for the user account so the MySQL database can be configured securely.

The specified pathname is not an absolute one (STU00095)

Cause

The pathname specified is not an absolute one.

Action

The full path name must be specified to continue.

The specified path is empty (STU00096)

Cause

No path was specified.

Action

Specify a path to proceed.

The specified path contains invalid characters (STU00097)

Cause

The specified path contains invalid characters.

Action

Provide a path name that uses valid characters.

The specified pathname contains [Space] characters. (STU00098)

Cause

The pathname specified is not valid because it contains spaces.

Action

Specify a pathname which contains only valid characters and no spaces.

The password specified in the -CMSPASSWORD option is too simple. Your password must be at least 6 characters long. You need at least 2 of: upper case, lower case, numbers, and punctuation. (STU00099)

Cause

The password for the -CMSPASSWORD option is too simple.

Action

The password must be at least six characters long and contain at least two of the following character types: upper case, lower case, numbers, or punctuation.

STU 00100 - STU 00199

install.sh has already been copied to this directory. (STU00100)

Cause

The `install.sh` file already exists in the specified directory.

Action

Check the installation directory.

You are not allowed to write in the specified directory. (STU00101)

Cause

The necessary write permissions do not exist.

Action

Check the file permissions.

Errors occurring during install (STU00102)

Cause

Errors occurred during installation.

Action

Refer to the log file at `bobje/logging/install.log` for more information.

Errors occurred during configuration. Refer the log file at `bobje/logging/install.log` for more information. (STU00103)

Cause

Errors occurred during configuration.

Action

Refer to the log file at `bobje/logging/install.log` for more information.

Cannot verify DB login info, would you still like to continue? (STU00104)

Cause

The system was unable to connect to the database because invalid credentials were given.

Action

Validate the database credentials. For more information, check the database information.

Impossible to start the Configuration Tool! (STU00105)

Cause

There is a file missing.

Action

Find the missing file before reattempting to start the Configuration Tool.

JAVA_HOME directory not found (STU00106)

Cause

The `JAVA_HOME` directory could not be located.

Action

Check the `JAVA_HOME` directory.

JAVA_HOME/bin/java is not found (STU00107)

Cause

`JAVA_HOME/bin/java` cannot be located.

Action

Check the `JAVA_HOME` environment variable to ensure it points to the valid home directory of a `JDK/JRE`.

Can not execute JAVA_HOME/bin/java (STU00108)

Cause

Cannot launch `JAVA_HOME/bin/java`.

Action

Check the `JAVA_HOME` environment variable to ensure it points to the valid home directory of a `JDK/JRE`.

If you continue your installation may not work correctly. (STU00109)

Cause

A patch is missing that may prevent the installation from working correctly.

Action

Install the missing patch.

This mount directory does not contain (STU00110)

Cause

The specified mount directory is incorrect.

Action

Check the path to ensure it leads to the mount directory.

This mount directory does not exist. (STU00111)**Cause**

The specified mount directory does not exist.

Action

Check the path to ensure it leads to the mount directory.

MySQL '\$MYSQL_HOME' environment variable not set. This means either that a MySQL client is not installed on this computer, or that a MySQL client is installed on this computer but not set up for the current user. (STU00112)**Cause**

There is no MySQL client set up on this computer for the current user.

Action

Load a MySQL client for the current user.

fatal: /bin/lslpp not installed, no patch checking (STU00113)**Cause**

The `/bin/lslpp` file is not installed.

Action

Check the operating system installation.

warning: showrev not installed, minimal patch checking (STU00114)

Cause

The `showrev` system file is not installed on the user's computer.

Action

Check the operating system installation.

MySQL Hostname can not be 'localhost' (STU00115)

Cause

The MySQL Hostname was set to localhost which is an invalid Hostname.

Action

Enter a different MySQL Hostname which is valid.

MySQL Hostname can not be 'localhost'. Please enter the actual machine name instead. (STU00116)

Cause

The MySQL Hostname cannot be set as localhost because it is not a valid Hostname.

Action

Enter the machine name to use as the MySQL Hostname.

Database user name can not be 'root' (STU00117)**Cause**

Root was set as the database user name.

Action

Enter a proper user name for the database.

RAS 8.5 cannot co-exist in the same location. (STU00118)**Cause**

An old installation of the Report Application Server (RAS) 8.5 is already located at the specified location.

Action

Uninstall the existing RAS 8.5 before proceeding with the installation.

Oracle '\$ORACLE_HOME' environment variable not set. This means either that an Oracle client is not installed on this computer, or that an Oracle client is installed but not set up for the current user. (STU00119)**Cause**

There is no database client for the current user. This either means that there is no Oracle client installed on this computer, or that an Oracle client is installed but is not set up for the current user.

Action

Install an Oracle client to this computer, or if there is an existing Oracle client set it up for the current user.

Your system is missing required components (STU00120)

Cause

The system is missing required patches.

Action

Install the missing patches.

Potential size computation errors (STU00121)

Cause

The operating system is not supported.

Action

For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

No RAS 8.5 could be found at the specified path. Please specify a different location. (STU00122)

Cause

The specified path to Report Application Server (RAS) 8.5 is invalid.

Action

Verify and provide the correct path to RAS 8.5.

This install cannot be run while logged in as root. (STU00123)**Cause**

The user is logged in as root.

Action

The user must log in as a non-root user.

For this product, your shmmax size must be at least 512k. (STU00124)**Cause**

The Shared Memory Maximum Segment Size (SHMMAX) is too small to support this product.

Action

Increase the SHMMAX size to at least 512k.

Sybase '\$SYBASE' and '\$SYBASE_OCS' environment variables not set. This means either that a Sybase client is not installed on this computer, or that a Sybase client is installed but is not set up for the current user. (STU00125)**Cause**

There is no database client for the current user. This either means that there is no Sybase client installed on this computer, or that a Sybase client is installed but is not set up for the current user.

Action

Load a Sybase driver to this computer, or if there is an existing Sybase client set it up for the current user.

the MySQL database. User account can not be 'root' (STU00126)

Cause

The user account for the MySQL database cannot be root.

Action

Give a proper user name your MySQL database user account.

Your password is too simple. Your password must be at least 6 characters long. You need at least 2 of: upper case, lower case, numbers, and punctuation. (STU00127)

Cause

The password is too simple and does not meet the minimum security requirements.

Action

The password must be at least six characters long and contain at least two of the following character groups: upper case, lower case, numbers, and punctuation.

unexpected showrev output (STU00128)

Cause

The upgrade is not supported.

Action

Ensure the product upgrade is supported.

You cannot launch the CMS without any defaults. Run setup.sh to give CMS parameters first. (STU00129)

Cause

Tried to launch the Central Management Server (CMS) without the proper defaults.

Action

Run `setup.sh` which will give the user the CMS parameters.

Couldn't create Environment object. (STU00130)

Cause

An Environment object could not be created due to a system error.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp> for more information.

System initialization scripts failed. (STU00131)

Cause

The copying or linking process failed while `setupinit.sh` was running.

Action

For more information, check the system error message that is displayed with this message.

Couldn't find env.sh. (STU00132)

Cause

The file `env.sh` could not be located.

Action

Check the installation.

Directory does not exist. Specify a valid directory. (STU00133)

Cause

A nonexistent directory has been specified.

Action

A valid directory must be specified.

The IP returned by ResolveHost was in form of 127.0.0.* : (STU00134)

Cause

The network interface is not configured properly.

Action

Contact your system administrator and check the configuration of the network interface.

You cannot launch the CMS without any defaults. (STU00135)**Cause**

The necessary Central Management Server (CMS) defaults are not present.

Action

Run `setup.sh` to get the defaults.

Log in as root and run `\nin` order to set up the init scripts. (STU00136)**Cause**

User is not logged in as root.

Action

Log in as the root user.

The current hostname could not be resolved: (STU00137)**Cause**

The network interface is not configured properly.

Action

Contact your system administrator.

patch file not readable (STU00138)**Cause**

A system file is missing.

Action

Check the operating system's configuration.

Missing patch (STU00139)

Cause

A system file is missing.

Action

Contact your system administrator to check whether the required patch is installed.

Sorry, your product keycode is invalid. (STU00140)

Cause

The product keycode is invalid.

Action

Purchase a new product keycode.

A server of the same name already exists for this server type. (STU00141)

Cause

A server of the same type and name already exists.

Action

Uninstall the old server before installing the new server.

Error - Unknown job server type (STU00143)

Cause

A system error occurred.

Action

See the product documentation, or visit our Customer Support site:
<http://support.businessobjects.com/documentation/default.asp>.

Source data source is the same as destination data source. Please specify different data sources. (STU00144)

Cause

The source data source and the destination data source are the same.

Action

Specify different data sources.

Error: CMS has failed to stop. (STU00145)

Cause

A system error occurred that prevented the Central Management Server (CMS) from stopping.

Action

Check the CMS logs in `INSTALLDIR/bobje/logging/boe_cmds_timestamp.log`.

Could not locate server entry. Server may not exist. (STU00146)

Cause

The server is not installed.

Action

Check the installation of the server.

Unable to commit changes to infostore. (STU00147)

Cause

A server error occurred.

Action

Check disk space and file system.

Improper number of arguments to copyFile function. (STU00148)

Cause

The wrong number of arguments was given to the `copyFile` function.

Action

Verify the proper usage of the arguments.

Either couldn't create File System object or TextFile. (STU00149)

Cause

A system error occurred.

Action

Check the disk space and file system.

Couldn't create infostore (STU00150)

Cause

A system error occurred.

Action

Check the disk space and file system.

Could not locate server entry. (STU00151)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Couldn't logon to CMS (STU00152)

Cause

The server could not be found; it may be down.

Action

Check the server status and enable the server.

Improper number of arguments to createSymlink function. (STU00153)

Cause

An improper number of arguments were given in the `createSymlink` function.

Action

Use the proper number of arguments.

Unable to create DBTool object. (STU00154)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Couldn't create session manager (STU00155)

Cause

A system error occurred.

Action

See the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Unable to create SocksServerAdmin object. (STU00156)

Cause

A system error occurred.

Action

See the product documentation, or visit our Customer Support site:
<http://support.businessobjects.com/documentation/default.asp>.

There already appears to be a copy of BusinessObjects Enterprise \ninstalled at that location. (STU00157)

Cause

The location specified already contains a version of BusinessObjects Enterprise.

Action

Uninstall the existing copy of BusinessObjects Enterprise before installing the new copy.

Couldn't query infostore for list of server objects (STU00158)

Cause

A system error occurred.

Action

See the product documentation, or visit our Customer Support site:
<http://support.businessobjects.com/documentation/default.asp>.

Error: Unable to start CMS server. (STU00159)

Cause

A system error occurred.

Action

Check the CMS logs in `INSTALLDIR>/bobje/logging/boe_cmds_timestamp.log`.

Failed to update objects. Check the log file for more information: (STU00160)

Cause

A system error occurred.

Action

Check the log files. For more information contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to copy data from other data source. (STU00161)

Cause

A system error occurred.

Action

See the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to add a SOCKS Server. (STU00162)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to delete the SCOKS Server. (STU00163)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to get auditing data source name. (STU00164)

Cause

A system error occurred.

Action

Verify the database information provided for the auditing data source. Check the status of the auditing database.

Failed to get cluster name. (STU00165)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to get CMS data source name. (STU00166)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to get the SOCKS Server. (STU00167)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to list all SOCKS Servers. (STU00168)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to move up the SOCKS Server. (STU00169)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to move down the SOCKS Server. (STU00170)

Cause

A system error occurred.

Action

See the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to initialize current data source. (STU00171)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to select auditing data source. (STU00172)

Cause

A system error occurred.

Action

See the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to select data source. (STU00173)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to change cluster name. (STU00174)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

There is not enough free space available at this location. (STU00175)

Cause

The hard drive does not have enough space at the specified location.

Action

Create space on the hard drive by deleting redundant or unnecessary files.

You do not have permission to edit this server: (STU00176)

Cause

The user does not have necessary permissions to edit this server.

Action

Log on as administrator.

Non-sparc cpu detected. (STU00177)

Cause

The installation is being run on a non-sparc Solaris machine.

Action

Run the installation on a Solaris sparc machine.

No registry .dat file could be found. (STU00178)

Cause

A `registry.dat` file could not be found in the installation.

Action

The previous installation is corrupt.

This install was not meant to run on this platform: (STU00179)

Cause

The install is not being run on a supported platform.

Action

Check the product documentation and run the install on a supported platform.

Was unable to locate a BusinessObjects Enterprise installation at (STU00180)

Cause

The specified path does not contain BusinessObjects Enterprise.

Action

Provide the right path to an installation of BusinessObjects Enterprise.

Was unable to locate a Report Application Server 8.5 for Solaris installation at (STU00181)

Cause

The specified installation path does not contain a Report Application Server (RAS) 8.5 for Solaris.

Action

Provide the correct installation path that contains a RAS 8.5 for Solaris.

doesn't exist! Server may not be currently running. (STU00182)

Cause

The server is down.

Action

Check the server status.

The file doesn't exist, or it is not executable under this user account. (STU00183)

Cause

The file was not found.

Action

Check the file.

Improper number of arguments to renameFile function. (STU00184)

Cause

The correct number of arguments was not given to the `renameFile` function.

Action

Provide the correct number of arguments.

Error: no Central Management Server found at the specified host name and port. (STU00185)

Cause

The Central Management Server (CMS) was not found at the specified location.

Action

Check that the CMS is running and that the specified host name and port are correct.

Server may not exist. (STU00186)

Cause

The current database type does not support the installation.

Action

The `-DBTYPE_AUDIT` must be either: Oracle, DB2, Sybase, or MySQL.

The path you entered contains special characters. (STU00187)**Cause**

The file path specified contains unsupported characters.

Action

Use only alphanumeric characters when specifying file paths.

Failed to register with name server. Reason: a server of this name already exists. (STU00188)**Cause**

The name chosen is already attributed to another server.

Action

Use a different server name to register the server.

Warning: CMS must be stopped before selecting the following (STU00189)**Cause**

The Central Management Server (CMS) was not stopped.

Action

Stop the CMS before proceeding.

Update cannot continue. This operation requires that a BusinessObjects Enterprise Input File Repository Server and a BusinessObjects Enterprise Output File Repository Server are running and enabled. (STU00190)

Cause

The servers are not running.

Action

Start the BusinessObjects Enterprise Input File Repository Server and the BusinessObjects Enterprise Output File Repository Servers and ensure they are enabled.

Warning: there were no application servers detected in the installation at: (STU00191)

Cause

No application servers were detected in the installation.

Action

For more information, see the product documentation, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Failed to locate a Server Intelligence Agent with the name: (STU00192)

Cause

The server may be down, or the wrong server name was given.

Action

Ensure the server is enabled and check the Server Intelligence Agent (SIA) Node Name.

Failed to retrieve list of Server Intelligence Agents from CMS. (STU00193)

Cause

A system error occurred.

Action

Contact SAP, or visit our Customer Support site: <http://support.businessobjects.com/documentation/default.asp>.

Server Intelligence Node Name cannot start with a number or a dash. (STU00194)

Cause

The chosen Server Intelligence Agent (SIA) Node Name is invalid because it does not start with a letter.

Action

Enter a valid Node Name that starts with a letter (A-Z).

There are no language packs to uninstall. (STU00195)

Cause

No language packs are installed.

Action

Install a language pack.

Must specify option **-SYBASEHOSTNAME_AUDIT** when installing the Auditing Feature on an existing Sybase database (STU00197)

Cause

The Sybase hostname and port are needed to properly setup the Sybase Auditing database.

Action

Add the following options to the command line: **-SYBASEHOSTNAME_AUDIT** and **-SYBASEPORT_AUDIT**.

Must specify option **-SYBASEPORT_AUDIT** when installing the Auditing Feature on an existing Sybase database (STU00198)

Cause

The Sybase hostname and port are needed to properly setup the Sybase auditing database.

Action

Add the following options to the command line: **-SYBASEHOSTNAME_AUDIT** and **-SYBASEPORT_AUDIT**.

Unable to validate web application server with the information supplied. (STU00199)

Cause

The wrong web application server information was supplied.

Action

Enter the correct information.

STU 00200 - STU 00249

This Patch is not supported on top of Edge Series 3.0 (STU00200)

Cause

The system is out of memory.

Action

Check the system requirements and shut down other applications.

Installer terminated prematurely. (STU00201)

Cause

An unknown error occurred.

Action

Check the system requirements.

Error reading from file: [2]. {{ System error [3].}} Verify that the file exists and that you can access it. (STU00202)

Cause

Error reading from file.

Action

Verify you have a complete install and a stable connection to it.

Cannot create the file '[3]'. A directory with this name already exists. Cancel the install and try installing to a different location. (STU00203)

Cause

Error creating file.

Action

Make sure you are installing to a clean location and try again.

The installer has insufficient privileges to access this directory: [2]. The installation cannot continue. Log on as administrator or contact your system administrator. (STU00204)

Cause

Insufficient privileges.

Action

Log on as Administrator.

Error writing to file: [2]. Verify that you have access to that directory. (STU00205)

Cause

Error writing to file.

Action

Make sure you have permission to write to the install location.

There is not enough disk space to install this file: [2]. Free some disk space and click Retry, or click Cancel to exit. (STU00206)

Cause

Not enough hard disk space.

Action

Free up some space and try again.

Source file not found: [2]. Verify that the file exists and that you can access it. (STU00207)

Cause

Error reading from file.

Action

Verify you have a complete install and a stable connection to it.

Error reading from file: [3]. {{ System error [2].}} Verify that the file exists and that you can access it. (STU00208)

Cause

Error reading from file.

Action

Verify you have a complete install and a stable connection to it.

Error writing to file: [3]. {{ System error [2].}} Verify that you have access to that directory. (STU00209)

Cause

Error writing to file.

Action

Make sure you have permission to write to the install location.

Source file not found{{(cabinet)}}: [2]. Verify that the file exists and that you can access it. (STU00210)

Cause

Error reading from file.

Action

Verify you have a complete install and a stable connection to it.

Out of disk space -- Volume: '[2]'; required space: [3] KB; available space: [4] KB. Free some disk space and retry. (STU00211)

Cause

Not enough hard disk space.

Action

Free up some space and try again.

To continue, you must enter a valid port. (STU00212)

Cause

You have entered an invalid port number.

Action

Enter a valid port number (1-65535)

The Central Management Server has failed to start. Press 'Retry' to attempt to start it again or 'Cancel' to skip any actions dependent on the Central Management Server. (STU00213)

Cause

The Central Management Server has failed to start.

Action

If you wish to try again press retry. If you cancel a debug log will be dropped which you can use for support.

WARNING - Installation path is invalid. Please select another directory. (STU00214)

Cause

The installation path is invalid that you specified is invalid.

Action

Specify a valid installation path is invalid. Only Latin characters are valid.

Password cannot contain only whitespace characters (STU00215)

Cause

The password that you've specified is invalid.

Action

Add non-whitespace characters to the password.

Fail to retrieve database: low memory (STU00216)

Cause

Database access failed.

Action

Free up more memory and retry the install.

Fail to retrieve database: %s (STU00217)

Cause

Failed to retrieve database.

Action

Ensure that a valid and stable connection to the database exists.

Fail to retrieve database: unexpected error (STU00218)

Cause

Failed to retrieve database.

Action

Ensure that a valid and stable connection to the database exists.

You must select a Data Source, input user credential and database for validation. (STU00219)

Cause

No database information given.

Action

Provide database information for a supported database.

To continue, you must enter valid ports. (STU00220)

Cause

You've entered invalid port numbers.

Action

Enter valid port numbers.

Data source cannot be validated (STU00221)

Cause

The data source cannot be validated.

Action

Ensure that a valid and stable connection to the database exists.

Installation error: missing binary files to run the data source checking utility (STU00222)

Cause

The data source utility is missing files.

Action

Make sure you have a complete install.

Installation error: cannot find the data source checking utility (dbcheck) (STU00223)

Cause

The data source checking utility is missing.

Action

Make sure you have a complete install.

Installation error: cannot handle data source checking utility error (STU00224)

Cause

The data source checking utility has failed.

Action

Ensure that a valid and stable connection to the database exists.

Auditing database error: (STU00225)

Cause

The auditing database check failed.

Action

Ensure that a valid and stable connection to the database exists.

CMS database error: (STU00226)

Cause

The Central Management Server (CMS) database check failed.

Action

Ensure that a valid and stable connection to the database exists.

The installation is unable to identify the MS SQL Authentication Mode. Make sure the server is running and the authentication information is correct. (STU00227)

Cause

The installation could not identify MySQL validating mode.

Action

Ensure that the database information is correct and the server is running.

Cannot retrieve the current machine name. Make sure the server is running and the authentication information is correct. (STU00228)

Cause

The current machine name could not be retrieved.

Action

Ensure that the database information is correct and the server is running.

Cannot get the Server Roles Name. Make sure the server is running and the authentication information is correct. (STU00229)

Cause

The server roles name could not be identified.

Action

Ensure that the database information is correct and the server is running.

Cannot Enumerate the Server Roles Name. Make sure the server is running and the authentication information is correct. (STU00230)

Cause

The server roles name cannot be enumerated.

Action

Ensure that the database information is correct and the server is running.

Cannot get the total of Server Roles Name. Make sure the server is running and the authentication information is correct. (STU00231)

Cause

Cannot get the total of server roles name.

Action

Ensure that the database information is correct and the server is running.

NT user does not belong to the SQL Server System Administrators Server Roles. Make sure the server is running and the authentication information is correct. (STU00232)

Cause

The NT user does not belong to the SQL Server System Administrators Server Roles.

Action

Ensure that the database information is correct and the server is running.

The installation is unable to get the SQL LoginSecure property. Make sure the server is running and the authentication information is correct. (STU00233)

Cause

The installation cannot access the SQL LoginSecure Property.

Action

Ensure that the database information is correct and the server is running.

The installation is unable to connect the MS SQL Server using current logon user. Make sure the server is running and the authentication information is correct. (STU00234)

Cause

The installation could not connect to MS SQL Server using the current logon user.

Action

Ensure that the database information is correct and the server is running.

The installation is unable to connect the MS SQL Server using SQL Login ID. Make sure the server is running and the authentication information is correct. (STU00235)

Cause

The installation could not connect to MS SQL Server using the SQL Login ID.

Action

Ensure that the database information is correct and the server is running.

The installation is unable to get the SQL DBCreator property. Make sure the server is running and the authentication information is correct. (STU00236)

Cause

The installation could not access the SQL DBCreator property.

Action

Ensure that the database information is correct and the server is running.

Current user does not have the right to create a database in the MS SQL Server. Make sure the server is running and the authentication information is correct. (STU00237)

Cause

The current user does not have database creation rights.

Action

Ensure that the database information is correct and the server is running.

SQL Login ID does not have the right to create a database in the MS SQL Server. Make sure the server is running and the authentication information is correct. (STU00238)

Cause

The SQL Login ID does not have database creation rights.

Action

Ensure that the database information is correct and the server is running.

Invalid user name or password. NT User cannot be authenticated. CMS service requires a valid NT user and password to startup. (STU00239)

Cause

An invalid NT user name or password was entered.

Action

Enter valid a NT user name and password.

NT user cannot find an authority to validate the password. CMS service requires a valid NT user and password to startup. (STU00240)

Cause

The NT user cannot find an authority to validate the password.

Action

Enter a valid NT user name and password.

Cannot retrieve ODBC information. (STU00242)

Cause

The ODBC information could not be retrieved.

Action

Ensure that the database information is correct and the server is running.

This product cannot be installed on the same system as Crystal Reports 2008. (STU00244)

Cause

Crystal Reports Early Edition is installed on the system, and you are trying to install a product that cannot coexist on the system with it.

Action

Uninstall Crystal Reports Early Edition.

SAP Business Objects Web Intelligence Rich Client is detected. [ProductName] is not allowed to install. (STU00245)**Cause**

SAP BusinessObjects Web Intelligence Rich Client is installed on the system, and you are trying to install a product that cannot coexist on the system with it.

Action

Uninstall SAP BusinessObjects Web Intelligence Rich Client.

BusinessObjects Web Intelligence is detected. Cannot install [ProductName]. (STU00246)**Cause**

Web Intelligence (thin-client) is installed on the system, and the product you are trying to install cannot coexist on the system with it.

Action

Uninstall the version of Web Intelligence.

The requirements for installation of [ProductName] are: Microsoft Windows XP SP2 or Windows Server 2003 or higher. You need Administrator privileges to the local machine to install this product. (STU00249)**Cause**

Either an unsupported version of Windows is being run, or the current user does not have Administrator privileges.

Action

Check the system requirements and user credentials

Windows Setup (STW) Error Messages

Windows Setup error messages include the following:

Range	Category
STW 00001 - STW 00099	Windows Setup
STW 00100 - STW 00199	Windows Setup
STW 00200 - STW 00249	Windows Setup

STW 00001 - STW 00099

The install was unable to log on to the CMS. Please ensure that your User Name and Password are correct, and try again. (STW00013)

Cause

The installation could not log on to the Central Management Server (CMS).

Action

Ensure that the CMS is running, and that you provide valid credentials.

CMS Administrator password can not be empty. Enter a password or specify to configure the password later. (STW00014)

Cause

A blank password was entered.

Action

Enter a password that is not blank or specify that it will be configured later.

The Node name is invalid. Please enter a valid node name. The node name cannot be empty and can only consist of English alphanumerical characters from the following set (A-Z, a-z and 0-9). (STW00015)

Cause

An invalid Server Intelligence Agent (SIA) Service Name was chosen.

Action

A non-empty name must be provided. Only English alphanumeric characters supported.

{{Disk full: }} (STW00047)

Cause

There is not enough free hard disk space available to complete the operation.

Action

To increase space on the hard disk, delete redundant and unnecessary files.

Passwords do not match. (STW00055)

Cause

The Central Management Server (CMS) passwords do not match.

Action

Check the passwords entered to ensure they are identical. Passwords are case-sensitive.

STW 00100 - STW 00199

Your password is too simple. Your password must be at least 6 characters and must contain at least 2 of the following character types: upper case, lower case, numbers, and punctuation. (STW00127)

Cause

Your password does not meet minimum security criteria.

Action

The password must be at least six characters long and contain at least two of the following character types: upper case, lower case, numbers, or punctuation.

The product keycode you entered is not valid. (STW00140)

Cause

The keycode entered is invalid.

Action

Ensure that a valid keycode is entered.

[_WiseDialogTitleFontDefault]Unable to log on to CMS. (STW00152)

Cause

Unable to log onto the Central Management Server (CMS).

Action

Ensure that you provide valid credentials.

Server Intelligence Node Name cannot start with a number or a dash. (STW00194)

Cause

The chosen Server Intelligence Agent (SIA) Node Name is invalid because it does not start with a letter.

Action

Enter a valid Node Name that starts with a letter (A-Z).

STW 00200 - STW 00249

Out of memory. Shut down other applications before retrying. (STW00200)

Cause

The system is out of memory.

Action

Check the system requirements and shut down other applications.

Installer terminated prematurely. (STW00201)

Cause

An unknown error has occurred.

Action

Check the system requirements.

Error reading from file: [2]. {{ System error [3].}} Verify that the file exists and that you can access it. (STW00202)

Cause

An error occurred while reading from the file.

Action

Verify that the installation is complete and that there is a stable connection to it.

Cannot create the file '[3]'. A directory with this name already exists. Cancel the install and try installing to a different location. (STW00203)

Cause

An error occurred while creating the file.

Action

Ensure that the installation is to a clean location.

The installer has insufficient privileges to access this directory: [2]. The installation cannot continue. Log on as administrator or contact your system administrator. (STW00204)

Cause

The installer does not have the necessary privileges to access the directory.

Action

Log on as an administrator.

Error writing to file: [2]. Verify that you have access to that directory. (STW00205)

Cause

An error occurred while writing to the file.

Action

Ensure that you have the necessary permissions to write to the specified install location.

There is not enough disk space to install this file: [2]. Free some disk space and click Retry, or click Cancel to exit. (STW00206)

Cause

There is not enough hard disk space available to install this file.

Action

Create space on the hard disk by deleting unwanted or redundant files.

Source file not found: [2]. Verify that the file exists and that you can access it. (STW00207)

Cause

An error occurred while reading from the file.

Action

Verify that the installation is complete and that there is a stable connection to it.

Error reading from file: [3]. {{ System error [2].}} Verify that the file exists and that you can access it. (STW00208)

Cause

An error occurred while reading from a file.

Action

Verify that there is a complete install and a stable connection to it.

Error writing to file: [3]. {{ System error [2].}} Verify that you have access to that directory. (STW00209)

Cause

An error occurred while writing to a file.

Action

Ensure that the user has write permissions for the install location.

Source file not found{{(cabinet)}}: [2]. Verify that the file exists and that you can access it. (STW00210)

Cause

An error occurred while trying to read from this source file.

Action

Verify that there is the complete set of install files present. If you are running the installation from a network location, ensure that you have a stable connection and that you have proper credentials to access the necessary files.

Out of disk space -- Volume: '[2]'; required space: [3] KB; available space: [4] KB. Free some disk space and retry. (STW00211)

Cause

Not enough hard disk space is available.

Action

Create space on the hard drive by deleting unwanted or redundant files and try again.

To continue, you must enter a valid port. (STW00212)

Cause

An invalid port number has been entered.

Action

Enter a valid port number.

The Central Management Server has failed to start. Press 'Retry' to attempt to start it again or 'Cancel' to skip any actions dependent on the Central Management Server. (STW00213)

Cause

The Central Management Server (CMS) failed to start.

Action

Click **retry** to attempt to start the CMS again. If **cancel** is clicked, a debug log can be used for support.

WARNING - Installation path is invalid. Please select another directory. (STW00214)

Cause

The installation path specified is invalid.

Action

Specify an installation path that contains only Latin characters.

Password cannot contain only whitespace characters (STW00215)

Cause

The password entered is invalid because it contains only whitespace characters.

Action

Add non-whitespace characters to the password.

Fail to retrieve database: low memory (STW00216)

Cause

The database could not be accessed due to insufficient memory.

Action

Free up more memory and return the install.

Fail to retrieve database: %s (STW00217)

Cause

Failed to retrieve the database.

Action

Ensure that a valid and stable connection to the database exists

Fail to retrieve database: unexpected error (STW00218)

Cause

Failed to retrieve the database due to an unexpected error.

Action

Ensure that a valid and stable connection to the database exists

You must select a Data Source, input user credential and database for validation. (STW00219)

Cause

The necessary database information was not provided.

Action

Provide the database information for a supported database.

To continue, you must enter valid ports. (STW00220)

Cause

Invalid port numbers were entered.

Action

Enter valid port numbers.

Data source cannot be validated (STW00221)

Cause

An error occurred in the installation database.

Action

Ensure that a valid and stable connection to the database exists.

Installation error: missing binary files to run the data source checking utility (STW00222)

Cause

The database check is missing files.

Action

Ensure that there is a complete install.

Installation error: cannot find the data source checking utility (dbcheck) (STW00223)

Cause

The database check is missing files.

Action

Ensure that there is a complete install.

Installation error: cannot handle data source checking utility error (STW00224)

Cause

The database check failed.

Action

Ensure that a valid and stable connection to the database exists.

Auditing database error: (STW00225)

Cause

The Auditing database check failed.

Action

Ensure that a valid and stable connection to the database exists.

CMS database error: (STW00226)

Cause

The Central Management Server (CMS) database check failed.

Action

Ensure that a valid and stable connection to the database exists.

The installation is unable to identify the MS SQL Authentication Mode. Make sure the server is running and the authentication information is correct. (STW00227)

Cause

The installation could not identify the MySQL validating mode.

Action

Ensure that the database information is correct and the server is running.

Cannot retrieve the current machine name. Make sure the server is running and the authentication information is correct. (STW00228)

Cause

The current machine name could not be retrieved.

Action

Ensure that the database information is correct and the server is running.

Cannot get the Server Roles Name. Make sure the server is running and the authentication information is correct. (STW00229)

Cause

The server roles name could not be identified.

Action

Ensure that the database information is correct and the server is running.

Cannot Enumerate the Server Roles Name. Make sure the server is running and the authentication information is correct. (STW00230)

Cause

The server roles name cannot be enumerated.

Action

Ensure that the database information is correct and the server is running.

Cannot get the total of Server Roles Name. Make sure the server is running and the authentication information is correct. (STW00231)

Cause

Cannot get the total of server roles name.

Action

Ensure that the database information is correct and the server is running.

NT user does not belong to the SQL Server System Administrators Server Roles. Make sure the server is running and the authentication information is correct. (STW00232)

Cause

The NT user does not belong to the SQL Server System Administrators Server Roles.

Action

Ensure the database information is correct and the server is running.

The installation is unable to get the SQL LoginSecure property. Make sure the server is running and the authentication information is correct. (STW00233)

Cause

The installation could not connect to and access the SQL LoginSecure property.

Action

Ensure that the database information is correct and the server is running.

The installation is unable to connect the MS SQL Server using current logon user. Make sure the server is running and the authentication information is correct. (STW00234)

Cause

The installation could not connect to MS SQL Server using the current logon user.

Action

Ensure that the database information is correct and the server is running.

The installation is unable to connect the MS SQL Server using SQL Login ID. Make sure the server is running and the authentication information is correct. (STW00235)

Cause

The installation was unable to connect to MS SQL Server using the SQL Login ID.

Action

Ensure that the database information is correct and the server is running.

The installation is unable to get the SQL DBCreator property. Make sure the server is running and the authentication information is correct. (STW00236)

Cause

The installation was unable to access the SQL DBCreator property.

Action

Ensure the database information is correct and the server is running.

Current user does not have the right to create a database in the MS SQL Server. Make sure the server is running and the authentication information is correct. (STW00237)

Cause

The current user does not have database creation rights

Action

Ensure the database information is correct and the server is running, and connect to the database with valid credentials.

SQL Login ID does not have the right to create a database in the MS SQL Server. Make sure the server is running and the authentication information is correct. (STW00238)

Cause

The SQL Login ID does not have database creation rights.

Action

Ensure that the database information is correct and the server is running.

Invalid user name or password. NT User cannot be authenticated. CMS service requires a valid NT user and password to startup. (STW00239)

Cause

An invalid NT user name or password was entered.

Action

Enter a valid NT user name and password.

NT user cannot find an authority to validate the password. CMS service requires a valid NT user and password to startup. (STW00240)

Cause

The NT user cannot find an authority to validate the password.

Action

Enter a valid NT user name and password.

Cannot retrieve ODBC information. (STW00242)

Cause

The ODBC information could not be retrieved.

Action

Ensure that the database information is correct and the server is running.

This product cannot be installed on the same system as Crystal Reports 2008. (STW00244)

Cause

Crystal Reports Early Edition is installed on the system, and the product you are trying to install cannot coexist on the system with it.

Action

Uninstall Crystal Reports Early Edition.

Business Objects Web Rich Client is detected. [ProductName] is not allowed to install. (STW00245)

Cause

BusinessObjects Web Intelligence Rich Client is installed on the system, and the product you are trying to install cannot coexist on the system with it.

Action

BusinessObjects Web Intelligence Rich Client.

BusinessObjects Web Intelligence is detected. Cannot install [ProductName]. (STW00246)

Cause

Web Intelligence (thin-client) is installed on the system, and the product you are trying to install cannot coexist on the system with it.

Action

Uninstall the version of Web Intelligence.

BusinessObjects Enterprise XI 3.0 Client Tools is detected. [ProductName] is not allowed to install. (STW00247)

Cause

Business Objects XI 3.0 Client Tools is installed on the system, and the product you are trying to install cannot coexist on the system with it.

Action

Uninstall Business Objects XI 3.0 Client Tools.

Crystal Reports Server Embedded 2008 is detected. [ProductName] is not allowed to install. (STW00248)

Cause

Crystal Reports Embedded Server is installed on the system, and the product you are trying to install cannot coexist on the system with it.

Action

Uninstall Crystal Reports Embedded Server.

Requirement for installation of [ProductName]: Microsoft Windows XP SP2 or Windows Server 2003 or higher. You need local machine Administrator privileges to install this product. (STW00249)

Cause

Either an unsupported version of Windows is being run, or the current user does not have Administrator privileges.

Action

Check the system requirements and user credentials.



Translation Manager (UTM)
Errors

17



chapter

Translation Manager error messages include the following:

Range	Category
UTM20001 - UTM20060	Translation Manager errors

Invalid PropertyInfo : {0} (UTM 20001)

Cause

Unable to get the property information.

Action

Check and open the universe file and try again.

Invalid Locale : Locale is empty (UTM 20010)

Cause

The Translation Manager is not able to get the document or the universe :
Unable to get the locale.

Action

The universe or the document may be corrupted. Try to open it using Designer or Web Intelligence to make sure the document is valid. Save it under another name and retry to get it from Translation Manager.

Invalid Root : Root entity is empty (UTM 20020)

Cause

Unable to get the root entry.

Action

Check the root entity and try again.

Invalid Document : Document is null (UTM 20030)

Cause

The Translation Manager is not able to get the document or the universe.

Action

The universe or the document may be corrupted. Try to open it using Designer or Web Intelligence to make sure the document is valid. Save it under another name and retry to get it from Translation Manager.

Invalid EntityInfo : EntityInfo is empty (UTM 20040)

Cause

Unable to get the EntityInfo.

Action

Check the EntityInfo and try again.

Invalid User Rights (UTM 20050)

Cause

The user doesn't have the right to use Translation Manager, or to view or edit a document or a universe.

Action

Contact your Administrator, or in the CMC, check that you have enough rights to use Translation Manager and/or to view and/or edit the document or the universe.

Invalid Document version:\nThis document might have been generated by earlier version of Designer.\nPlease migrate by opening and saving it using XI 3.0 Designer. (UTM 20060)

Cause

This document might have been generated by an earlier version of Designer.

Action

- If it is an XI R2 or XI universe, migrate it by opening and saving it using XI 3.0 Designer.
- If it is a universe coming from an older version, migrate it with the Import Wizard.



Universe Error Messages



18

chapter



Universe error messages include the following ranges and categories:

- Universe Management (UNM) Error Messages
- Universe (UNV) Error Messages

Universe Management (UNM) Error Messages

Universe management error messages include the following:

Range	Category
UNM0001 - UNM0016	Universe management errors

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

Universe (UNV) Error Messages

Universe error messages include the following:

Range	Category
UNV0017 - UNV0049	Universe errors

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.

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.

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.

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.

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.

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.

Note:

External strategy files are declared in the .PRM files located in the various subfolders of:

```
$INSTALLDIR\dataAccess\RDBMS\legacy  
\<database name>
```



Voyager Errors

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chapter

Voyager error messages include the following:

Range	Category
VYC 00000 - VYC 09999	Voyager errors

VYC 00000 - 09999

There was a problem replacing the original workspace. Try again or use Save As. (VYC00001)

Cause

The original workspace could not be found. It may have been deleted.

Action

Use **Save As** to save your workspace.

An unknown error has occurred while saving the workspace. The workspace could not be saved. (VYC00002)

Cause

An unknown error has occurred. Voyager has confirmed that the user has rights to save the workspace, that the workspace exists, and that the Enterprise session is valid.

Action

Try using **Save As** to save the workspace, and ensure that all entry fields are populated.

Your request could not be completed because your session was disconnected. Log on again to retry. (VYC00003)

Cause

Voyager could not establish a valid Enterprise session. These are some possible causes:

- The session has expired.
- The network is experiencing problems.
- The Enterprise server is offline.

Action

Log on again. If the problem was caused by a session timeout, your workspace will have been saved to your Favorites folder.

Voyager could not open the workspace because the workspace has been corrupted. Contact your administrator. (VYC00005)

Cause

The workspace has been manually edited, or is corrupt.

Action

Ask your administrator to restore a backup of the workspace.

Voyager could not find the requested workspace. It may have been deleted. (VYC00006)

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.

An error occurred while restoring the workspace. Please contact your administrator. (VYC00007)

Cause

The workspace has been manually edited, or is corrupt.

Action

Ask the administrator to restore a backup of the workspace.

Voyager could not save the workspace because the name is missing. Type a valid name and try again. (VYC00008)

Cause

The user tried to save a workspace without entering a name.

Action

Enter a valid workspace name.

Voyager could not save the workspace. The workspace folder is missing. Select a valid folder and try again. (VYC00009)

Cause

The user tried to save a workspace without choosing a folder.

Action

Choose a folder to store the workspace in.

You do not have permission to save to this folder. Contact your administrator if you need this permission enabled. (VYC00011)

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.

An error occurred while trying to retrieve connections from the Enterprise server. Contact an administrator to verify that the server is running. (VYC00012)

Cause

The Enterprise server could not be found.

Action

Ask the administrator to verify that the Enterprise server is running.

An error occurred while trying to retrieve connections. Not all connections were available. If the problem persists, contact your administrator. (VYC00013)

Cause

Voyager 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.

You do not have permission to perform the requested action. If you require assistance, contact your system administrator. (VYC00018)

Cause

The user tried to perform an action for which the user does not have permission.

Action

Ask the administrator for the appropriate permission.

Either no connections have been defined in the Central Management Console or you have not been granted rights to view any existing connections. Contact your administrator for more information. (VYC00020)

Cause

Connections have not been defined in the Central Management Console, so there is nothing to select.

Action

An administrator or someone with access to the Central Management Console needs to define connections to the OLAP cubes. The administrator should log on to the CMC and define a connection by clicking the Voyager Connections link.

Voyager was unable to complete the last action. Please try again. If this problem persists, contact your administrator. (VYC00021)

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.

Voyager was unable to remove the dimension "{0}". The query was disconnected. (VYC00022)**Cause**

The query has lost its connection to the OLAP server.

Action

The workspace will need to be closed and reopened to reestablish the connection.

An error has occurred while fetching the report parameters. Try the operation again. If the problem persists, please contact your administrator. (VYC00023)**Cause**

Voyager could not find the Enterprise server or the Web Intelligence Report Engine Server.

Action

Ask the administrator to verify that these servers are available.

The requested operation was not completed successfully because the MDAS Server is unavailable. Try the operation again. If the problem persists, contact your administrator. (VYC00040)

Cause

An error has occurred in the communication between the MDS client and MDAS Server. For example, the MDAS Server may be down or unreachable, or may have been restarted.

Action

Ensure that the MDAS Server is running and can be reached by going to the Servers page in the Central Management Console. If the MDAS Server was restarted, the Voyager session state is lost and cannot be saved.

The MDAS Server encountered an error. (VYC00041)

Cause

An error occurred on the MDAS Server while processing a request from the Voyager 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.

Voyager was unable to get a calculation of type (VYC00042)

Cause

The calculation class could not be loaded. A possible reason is that the class is missing.

Action

Ensure that the class is available and has read access permission for everyone. If the problem persists, contact an administrator.

**"{0}" is not a leaf member. Select a member that has no descendants.
(VYC00043)****Cause**

For dynamic time series calculations, the MDAS Server requires that the selected member has no descendants.

Action

Select a member that has no descendants (that is, a leaf member).

Voyager was unable to open a connection. (VYC00044)**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.

The requested operation could not be completed because it puts the query into an invalid state. (VYC00045)

Cause

An error occurred on the MDAS Server while processing a request from the Voyager Client. A possible reason is an attempt to place all dimensions onto the same axis.

Action

Ensure that the action does not place the query into an invalid state and try again. If the problem persists, contact your administrator.

The requested operation could not be completed due to a hierarchy conflict. (VYC00046)

Cause

An error occurred on the MDAS Server while processing a request from the Voyager Client. A possible reason is an attempt to place two mutually exclusive dimensions onto the same axis.

Action

Ensure that the action does not cause a conflict and try again. If the problem persists, contact your administrator.



Web Intelligence Error Messages



20

chapter

Web Intelligence error messages include the following ranges and categories:

- Web Intelligence HTML (WIH) Error Messages
- Web Intelligence Java Report Panel (WIJ) Error Messages
- Web Intelligence Rich Client (WIO) Error Messages
- Web Intelligence Server (WIS) Error Messages
- Web Intelligence Report Engine (RWI) Error Messages

Web Intelligence HTML (WIH) Error Messages

Invalid block definition. (WIH 00001)

Cause

You have tried to run the query, or access the Report Filters, Properties, or Format tab without completing the following criteria:

- For tables, crosstabs, and forms, you must allocate objects to each field.
- For all chart types, you must allocate measure objects only to the Y-Axis.
- For all chart types except pie charts, you must allocate at least one dimension or detail object to the X-Axis.
- For all chart types, except pie charts, if you have allocated more than one object to the Y-Axis, you cannot allocate any objects to the Z-Axis.
- For pie charts, you can allocate only one measure object to the Y-Axis.
- For pie charts, you must allocate at least one object to the X-Axis.

Action

Properly allocate the objects to each necessary field, then access the tab you want or run the query.

This object has already been inserted. (WIH 00002)

Cause

You cannot insert the same object more than once in a query.

Action

Choose another object, or run the query with the object you have selected.

This filter has already been inserted. (WIH 00003)

Cause

You cannot insert the same predefined filter more than once in a query.

Action

Choose another predefined filter, or run the query with the predefined filter you have already selected.

This document includes advanced formatting that requires the Java Report Panel. (WIH 00004)

Cause

You have tried to open a document created in the Java Report Panel containing one of the following elements:

- more than one report
- more than one report block
- filters defined for either a section or report block
- a non-embedded section
- more than three freestanding cells in the page header or footer
- more than one freestanding cell in the top of the report

- more than one freestanding cell in each section of the report

Action

Open the document with the Java Report Panel.

Cannot insert measures on the X-Axis. (WIH 00005)

Cause

You cannot insert a measure on the X-Axis of a chart. You can only insert a measure on the Y-Axis.

Action

Insert the measure on the Y-Axis.

Cannot insert dimensions or details on the Y-Axis. (WIH 00006)

Cause

You cannot insert a dimension or detail on the Y-Axis of a chart. You can only insert a measure on the Y-Axis.

Action

Insert the dimension or detail on either the X- or Z-Axis.

Cannot insert measures on the Z-Axis. (WIH 00007)

Cause

You cannot insert a measure on the Z-Axis of a chart. You can only insert a measure on the Y-Axis.

Action

Insert the measure on the Y-Axis.

You must insert a result object before choosing another tab. (WIH 00008)

Cause

You tried to access another tab without inserting objects to the report.

Action

Insert one or more objects to the report in the Universe Objects pane in the Query tab.

You cannot create a section using a measure. (WIH 00009)

Cause

You can only create sections on dimensions. For example, you can create sections for time periods, geographies, product categories, customers and so on. You cannot create sections on measures, for example, sales revenue, margin, or unit sold.

Action

Select a dimension to create a section.

You cannot insert dimension or detail objects on the Z-axis of this type of chart. (WIH 00010)

Cause

You can only insert measure objects on the Z-axis of this chart type.

Action

Select a measure for the Z-axis.

You cannot insert dimension or detail objects on the X-axis of this type of chart. (WIH 00011)

Cause

You can only insert measure objects on the X-axis of this chart type.

Action

Select a measure for the X-axis.

Report names cannot be blank. Close this dialog box and then enter a name for the report. (WIH 00012)

Cause

All reports in a document need to be named.

Action

Type a name for this report in the Name text box displayed in either the Rename or Insert Report dialog box.

Tip:

To launch these dialog boxes:

- Go to the HTML Report Panel Report tab, and then click the link in the Current Report section of the options, which says: To manage reports in this document, click here.
- Select a report, and then click rename to display the Rename dialog box.

The document could not be saved. (WIH 00014)

Cause

Web Intelligence was unable to save the document 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 BusinessObjects Administrator to determine why you could not save the document.

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, Web Intelligence autosaved the current document 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.

**The session timed out, but Web Intelligence could not autosave the document because the following security rights are not assigned (WIH 00016):
{list_of_rights}**

Cause

Web Intelligence was unable to autosave the document because you do not have some or all of the following security rights:

- Edit object
- Delete object
- Add object

Action

Ask your Business Objects administrator to assign you the appropriate security rights.

Web Intelligence Java Report Panel (WIJ) Error Messages

Web Intelligence Java Report Panel error messages include the following:

Range	Category
WIJ 10000 - WIJ 77779	Web Intelligence Java Report Panel

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.

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 Web Intelligence 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.

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

Select a different block, cell, or section in the Relative to...of: dropdown list.

Alternatively, unselect the Relative to: option for the selected report component.

The Web Intelligence Java Report Panel requires the Java Runtime Environment (JRE) 1.4.2_01. The currently installed JRE is {0}. Contact your Business Objects 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. (Error: WIJ 11111)

Cause

When you use the Web Intelligence Java Report Panel, 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 Business Objects administrator, and request help with installing Java Runtime Environment 1.4.2_01 (or later version).

An error occurred while the document was being decoded. Try to open the document in InfoView. If this doesn't work, see your Business Objects administrator. (Error: 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 BusinessObjects administrator.

An unexpected problem occurred when Web Intelligence tried to refresh the document data and open the document. 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 BusinessObjects administrator.

Unexpected error. If you cannot reconnect to the server, close Web Intelligence and start again. (WIJ 20002)

Cause

The server may be down or your user session may be closed.

Action

See your BusinessObjects administrator.

Unable to get the first page of the current report - Web Intelligence will switch to structure view (WIJ 20003).

Cause

The report contains structural errors. This means that Web Intelligence cannot decode the report and display the results.

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.

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

If the query does not contain any objects, Web Intelligence cannot run the query and retrieve data from the database.

Action

Edit the query and add the appropriate objects to the Query pane.

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

If a query does not contain any objects, Web Intelligence cannot run the query and retrieve data from the database. This is the case even if the document contains multiple queries.

Action

Go to the Query pane and verify each Query tab. Add the appropriate objects to the Query tab that is empty.

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 necessary to operate the Web Intelligence Java Report Panel. This may be because your browser window size is too large.

Action

Do one of the following:

- Use your cursor to reduce the size of the browser window displaying the Java Report Panel.
- Go back to the InfoView browser window and re-launch the Java Report Panel, by opening an existing document or by creating a new document.

Your user profile does not allow you to save personal or corporate documents. Contact your Business Objects administrator (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 Business Objects administrator to request they modify your security profile.

An unexpected error occurred. Contact your Business Objects administrator with details of the actions you performed before the error occurred. (Error: WIJ 44444)

Cause

This message appears when an unexpected error occurs that Web Intelligence cannot analyze.

Action

Provide your BusinessObjects administrator with details of how the error occurred. Your administrator will need to activate the tracing in order to find an explanation and solution for this error. Full information about system tracing is available in the System Administrator's Guide for Windows and the System Administrator's Guide for UNIX.

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

Web Intelligence sends information on the document format and data definition to the server in XML code in order to render the document and the results. This error means that there is an error in the XML.

Action

Use the **Undo** button on the report panel toolbar to remove the erroneous modification made to the document, and then run the query or refresh the document again.

The session timed out. The document {document_name}.wid has been autosaved in the Favorites\~WebIntelligence folder. Click Restore to retrieve it. (WIJ 60001)

Cause

Due to a server timeout, Web Intelligence autosaved the current document 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.

**The session timed out, but Web Intelligence could not autosave the document because the following security rights are not assigned (WIJ 60002):
{list_of_rights}**

Cause

Web Intelligence was unable to autosave the document because you do not have some or all of the following security rights:

- Edit object
- Delete object
- Add object

Action

Ask your Business Objects administrator to assign you the appropriate security rights.

Web Intelligence cannot retrieve this document due to a server problem or an error in the document structure. See your Business Objects administrator. (Error: WIJ 77777).

Cause

The Web Intelligence Java Report Panel cannot retrieve the document because the server is down.

Action

See your BusinessObjects administrator.

Your session timed out. You need to close the Java Report Panel and log on again. (WIJ 77778)

Cause

You have remained logged in to InfoView without using Web Intelligence for longer than the maximum time allowed by the Business Objects system.

Action

Log out and then log back into InfoView to continue using Web Intelligence (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 InfoView without using Web Intelligence, ask your BusinessObjects administrator to increase your session timeout parameter.

Web Intelligence Rich Client (WIO) Error Messages

Web Intelligence Offline error messages include the following:

Range	Category
WIO 00001	Web Intelligence Rich Client

Web Intelligence Offline cannot log in. (WIO 00001)

Cause

The browser cache might be full – under certain circumstances this can prevent Web Intelligence Offline from logging in.

Action

Empty the browser cache if it is full. If Web Intelligence Offline still cannot log in, see your Business Objects administrator.

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 Rich Client 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 InfoView.
 - 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 Business Objects administrator for help.

There is no more memory available. Please close documents to free memory. (WIO 30280)

Cause

Your system is out of memory.

Action

Close open documents to free memory.

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.

Web Intelligence Server (WIS) Error Messages

Web Intelligence Server error messages include the following:

Range	Category
WIS 00001 - WIS 40000	Web Intelligence Server

Some objects are no longer available in the universe. See your Business Objects administrator. (Error: WIS 00001)

Cause

One or more objects in a universe are no longer available to a document.

Action

Delete the objects from the query that seem to be missing. The available objects are listed on the Data tab. Rebuild the query without the obsolete objects.

Some objects are not available to your user profile. You cannot refresh this document. See your Business Objects administrator. (Error: WIS 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 BusinessObjects administrator to change your user profile to make these objects accessible.

Some pre-defined filters are no longer available in the universe. See your Business Objects administrator. (Error: WIS 00003)

Cause

One or more predefined filters are no longer available in the universe. Predefined filters are condition objects that are predefined WHERE clauses. You use these to restrict the data returned in a query.

Action

Remove the predefined filters from the query, and manually create the same condition in the query by using the appropriate operators and operands.

Some database tables are no longer available in the universe. See your Business Objects administrator. (Error: WIS 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

The universe designer can update the universe structure by selecting View > Refresh Structure in Designer.

Invalid Prompt definition. See your Business Objects administrator. (Error: WIS 00005)

Cause

The syntax in the prompt is not valid, or the prompt makes reference to an object that no longer exists in the universe.

Action

The universe designer can verify that the prompt syntax is correct, and check that all objects referenced in the prompt exist.

Invalid Aggregate Aware definition. See your Business Objects administrator. (Error: WIS 00006)

Cause

One or more objects in the query use the aggregate aware function in their definition. The syntax for the aggregate aware function is not valid.

Action

The universe designer must verify that the aggregate aware syntax is correct.

A filter contains a wrong value. You cannot run this query. (Error: WIS 00007)

Cause

The filter has a wrong operand. For example, a filter with an empty constant, or a filter that deals with numeric values is defined with an alphanumeric value.

Action

Verify the filter syntax.

The query cannot run, because it contains incompatible objects. See your Business Objects administrator. (Error: WIS 00008)

Cause

The query contains objects that return data sets that can not be combined or synchronized. This can be due to parameters that have not been set in the universe to allow multiple SQL statements for each context, or multiple SQL statements for each measure.

Action

The universe designer can do the following:

- Select the options Multiple SQL statements for each context and Multiple SQL statements for each measure. These are on the SQL page of the Universe Parameters dialog box.
- Create a new context that includes the incompatible objects.

The query cannot run, because an advanced filter contains an incompatible object. See your Business Objects administrator. (Error: WIS 00009)

Cause

The advanced filter is a subquery. You can not combine incompatible objects in a sub query.

Action

Change the advanced filter definition to use only compatible objects.

The universe does not allow using a complex expression in a GROUP BY statement. You cannot run this query. See your Business Objects administrator. (Error: WIS 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

You have two solutions:

- Modify the query so that objects using formulas or aliases are not included in the query.
- A universe designer can open the PRM file for the target RDBMS and change the value for the parameter GROUPBY_EXCLUDE_COMPLEX to N. This change should be made only if you are sure that your RDBMS supports complex GROUP BY expressions.

The object(s): {obj_list} contain multiple attributes. This syntax is no longer supported in this version. See your Business Objects administrator. (Error: WIS 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 for current versions.

Action

The universe designer has three options:

- Redefine the objects that use the comma to concatenate the data for two objects. You can use the standard concatenation operator for your RDBMS.
- If you do not want to redefine the objects, you can 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.

You cannot run this query because it will produce a Cartesian product. See your Business Objects administrator. (Error: WIS 00012)

Cause

The query will produce a Cartesian product. This is a result set that contains all possible combinations of rows from the tables inferred by objects in the query. This is rarely a correct result. Parameters have been set in the universe to prevent Cartesian products.

Action

The universe designer has two options:

- Modify the universe table schema to include the appropriate joins and restrictions to prevent the possible occurrence of a Cartesian product.
- If Cartesian products are acceptable in your business context, then from Designer, set the Cartesian Products option to Warn. This option is on the SQLI page of Universe Parameters dialog box. The user will be warned, but the production of a Cartesian product will not be prevented.

SQL generation failed. See your Business Objects administrator. (Error: WIS 00013)

Cause

Error occurs during SQL generation of the query. This can be due to a number of reasons; for example the query doesn't involve any table in the database.

Action

Ask your BusinessObjects administrator to check the SQL associated with the objects involved in the query.

Incompatible combination of objects. See your BusinessObjects administrator. (Error: WIS 00014)

Cause

The query objects exclude all possible SQL choices for an aggregate aware function.

Action

The universe designer can remove the incompatibility between the objects in Designer. Select Tools > Aggregate Navigation and remove the incompatibility for the concerned objects.

Multiple query filters contain a prompt with the same text, but the prompts use a different operand type or operator count of values. (Error: WIS 00015)

Cause

The query has multiple prompts that display the same message. Web Intelligence combines prompts with the same message and displays the prompt once. If the operator defined for some of these prompts requires you to enter one value while the operator in other prompts with the same message

requires you to enter multiple values, Web Intelligence cannot combine the prompt.

Action

You need to modify the definition of the prompts. How you do this depends on how you are viewing the document:

- Via InfoView -- click the Edit link, and then use the Web Intelligence report panel options to modify the prompts. For more information on how to do this, refer to the *Building Reports with the SAP BusinessObjects Web Intelligence Java Report Panel* or *Building Reports with the SAP BusinessObjects Web Intelligence HTML Report Panel* guide.
- In the Web Intelligence Java Report Panel --go to Query View by clicking Edit Query in the report panel toolbar, and then double-click the prompts you want to edit and select operators for each prompt. For more information on how to do this, refer to the *Building Reports with the SAP BusinessObjects Web Intelligence Java Report Panel* or *Building Reports with the SAP BusinessObjects Web Intelligence HTML Report Panel* guide.

Example:

The operators you define for the prompts with the same message text must all require one of the following:

- one value (for example: Equal to, Different from, Greater than, Greater than or equal to, Less than, Less than or equal to, Except.)
- multiple values when the prompt is answered (for example: Between, Not between, In list, Not in list, Matches pattern, Different from pattern, Both.)

The query contains a @Script() function that is not supported. See your BusinessObjects administrator. (Error: WIS 00016)

Cause

The SQL generated by the query for this document includes an @Script() function, which is not supported.

Action

Your administrator will need to remove the @Script in the universe selected for this document.

The following objects cannot be used as result objects: {obj_list}. (Error: WIS 00017)

Cause

The query definition for this document includes objects in the Result Objects pane that cannot be used in queries.

Action

Do one of the following:

- Go to Query View by clicking the Edit Query button on the report panel toolbar, and then remove the listed objects from the Result Objects pane.
- Contact your BusinessObjects administrator and request the ability to include the listed objects in the Result Objects defined for the query.

The following objects cannot be used in query filters: {obj_list}. (Error: WIS 00018)

Cause

The query definition for this document includes objects in the Query Filters pane that cannot be used in query filters.

Action

Do one of the following:

- Go to Query View by clicking the Edit Query button on the report panel toolbar, and then remove the listed objects from the Query Filters pane.
- Contact your BusinessObjects administrator and request the ability to include the listed objects in filters defined on the query

A query filter object contains too many values for the object to be used in a query filter. (Error: WIS 00019)

Cause

Too many values were selected in the query filter

Action

Select fewer values

The SQL generated by the query is invalid. (Error: WIS 00020)

Cause

The SQL generated by the query is invalid.

Action

Verify the query and the generated SQL.

This combined query cannot run because one of the queries contains incompatible objects. (Error: WIS 00021)

Cause

One of the queries in the combined queries contains incompatible objects

Action

Remove the incompatible objects

The query does not reference any table when attempting to build the WHERE clause. (Error: WIS 00022)

Cause

The query does not reference a database table.

Action

Modify the query to reference a table.

Invalid sub-query filter. Either data cannot be retrieved (null) or no result objects are defined (Error: WIS 00023)

Cause

The sub-query contains an invalid filter that returns null data.

Action

Modify the sub-query filter.

Incompatible object types in the sub-query filter. (Error: WIS 00024)

Cause

The sub-query filter contains incompatible object types.

Action

Modify the sub-query filter.

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) (Error: WIS 00025)

Cause

The query is too complex to apply a sampling function.

Action

Try to simplify the query.

Failed to regenerate SQL for optional prompts -- one or more required prompts were skipped. (Error: WIS 00026)

Cause

The SQL could not be regenerated.

Action

See your Business Objects administrator.

Removing skipped prompts from the query will introduce new prompts. This introduces complexities that cannot be supported. (Error: WIS 00027)

Cause

The query cannot be processed due to optional prompts.

Action

Remove the optional prompts from the query.

You must specify a value for the Keydate parameter. (Error: WIS 00028)

Cause

A value was not specified for the Keydate.

Action

Specify a value for the Keydate.

The universe is already open with write permission by another user. (Error: WIS 00029)

Cause

The universe could not be opened because it is opened with write permission by another user.

Action

See your Business Objects administrator.

Universe not found. See your Business Objects administrator. (Error: WIS 00501)

Cause

The universe used to refresh the document is not available; for example the universe does not exist, or has been moved.

Action

The universe designer can check that the universe is present in the repository, and is accessible to the connection. If you are dealing with a linked universe, check that the links are still valid.

Contact your BusinessObjects administrator with this information.

User rights not found. See your Business Objects administrator. (Error: WIS 00502)

Cause

You cannot retrieve the list of user rights from the repository. This may be because the server which hosts the repository is down or the network connection is not working.

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.

You are not authorized to access the universe: {unv_name}. See your Business Objects administrator. (Error: WIS 00503)

Cause

Your user profile has the current universe as "Disabled." This user profile parameter is set by your administrator.

Action

Contact your administrator to request a modification to your user profile, so that you can access this universe.

You do not have the right to access data returned by this universe. See your BusinessObjects administrator. (Error: WIS 00504)

Cause

You do not have the right to access data in the universe.

Action

See your Business Objects administrator for data access rights to the universe.

You do not have the right to access data in this universe. See your BusinessObjects administrator. (Error: WIS 00505)

Cause

You do not have the right to view data provided by the universe connection.

Action

Ask your Business Objects administrator to grant you the right to view the data.

Could not download the universe {unv_name} from the CMS for the following reason: {cachemgr_errmsg}. See your Business Objects administrator for further information. (Error: WIS 00506)

Cause

The universe could not be downloaded.

Action

See your Business Objects administrator.

You do not have the right to access data in this core universe. See your BusinessObjects administrator for further information. (Error: WIS 00507)

Cause

You do not have the right to access the data in the universe.

Action

See your Business Objects administrator.

Single Sign On is not supported on Unix platforms. See you BusinessObjects administrator for further information. (Error: WIS 00508)

Cause

You cannot use Single Sign On on the Unix platform.

Action

See your Business Objects administrator.

Universe data connection could not be found. Either the connection has been deleted or you do not have the rights to use it. (Error: WIS 00509)

Cause

The universe data connection is not available, either because it has been deleted or because you do not have the right to access it.

Action

See your Business Objects administrator.

The system 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. Please contact your administrator for more details. (Error: WIS 00510)

Cause

Web Intelligence cannot generate the query SQL due to the universe design.

Action

See your Business Objects administrator.

The system cannot generate the SQL for this query because one of its objects is based on a derived table (table_name) that is unknown. Please contact your administrator for more details. (Error: WIS 00511)

Cause

Web Intelligence cannot generate the query SQL due to the universe design.

Action

See your Business Objects administrator.

The system cannot generate the SQL for this query because one of its objects is based on a derived table (table_name) with an incorrect definition. Please contact your administrator for more details. (Error: WIS 00512)

Cause

Web Intelligence cannot generate the query SQL due to the universe design.

Action

See your Business Objects administrator.

The SQL for the query cannot be generated because of a syntax error. 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). (WIS 00513)

Cause

The SQL for the query cannot be generated because of a syntax error. Check the syntax of the SQL statement that uses the @Variable function.

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).

Syntax error in formula '%1%' at position %2%. (WIS 10001)

Cause

There is a syntax error in your formula at the position indicated.

Action

Correct the formula syntax.

Problem initializing the dictionary of functions. (WIS 10002)

Cause

Web Intelligence could not initialize the dictionary of functions.

Action

See your Business Objects administrator.

The object '%1%' at position '%2%' is not unique in the report. (WIS 10005)

Cause

The object {object} has a name that conflicts with the name of another object in the report.

Action

Use the fully-qualified name for {object}.

The object '%1%' at position '%2%' does not exist in the report. (WIS 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.

Unexpected empty expression after '='. (WIS 10009)

Cause

A formula contains an empty expression after an '=' operator.

Action

Supply an expression after the '=' operator.

The number '%1%' at position '%2%' has a format that is incompatible with your regional settings. (WIS 10012)

Cause

The format of the number {number} is not compatible with your regional settings.

Action

Change the number format to conform with the format permitted by your regional settings.

The integer '%1%' at position '%2%' is too long. (WIS 10013)

Cause

An integer in a formula exceeds the Web Intelligence limit.

Action

Edit the formula.

The number '%1%' at position '%2%' has a format that is incompatible with your regional settings. (WIS 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.

Missing quotation mark after '%1%' at position '%2%'. (WIS 10016)

Cause

There is a missing closing quotation mark in the formula.

Action

Add the closing quotation mark.

The object name '%1%' at position '%2%' is ambiguous. (WIS 10019)

Cause

A formula contains an object name that is ambiguous.

Action

Use the fully-qualified object name (qualify the object name with its class) to remove the ambiguity.

Empty list of Identifier is not allowed in this input/output context. (WIS 10032)

Cause

The list of dimensions in the input or output context must not be empty.

Action

Update the input or output context.

The variable '%1%' cannot be deleted because it has dependant formulas or variables linked to: '%2%' (WIS 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.

The variable '%1%' already exists. (WIS 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.

The date or time format '%1%' at position '%2%' is not valid. (WIS 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.

The expression or sub-expression at position '%2%' is not valid. (WIS 10036)

Cause

The formula contains an invalid expression/sub-expression.

Action

Specify a valid expression/sub-expression.

The expression or sub-expression at position '%2%' in the '%1%' function uses an invalid data type. (WIS 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.

Invalid character '%1%' in variable name at position '%2%'. (WIS 10038)

Cause

The character {character} is not valid in the variable name.

Action

Remove {character} from the variable name.

The context of the measure '%1%' at position '%2%' is not valid. (WIS 10039)

Cause

The calculation context of {measure} is not valid.

Action

Specify a valid context.

The formula for variable '%1%' contains a reference to a variable with the same short name. You must use the fully-qualified variable name in the formula to remove this ambiguity. (WIS 10040)

Cause

The formula of a variable references another variable with the same short name.

Action

Use the fully-qualified variable name.

Incorrect use of multiple comparison operators (<,>,<>,<=,>=,=) at position '%2%'. (WIS 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.

There is a circular reference because the formula for variable '%1%' references a variable whose formula references '%1%'. (WIS 10042)

Cause

A formula contains a circular reference.

Action

Remove the circular reference.

There is no opening parenthesis after function '%1%' at position %2%. (WIS 10060)

Cause

The opening parenthesis is missing after a function name.

Action

Supply the opening parenthesis.

The function '%1%' has missing arguments or closing parenthesis at position %2%. (WIS 10061)

Cause

Arguments or a closing parenthesis are missing from the formula.

Action

Supply the arguments or closing parenthesis.

Missing ';' before argument in function '%1%' at position %2%. (WIS 10062)

Cause

A semicolon is missing from the formula.

Action

Supply the semicolon.

Missing ';' or closing parenthesis in function '%1%' at position %2%. (WIS 10063)

Cause

A semicolon or closing parenthesis is missing from the function.

Action

Supply the semicolon or closing parenthesis.

Missing ';' or closing parenthesis in list '%1%' at position %2%. (WIS 10064)

Cause

A semicolon or closing parenthesis is missing from the formula.

Action

Supply the semicolon or closing parenthesis.

Missing closing parenthesis in function '%1%' at position %2%. (WIS 10065)

Cause

A closing parenthesis is missing from the formula.

Action

Supply the closing parenthesis.

Missing aggregate operator or closing parenthesis in function '%1%' at position %2%. (WIS 10066)

Cause

A closing parenthesis or aggregate operator is missing from the formula.

Action

Supply the closing parenthesis or aggregate operator.

Missing operator or closing parenthesis in '%1%' at position %2%. (WIS 10067)

Cause

An operator or closing parenthesis is missing from the formula.

Action

Supply the operator or closing parenthesis.

Missing list element in '%1%' at position %2%. (WIS 10068)

Cause

A list in the formula is invalid.

Action

Correct the formula.

Missing object identifier in '%1%' at position %2%. (WIS 10069)

Cause

An object identifier is missing from the formula.

Action

Correct the formula.

Missing or bad operand in '%1%' expression at position %2%. (WIS 10070)

Cause

The formula contains an operand error.

Action

Correct the formula.

Incorrect calculation context %1%' at position %2%. (WIS 10071)

Cause

The formula contains an invalid calculation context.

Action

Correct the calculation context.

Incorrect reset context at position %2%. (WIS 10072)

Cause

The formula contains an incorrect reset context.

Action

Correct the reset context.

Invalid Where clause in function '%1%' : a dimension is missing at position %2%. (WIS 10073)

Cause

The Where clause of the formula is invalid because a dimension is missing.

Action

Add the missing dimension to the Where clause.

The object '%1%' at position %2% is incompatible. (WIS 10076)

Cause

The formula contains an incompatible object.

Action

Correct the formula.

The object '%1%' at position %2% is incompatible. (WIS 10077)

Cause

The formula contains an incompatible object.

Action

Correct the formula.

Invalid character '%1%' at position %2%. (Error: WIS 10080)

Cause

The formula contains an invalid character.

Action

Correct the formula.

Invalid string '%1%' at position %2%. (WIS 10082)

Cause

The formula contains an invalid string.

Action

Correct the formula.

The qualification of the variable '%1%' cannot be changed. (WIS 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.

Your database server does not support the Both and Except operators. (WIS 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

Return to Query View by clicking the Edit Query button on the report panel toolbar, then do one of the following:

- Remove the filter from the Query Filters pane.
- Double-click the filter on the Query Filters pane, and then select a different operator for the filter.

Tip:

If the Query Filters pane is not visible in Query View, click the Show/Hide Filter Pane button on the Query View toolbar.

A filter is defined on an object that is incompatible with the objects selected on the Result Objects pane. (WIS 10702)

Cause

One of the query filters is defined on an object which is incompatible with all the objects selected on the Results Objects pane.

Action

Return to Query View by clicking the Edit Query button on the report panel toolbar, then do one of the following:

- Remove the filter from the Query Filters pane.
- Remove the objects from the Result Objects pane.

Tip:

If the Query Filters pane is not visible in Query View, click the Show/Hide Filter Pane button on the Query View toolbar.

The numeric value for the query filter based on '{object}' is invalid . (WIS 10703)

Cause

You specified an invalid numeric value for a query filter.

Action

Edit the query filter and specify a valid numeric value.

The date for the query filter based on '{object}' is invalid . (WIS 10704)

Cause

You specified an invalid date for a query filter.

Action

Edit the query filter and specify a valid date.

The prompt '{prompt}' contains an invalid numeric value. (WIS 10705)

Cause

You specified an invalid numeric value for a prompt.

Action

Specify a valid numeric value.

The date for the prompt '{prompt}' is invalid. (WIS 10706)

Cause

You specified an invalid date for a prompt.

Action

Edit the prompt and specify a valid date.

The server cannot build the SQL for the query. (WIS 10707)

Cause

Your query cannot be converted to SQL to run against the database.

Action

Reformulate the query or see your Business Objects administrator.

You do not have the right to refresh this document. (WIS 10801)

Cause

Your user profile does not permit you to view data for one of the objects included in the query for this document.

The security level for objects is set by the Business Objects administrator at your organization, using the universe design tool Designer. When the object-level security for objects in a query is different from the security level specified in your user profile you cannot refresh the document data.

Action

Do one of the following:

- Cancel the refresh.

- Request your administrator to modify your user profile, so that you can access data for objects with higher levels of security.

The query SQL has {nbHaving} instead of {nbWanted} columns.(WIS 10810)

Cause

The SQL generated by the query has an invalid number of columns.

Action

See your Business Objects administrator.

Column ({nCol}) has an invalid type. (WIS 10811)

Cause

The data type of a column in the query is not valid.

Action

See your Business Objects administrator.

CustomSQL can not contain optional prompts. (WIS 10812)

Cause

Optional prompts are not supported in custom SQL.

Action

Remove the optional prompts.

Incompatible objects cannot be used in combined queries. (WIS 10820)

Cause

A combined query contains incompatible objects.

Action

Edit the combined query and remove the incompatible objects.

A subquery in the '{dp_name}' data provider has missing objects. (WIS 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.

The filtered object is missing in a ranking in the '{dp_name}' data provider. (WIS 10831)

Cause

The filtered object is missing in a ranking.

Action

Edit the ranking and specify the filtered object.

The rank-based object is missing in a ranking in the '{dp_name}' data provider. (WIS 10832)

Cause

The rank-based object is missing in a ranking.

Action

Edit the ranking and specify the rank-based object.

The document cannot be loaded. (WIS 10833)

Cause

The Web Intelligence document could not be loaded.

Action

See your Business Objects administrator.

Additional context resolution not supported with optional prompts. (WIS 10834)

Cause

The optional prompts in a query generate additional query context resolution that is not supported by Web Intelligence.

Action

Remove the optional prompts or make them obligatory.

Column "{col_name}" contains invalid data. (WIS 10840)

Cause

A database column referenced by the query contains invalid data.

Action

See your Business Objects administrator.

Invalid UTF-8 string in the column "{col_name}". (WIS 10841)

Cause

A database column referenced by the query contains invalid data.

Action

See your Business Objects administrator.

Cannot create or update the query on the file "{filename}". (WIS 10850)

Cause

The file {filename} cannot be found on the file system.

Action

Check the location of {filename} or see your Business Objects administrator.

Cannot refresh the query on the file "{filename}". (WIS 10851)

Cause

The file {filename} cannot be found on the file system.

Action

Check the location of {filename} or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: the file path is invalid. (WIS 10870)

Cause

Web Intelligence could not find the Excel file on the file system.

Action

Check the location of the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: the workbook is protected. (WIS 10871)

Cause

The Excel workbook is protected.

Action

Remove the protection from the Excel workbook or see your Business Objects administrator if you do not have access to the Excel file.

Unable to create or update the Excel personal data provider: cannot open the workbook. (WIS 10872)

Cause

Web Intelligence could not open the Excel workbook.

Action

Check the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: cannot retrieve the named ranges. (WIS 10873)

Cause

Web Intelligence could not retrieve data from a named range of cells.

Action

Check the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: cannot retrieve data from the file. (WIS 10874)

Cause

Web Intelligence could not retrieve data from the file.

Action

Verify the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: cannot retrieve data from the file. (WIS 10875)

Cause

Web Intelligence could not retrieve data from the file.

Action

Verify the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: cannot build the iterator on the data set. (WIS 10876)

Cause

A Web Intelligence error occurred (Web Intelligence could not build an iterator on the data set).

Action

See your Business Objects administrator.

Unable to create or update the Excel personal data provider: no worksheet available. (WIS 10877)

Cause

Web Intelligence could not find the Excel worksheet.

Action

Check the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: unable to retrieve the list of worksheets. (WIS 10878)

Cause

Web Intelligence could not retrieve the list of worksheets from the Excel file.

Action

Check the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: invalid information retrieved from the selected range. (WIS 10879)

Cause

The data retrieved from the Excel range is invalid.

Action

See your Business Objects administrator.

Unable to create or update the Excel personal data provider: the selected worksheet is invalid. (WIS 10880)

Cause

The Excel worksheet is invalid.

Action

Verify the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: an error occurred while retrieving the data sampling. (WIS 10881)

Cause

An error occurred during data retrieval.

Action

See your Business Objects administrator.

Unable to create or update the Excel personal data provider: an error occurred while creating the data iterator. (WIS 10882)

Cause

Web Intelligence could not create a data iterator.

Action

See your Business Objects administrator.

Unable to create or update the Excel personal data provider: an error occurred during data retrieval. (WIS 10883)

Cause

Web Intelligence could not fetch the data through a data iterator.

Action

See your Business Objects administrator.

Unable to create or update the Excel personal data provider: an internal error occurred. (WIS 10884)

Cause

An internal error occurred.

Action

See your Business Objects administrator.

Unable to create or update the Excel personal data provider: the range selection is invalid. (WIS 10885)

Cause

The cell range in the Excel file is invalid.

Action

Verify the Excel file or see your Business Objects administrator.

Unable to create or update the Excel personal data provider: the range selection does not match the worksheet. (WIS 10886)

Cause

The cell range does not correspond to cells in the worksheet.

Action

See your Business Objects administrator.

A database error occurred. The database error text is: {error_db}. (WIS 10901)

Cause

The database that provides the data to this document has generated an error. Details about the error are provided in the section of the message indicated by the field code: {error_db}.

Action

Contact your BusinessObjects administrator with the error message information or consult the documentation provided by the supplier of the database.

Could not retrieve data because the query timed out. The database error text is: {error_db}. (WIS 10902)

Cause

The query timed out before it could retrieve its data.

Action

Edit the query to restrict the amount of data it returns or ask your Business Objects administrator to increase the timeout limit.

The query contains the field '{db_fieldname}' which has an invalid data type. (WIS 10903)

Cause

The query contains a field with an invalid data type.

Action

Remove the field from the query or see your Business Objects administrator.

The query in this document is empty. (WIS 30000)

Cause

No data is defined for this document.

Action

1. Depending on the Web Intelligence report panel you are using, either click Edit Query or click the Query Tab.
2. Add objects to the Result Objects pane to define the data for the query.
3. Run the query again.

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

1. Click Edit Query on the report panel toolbar.
2. Click the tab for each of the queries in the document to identify the query or queries that have no objects selected.
3. For each empty query, add objects to the Result Objects pane to define the data you want Web Intelligence to retrieve.
4. Run the query again.

Your security profile does not include permission to edit the queries in Web Intelligence documents. (WIS 30251)

Cause

Your BusinessObjects administrator has disabled the Edit Query command in your user profile.

Action

Contact your BusinessObjects administrator to request the ability to edit the queries in Web Intelligence documents.

Your security profile does not include permission to edit Web Intelligence documents. (WIS 30252)

Cause

Your BusinessObjects administrator has disabled the Edit Documents command in your user profile.

Action

Contact your BusinessObjects administrator and request the ability to edit Web Intelligence documents.

Your security profile does not include permission to refresh Web Intelligence documents. (WIS 30253)

Cause

Your BusinessObjects administrator has disabled the Refresh Documents command in your user profile.

Action

Contact your BusinessObjects administrator to request the ability to refresh Web Intelligence documents.

Your security profile does not include permission to refresh lists of values. (WIS 30254)

Cause

Your BusinessObjects administrator has disabled the Refresh List of Values command in your user profile.

Action

Contact your BusinessObjects administrator to request the ability to refresh lists of values in Web Intelligence documents.

Your security profile does not include permission to use lists of values. (WIS 30255)

Cause

Your BusinessObjects administrator has disabled the Use List of Values command in your user profile.

Action

Contact your BusinessObjects administrator to request the ability to use lists of values in Web Intelligence documents.

Your security profile does not include permission to view the SQL generated by the query. (WIS 30256)

Cause

Your BusinessObjects administrator has disabled the View SQL command in your user profile.

Action

Contact your BusinessObjects administrator to request the ability to view the SQL in Web Intelligence queries.

Your security profile does not include permission to use the Web Intelligence formula language. (WIS 30257)

Cause

Your BusinessObjects administrator has disabled the Use Formula Language/Create Variables command in your user profile.

Action

Contact your BusinessObjects administrator to request the ability to use the formula language and create variables in Web Intelligence documents.

Your security profile does not include permission to perform drill analysis. (WIS 30258)

Cause

Your BusinessObjects administrator has disabled the Work in Drill Mode command in your user profile.

Action

Contact your BusinessObjects administrator to request the ability to drill on Web Intelligence reports.

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. Your administrator must grant you permission to perform such an operation.

Action

Contact your administrator.

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.

The following table provides information about each of the APIs that you may see named in the {api_name} error message field:

Name	Cause
getDocumentInfos	The document ID is invalid or the document is not available.
getCategoriesAndDocuments	The document category is invalid or Web Intelligence is unable to retrieve the document from the Business Objects repository.
getGroupAndDomains	The user group or document domain associated with this document is invalid or cannot be found.
getDataSourceList	The list of universes is not available.
getDataProviderResults	The data provider is invalid or some of the objects specified in the query are not available.
sendDocument	This document cannot be sent via InfoView, because the recipient or the document ID is invalid.
publishDocument	This document cannot be saved as a corporate document, because the recipient or the document ID is invalid.

Action

Your BusinessObjects administrator can trace the problem that caused the error by activating the tracking and verifying the trace associated with the API.

Note:

For information on how to trace system activity, see the *SAP BusinessObjects Enterprise Administrator's Guide*.

The document is too large to be processed by the Web Intelligence server. (WIS 30271)

Cause

When you view a Web Intelligence in Portable Document Format (PDF) or Microsoft Excel format, the Web Intelligence 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 Web Intelligence server.

Action

An administrator can change the value of the Maximum character (binary) output parameter in the Web Intelligence Report Server. Increasing the maximum binary output can affect performance.

Contact your administrator with this information.

The document is too large to be processed by the Web Intelligence server. (WIS 30272)

Cause

When you view a Web Intelligence document in HTML format, the Web Intelligence 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 Web Intelligence server.

Action

An administrator can change the value of the Maximum character (binary) output parameter in the Web Intelligence Report Server. Increasing the maximum binary output can affect performance.

Contact your administrator with this information.

Web Intelligence cannot build the query or generate the report.(WIS 30351)

Cause

Web Intelligence could not 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

Your BusinessObjects administrator needs to check the following:

- the connection to the data source
- check the universe for unspecified contexts and prompt values

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.

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

Contact the document creator to ask them to enable the option and resave the document.

Save a copy of the document as a personal document and then edit the query in the copy.

An internal error has been generated by the WIQT. Contact your BusinessObjects administrator. (WIS 30551)

Cause

An unexpected error occurred on the WIQT.

Action

Contact your BusinessObjects administrator, who may need to seek assistance from BusinessObjects Worldwide Customer Support.

Your Web Intelligence WIQT session has reached timeout. Log out and log in again to InfoView. (WIS 30553)

Cause

You have remained logged in to InfoView without using Web Intelligence for longer than the maximum time allowed by the Business Objects system.

Action

Log out and then log back into InfoView to continue using Web Intelligence (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 InfoView without using Web Intelligence, ask your BusinessObjects administrator to increase your session timeout parameter.

No more WIQT servers are available. The maximum number of concurrent users is already logged into Web Intelligence. (WIS 30554)

Cause

This error message means that the number of users currently using Web Intelligence has reached the maximum number of concurrent users allowed by your administrator. Administrators specify the number of preregistered WIQTs generated at system startup, ready to be used as users log in. The system assigns a WIQT to each user session at login.

Action

Try again later, when less users are using Web Intelligence.

Ask your BusinessObjects administrator to increase the number of concurrent users allowed by Web Intelligence.

Your security profile does not include permission to save documents as corporate documents or to send documents via InfoView. (WIS 30555)

Cause

Your security profile does not allow you to save Web Intelligence documents as personal or corporate documents, or to schedule documents.

Action

Contact your BusinessObjects administrator to request the ability to:

- save corporate documents

- send documents to users in own groups
- send documents to users in other groups

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 BusinessObjects administrator, to request the ability to delete corporate documents saved by other users to InfoView.

There is no document with this name in InfoView. Specify a different document name. (WIS 30557)

Cause

There is no Web Intelligence document with this name in InfoView for one of the following reasons:

- You have typed the document name incorrectly
- The document with this name has been deleted from InfoView

Action

Check that you have entered the document correctly.

Note:

Deleted documents cannot be retrieved.

Web Intelligence cannot perform the intended action on this document. (WIS 30650)

Cause

The Web Intelligence server is unable to complete the current task, because of lack of resources or access problems.

Action

Do one of the following:

- Close Web Intelligence and log out of InfoView, then log back into InfoView again.
- Ask your BusinessObjects administrator to verify that your security profile allows you access to the corporate repository.

The Web Intelligence server failed to load the XML document. Contact your BusinessObjects administrator. (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 WIReportServer). In this case an unexpected error occurred on the Web Intelligence Report Server, while migrating a BusinessObjects document to Web Intelligence 6.x.

Action

Your BusinessObjects administrator can trace the problem that caused this error by activating the tracking and verifying the trace associated with the WIReportServer. Contact your administrator with this information.

The XML file for this document cannot be opened. Contact your BusinessObjects administrator. (WIS 30752)

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 server. This error occurs when the XML file cannot be opened by the Web Intelligence 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 BusinessObjects administrator with this information.

An error occurred while parsing the Web Intelligence XML document. Contact your BusinessObjects administrator. (WIS 30753)

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 server. This error occurs when the XML file contains structural anomalies that the Web Intelligence 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.

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 Web Intelligence version 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 Web Intelligence server. Contact your BusinessObjects administrator with this information.

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 Web Intelligence server is unable to interpret the document correctly to migrate it to the current Web Intelligence version document format.

Action

To synchronize the data definition in the query and report of the original WbIntelligence 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 BusinessObjects administrator with this information.

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 Web Intelligence version document format, due to an error generated by the WIQT (Web Intelligence Query Technique) process.

Action

Your BusinessObjects 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.

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 Business Objects administrator. (WIS 40000)

Cause

Your user profile does not include permission to save documents to a corporate document domain on InfoView.

Action

Do one of the following:

- Save this document to your Personal Documents area on InfoView by saving it as a Personal Document
- Contact your Business Objects administrator and request access to a corporate document domain.

ReportEngine Web Intelligence (RWI) Error Messages

ReportEngine Web Intelligence error messages include the following:

Range	Category
RWI 00000 - RWI 00850	ReportEngine Web Intelligence

RWI 00000 - RWI 00314

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.

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.

The argument cannot be null. (RWI 00010)

Cause

The specified argument is "null".

Action

Enter a non-null value for the argument.

Invalid value: {0}. (RWI 00011)

Cause

The specified argument value is invalid.

Action

Enter a valid value for the argument.

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.

Cannot retrieve the requested report parts. (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.

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.

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".

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.

Cannot 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.

The Web Intelligence server returned an invalid XML output. Contact your Business Objects administrator. (RWI 00200)

Cause

The server returned an invalid or incorrect XML output.

Action

Contact Business Objects Technical Support.

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.

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.

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 BusinessObjects Enterprise 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.

The Web Intelligence server cannot be reached. Contact your Business Objects administrator. (RWI 00236)

Cause

An error occurred while attempting to communicate with the server.

Action

Contact the Business Objects administrator to ensure that the server is enabled and running. Also, check for network problems.

Cannot write output stream. Contact your Business Objects administrator. (RWI 00237)

Cause

An I/O error occurred when writing data in response to a view request.

Action

Contact the Business Objects administrator to ensure that the specified destination parameter is valid.

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 BusinessObjects Enterprise 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.

Your server version is incompatible with this client version. Contact your BusinessObjects administrator. (RWI 00240)

Cause

The server does not support this SDK version.

Action

Contact the Business Objects administrator to ensure that the server version is compatible with the client version.

Cannot find an XML transformer. (RWI 00301)

Cause

Unable to instantiate the XSLT transformer used for XML to HTML transformation.

Action

Try again later.

Cannot create translet. (RWI 00309)

Cause

Unable to compile the XSLT stylesheet used for XML to HTML transformation.

Action

Try again later.

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 *we bi.properties* customization.

RWI 00315 - RWI 00605

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.

Cannot transform XML to HTML. (RWI 00317)

Cause

During XSLT transformation, an error occurred while requesting output in HTML.

Action

Try again later.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

RWI 00606 - RWI 00850

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

{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.



HTTP errors

21



chapter

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.

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>



More Information



appendix



Information Resource	Location
SAP BusinessObjects product information	http://www.sap.com
SAP Help Portal	<p>Select http://help.sap.com > SAP BusinessObjects.</p> <p>You can access the most up-to-date documentation covering all SAP BusinessObjects products and their deployment at the SAP Help Portal. You can download PDF versions or installable HTML libraries.</p> <p>Certain guides are stored on the SAP Service Marketplace and are not available from the SAP Help Portal. These guides are listed on the Help Portal accompanied by a link to the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p>
SAP Service Marketplace	<p>http://service.sap.com/bosap-support > Documentation</p> <ul style="list-style-type: none"> • Installation guides: https://service.sap.com/bosap-inst-guides • Release notes: http://service.sap.com/releasenotes <p>The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.</p>
Developer resources	<p>https://boc.sdn.sap.com/</p> <p>https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p>

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



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