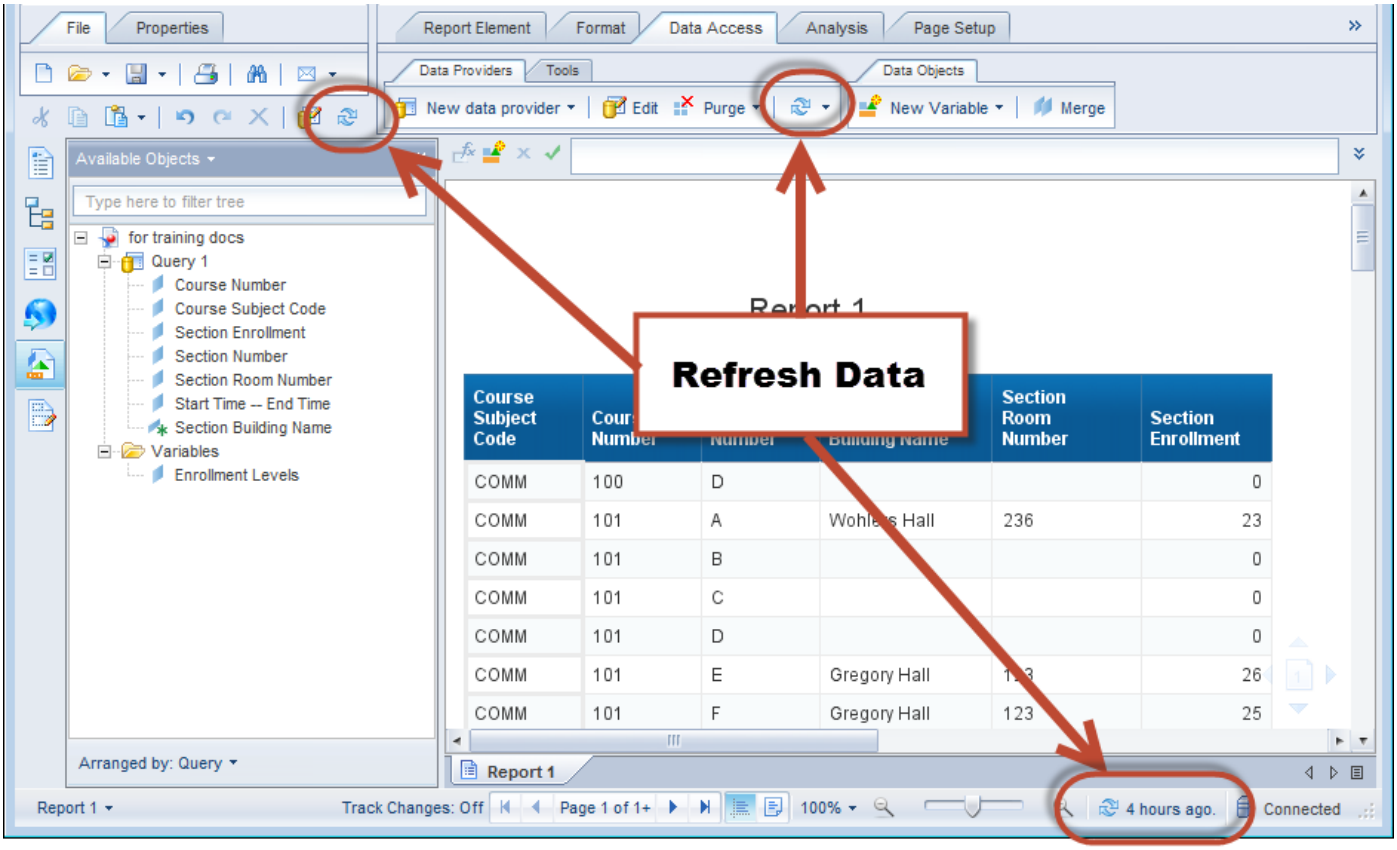
Refreshing Reports in Web Intelligence 4.1

1. Login to Web Intelligence Rich Client

   Note: Make sure you are connected to the server by checking the Connection Status in the bottom right corner of the window.

2. Open the Document to refresh

3. Click the Refresh Data button (three locations- See below)

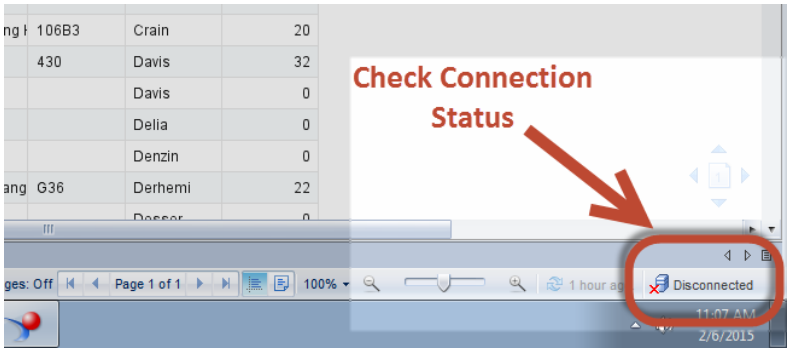


Unable to Refresh Document. Refresh Button is grayed out

This issue is often happens when opening a document that has the ***Remove Document Security*** feature enabled. When the document was saved, the author checked the Remove Document Security box. If you open an unsecured Web Intelligence document when you are not logged into to Web Intelligence and connected to the server, you will not be prompted to enter your Business Objects credentials, and therefore will be working in Offline or Disconnected mode.

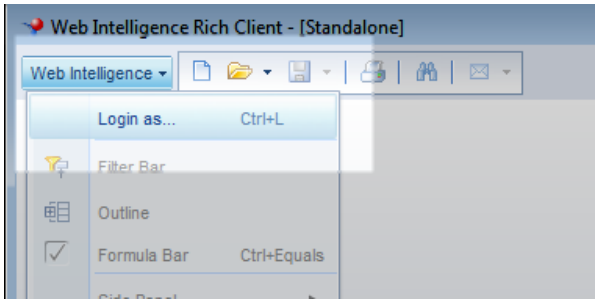
Solution: Login to the Web Intelligence server before opening document

1. Check your Connection Status
    a. Look in the bottom right-hand corner of your window. You will see either Connected or Disconnected.



    b. If disconnected, you will need to connect to the server before being able to refresh your document.

2. Connecting to the Server
    a. Close the document.
    b. Launch the **SAP Web Intelligence** program.
    c. Click the **Web Intelligence** menu.



    d. Select **Login as**

e. Enter your credentials:

User Name: Enter your NetID
Password: Enter your NetID Password
Authentication: LDAP

f. Re-open the document.

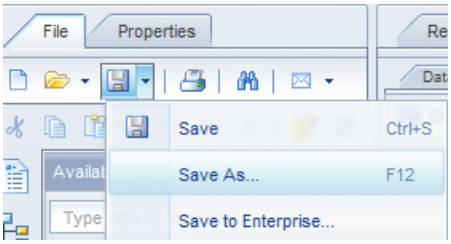
3. Changing the Document Security Setting

If you reinstate the Document Security setting, you will be prompted to enter your Business Objects credentials when opening the document. Note that if you were not the author of the document, unchecking the Remove Document Security may cause you to not be able to refresh or edit the document. If you are the author, you can change the security setting:

a. Open the document

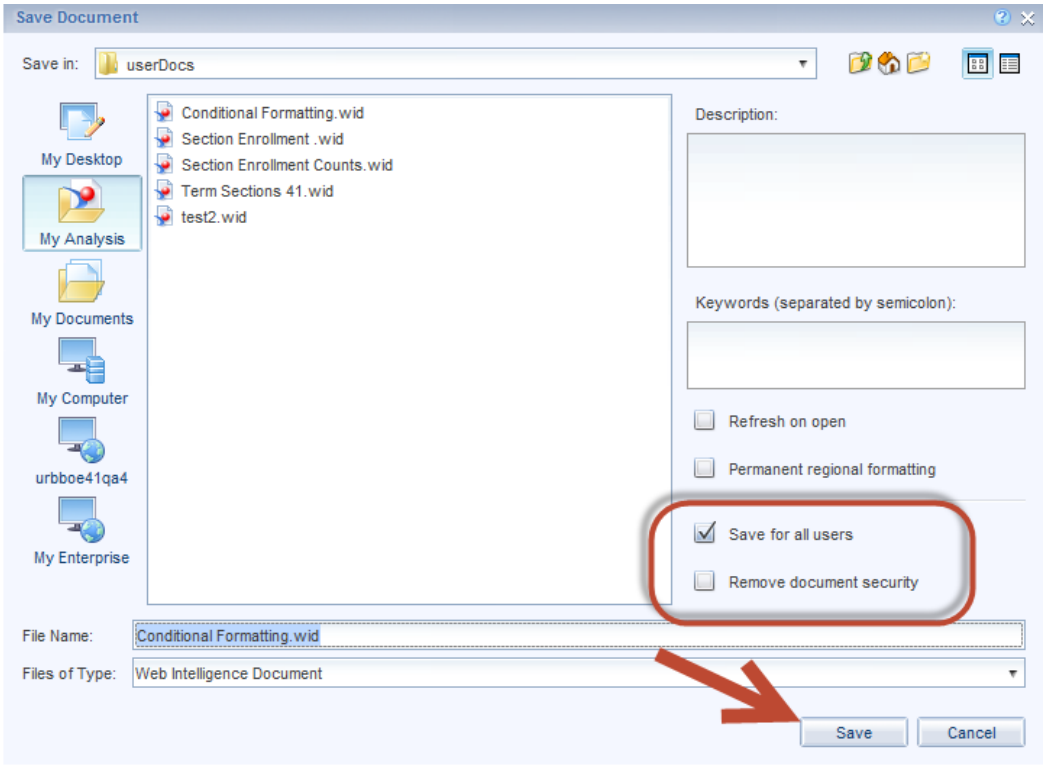
b. On the **File** tab, Click the **Save** drop-down menu

c. Click **Save as**

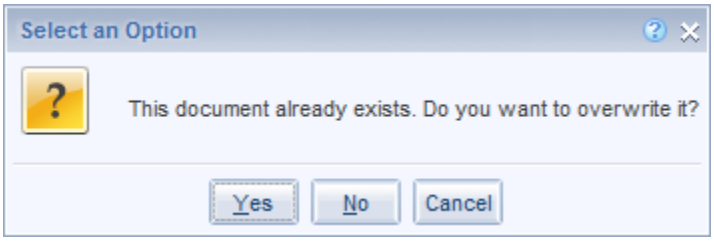


d. Remove the check for **Remove Document Security**

e. Click **Save**



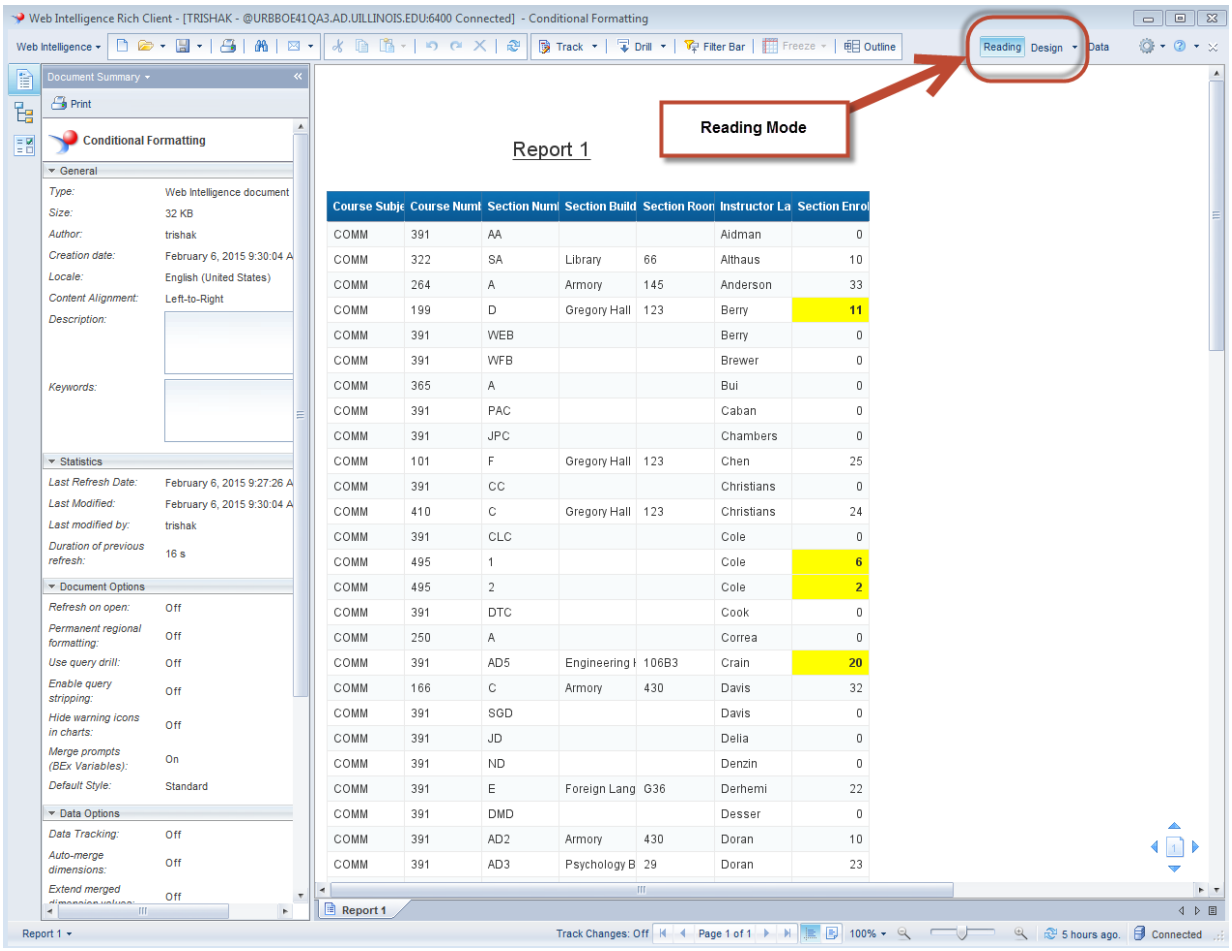
f. Pop-up asks if you want to overwrite the file, click **Yes**

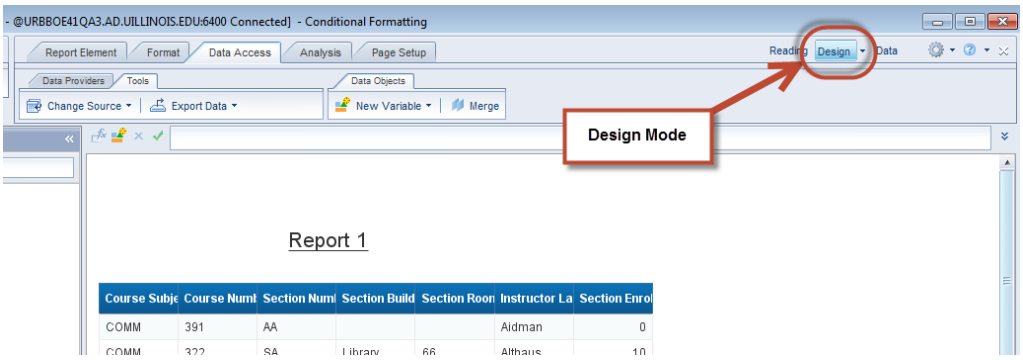


Note: If you are not the original creator of the document, unchecking the Remove Document Security box might cause issue with being able to refresh and edit the report. If this happens, recheck the Remove Document Security, and log completely into Web Intelligence before running the report.

Document Opens in Reading Mode. Cannot Edit/Refresh. Toolbars missing

If you open a Web Intelligence document and it looks like the example below, you are in Reading Mode. Web Intelligence 4.1 has two view modes: Reading and Design. Reading mode is a read-only mode used to view data, but does not allow access to make changes.



Solution:

1. Click the **Design** button.