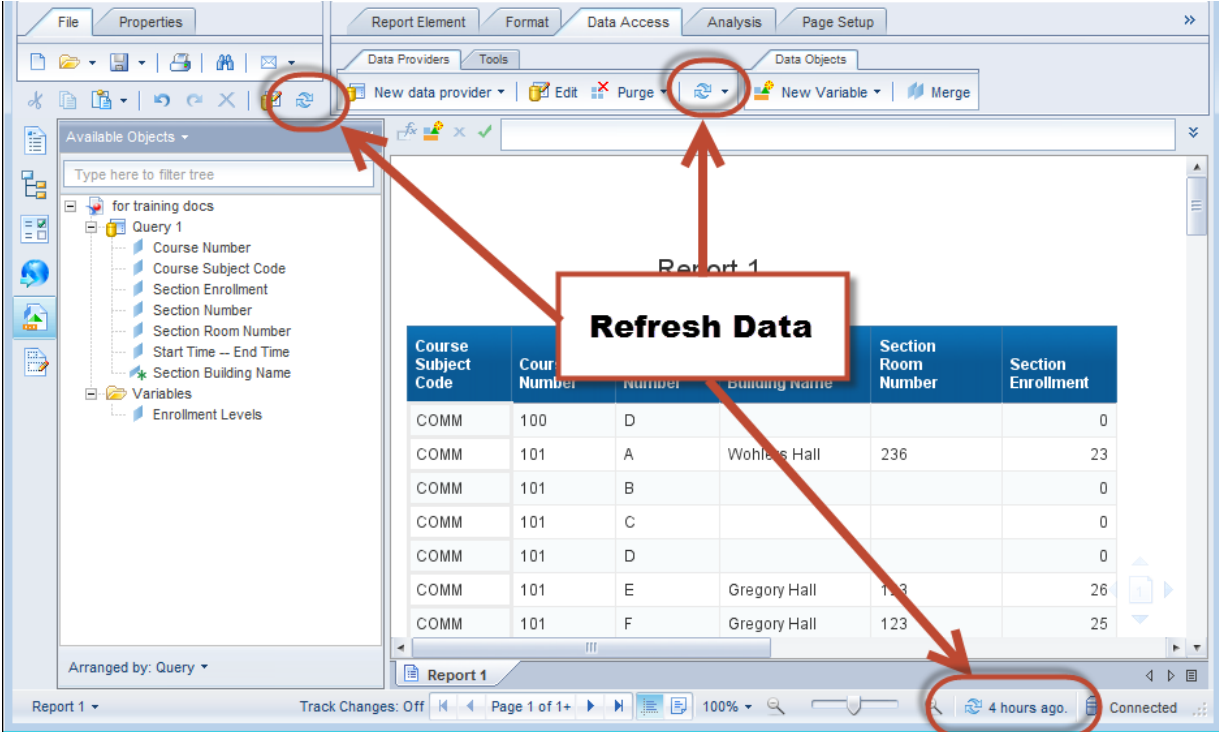


## Refreshing Reports in Web Intelligence

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)



The screenshot shows the Web Intelligence Rich Client interface. The main window displays a report titled "Report 1" with a table of data. The table has columns for Course Subject Code, Course Number, Section Number, Building Name, Section Room Number, and Section Enrollment. The data is as follows:

Course Subject Code	Course Number	Section Number	Building Name	Section Room Number	Section Enrollment
COMM	100	D			0
COMM	101	A	Wohlens Hall	236	23
COMM	101	B			0
COMM	101	C			0
COMM	101	D			0
COMM	101	E	Gregory Hall	123	26
COMM	101	F	Gregory Hall	123	25

Three red circles highlight the Refresh Data button in the following locations:

- 1. In the top toolbar, next to the "New data provider" button.
- 2. In the top toolbar, next to the "Purge" button.
- 3. In the bottom status bar, next to the "4 hours ago" refresh indicator.

A red box labeled "Refresh Data" is positioned over the table, with arrows pointing to the three highlighted locations.

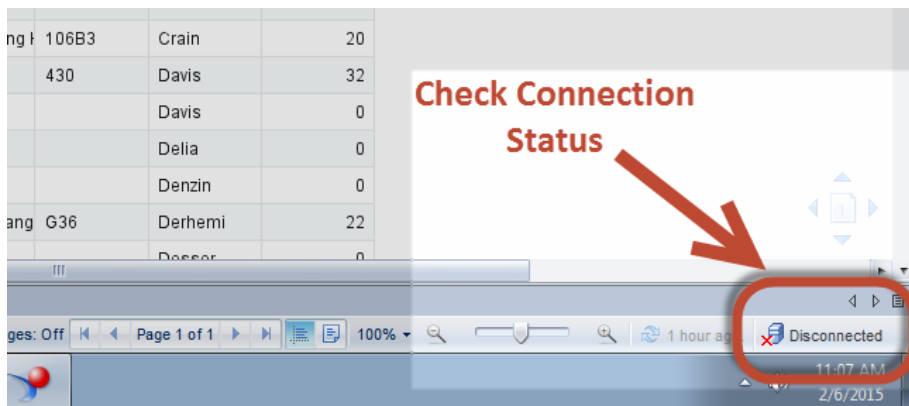
### Unable to Refresh Document. Refresh Button is grayed out

This issue often happens when opening a document that has the **Remove Document Security** feature enabled. When saving the document, the author checked the Remove Document Security box. If you open an unsecured Web Intelligence document when you are not logged in, 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

#### *Check your Connection Status*

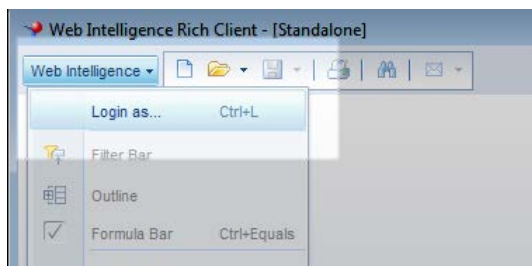
1. Look in the bottom right-hand corner of your window. You will see either Connected or Disconnected.



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

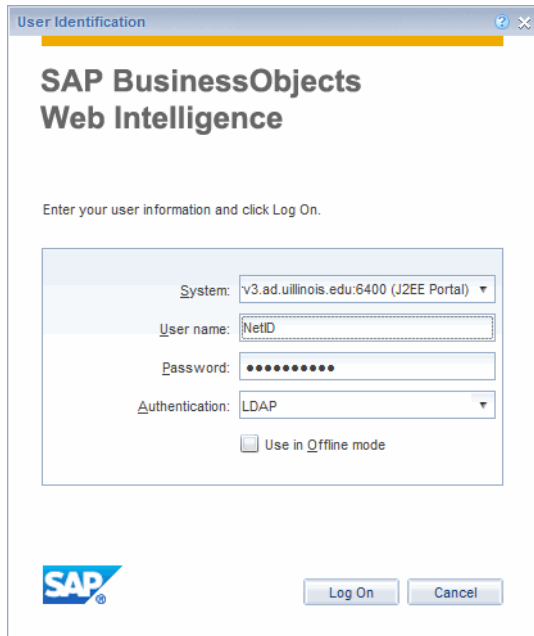
#### *Log In*

1. Close the document.
2. Launch the **SAP Web Intelligence** program.
3. Click the **Web Intelligence** menu.



4. Select **Login as**
5. Enter your credentials:


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

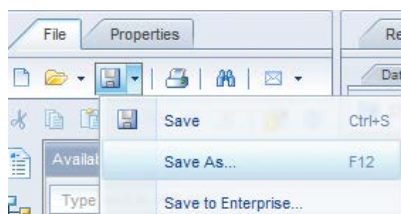


6. Re-open the document.

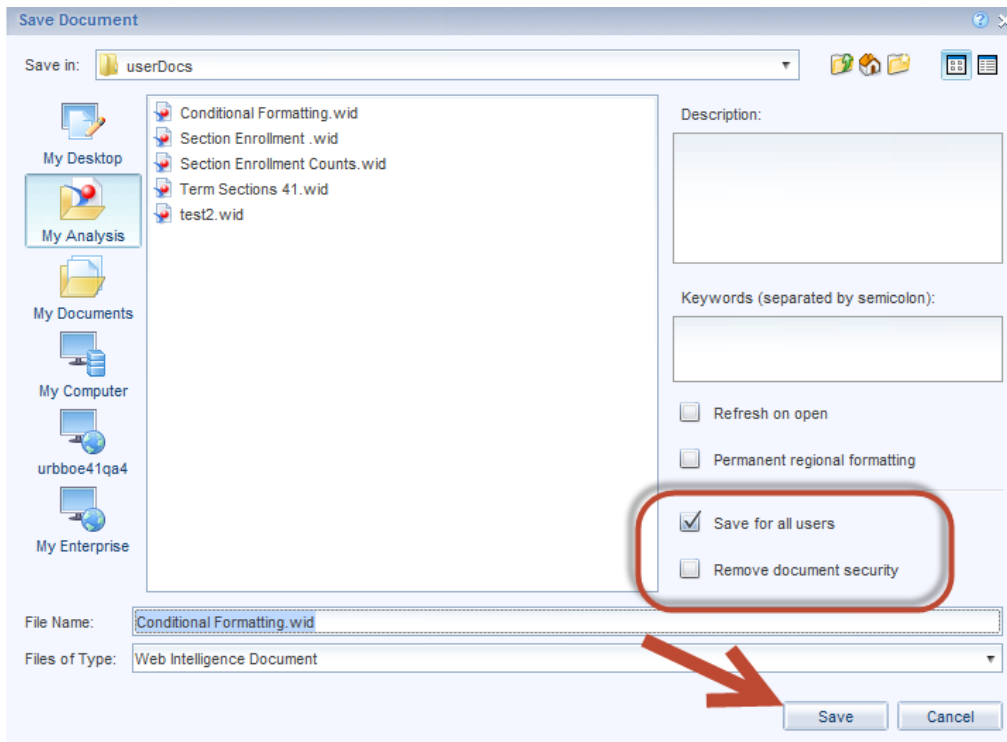
## *Changing the Document Security Setting*

If you reinstate the Document Security setting, you will be prompted to enter your Business Objects credentials when opening the document.

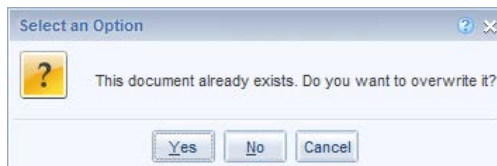
1. Open the document
2. On the **File** tab, Click the  **Save** drop-down menu
3. Click **Save as**



4. Remove the check for **Remove Document Security**
5. Click **Save**



6. A pop-up asks if you want to overwrite the file, click **Yes**

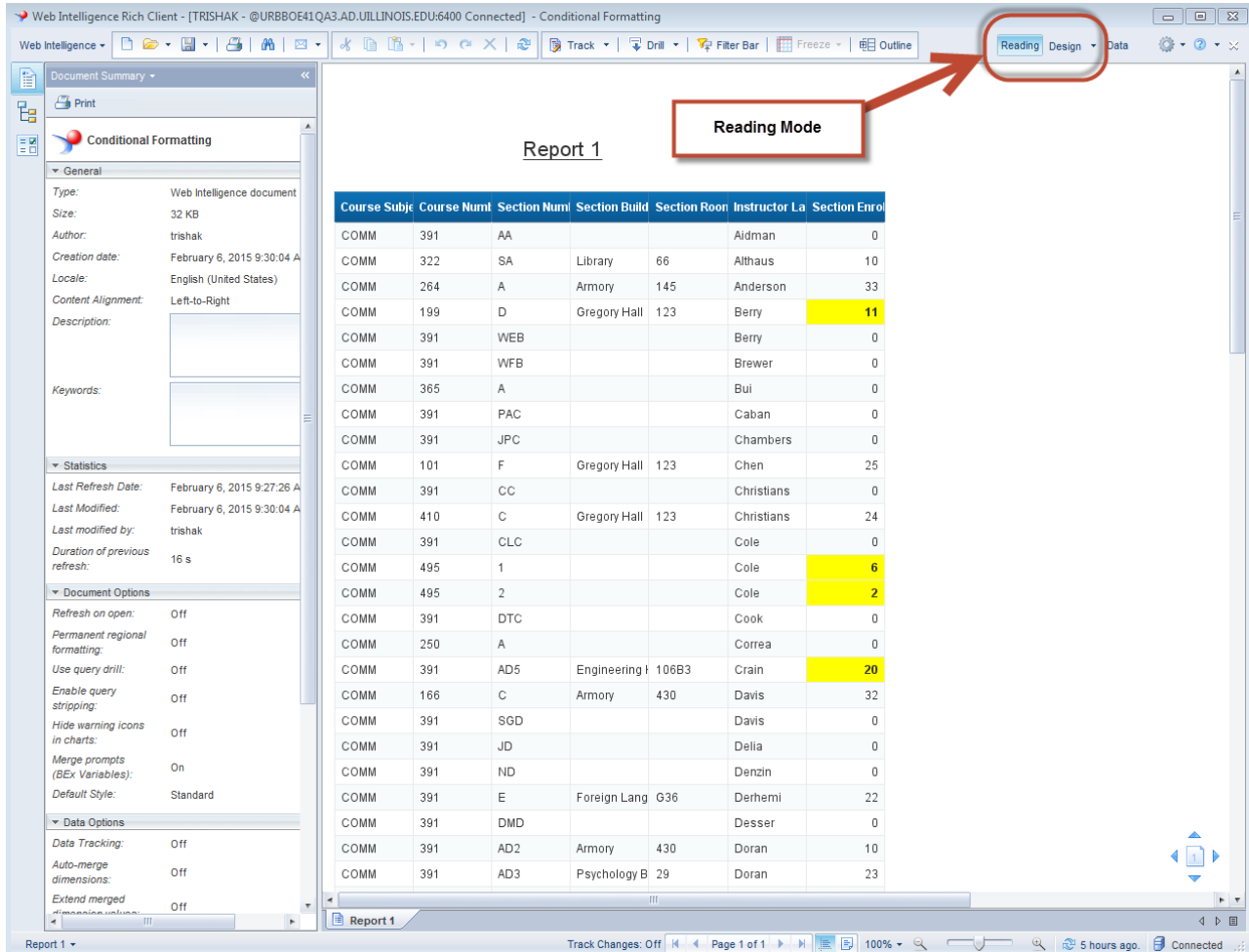


**Note:** If you are not the original creator of the document, unchecking the Remove Document Security box might cause issue with being able to refresh and edit the report. If this happens, recheck the Remove Document Security, and log completely into Web Intelligence before running the report.



## Document Opens in Reading Mode. Cannot Edit. Toolbars missing

If you open a Web Intelligence document and it looks like the example below, you are in Reading Mode. Web Intelligence has three view modes: Reading, Design, and Data. Reading mode is a read-only mode used to view the document.



### Solution:

1. Click the **Design** button.

