Unable to Refresh Document- Status shows "Disconnected"

This issue happens when opening a document without first logging into Web Intelligence. If you open a Web Intelligence document before you have logged in 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

Check your Connection Status

1. Look in the bottom right-hand corner of your window. You will see either Connected or Disconnected.
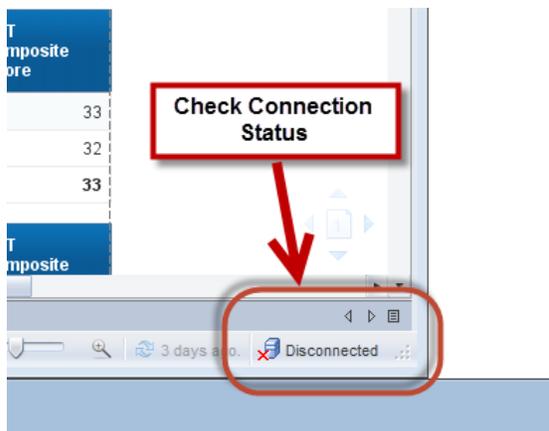
2. If disconnected, you will need to connect to the server before being able to refresh your document.

Connecting to the Server

1. Close the document by clicking the lower X in the top right corner of the window.
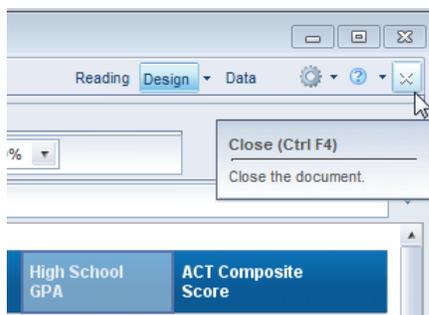
2. The Web Intelligence menu is displayed.
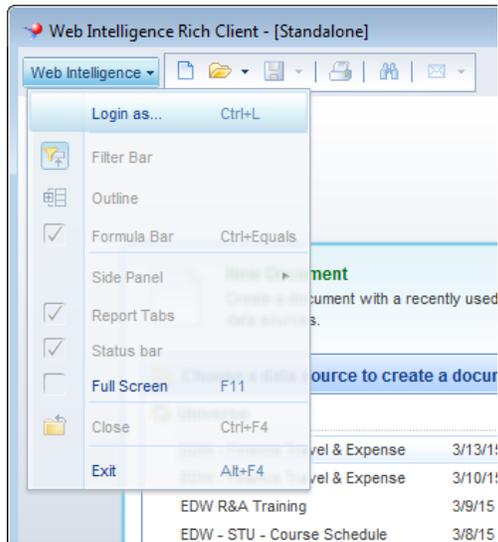
3. Click the **Web Intelligence** menu.
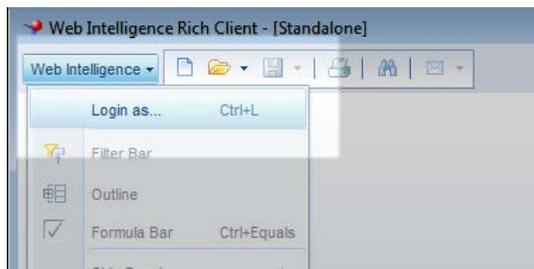
4. Select **Login as**

5. Enter your login credentials and click **Log On**
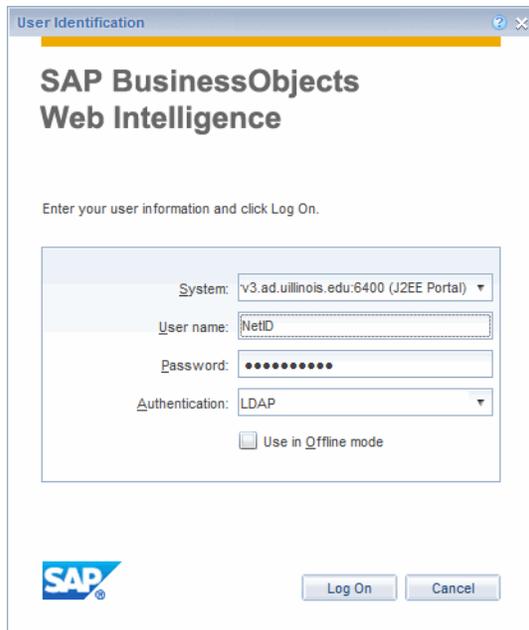
Note: Remember to log in with your NetID and password, and to change the Authentication to LDAP.

6. Re-open the document. It should be the top document in the Recent Documents list.
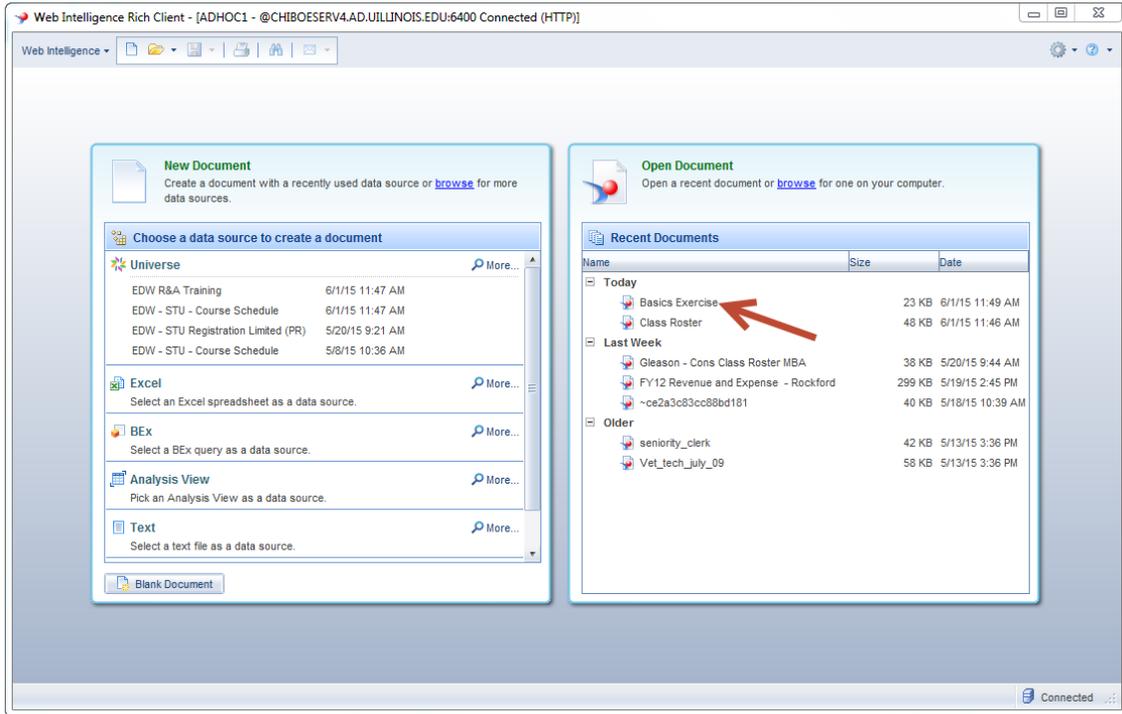
7. Refresh the Document by clicking the Refresh icon.