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.

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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.

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2. The Web Intelligence menu is displayed.

Web Intelligence Quick Tip



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.

New Document Open Document Create a document with a recently used data source or browse for more data sources. Open a recent document or browse for one on your computer.			
Choose a data source to create a document		Recent Documents	
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Analysis View Pick an Analysis View as a data source. Text Select a text file as a data source. Blank Document			

7. Refresh the Document by clicking the Refresh icon.

